



P.O. Box 1106
Lewiston, ID 83501

SAN JUAN COUNTY EMERGENCY SERV
PO BOX 126
TROPIC, UT. 84776-0126

May 21, 2024

New agreement for emergency medical services (EMS) providers

Dear SAN JUAN COUNTY EMERGENCY SERV:

Thank you for the care you provide to our members and your participation in our provider networks. Enclosed you will find a new, updated *Participating Ancillary Provider Agreement* for your review. Please return this agreement, effective September 1, 2024, to continue your participation in our networks.

Our current *EMS Services Agreement* is no longer compliant with National Committee for Quality Assurance (NCQA), state or federal guidelines. As a result, we are terminating your previous *EMS Services Agreement* with Regence BlueCross BlueShield of Utah effective August 31, 2024. Your new *Participating Ancillary Provider Agreement* will supersede and replace all previous agreement documents effective September 1, 2024.

Please review these documents in their entirety:

- **Participating Ancillary Provider Agreement**—replaces the current agreement
- **Data Access, Use and Transfer Addendum**—outlines certain obligations and restrictions about the use, access, and/or transfer of confidential and proprietary information Regence delivers to providers
- **Part 2 Program Provider Addendum**—outlines requirements for claims submission and communications that contain patient-identifying information for providers who treat or diagnose patients for substance use disorders or refer patients for treatment
- **Provider Network Addendum**—outlines and updates the commercial networks in which the provider participates
- **Attachment A**—outlines commercial network reimbursement terms
 - Ground ambulance rates will continue to be set by the state of Utah and shall be reimbursed pursuant to Utah Code Annotated Title 26-8a-403 and Administrative Rule R426-8-200.

- **Attachment B**—outlines the entities covered by the new agreement
- **Attachment C**—outlines the affiliates and subsidiaries of Regence
- **The Medicare Advantage PPO Reimbursement Addendum**—outlines the reimbursement terms of our Medicare Advantage PPO network
- **The Regence Medicare Advantage Provider Compliance and Sequestration Addendums**—outlines and complies with CMS' requirements and Regence's Medicare Advantage compliance and sequestration requirements

Agreements are confidential between you and Regence and should not be shared with other entities except as specified in the agreement or as required by law.

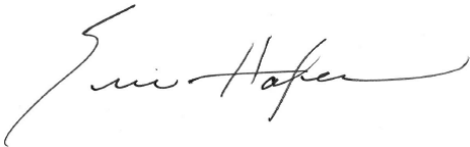
To accept the *Participating Ancillary Provider Agreement*, sign and return it by attaching it to an email reply or by mailing the full, signed agreement to:

Regence BlueCross BlueShield of Utah
Attn.: Nanette Short, Provider Contracting
2890 East Cottonwood Parkway
Salt Lake City, UT 84121

If you do not return a signed agreement, your contract will be terminated on August 31, 2024.

If you have any questions, please contact Nanette Short at (801) 333-6964 or nanette.short@regence.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Eric Hales". The signature is fluid and cursive, with a large initial "E" and "H".

Eric Hales
Vice President, Network Management

REGENCE BLUECROSS BLUESHIELD OF UTAH PARTICIPATING ANCILLARY PROVIDER AGREEMENT

This Participating Ancillary Provider Agreement (“Agreement”), effective **September 01, 2024** (“Effective Date”), replaces and supersedes any prior Agreement and is entered into by and between Regence BlueCross BlueShield of Utah (“Regence”) and **GROUND AMBULANCE PROVIDER**, and each entity set forth on Attachment B as applicable (collectively “Provider”).

In consideration of the mutual covenants and promises stated herein and other good and valuable consideration, the undersigned have agreed to be bound by this Agreement as of the Effective Date.

I. DEFINITIONS

When used in this Agreement, all capitalized terms have the following meanings:

- 1.1 COINSURANCE:** a percentage amount that the Member Contract requires the Member to pay for Covered Services.
- 1.2 COPAYMENT:** a fixed dollar amount that the Member Contract requires the Member to pay at the time of the provision of Covered Services.
- 1.3 COVERED SERVICES:** Medically Necessary health care services and supplies provided to Members for which benefits are provided under a Member Contract.
- 1.4 CREDENTIALING:** the process by which Regence may determine, in its sole discretion, whether Provider may participate with Regence.
- 1.5 DEDUCTIBLE:** an amount that a Member must pay for Covered Services during a specified period in accordance with the Member Contract before benefits will be paid
- 1.6 INVESTIGATIONAL:** As applicable to a given line of business, a health intervention that Regence has classified as Investigational. Regence will review scientific evidence from well-designed clinical studies found in peer-reviewed medical literature, if available, and information obtained from Provider regarding the health intervention to determine if it is Investigational. A health intervention not meeting all of the following criteria is, in Regence’s judgment, Investigational:
 - a. The scientific evidence must permit conclusions concerning the effect of the health intervention on health outcomes, which include the disease process, injury or illness, length of life, ability to function, and quality of life.
 - b. The health intervention must improve net health outcome.
 - c. The scientific evidence must show that the health intervention is at least as beneficial as any established alternatives.
 - d. The improvement must be attainable outside the laboratory or clinical research setting.

For purpose of this definition, “scientific evidence” means scientific studies published in or accepted for publication by medical journals that meet nationally recognized requirements for scientific manuscripts and that submit most of their published articles for review by experts who are not part of the editorial staff; or findings, studies, or research conducted by or under the auspices of federal government agencies and/or nationally recognized federal research institutes. However, scientific evidence shall not include published peer-reviewed literature sponsored to a

significant extent by a pharmaceutical manufacturing company or medical device manufacturer or a single study without other supportable studies.

