



Advanced Data Systems RCM V.13 Service Agreement

As Client desires to retain Advanced Data Systems RCM (ADSRM) to provide the services set forth herein to Client, and as ADSRCM has agreed to provide the services pursuant to the terms of this Agreement, the Parties agree as follows:

1. **ADSRM Responsibilities:** ADSRCM shall prepare, process, and submit on behalf of Client all claims for third-party payment to commercial and government payers for services provided by Client to its patients. Without limiting the foregoing, ADSRCM shall submit claims and prepare amounts due on behalf of, and in the name of Client as agreed upon, and as applicable, to Medicare, Medicaid and other various third-party payers, facilities, and patients. All such claims shall be submitted by ADSRCM in the Client's name and utilizing provider numbers assigned to the Client by the respective third-party payer(s). Claims will be submitted electronically or by means of paper submission. Client hereby expressly authorizes ADSRCM to submit claims on its behalf in accordance with this Agreement. Payment of all claims filed on behalf of Client shall be directed to such accounts to which Client has sole control and as may be required by Medicare, Medicaid and other third-party payers.

ADSRM (the service name being "MedicsRCM™") will perform the following related transactions processing:

- i. Daily batch eligibility via appointments entered on the Medics scheduler by the Client if applicable
- ii. Claims submission for insurances via the Change Healthcare™ Bundle (electronic/paper), Carisk Partners (for Workers' Compensation/Auto/No Fault), fax or paper claims
- iii. Claim rejection processing via Change Healthcare / Medics Denial Manager/Workflow
- iv. Verification of demographics and insurance information from scanned drivers' licenses and insurance cards for rejected claims
- v. Third party insurance follow-up
- vi. Payment posting: Electronic Remittance Advice (ERA) & Manual Explanation of Benefit (EOB)
- vii. ERA processing 24 - 48 business hours after receipt regardless of deposit status
- viii. Workers Compensation and No-Fault claims processing with Client's EHR-supplied report
- ix. Financial Reporting including Aging Report provided to Client (monthly review with assigned billing account liaison available)
- x. Creating and processing patient statements via third-party vendor as agreed
- xi. Assistance in setting up the patient pay online portal process and e-delivery of patient statements as per contract
- xii. Manual posting of payments scanned in by the Client
- xiii. Responding to patients' inquiries related to patient statements and outstanding balances if applicable and escalating to office as needed
- xiv. Processing patient credit card payments received over the phone (patient pay online required).

2. **Client Responsibility:** Client shall be solely responsible for ensuring that ADSRCM is provided with all necessary and complete records and information from which to submit the claims and amounts due for payment at all times and in a timely manner, and shall reasonably cooperate with ADSRCM as may be necessary to permit ADSRCM to perform its duties hereunder. Client shall be solely responsible for ensuring the accuracy and completeness of all coding associated with claims and for ensuring the medical necessity and appropriateness of the services for which a claim will be submitted, and for any and all liabilities arising therefrom. ADSRCM shall have no liability or responsibility whatsoever regarding the accuracy or completeness of the coding or determinations regarding medical necessity. Client shall be solely responsible for ensuring that the ADSRCM verbal or written guidelines and recommendations for the use and consumption of programs and or services, recommended processes, procedures and or workflows are followed and adhered to. Client shall ensure that the information provided to ADSRCM required for the successful submission of claims and amounts due for payment is complete in all respects at all times and in a standardized format through the Medics system provided by ADSRCM. In addition to the foregoing, Client will be exclusively required and responsible to perform the following transactions to enable ADSRCM's service to work smoothly.



