

Professional Practice – Service Agreement

Attachment: Transition Plan

The following transition plan provides additional information about the ‘**Term and Termination**’ sections of the **Professional Practice – Service Agreement**.

1. New Biller ROI (Optional).

Professional Practice is committed to supporting the wellbeing of its clients and their patients. Billing transition is a vulnerable time, and a smooth transition benefits all parties.

Professional Practice recommends that the Provider complete and sign a Release of Information (ROI) form allowing coordination between Professional Practice and the Provider’s new biller. Coordination with a new biller during transition is much like the passing of a torch in a marathon. It is a useful and functional process when both runners are traveling in the same direction at the same speed. Professional Practice cannot determine whether a new biller’s services will match the ones described in the Professional Practice Service Agreement. In any event, the Provider is responsible for making the arrangements necessary to ensure that their practice’s administrative and revenue management needs are met.

1.1. Normal Coordination.

Normal coordination with a provider’s new biller typically includes the new biller requesting access to established portal accounts, basic provider/practice information, and export reports to show patient demographic and charge information. Coordination during transition is typically initiated and directed by the new biller as they will be acquainted with the information, access, and systems that they will need to fulfill their commitments per the terms of their agreement with the Provider. The new biller will be responsible making necessary adjustments to how the provider/practice is identified with payers and networks – including, but not limited to change of contact and notification information, enrollment with electronic data interchange (EDI / eClaims), electronic remittances (ERA), and electronic funds transfer (EFT).

1.2. Unusual Coordination.

New biller requests for education, training, and the research and development of new billing software and infrastructure are not part of typical transitions. If such requests are received by Professional Practice, they will be forwarded to the Provider to address with their new biller. If the Provider asks Professional Practice to respond, engage, or otherwise comply with their new biller’s request for services outside the normal scope of transition, Professional Practice will charge an hourly rate for such services.



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2. Price Estimates.

Professional Practice will complete price estimates and benefits checks for patients who will be treated before the Last Charge Date.

Benefits checks and price estimates completed in the last 30 calendar days of the agreement (during the notice of termination period) for patients who are not seen before the termination date/last charge date may be billed to the Provider at the “Special Projects” hourly rate described in the Scope of Service.

3. Post-Termination - Reconciliation Period.

Reconciliation may take a number of months depending on the volume and disposition of the claims pending processing. Factors influencing that timeline include, but are not limited to, secondary and tertiary insurance coverage, denials, appeals, corrections, payer backlog, and patient cooperation.

Professional Practice may be able to prepare an estimate of how long reconciliation may take based on the circumstances at the time of notice to terminate this agreement.

4. Coordination & Communication.

The Provider will be responsible for ensuring that all information pertaining to claims billed out by Professional Practice (including but not limited to authorizations, appeals, remittances, determinations, claim status updates, and other correspondence) is forwarded to or available to Professional Practice in its original form without disruption or within 5 business days of receipt for the duration of the reconciliation period.

Forwarded information must be in either Word, Excel, or PDF format, and must be legible, complete, and sent in the order in which it was received.

Any action by the Provider (including actions by a Provider’s affiliate, subsidiary, contractor, employee, partner, or other entity contracted by or working with the Provider) that redirects or terminates web portal account(s), electronic remittances (ERA’s), mail delivery, and/or any other communication provided by or used by payers such that Professional Practice’s access is revoked, diminished, or delayed more than 5 business days (intentionally or unintentionally) before the end of the Reconciliation Period constitutes the election of a Short Reconciliation Period as described herein.

In most cases, clear, open, and conscientious communication in good faith between Professional Practice and the Provider’s new biller will enable the coordination needed for a smooth transition.



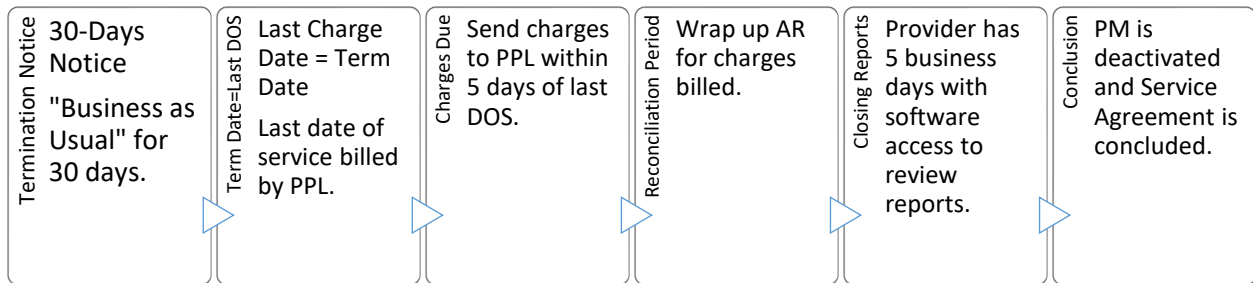
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Rationale. Professional Practice is unable to follow up on accounts receivable if established communication with payers is obstructed. Consequently, obstruction of communication channels used by payers and Professional Practice and/or failure to forward information received according to this agreement will constitute the Provider’s election of a “Short Reconciliation Period” as described in this Terms of Service Agreement.

5. Closing Reports.

Professional Practice provides a collection of reports to the Provider to illustrate the status of accounts with outstanding balances and current information on file at the conclusion of the standard reconciliation period.



6. Post-Termination - Reconciliation Period.

If balances remain outstanding after the end of the reconciliation period, they may subsequently be paid to the Provider. Professional Practice will not record, follow up with, rebill, or reconcile payment received after the end of the reconciliation period and will not bill the Provider for a percentage of such payments.

Inquiries regarding closing reports or past performance will incur an hourly fee (see Services Agreement > “Special Projects”) and will be conducted by appointment.

Balance for a phone appointment will be invoiced when the appointment is scheduled, and payment for the appointment is due before the phone appointment begins.

Payments issued by EFT may continue to be deposited into the Provider’s bank account.

Mail. Surface mail received by Professional Practice after the reconciliation period will be returned to the United States Postal Service as “Return to Sender” unless the Provider has made alternate arrangements with Professional Practice ahead of time.

7. Short Reconciliation Period.

If the Provider determines that a reconciliation period of less than 120 days is best for their



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practice, Professional Practice will send the Provider a final invoice for services rendered and the billing percent fee per the Scope of Service to the current date plus a fee equal to two times the average monthly invoice amount for the preceding 6 months of active service.

7.1. Short Reconciliation Period Fee.

In a transition with a short reconciliation period, Professional Practice bills the Provider a fee equal to two times the average invoice amount to account for work done 30-90 days prior which will probably be subsequently paid directly to the Provider.

7.2. Rationale.

Professional Practice bills the Provider each month for a percentage of revenue collected the previous month. Revenue collected the previous month was billed out, processed, and tracked the month before that. Prior to billing, the patient benefits were checked, out of pocket expense was estimated, letters were drafted and sent, and patient data was entered into the practice management software. Coordination and communication with the patient took place, and other work was invested to ensure that the patient's eventual claim would be processed and paid appropriately.

In essence, every dollar of the billing percent fee that Professional Practice bills to the Provider today reimburses Professional Practice for work completed 30-90 days prior. In the case of a short reconciliation period, the Provider will continue to receive claim payments for several months as claims are processed.

7.3. Closing Reports – Short Reconciliation.

Professional Practice will provide closing reports within 10 business days of receiving payment for the final invoice in the case of a short reconciliation period.

8. Questions and Contact

If you have questions about this agreement, previous versions, or another part of the Service Agreement, feel free to contact Professional Practice, LLC.

Professional Practice, LLC

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