- 1.7 MEDICALLY NECESSARY or MEDICAL NECESSITY:** Please refer to the attached state addendum.
- 1.8 MEMBER(S):** person(s) eligible under a Member Contract to receive Covered Services.
- 1.9 MEMBER CONTRACT:** a contract between Regence or Payor and an individual or group in which Regence or Payor agrees to provide and/or administer health care benefits as set forth in the Member's summary plan description, certificate of coverage, or other applicable coverage document.
- 1.10 NON-COVERED SERVICE:** a service or supply that is not a Covered Service for any of the following reasons: (a) the service or supply is Investigational or not Medically Necessary; or (b) the service or supply is not an available benefit or a Covered Service under the Member Contract for any reason.
- 1.11 PARTICIPATING PROVIDER:** any hospital, facility, physician, other health care professional, or other provider of medical services or supplies who (a) is duly licensed to provide health care services or supplies; (b) has contracted, and continues to have a valid contract, with Regence, directly or through intermediaries, to furnish Covered Services to Members; and (c) is eligible for payment under a Member Contract and, where applicable, has been credentialed under Regence's credentialing policies.
- 1.12 PAYOR:** an employer, insurer, a trust, third-party administrator, subsidiaries and affiliates of Regence, a Blue Cross and /or Blue Shield Plan, Cambia Health Solutions, self-funded health plan, or government entity that has contracted with Regence to offer, issue, and/or administer health benefits and has agreed to be responsible for funding health care services for Covered Services provided to Members under the terms of a Member Contract.
- 1.13 PROVIDER WEB SITE:** A reference source available within the Regence web site that contains the rules, policies, guidelines, and procedures adopted by Regence or Payor that Provider must follow in providing services and doing business with Regence or Payor under this Agreement. Regence may revise and update the Provider Web Site at Regence's sole discretion from time to time.
- 1.14 QUALITY IMPROVEMENT ACTIVITIES:** the programs, processes, and criteria developed by Regence or Payor to monitor, assess, and improve continually the quality of clinical care and services provided to Members, including Quality Improvement, Utilization Management, quality review, credentialing and recredentialing, Member complaints and grievances, Member satisfaction surveys, medical records review, and preventative health care services.
- 1.15 RECREDENTIALING:** a periodic process by which Regence may determine, in its sole discretion, whether Provider may continue participating with Regence.
- 1.16 UTILIZATION MANAGEMENT:** a set of formal processes developed by Regence or Payor and described on the Provider Web Site including, but not limited to, preauthorization, case management, medical policy development, and retrospective payment review, that are designed to monitor the use or evaluate the Medical Necessity, appropriateness, efficacy, or efficiency of health care services or procedures performed on or rendered to a Member and/or the appropriateness of the setting in which such services were performed.

II. RELATIONSHIP OF THE PARTIES

- 2.1 STATUS OF PARTIES.** By way of this Agreement, Provider is a Regence Participating Provider. Provider and Regence are independent contractors. This Agreement is not intended to create an

employer-employee partnership or joint venture relationship between Regence and Provider or their respective directors, officers, employees, or agents. Regence shall not have the authority to exercise control or direction over Provider or Provider services provided to Members pursuant to this Agreement. Nothing in this Agreement or in its performance will be construed to result in any person being the officer, servant, agent, or employee of the other party when such person, absent this Agreement and its performance, would not in law have had such status.

- 2.2 NON-EXCLUSIVITY.** Regence may contract with any hospital, physician, facility, groups of physicians, or other health care professional to become a Participating Provider upon such terms and conditions as Regence deems appropriate, without the prior consultation or approval of Provider. Provider may contract with any other health plan without the prior consultation or approval of Regence, as long as such participation or practice does not preclude Provider from complying with the terms of this Agreement.
- 2.3 TRADE NAMES, SERVICE MARKS, AND TRADEMARKS.** Provider and Regence acknowledge that the other party may be the exclusive owner or licensee of various trademarks, service marks, trade names, logos, and symbols used from time to time by that party in connection with its business, and the goodwill associated therewith (collectively, "Marks"). Neither party shall have the right to use, and shall not use any Marks, or any confusingly similar names or Marks, of the other party for advertising or marketing purposes, except as expressly authorized in writing by the other party. Except for Regence's or Payor's use of Providers' name to notify Members and others that Provider is a Participating Provider (e.g., through the Regence provider directory) and for payment purposes, each party shall submit any proposed advertisements or marketing materials that refer to, or in any way depict, the other party for approval by the other party in advance of publication.
- 2.4 PROVIDING SERVICES TO MEMBERS OF PAYORS.** Provider agrees that Regence may enter into an agreement with Payors that want access to and use of those provider networks in which Provider participates. Provider authorizes Payors contracting with Regence to offer Provider's services to groups of employees or individuals in accordance with the terms of this Agreement and any Member Contract offered or administered by Payor for the payment of Covered Services. Provider agrees to furnish services to Members of such Payors when those Members utilize Regence's provider networks in accordance with the same terms and conditions of participation and compensation as apply when such services are furnished to Regence's Members under this Agreement.
- 2.5 RELATIONSHIP TO BLUECROSS BLUESHIELD ASSOCIATION.** Provider hereby expressly acknowledges its understanding that this Agreement constitutes a contract between Provider and Regence; that Regence is an independent corporation operating under a license from the BlueCross BlueShield Association, an association of independent BlueCross BlueShield Plans (the "Association"), permitting Regence to use the BlueCross and/or BlueShield service marks in Regence's service area; and that Regence is not contracting as an agent of the Association. Provider further acknowledges and agrees that it has not entered into this Agreement based upon representations by any person, entity, or organization other than Regence and that no person, entity, or organization other than Regence shall be held accountable or liable to Provider for any of Regence's obligations to Provider created under this Agreement. This paragraph shall not create any additional obligations whatsoever on the part of Regence other than those obligations created under other provisions of this Agreement.

III. REGENCE OR PAYOR OBLIGATIONS

- 3.1 PAYMENT.** Please refer to the attached state addendum.
- 3.2 MEMBER IDENTIFICATION.** Regence will issue identification cards to Regence Members and will make eligibility and benefits information available to Provider via either (a) telephone during normal business hours; or (b) Regence's secure web site twenty-four (24) hours a day, subject to technical difficulties that Regence may experience. Confirmation of coverage by Regence is not a

guarantee of payment if it is later determined that a Member was not eligible for benefits on the date of service or if the material supplied for review was inaccurate, incomplete, or misleading.