Client will be responsible for:

- i. Payers' credentialing and re-credentialing process and tracking
- ii. Internal compliance plan and compliance officer
- iii. Demographic entry including insurance information (scanning of insurance cards, patient identification and other documents necessary for submission of claims)
- iv. Obtaining patient's email address for utilization of e-delivery of patient statement and for the patient pay online portal system if applicable
- v. Compliance with the Medics Scheduler in which patients must be listed at least 24 hours prior to their appointments for daily eligibility processing (clients can perform their own verifications if less than 24 hours), if applicable
- vi. Eligibility verification of scheduled patients at time of appointment if applicable
- vii. Scanning of any and all Workers Comp and No-Fault reports not in the electronic medical chart for appropriate electronic claim submission if applicable
- viii. Adhering to the ADSRCM EFT (Electronic Fund Transfer) and ERA (Electronic Remittance Advice) policy (as Section 3. viii and ix.)
- ix. Providing patient and insurance (EOB) documents received by Client via the Scan Check Module within 24 - 48 business hours
- x. Posting of copayments received at the time of service
- xi. Providing referral forms/authorizations with each claim (if applicable)
- xii. Client to provide all documentation as needed for appeals
- xiii. Returning of any requested information by ADSRCM within 3-5 business days of the request
- xiv. Responding to patients' inquiries related to patient statements and outstanding balances that are escalated
- xv. Contacting their provider representative for escalations that may only be done by the Provider directly
- xvi. Complying with an internet connection with the minimum specs as follows: 5MB Uploads/15MB Downloads with up to 15 Users

3. Client Acknowledges:

- i. The ultimate responsibility for all claims submitted is that of Client, and Client shall remain solely responsible for subsequent correction, adjustment, or repayment of any payment regardless of reason or cause.
- ii. Client shall be solely responsible for any consequences associated with submission of false, fraudulent or misleading data, information, or statements to its patients, the governmental and / or commercial third-party payers in connection with health insurance coding, billing and claims submission
- iii. Client will immediately inform ADSRCM of any current or previous payer audit, recoupment, review or Special Investigation Unit (SIU) notification.
- iv. Client shall indemnify, defend and hold ADSRCM and its owners, directors, and employees harmless from and against any claims submitted on behalf of and / or in the name of Client for which Client has provided ADSRCM false, fraudulent, incomplete, misleading, or otherwise incorrect information or data, including but not limited to, the coding of claims pursuant to Section 2 above
- v. Client shall be solely responsible for maintaining all original source documents to enable Client to verify and document the claims submitted to third party payers (whether such claims are submitted in paper or electronic form)
- vi. ADSRCM will rely on patients' demographic information in providing its billing services, and that the timing and amount of net collections generated are affected by the completeness, timeliness and accuracy of that demographic information and other variables, some of which are beyond the control of ADSRCM
- vii. Client shall provide ADSRCM with records and information in a standard report format reflecting its current monthly collections statistics before "going live"
- viii. Client shall comply with electronic remittance advices (ERA) policy posting; manual posting will only be used when ERA posting is not provided by third-party insurance carriers



- ix. Client shall comply with electronic/ACH policy; manual deposits will only be used when electronic/ACH depositing of funds is not provided by third-party insurance carriers, vendors or other means

4. **Compensation:** Client shall pay ADSRCM a percentage on collectibles or a minimum service fee, whichever is higher, as set out on the MedicsRCM Revenue Cycle Management Purchase Agreement (ADSRCM Agreement). ADSRCM will issue and submit a monthly invoice to the Client via email on or around the fifteenth (15th) of each month for services rendered in the prior month. That invoice may include but not be limited to any service fee adjustments due to revenue received, deposited, and posted through the last business day of each month. Service fees are calculated based on all revenue posted into the ADSRCM system regardless of deposit date. No adjustments will be made to the invoice more than thirty (30) days after it is generated.

Additional fees will be incurred for other projects requested by the Client, to be quoted and accepted by Client before being implemented. Additional fees will be incurred if more than 10% of CPT/HCPCS codes and/or payments are corrected, voided or adjusted.

