



## Master Services Agreement Service Addendum

This **SERVICE ADDENDUM** (this "Addendum") dated this **24th** day of **January 2024** is hereby entered into by and between **TRUBRIDGE, LLC** ("TruBridge") and **MANGUM REGIONAL MEDICAL CENTER** ("Customer").

WHEREAS, Customer wishes to obtain additional services from TruBridge under the terms and conditions of the Master Services Agreement (the "Agreement") executed by and between the parties and dated **December 19, 2018** and TruBridge is willing to provide such additional services;

NOW THEREFORE, it is mutually understood and agreed to by the parties that:

1. **Engagement for Additional Services:** TruBridge agrees to furnish, and Customer agrees to accept and pay for, the Service(s) as set forth in the Exhibit A attached hereto under the terms and conditions of the Agreement.
2. **Effective Date:**
  - A. **Business Services/IT Managed Services:** The Service Term for Business Services and IT Managed Services Exhibits A attached hereto, unless otherwise specified therein, shall be deemed to have commenced on the first day of the first month in which service is provided under the given Exhibit A. Upon expiration of a Business Service's or a Managed IT Service's initial service term, the Service shall be automatically extended on an annual basis unless at least sixty (60) days prior to the expiration date of the initial service term, or any extended term, either party gives written notice of its intent to terminate the Service.
  - B. **Consulting Services:** The Service Term for Consulting Services Exhibits A attached hereto, unless otherwise specified therein, shall be deemed to have commenced on the date of service commencement and shall remain in effect for the term specified in the given Service's Exhibit A.
3. **Charges:**
  - (a) **Service Fees:** Customer agrees to pay TruBridge the Service Fees set forth in Exhibit A. For the avoidance of doubt, unless otherwise expressly specified in an Exhibit A, the Service Fees specified in Exhibit A are in addition to Customer's existing monthly Service Fee obligations.
  - (b) **Fee Increases:** Notwithstanding anything in the Agreement to the contrary, Customer understands that Service Fees may be increased by TruBridge by not more than five percent (5%) on an annual basis without further notice.



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4. **Inclusion in Agreement:** It is expressly understood and agreed that this Addendum and the Exhibit(s) A attached hereto are hereby incorporated into the Agreement by reference and, unless otherwise specified in an Exhibit A, all terms and conditions in the Agreement applicable to Letter(s) of Understanding shall apply to the attached Exhibit(s) A.
5. **Entire Addendum:** This Addendum, to include Exhibit A, sets forth the entire understanding of the parties hereto with respect to the subject matter contained herein and supersedes all other oral or written representations with respect to the same.
6. **Miscellaneous:** Except as may be specifically modified in this Addendum, all other terms and conditions of the Agreement that are in effect as of the date of this Addendum shall remain fully in force. In the event of a conflict between this Addendum and the Agreement or any prior addendum or amendment thereto, the terms and conditions of this Addendum shall govern and control. This Addendum may be executed in counterparts, each of which shall be deemed an original, but all of which together shall constitute a single instrument.

*[Signature page follows]*



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IN WITNESS WHEREOF, the parties hereto have executed this Service Addendum.

**MANGUM REGIONAL MEDICAL CENTER**

1 Wickersham Drive  
Mangum, OK 73554

By: \_\_\_\_\_  
(Authorized Signature)

Name: \_\_\_\_\_  
(Printed)

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**TRUBRIDGE, LLC**

54 Saint Emanuel Street  
Mobile, AL 36602

By: \_\_\_\_\_  
(Authorized Signature)

Name: Christopher L. Fowler  
(Printed)

Title: Chief Executive Officer

Date: \_\_\_\_\_



**Master Services Agreement**  
**Exhibit A**  
**Services and Service Fees**

**Business Service: Statement Processing**

**A. Services and Service Fees:**

1. **Services:** Statement Processing services will include:

- Weekly processing of Customer's patient statements.
- Connecting with the Customer's Thrive electronic health record to build and retrieve the statement file.
- Printing all Customer designated statements, which may include; first time statements, cycle statements, physician statements, long-term statements, and collection letters.
- Providing all forms and supplies required for printing.
- Producing a customized statement.
- Mailing all statements, inserting a return envelope, and providing postage.
- Providing a summary statement activity report.
- Making the statement file available on the Evident System for review.
- Updating patient account detail with a note identifying the date and type of statement sent.
- At Customer's option, processing Customer designated collection letters from the Thrive Collections Tickler System.

2. **Service Fees/Payment Schedule:**

- a. **Service Activation Fee:** Due at signing \$ 1,100
- b. **Statement Processing Fee:** Weekly per processed statement/collection letter
  - i. First Page 97¢
  - ii. Each Additional Page 6¢
- c. **Statement Change Fee:** Per hour \$ 190  
After creation and approval by Customer of the initial statement format, any requested changes in the statement format thereafter will incur a statement change fee.
- d. **USPS Rate Increases:** United States Postal Service rate increases that affect this service shall be passed on to Customer effective as of the date the rate increase goes into effect.

**B. Service Term:**

Five (5) Years