- 3.3 BENEFIT DESIGN / COVERAGE DECISIONS.** Regence, Regence's designee, or the Payor will be solely responsible for Member Contract design and for interpreting the terms of and making final coverage determinations under a Member Contract.
- 3.4 PARTICIPATING PROVIDER IDENTIFICATION.** Regence may include Provider in the Participating Provider directory or directories for the Member Contracts and products in which Provider is a Participating Provider, including when Provider is designated a preferred participant, and shall make said directories available to Members.
- 3.5 LIABILITY INSURANCE.** Regence will procure and maintain professional and general liability insurance and other insurance, as Regence reasonably determines may be necessary, to protect Regence and Regence's employees against claims, liabilities, damages, and judgments that arise out of services provided by Regence or Regence's employees under this Agreement.
- 3.6 LICENSURE.** Regence will maintain, without material restriction, such licensure, registration, and permits as are necessary to enable Regence to lawfully perform this Agreement.

IV. PROVIDER SERVICES AND OBLIGATIONS

- 4.1 STANDARD OF CARE.** Provider shall provide only Medically Necessary Covered Services in accordance with (a) the same standard of care, skill, and diligence customarily used by similar providers in the community in which such services are rendered; (b) the provisions of Regence's quality improvement program; (c) the requirements of applicable law; and (d) the standards of applicable accreditation organizations. Provider agrees to render Medically Necessary Covered Services to all patients in the same manner, in accordance with the same standards, and with the same time availability as offered to other patients. Provider shall ensure that all employees of Provider and all health care professionals and physicians providing services at the Provider's facilities meet all applicable state laws and regulations, all applicable legal standards of care, all rules of Provider, and all applicable provisions of this Agreement.
- 4.2 COMPLIANCE WITH POLICIES AND GUIDELINES.** Please refer to the attached state addendum.
- 4.3 MEMBER IDENTIFICATION.** Provider will request Member identification cards of all patients who present themselves as Members under any Member Contract and will report to Regence any apparent abuse of the privileges of such Member Contract. Regence shall issue identification cards to its Members and will make eligibility and benefits information available to Provider via Regence's secure Provider Web Site.
- 4.4 CREDENTIALING/RE-CREDENTIALING OF PROVIDER.** Provider will comply with Regence Credentialing or Re-credentialing criteria then in effect and available in the credentialing section of the Provider Web Site. Except as otherwise required by law or regulation, Provider will also:
- a. promptly provide information required by Regence to conduct Credentialing or Re-credentialing;
 - b. notify Regence immediately upon any change in licensure, change in accreditation status, or termination or suspension from any government programs at any time during the term of this Agreement; and
 - c. notify Regence immediately upon confirmation that Provider is subject to any informal or formal disciplinary orders, decisions, disciplinary actions, or other actions, including but not limited to restrictions, probations, limitations, conditions, and suspensions resulting from Provider's acts, omissions, or conduct.

4.5 REGULATORY COMPLIANCE AND ACCREDITATION. Provider warrants that it is, and at all times during this Agreement will remain, in compliance with all applicable local, state, and federal laws, rules, and regulations, including but not limited to, those (a) regarding licensure, certification, and accreditation; (b) necessary for participation in any government programs; and (c) regulating the operations and safety of providers.

4.6 INSURANCE. Throughout the term of this Agreement, Provider will maintain at Provider's expense general and professional liability coverage in a form and amount as stipulated in accordance with Regence's credentialing criteria contained in the credentialing section of the Provider Web Site. Provider will give Regence a certificate of insurance evidencing such coverage upon request. Provider will give Regence immediate written notice of cancellation, material modification, or termination of such insurance.

If Provider procures one or more claims-made policies to satisfy its obligations under this Agreement, Provider will obtain any extended reporting endorsement ("tail") required to continuously maintain such coverage in effect for all acts, omissions, events or occurrences during the term of this Agreement, without limit or restriction as to the making of the claim or demand.

4.7 CHANGE IN PROVIDER SERVICES OR OTHER INFORMATION. Provider agrees that the following material changes to Provider information, including but not limited to: (a) discontinuation, reduction, or limitation of Provider services; (b) expansion of Provider services through acquisition or implementation of a service, technology, facility, or any type of provider; (c) any change in Provider's ownership, including a change in the facilities and/or providers use of the Provider's tax identification number; and/or (d) a change in Provider's incorporation must be agreed upon by both Parties. Failure to formally incorporate any changes to Provider services in accordance with this provision will result in non-payment; in such instance, Regence, Payor, and Member shall be held harmless. Provider agrees to provide ninety (90) days advanced written notice to Regence of nonmaterial changes that include but are not limited to (a) a significant change in Provider's management or management company; (b) a filing of any bankruptcy action; or (c) other relevant information regarding Provider's status in the medical community.

4.7.1 Directory Updates. Provider further agrees to comply with Regence policies and procedures related to furnishing information (including but not limited to information on which providers are accepting new patients, the provider's location, contact information, specialty, medical group and any institutional affiliations) necessary to ensure provider directories are up-to-date, accurate, and complete pursuant to federal and state law, including 45 C.F.R. 156.230(b).

4.8 NON-DISCRIMINATION.

4.8.1 Services Provided to Members. Provider will provide Covered Services to Members without regard to race, religion, creed, color, national origin, ancestry, physical handicap, health status, marital status, age, sex, or source of payments. Provider further agrees to provide Covered Services to Members without regard to the Member's enrollment in a health benefit plan as a private purchaser of the plan or as a participant in publicly financed programs of health care services. Provider will include the nondiscrimination provisions of this section in all subcontracts entered into to fulfill its obligations under this Agreement.