Additional cost-based fees (which are in addition to monthly minimum fees) will be itemized on the monthly invoice which may include but not be limited to:

- i. The cost for statement processing from a third-party vendor
- ii. Cost above the minimum agreed to in Client's ADSRCM Agreement for any fees associated with electronic submission of Workers' Compensation/Auto/NoFault via a third-party (including but not limited to Carisk Partners).
- iii. Any fees associated with online payment processing services
- iv. Any attachments to the claim will be charged at an additional \$5.00 per claim.
- v. Client requested appeals on claims that have been denied without additional information to be included with the appeal, will be charged at an additional \$3.00 per appeal.
- vi. Any fees associated with e-delivery of statements and patient pay portal
- vii. Any fees associated with electronic/ACH bank deposit compliance
- viii. Service fee adjustments (credit/debits) from a previously-invoiced month
- ix. Any fees associated with a banking or third-party lock box

Client shall be responsible to pay the full amount of the monthly invoice to ADSRCM billing within five (5) days of the sent date of the monthly invoice in accordance with the Client's ADSRCM Agreement. Client will arrange and authorize auto payment via ACH or e-check.

- i. Declined and/or defaulted authorized automated payments will be subject to service charges equal to ten percent (10%) APR
- ii. Services may be temporarily suspended by ADSRCM without notification for any invoice which remains outstanding more than thirty (30) days from the sent date
- iii. Client shall be responsible for providing ADSRCM with documentation related to proof of payment of the invoice within 10 days of request from ADSRCM. Any documentation related to proof of payment not provided to ADSRCM within ten (10) days shall be subject to a ten percent (10%) penalty above the rate outlined in Section 4 above.

5. **Compliance With Laws And Regulations:** It is expressly understood and agreed that both parties, in performance with their duties hereunder, will comply with all applicable laws and regulations, including but not limited to laws and regulations (and government interpretations thereof) relating to billing, coding, and submission of claims to Medicare, Medicaid and other third-party insurance carriers and or programs.

6. **Exclusivity:** Client agrees that throughout the term of this Agreement, ADSRCM will be the sole and exclusive provider of billing processing services to Client. Client will not hire or engage any other billing processing service or similar company; Client's own internal resources will also not be used for this.



7. **Term: To be invoiced for the number of months** specified in the Client's MedicsRCM Revenue Cycle Management Purchase Agreement (ADSRM Agreement).

8. Termination:

- i. Notwithstanding anything contained herein to the contrary, either party shall have the right to terminate this Agreement prior to the expiration of the then-current term in the event of a material default by the other party which the breaching party fails to cure within sixty (60) days following the receipt of written notice served by certified mail, describing the default in sufficient detail to enable the breaching party to cure the default.
- ii. Immediate Termination: This Agreement may be terminated by ADSRCM in the event:
 - a. Client is excluded or otherwise debarred from or by Medicare or Medicaid Programs
 - b. Client loses or has revoked or suspended his/her/its license to practice Client's profession in the state where the Client is licensed and practicing
 - c. Client files for bankruptcy or otherwise seeks protection from creditors pursuant to federal or state laws, or
 - d. ADSRCM reasonably believes Client is not complying with the federal or state laws, regulations or guidelines affecting Client's practice or submission of claims to Medicare, Medicaid or other third-party payers and/or programs
- iii. ADSRCM may terminate contract upon Client's failure to comply with the above stated terms as outlined in section 3 with (15) days notice via a certified letter or email to the practice.
- iv. Upon termination or expiration of this Agreement, ADSRCM at its sole option, may continue to process those claims for the dates of service which fall within the term of the Agreement. ADSRCM shall be paid for each such claim in accordance with Section 4 herein. The term of this Agreement shall be as defined in the Client's ADSRCM Agreement.
- v. Within 90 days prior to the termination of the Agreement or amendment extending the previous term, both parties may agree in writing to extend the term of the Agreement, rate will not increase more than the consumer price index increase as long as actual collections at the end of the previous term were the same as amount stated on previous ADSRCM Agreement.
- vi. If actual collections are less than 90% of the monthly run rate of Annual Collections as stated on the Agreement, ADSRCM may renegotiate or terminate the Agreement