4.8.2 Employment. Provider recognizes that as a government contractor with the Federal Employees Health Benefits Program and The Centers for Medicare & Medicaid Services (CMS), Regence is subject to various federal laws, executive orders, and regulations regarding equal opportunity and affirmative action, which may also be applicable to subcontractors. Consequently, the parties agree that, as applicable, they will abide by the requirements of 41 CFR 60-1.4(a), 41 CFR 60-300.5(a) and 41 CFR 60-741.5(a) and that these laws are incorporated herein by reference. These regulations prohibit

discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, or national origin. These regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability. The parties also agree that, as applicable, they will abide by the requirements of Executive Order 13496 (29 CFR Part 471, Appendix A to Subpart A), relating to the notice of employee rights under federal labor laws.

- 4.9 NOTICE OF ACTIONS.** Provider will notify Regence within fifteen (15) business days of the filing of any demand for arbitration or lawsuit against Provider by a Member. Provider will provide Regence with any pertinent information related to such arbitration demands and lawsuits that is requested by Regence. In addition, Provider shall promptly notify Regence of any legal or governmental action initiated against Provider, its employees, or its staff that could affect this Agreement or Provider's performance of this Agreement, including, but not limited to, any action for professional negligence brought by a Member, fraud, or violation of any law or against any license, certification, or accreditation.
- 4.10 QUALITY MANAGEMENT.** Provider shall comply with the requirements of and participate in Regence's and/or other Payor's quality improvement program as specified on the Provider Web Site. Provider will provide quality improvement information pertaining to Provider and Provider's staff to Regence at Regence's request.
- 4.11 UTILIZATION REVIEW.** Regence utilizes processes and systems for Utilization Management and quality management consistent with applicable federal and state laws, to promote adherence to accepted clinical standards and to encourage Participating Providers to avoid unnecessary and/or wasteful costs while acting in a manner consistent with sound medical judgment. To this end, Provider agrees to participate in, and to abide by Regence's Utilization Review, patient management, quality improvement processes and programs, and all other related programs as modified from time to time with respect to all Members as specified on the Provider Web Site.
- 4.12 REFERRALS.** Provider agrees to refer Members only to Participating Providers, regardless of Member Contract, except in cases of an emergency. For the purpose of providing quality care to Members, Provider will notify Regence of any referral to a Non-Participating provider. In the event of referral to any Non-Participating provider and as permitted by law, Regence may hold Provider financially responsible for the cost of any resulting claims.
- 4.13 INFORMATION AND RECORDS.**
- 4.13.1 Maintenance and Retention of Records.** Provider will maintain medical and administrative records related to services provided to Members for a period of ten (10) years from the date of service or such longer period as required by state and federal law for retention of medical records.

Provider shall maintain Member medical records in a format that documents diagnosis, assessment, continuity of care and follow up, in conformity with generally accepted community standards.

Provider will maintain a contemporaneous, written record of all treatment for which payment is requested that supports the diagnosis, shows that the treatment was Medically Necessary and demonstrates that the services were indeed performed by Provider on the date claimed. Any alterations or amendments to these contemporaneous records must include the date and time of the alteration or amendment, be signed by the person making the alteration or amendment, refrain from obliterating or obscuring any prior documentation and be clearly identified and identifiable as an amendment or alteration. Regence may deny claims in those cases where, in Regence's sole discretion,

there is inadequate documentation of the services rendered, in which case Provider shall not bill the Member.

During an audit or review involving Provider's records, such records must be retained until all issues related to the audit are resolved. If the audit results in a good faith determination that the Provider engaged in a pattern of fraudulent or improper billing practice in violation of state law, federal law, or any provision of this Agreement or the Provider Web Site, Provider shall reimburse Regence for its reasonable costs incurred in conducting the audit.

4.13.2 Audit and Access to Records. Provider will provide Regence access to Member medical records, including access to electronic medical records (EMR), and will allow Regence to make or obtain copies of medical and administrative records directly related to services rendered to Members for purposes that may include, but are not limited to: Utilization Management, quality management, Medicare Stars ratings, risk adjustment, appropriateness of billing, Medical Necessity, credentialing and recredentialing, appeals, or other activities necessary to support the administration of a Member Contract or this Agreement. Access to, or copies of, records described in this section, including electronic records, shall be provided at no charge to Regence, Payors, or Members. Additionally, no subscription fee(s) will be assessed for use of the facility's EMR system. If provider uses a vendor for records acquisition all fees related to a records request, will be the responsibility of the Provider. This provision will survive the termination of this Agreement.

4.13.2.1 Access to Records at Provider Locations. Provider agrees to provide Regence access to records at their location, upon written request by Regence no less than three (3) business days in advance, except when Regence determines there is a significant quality of care issue or risk that the Provider's documents may be altered, created or destroyed. In such case, Provider shall provide Regence with access to locations or records upon twenty-four (24) hours' notice.

4.13.2.2 Record Requests by Regence. Upon written request by Regence, Provider agrees to provide records not otherwise available through access to Provider's EMR within fourteen (14) calendar days of Regence's request for pre-pay reviews. For post-pay audits, Provider agrees to provide records not otherwise available through access to Provider's EMR within thirty (30) days of Regence's request. The request to Provider from Regence and the records submitted from Provider shall include dates of service, name of Member, diagnosis, description of services provided, any supporting documentation, medical and billing records. Records not produced in response to a request for a pre-pay review or a post pay audit within the time frame specified above will be deemed non-existent and will not be processed or paid until all requested records are received. For prepayment reviews or post payment audits, any statutory or contractual requirements for penalties and interest related to late claim payments will be made consistent with the date that Regence received from the Provider all the records that were requested relative to its review/audit. Provider shall send Regence copies of any records requested at no cost to Regence, Payors, or Members. Regence will limit the request to those records necessary to perform the audit.

4.13.2.3 Release of Records. Provider agrees to accept from Regence or its designee, as a legally sufficient release of Members' medical records, Members' participation under a Member Contract, and Regence will not be required to obtain additional medical release from a Member in order to access or make copies of Members' medical records. This provision will survive the termination of this Agreement.

4.13.2.4 Compliance. Record access and review will comply with all laws, statutes, and regulations pertaining to the confidentiality of Member records. These rights shall survive termination of this Agreement. Regence's remedies for the Provider's failure to cooperate with the record access and requests shall include, but not be limited to, one hundred percent (100%) review of Provider's current and future claims and supporting documentation prior to payment; recovery of payments made to Provider for past inappropriately billed claims, including denial of future inappropriately billed claims; and/or immediate termination of Provider's agreements with Regence.

- 4.14 SUBCONTRACTORS.** In the event Provider subcontracts with subcontractors for provision of Covered Services to Members, with the expectation of receiving payment directly or indirectly from Regence, such subcontractors must agree to abide by all appropriate provisions set forth in this Agreement, including, but not limited to, Section 5.9. As applicable under State and/or Federal Law, Regence reserves the right to review, approve, suspend or terminate any subcontracts as they pertain to Covered Services provided to Members.
- 4.15 PROVIDER DISCRETION.** Provider may decline to accept any Member whom Provider has previously discharged from care and may decline to accept a Member for professional reasons. Provider may withdraw from care of a Member when, in their professional judgment, it is in the best interest of the Member to do so.
- 4.16 PROVIDER-PATIENT RELATIONSHIP.** Please refer to the attached state addendum.
- 4.17 PRIOR AUTHORIZATION.** Provider shall obtain prior authorization, when such authorization is required and within the specified time period and in the manner specified on the Provider Web Site, prior to rendering applicable services to Members. Provider shall obtain prior authorization before delivering any services beyond those originally authorized. Except in the event of emergency, Regence is not obligated to compensate Provider for services provided when Provider has not first obtained a required prior authorization or approval from Regence.
- 4.18 ACCESSIBILITY.** Provider will provide or arrange for the provision of Covered Services to Members twenty-four (24) hours a day, seven (7) days per week.
- 4.19 LABORATORY SERVICES.** Upon request by Regence, Provider will provide full laboratory test values and/or data, that support initiatives including, but not limited to, HEDIS measures, Medicare Stars measures, or other quality programs and initiatives at no charge to Regence, Payor, or Member no later than 10 business days following discharge or completion of summaries by attending physicians.
- 4.20 DATA ACCURACY.** Provider agrees to provide Regence with what Provider believes is, to the best of its knowledge, accurate, complete, and truthful claims and encounter data. The claims and encounter data supplied by Provider to Regence will contain International Classification of Diseases, Tenth Revision, Clinical Modification ("ICD-10-CM") diagnosis codes accurately reflecting the diagnoses documented in the accompanying medical record.
- 4.21 MEMBERS TO BE HELD HARMLESS**
- 4.21.1 Member Hold Harmless.** Please refer to the attached state addendum.
- 4.21.2 Continue Providing Services.** Please refer to the attached state addendum.
- 4.21.3 Member Contract.** Please refer to the attached state addendum.
- 4.21.4 Charges to Members.** Please refer to the attached state addendum.
- 4.21.5 Survival of Termination.** Please refer to the attached state addendum.

4.21.6 Provider Contracts with Other Health Care Professionals. Please refer to the attached state addendum.

V. PAYMENT AND BILLING

5.1 PAYMENT FOR COVERED SERVICES. Regence or Payor will reimburse Provider for Covered Services provided to Members in accordance with payment terms set forth and attached to this Agreement. Regence or Payor will not be liable to Provider for payment of applicable Coinsurance, Copayment, or Deductibles or for charges for Provider Services that are determined to be Non-Covered Services. Except as otherwise set forth in Section 5.7, Provider agrees to accept payment, subject to medical and reimbursement policies, as payment in full, whether that amount is paid in whole or in part by the Member, Regence, a Payor, or any combination of third-party Payors that may pay before Regence in the order of benefit determination.

Except as allowed by law, Regence or Payor will not make retroactive denials of Covered Services that were preauthorized or concurrently certified as Medically Necessary unless Regence or Payor finds in good faith that the information supplied for review was substantially inaccurate, incomplete, or misleading, when services submitted on a claim differ from the services approved in the prior-authorization, or the Member was ineligible for Covered Services when the service or supply was provided..

5.2 PAYMENT FOR INELIGIBLE MEMBERS. Except as required by law, neither Regence nor Payor is obligated to make payment to Provider for services provided to any individual who is not, at the time such services are rendered, a duly eligible Member. The fact that an individual possesses an identification card shall not obligate Regence or Payor to pay for or provide coverage if, on the date(s) that such services were rendered, the individual is, or is later found to have been, ineligible for coverage under a Member Contract. Authorization by Regence or Payor to provide services to Members does not guarantee that the Member is eligible for benefits on the date of service and/or that the services furnished are Covered Services under the Member Contract.

5.3 PROMPT PAYMENT OF CLAIMS. Please refer to the attached state addendum.

5.4 COPAYMENTS, COINSURANCE, AND DEDUCTIBLES. Provider will not bill, charge, collect a deposit from, seek remuneration or payment from, or require pre-payment by Members as a condition to rendering Covered Services except for amounts attributable to Copayments, Deductibles, and/or Coinsurance. In the event Provider collects Copayment, Coinsurance, or Deductibles prior to delivery of Covered Services, Provider agrees to refund to Member any overpayments paid by Member within thirty (30) days after receiving a determination of the claim by Regence or Payor. Regence or Payor shall be responsible for only the amount due for Covered Services rendered to a Member less the Member's Copayment, Coinsurance, and/or Deductible, as applicable. Except for infrequent and isolated waivers for charitable purposes, Provider shall charge to and make reasonable attempts to collect from Members all Copayments, Coinsurance and Deductibles. The parties agree that Regence may deny all or part of claims if Provider fails to make a reasonable attempt to collect Copayments, Coinsurance and Deductibles.