9. **LIMITATION ON LIABILITY:** it is expressly agreed that in no event ADSRCM or any of the direct or indirect owners of ADSRCM, or their respective officers, directors, stockholders, agents, and employees, or any licensors of ADSRCM shall have any liability whatsoever for instances including but not limited to any breach of this Agreement, data loss or corruption, business interruption, failure, delay or service interruption, any inability to record or access data, any failure to restore data, or any special, consequential, incidental, indirect, exemplary or punitive damages including but not limited to loss of profits, revenues or goodwill, loss of use or loss of information or data, or from increased expenses or costs foreseeable or unforeseeable, whether a claim for any such liability or damages is premised upon breach of contract, breach of warranty, negligence, strict liability, or any other theory of liability, even if ADSRCM has been apprised of the possibility or likelihood of such damages occurring that may be incurred or suffered by the licensee or any other person from the use or inability to use the programs and services whether under the laws of contract, strict liability, tort or otherwise, arising from those or other causes.

ADSRCM disclaims any and all liability for erroneous transmissions and loss of service resulting from communication failures by telecommunication service providers or their programs. Notwithstanding anything in this Agreement to the contrary, ADSRCM's aggregate liability under this Agreement, regardless of theory of liability, shall be limited to the aggregate fees actually paid by Client under this Agreement for the last six (6) month period preceding the event first giving rise to the claim. ADSRCM shall have no obligation or liability whatsoever to any patient of Client or other third-party.



10. **Indemnification:** Client agrees that in no event will ADSRCM be responsible or liable for any direct, consequential, incidental, punitive, special, indirect, exemplary, or loss-of-profit damages. Client hereby agrees to indemnify, defend and hold ADSRCM and its owners, directors, and employees harmless from and against any and all liability, claims, causes of action, damages, fines, assessments, penalties, costs (including reasonable attorney fees and court costs) and responsibility of any kind arising out of or associated with Client's professional conduct and/or practice, Client's improper use of any services provided hereunder or its failure to comply with controlling payer (commercial or governmental), professional or governmental rules, laws or requirements or Client's breach of the covenants contained in Sections 2, 3 and 5.

11. **Access to Books and Records:** To the extent this Agreement is subject to Medicare and Medicaid Law regarding access to books and records, until the expiration of four (4) years after the furnishing of the services provided under this Agreement, ADSRCM will make available to the Secretary of the U.S. Department of Health and Human Services, and the U.S. Comptroller General, and their representatives, this Agreement and all books, documents, and records necessary to certify the nature and extent of the costs of those services. This clause shall apply solely to the extent that Section 1861 (V) (1) (1) of the Social Security Act applies to this Agreement.

12. **Confidentiality and HIPAA:** ADSRCM, as a "business associate" of the Client, will abide by the covenants and provisions of the HIPAA Business Associate provisions which are incorporated herein. All information and data provided by Client to ADSRCM will be kept confidential and shall not be disclosed to any other person or entity in the performance of ADSRCM's duties as provided hereunder and in accordance with the requirement contained herein, except for partners and consultants. In addition, Client agrees that it shall not divulge the contents, terms, conditions, or other provisions of this Agreement to any other person or entity without the express written consent of ADSRCM.

13. **Disclaimer Of Warranties:** ADSRCM's only representations and warranties are those set forth in Section 12 (Confidentiality and HIPAA) of this Agreement and, to the fullest extent permitted under controlling law, ADSRCM explicitly disclaims all other implied, express or statutory warranties, including warranties of merchantability, fitness for a particular use, timeliness, or that any services will be uninterrupted. ADSRCM does not guarantee the payment, timing of payment or payment amount of any claim submitted and that reimbursement or payment remains the responsibility of the appropriate payer of healthcare services, patient, or third-party.