5.5 OVERPAYMENTS AND ADJUSTMENTS.

5.5.1 Overpayments. Please refer to the attached state addendum.

5.5.2 Refunds and Adjustments. Please refer to the attached state addendum.

5.6 CLAIM SUBMISSION. Please refer to the attached state addendum.

5.7 COORDINATION OF BENEFITS. Regence and Provider will cooperate to exchange information relating to coordination of benefits with regard to Members and will comply with the following requirements.

5.7.1 Regence or Payor as Primary Payor. When a Member's coverage under Regence or Payor is determined to be primary under applicable coordination of benefits rules, Regence or Payor shall pay Provider in accordance with this Agreement for Covered Services provided to Member without regard for the obligations of any secondary Payors.

5.7.2 Regence or Payor as Secondary Payor. Provider will bill a payor which may be primary under applicable coordination of benefits rules for Covered Services provided to Members when information regarding such primary payor becomes available to Provider and whenever so requested by Regence. Provider will notify Regence when it obtains information regarding such primary payor and will make such information available to Regence. When another payor is primary, Provider will follow that payor's billing rules, including but not limited to the primary payor's limitations on billing. When it is determined that a Member's coverage, under Regence or Payor, is secondary under applicable coordination of benefits rules, Regence or Payor will pay Provider an amount no greater than that which, when added to amounts payable to Provider from other sources under applicable coordination of benefits rules, equals one hundred percent (100%) of Provider's payment for Covered Services pursuant to this Agreement, but may be less as determined by the terms of the Member Contract. Regence will not reimburse claims submitted more than 60 days after payment by the Primary Payor in adherence with CMS regulation or as required by law.

5.8 APPROPRIATE BILLING. Provider agrees to use the most appropriate, current, and specific coding when billing for services rendered. Provider will not engage in misleading billing practices or otherwise interfere with timely and accurate claims adjudication. Such practices include, but are not limited to:

- a. Billing for services not rendered by the Provider, or entities legally owned and operating under Provider's tax identification number and national provider identifier (NPI).
- b. Billing for services that cannot be substantiated from written or electronic medical records;
- c. Failing to supply information requested by Regence for claims adjudication;
- d. Incorrect coding such as but not limited to MS-DRG, CPT, and Revenue coding;
- e. Itemized bills that are not consistent with the electronic claim submission.

5.9 LIMITATIONS ON BILLING MEMBERS. Provider agrees that in no event, including, but not limited to: nonpayment by Regence or Payor, determination that the services furnished were Non-Covered Services; Provider's failure to submit claims within the specified or a regulated time period; Regence or Payor's insolvency; Provider's failure to comply with Regence care management, Utilization Management, and/or quality initiatives, including required pre-authorizations and other administrative requirements or guidelines; denial of payment due to Provider's failure to comply with the terms of this Agreement; and/or, breach of this Agreement by Provider will Provider bill, charge, collect a deposit from, seek compensation, remuneration, or payment from, or have any recourse against a Member or persons acting on behalf of the Member, other than Regence or Payor, for Covered Services provided pursuant to this Agreement, except as described in Section 5.9.1 or unless the Member fails to provide coverage information.

This provision will not prohibit collection of the established Deductibles, Copayments, and Coinsurance within the terms of the Member Contract, nor will it prohibit Provider, from (a) collecting payment from third-party Payor(s) with primary or secondary responsibility in accordance with Section 5.7, or (b) collecting payment from Members for Non-Covered Services or not Medically Necessary services in accordance with Section 5.9.1.

5.9.1 Limitations on Billing Members for Not Medically Necessary or Non-Covered Services. Provider may bill a Member for Non-Covered Services or not Medically Necessary services, as determined by Regence, Payor, or their designees, only after obtaining appropriate written Member Consent, which lists the specific service, at least twenty-four (24) hours in advance of Provider services being provided. Neither Regence nor Payor shall be liable for any amounts associated with Provider services or supplies that are determined by Regence, Payor, or their designees to be Non-Covered Services or not Medically Necessary services. Provider may not bill Members for services that are deemed to be not Medically Necessary or Non-Covered through an adverse determination in any of Regence's appeal processes. In no event will Regence or Payor be responsible for any amount owed by Member to Provider for Non-Covered Services in the event that Provider is unable to collect such amount from Member.

5.9.1.1 Member Consent. At a minimum, the written Member Consent must include the following information: Member name, specific service or supply, expected date of service, condition and diagnosis, a statement informing the Member that the service or supply may be a Non-Covered Service or not Medically Necessary service, an estimation of the cost of the service, and a statement in which the Member agrees to pay for the Non-Covered Service or not Medically Necessary service. The written Member Consent must be signed by the Member, Member's guardian, or Member's authorized health care representative and maintained in the Provider's records. Provider agrees not to bill Regence, Payor, or Member any amount owed for not Medically Necessary or Non-Covered Services or supplies if Provider fails to obtain written Member Consent.

5.9.2 CONTINUATION OF LIMITATIONS. Provider agrees that (a) the provisions in Section 5.9 shall survive termination of this Agreement regardless of the cause giving rise to termination and shall be construed to be for the benefit of the Members; and (b) this provision supersedes any oral or written contrary agreement now existing or hereafter entered into between the Provider and Member, or persons acting on behalf of the Member.

5.10 PROVIDER NETWORKS. Provider agrees to provide Covered Services to any Member under any Provider Network in which Provider participates pursuant to the terms of this Agreement and any addenda or exhibits attached hereto. Nothing in this Agreement gives Provider the right to participate in any new provider networks or lines of business developed by Regence.

VI. CONFIDENTIALITY

6.1 CONFIDENTIAL AND PROPRIETARY INFORMATION. As used in this Agreement, "Regence Confidential and Proprietary Information" means: (a) proprietary information of Regence in whatever form (hard-copy, electronic, on-line, encoded disk, etc.); (b) information marked or designated by Regence as confidential or proprietary; (c) claims and health information that Regence treats as confidential, including raw claims data, claim data extracts, utilization information, and health information specific to a particular Member or his/her dependents; (d) the names, addresses, and telephone numbers of all Members and employer groups; (e) this Agreement; and (f) other information provided by Regence, which Regence is obligated to keep confidential. "Regence Confidential and Proprietary Information" excludes any information now or hereafter voluntarily disseminated by Regence to the public, which otherwise becomes part of the public domain through lawful means, or which is required to be disclosed by or to a government agency publicly.

As used in this Agreement, "Provider Confidential and Proprietary Information" means (a) information related to an arbitration proceeding; (b) this Agreement; and (c) information marked or designated by Provider as confidential or proprietary. Provider Confidential and Proprietary Information excludes any information now or hereafter voluntarily disseminated by Provider to the

public, which otherwise becomes part of the public domain through lawful means, or which is required to be disclosed by or to a government agency publicly.

Regence Confidential and Proprietary Information and Provider Confidential and Proprietary Information collectively shall be hereafter referred to as "Confidential and Proprietary Information." Confidential and Proprietary Information may be used by Provider and Regence as follows:

- a. For patient care;
- b. For populating a Member's personal health record;
- c. For administrative, payment, and/or management functions, including, but not limited to, medical review, quality management, provider Credentialing, and peer review; and
- d. For purposes of reviewing Provider's catastrophic expenses and billing Provider's catastrophic reinsurance carrier.

6.2 NON-DISCLOSURE AND NON-USE. Each party recognizes and acknowledges that it shall, in fulfilling its obligations under this Agreement, necessarily become conversant with the other party's Confidential and Proprietary Information that is not generally available to the public and that except as otherwise allowed by law or this Agreement, it would be irreparably damaging to the relevant party and its affiliates, employees, representatives, or agents to disclose such Confidential and Proprietary Information. Either party may seek relief for breach of this Agreement.

Provider agrees that unless required by law or permitted pursuant to applicable provisions of 45 CFR parts 160 and 164, Provider shall not disclose any Regence Confidential and Proprietary Information without the prior written consent of Regence. In the event Provider's employees have the need to know such Regence Confidential and Proprietary Information for the limited purpose of performing the obligations under this Agreement, Provider shall first inform each employee of the confidential nature of the information and the relevant terms of this Agreement related to confidentiality. In the event Provider obtains consulting services from a third party that has access to this Agreement, Provider shall obtain a written confidentiality statement signed by the third party acknowledging its written agreement to be bound to the confidentiality terms of this Agreement and provide a copy to Regence within ten (10) business days.

6.3 SAFEGUARD OF CONFIDENTIAL AND PROPRIETARY INFORMATION. Each party agrees to exercise no less care in safeguarding the other party's Confidential and Proprietary Information against loss, theft, or other inadvertent disclosure than the party exercises in safeguarding the confidentiality of its own Confidential and Proprietary Information. In no event shall either party use less than reasonable care in safeguarding the other party's Confidential and Proprietary Information.

6.4 CONFIDENTIALITY OF MEDICAL RECORDS. Provider will maintain the confidentiality of information contained in Members' medical records including Member identifiable information and will only release such records: (a) to Regence upon request and as is necessary to comply with the terms of this Agreement; (b) subject to applicable laws; (c) as necessary to other providers treating the Member; (d) to Provider's medical review committees; or (e) with the consent of the Member.

6.5 RATE INFORMATION. Notwithstanding the above, Regence may disclose to Participating Providers the information and data required to allow those Participating Providers to effectively manage the quality, care, and cost of Members Regence has attributed to them.

6.5.1 Disclosure of Rates to Members. Notwithstanding any other provision of this Agreement to the contrary, either party may disclose to Members the Member's actual or

estimated cost-sharing amount (e.g., Copayment, Deductible, and/or Coinsurance) for a Covered Service, to explain claims payment and to facilitate informed decisions regarding health care services use and cost. The parties understand that in some cases, the cost-sharing amount may be equal to the allowed amount for services under the Agreement.

- 6.6 THIRD-PARTY SERVICES.** In the event Provider utilizes any third-party service provider in any matter that involve claims data or any Provider or Regence Confidential and Proprietary information, Provider shall ensure that such third party executes a business associate agreement and complies with all applicable state and federal laws that relate to privacy. In addition, Provider shall be responsible for notifying Regence of the name and address of any third-party service providers that, in performing Provider duties, are given access to any Provider or Regence Confidential and Proprietary Information and that the third-party service provider has the authority to act on behalf of the Provider. If Provider changes such third-party service provider, Provider shall notify Regence of the change within ten (10) business days.
- 6.7 SURVIVAL.** The obligations set forth in this Article VI will survive the termination of this Agreement and shall continue for so long as either party possesses any of the other party's Confidential and Proprietary Information, regardless of the reason, or lack thereof, for termination of this Agreement.

VII. TERM AND TERMINATION

- 7.1 TERM.** The "Initial Term" of this Agreement shall be one (1) year from the Effective Date of this Agreement. Thereafter, this Agreement shall continue from year to year unless terminated.
- 7.2 TERMINATION WITHOUT CAUSE.** This Agreement, or participation in any provider network addendum attached thereto, may be terminated without cause by either party, after the Initial Term, with at least one hundred and twenty (120) days' advance written notice to the other party, in accordance with Section 9.3. This option may be exercised by either party for any reason and does not require either party to establish or prove that there is cause for the termination or to disclose the basis of its decision to the other party. Both parties agree to accept the other's decision on termination as final, without recourse to further external, internal, judicial, or arbitral process. In the event of a termination, the parties shall have no right to claim and do hereby waive and release any claim for damages that may result from or arise out of that termination, other than any claim that the parties may have for Covered Services rendered to Members prior to the effective date of the termination.
- 7.3 TERMINATION FOR CAUSE.** This Agreement may be terminated for cause due to a breach of any material term, covenant or condition at any time by either party upon at least thirty (30) days' prior written notice of such termination, in accordance with Section 9.3. Such notice shall specify the reason(s) for termination. The other party shall be provided thirty (30) days from the date of receipt of the notice of termination to correct the breach to the satisfaction of the party requesting termination. The thirty (30) day cure period may be extended upon mutual written consent of both parties. Should the breach not be corrected within the thirty (30) day cure period or any agreed upon extensions to the cure period, this agreement will terminate.
- 7.4 IMMEDIATE TERMINATION.** Notwithstanding any other provision of this Agreement, Regence may terminate this Agreement immediately upon notice to Provider, in accordance with Section 9.3, in the case of any of the following:
- 7.4.1** Expiration, suspension, restriction, revocation, or non-renewal of required federal, state, or local licensure or certificates that would affect the provision of Covered Services to Members.
 - 7.4.2** Expiration, suspension, restriction, revocation, or non-renewal of Regence's licensure that would affect the ability of Regence to conduct the business of administering and funding Member Contracts.