14. **Setup, Configuration & "Go Live":** The setup to "go live" is typically four to six (4-6) weeks from the date of the signed Agreement and deposit. This time line may be shortened or extended based on processes not in ADSRCM's control such as but not limited to: (i) third-party clearinghouse EDI Bundle enrollment, (ii) data conversions and configurations, (iii) interfaces and /or programming timelines, (iv) completion and return of information requested by ADSRCM from Client for system set-up. During this time, Client will continue to use their existing billing process and will switch to ADSRCM after the configuration process is completed and ADSRCM is ready for Client's "go live" date.

15. **Liquidated Damages / Costs:** If Client improperly terminates this Agreement prior to the end of the then-current term, ADSRCM shall be entitled to file a demand for arbitration in conformance with Paragraph 25 below and shall be entitled (in addition to any outstanding balance) to liquidated damages in an amount equal to the greater of either seventy percent (70%) of the average monthly invoiced fee earned by ADSRCM during the three (3) full months immediately preceding Client's termination of the Agreement, or the monthly minimum amount due, whichever is higher, multiplied by the number of full and partial months remaining in the then-current term. Client shall reimburse ADSRCM for all reasonable attorney fees, arbitration and/or collections costs incurred by ADSRCM relative to arbitration arising as a result of Client's breach of this Agreement or ADSRCM's enforcement of any of its rights under this Agreement. Further, Client shall be responsible for payment of fees to cover all work done to setup Client as per ADSRCM's determination.



16. **Statute Of Limitations:** Both parties agree that, regardless of any statute or law to the contrary, any claim or cause of action arising out of, or in any manner related to this Agreement must be filed within six (6) months after the termination of this Agreement. If such a claim or cause of action is not filed within said six (6) month time period from the termination of the Agreement, the claim or cause of action shall be forever barred. Each claim for reimbursement shall be considered separately and the parties hereby waive any right to assert a continuing wrong or continuing breach theory in an effort to extend the statute of limitations with regard to any particular claim.

17. **Miscellaneous Provisions:**

- i. Client hereby authorizes ADSRCM to contact (if and when appropriate in its discretion) insurance providers, patients, referring doctors, hospitals, nursing homes and any other necessary parties, and to disclose or obtain information necessary to fulfill its obligations under this Agreement
- ii. Unless otherwise agreed to in writing, ADSRCM is not obligated to perform any services with respect to patient encounters that occurred prior to the “go live” date.
- iii. Upon the termination or expiration of this Agreement, Client will continue to provide ADSRCM with copies of all explanation of benefits (EOBs), ERAs and other proofs of payment received by Client within seven (7) days of receipt for dates within the term of this Agreement
- iv. ADSRCM will process patient statements for unpaid co-payments and self-payments in accordance with its standard policies and procedures; Client will be responsible for patient statement follow up and patient communication related to any and all unpaid services
- v. Client acknowledges that ADSRCM is not a debt collector; Client further agrees and represents that it will not deem any balance to be in default until after ADSRCM has completed all related billing activities
- vi. ADSRCM billing may assign or transfer this Agreement or any of its rights or obligations hereunder, in connection with a reorganization, restructuring, merger, transfer of ownership or sale of all or any part of ADSRCM’s assets
- vii. If any of the services or products provided by ADSRCM to Client under this Agreement are subject to sales or use tax, Client shall be solely responsible for said tax, which shall be invoiced to the Client separately along with the fees for those items
- viii. ADSRCM and Client acknowledge that they are duly authorized by appropriate corporate action to enter into this Agreement and that this Agreement is being entered into by duly authorized agents authorized to act on their respective behalves

18. **Allocation of Risk:** Client agrees that the disclaimer, limitations on liability, and indemnification provisions set forth in this Agreement represent an agreed upon allocation of risk and form an essential part of the basis of the arrangement between the Client and ADSRCM, without which ADSRCM would not enter into this Agreement or provide the programs and or services.

19. **Privacy:** ADSRCM is dedicated to establishing trusting relationships with its Clients based on respect for personal identity and information. ADSRCM will provide Client with all privacy protections as stated in both the ADSRCM Agreement and the HIPPA Business Associate Agreement terms and conditions, both of which are required to be signed prior to the “go live” date.

20. **Client Representations:** Client represents and warrants that it possesses the legal right and ability to enter into this Agreement. Client agrees to be financially responsible for its use of ADSRCM’s services as well as for use of Client’s account by others.

21. **Modifications to Client Agreement:** ADSRCM may amend this Agreement at any time by sending information regarding the amendment via the US Postal Service or email to the email address and/or postal address provided to ADSRCM in the Client’s ADSRCM Agreement or an equivalent provided to ADSRCM. Client shall be deemed to have accepted such amendments by continuing to use ADSRCM’s products and services after



such amendments have been mailed or emailed and incorporated within the ADSRCM Agreement made available. Otherwise, this Agreement may not be amended except in writing signed by both the Client and ADSRCM.

22. **Fees / Charges and Other Services:** ADSRCM clients may incur additional charges for services and/or other usage-based services as ADSRCM may introduce from time to time. This payment will be due immediately upon order of the service or included on the monthly invoice. Client must promptly notify ADSRCM if the ACH account on record is cancelled for any reason.

23. **Non-Solicitation Of Employees:** Client agrees that without expressed written consent, at all times while Client is employing the services of ADSRCM and for twenty-four (24) months after contract period terminates, Client will not, directly or indirectly, whether individually or as an officer, director, employee, consultant, partner, stockholder, individual proprietor, joint venturer, investor, lender, or any other capacity whatsoever: solicit, divert, hire, retain (including as a consultant) or encourage to leave the employment or contract period of ADSRCM any employee or contractor of ADSRCM, or hire or retain (including as a consultant) any former employee of ADSRCM who has left the employment or contract period of ADSRCM within twenty-four (24) months prior to such hiring or retention.

24. **General Terms:** This Agreement and Client's use of services are subject to the laws of the State of New Jersey. If any provision of this Agreement is held to be invalid or unenforceable, such provision shall be struck and the remaining provisions shall be enforced. ADSRCM or its licensors' failure to act with respect to a breach by Client or others does not waive ADSRCM or its licensors' right to act with respect to subsequent or similar breaches. Client may not assign or transfer this Agreement or any rights hereunder, and any attempt to the contrary is void. ADSRCM or its licensors shall not be liable for any delay or failure to perform resulting directly or indirectly from any causes beyond ADSRCM or its licensors' reasonable control. ADSRCM or its licensors cannot be held responsible for any loss, damage or injury caused by or attributed to the service.

ADSRCM or its licensors cannot, and do not, accept any responsibility for loss of earnings, hardship or any other financial claim for damages through the use of the service.

25. **Arbitration:** Customer and ADSRCM understand and agree that their sole and exclusive remedy for any claims that each may have against the other arising under or in connection with this Agreement, shall be determined by arbitration with ADR Options, Inc., 1800 John F Kennedy Blvd Ste 1110, Philadelphia, PA 19103, having exclusive jurisdiction over such claims. It is further agreed by the parties that any hearing before ADR Options shall take place in the State of New Jersey or virtually at ADR Options' discretion. It is further agreed by both Parties, that each Party will bear their own costs of Arbitration.

26. **BINDING EFFECT.** This Agreement shall be binding upon and inure to the benefit of ADSRCM and Customer, and their respective successors and assigns, except that Customer shall not have the right to assign its rights or delegate its duties and/or obligations hereunder, or any interest herein without the prior express written consent of ADS. Customer agrees that any attempt to do so is void.

27. **Notices and Consent:** Notices given by ADSRCM to the Client will be via email, fax or postal delivery. In any matter requiring ADSRCM's prior consent, such consent will be considered given only if made in the foregoing manner by an authorized representative of ADSRCM. Notices given by Client to ADSRCM must be via US postal delivery. Such notices by postal delivery must be sent with return receipt requested to Advanced Data Systems RCM, 15 Prospect Street, Paramus, NJ 07652.

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