- 7.4.3 Continued participation under this Agreement may adversely affect the health, safety or welfare of any Member.
- 7.4.4 Failure to maintain liability insurance, in amounts required by Regence's credentialing criteria.
- 7.4.5 Failure to comply completely with Regence's Credentialing or Recredentialing standards or procedures then in effect.
- 7.4.6 Debarment, suspension, or exclusion of Provider from any government-sponsored program.
- 7.4.7 Deliberate misrepresentation or falsifying any information supplied by Provider to Regence, including but not limited to medical record information.
- 7.4.8 Engagement in fraud or deception or knowingly permitting fraud or deception by another, in connection with Provider's obligations under this Agreement.
- 7.4.9 Any final legal or governmental action against Provider which impairs Provider's ability to carry out its duties and obligations under this Agreement.
- 7.4.10 Failure to comply with Regence's care management programs, Utilization Management, and Quality Improvement Activities.
- 7.4.11 Failure to comply with the provisions of this Agreement regarding the limitations on billing Members.
- 7.4.12 Any action or communication that fundamentally undermines or could fundamentally undermine the confidence of Members, potential Members, their employers, unions, physicians, other health care professionals, or the public in Regence or in the quality of care provided to Members.

Any termination under this provision may be appealed by Provider in accordance with Article VIII of the Agreement.

- 7.5 **CONTINUATION OF SERVICES.** Upon termination of this Agreement, Regence and Payor will direct Members to Participating Providers. Provider's obligation to provide Covered Services in accordance with the terms of this Agreement to Members will continue for a period of twelve (12) months following the termination effective date ("Continuation Period"). During this Continuation Period, the payment terms defined in the current Attachment A to this Agreement shall prevail. Continuation of Services may not be applied to providers who retire and permanently close their practice, or no longer render services in Regence's service area.
- 7.6 **OBLIGATION TO COOPERATE.** Upon notice of termination, and in accordance with Section 7.5 above, Provider will cooperate with Regence in the orderly transfer of Members' care, including the provision of copies of records to other Participating Providers, at no charge to Regence, Payors or Members. The parties will cooperate on promptly resolving any outstanding financial, administrative, or patient care issues upon the termination of this Agreement. This provision will survive termination of this Agreement. Notwithstanding anything in this Agreement to the contrary, either party may seek damages for breach of this provision.
- 7.7 **NOTICE TO MEMBERS.** Upon notice of termination of this Agreement, Regence will provide notice of the impending termination to Members currently under the treatment of Provider. In the event of immediate termination, Regence will notify its Members as soon as is practical of Provider's termination. Provider agrees to refrain from any action that interferes with the relationship between Regence and its existing or prospective Members or Participating Providers.

VIII. DISPUTE RESOLUTION

- 8.1 MEMBER COMPLAINTS.** Provider agrees to cooperate fully with Regence in the investigation and resolution of Member complaints and grievances concerning health care services provided under this Agreement. Upon request, Provider will furnish Regence with a copy of its procedures for handling Member complaints.
- 8.2 INTERNAL PROVIDER APPEAL PROCESSES.** Please refer to the attached state addendum.
- 8.3 POST-APPEAL PROCESSES.** Please refer to the attached state addendum.
- 8.4 FAILURE TO TIMELY APPEAL.** If the disputing party (i.e., the party that requests or initiates the post-appeal process) fails to request or initiate a post-appeal process as required by this Agreement, and within the time frames prescribed in this Agreement, Regence's last determination on the disputed issue(s) shall be deemed final and binding. In addition, the disputed issue(s) shall be conclusively deemed to have been waived by the disputing party and shall not be the subject of any further post-appeal process. Once the decision is deemed final, nothing in this Agreement shall prevent the prevailing party from pursuing remedies available to it, including without limitation a judicial remedy, to collect any amounts owed to it by the other party. Also, nothing in this Agreement shall prevent a party from asserting defenses, claims, causes of action, or demands in response to a post-appeal process initiated by the disputing party. This provision shall survive termination of this Agreement.
- 8.5 PRECEDENTIAL EFFECT OF DECISIONS.** The parties agree that any disputes that arise under this Agreement shall be considered independently and on their own merits without regard for any other determination made by a third party through one of the post-appeal processes or by Regence through the internal provider appeal process or otherwise. The parties agree that none of the determinations made under this Agreement through one of the dispute resolution processes described above shall be used as precedent for other disputes that may arise between Regence and any Participating Provider or between Regence and any third party. This provision shall survive termination of this Agreement.

IX. GENERAL PROVISIONS

- 9.1 AMENDMENTS WITH NOTICE.** Regence may amend this Agreement by providing ninety (90) days' prior written notice to Provider in accordance with Section 9.3.2. If Provider objects to the amendment, Provider may terminate the Agreement by giving Regence written notice no later than thirty (30) days after receipt of the written notice of the amendment. Said termination shall be effective at the end of the ninety (90) day notice period, unless within sixty (60) days of the date of the notice of amendment, Regence gives Provider written notice that it will not implement the amendment. Regence reserves the right to update any document, attachment or addendum to this Agreement or to restate the Provider's network participation status and will provide such notice with no less than ninety (90) days' prior written notice to Provider.
- 9.2 AMENDMENTS REQUIRED BY LAW.** If state or federal laws or regulations require a change to any provision of this Agreement, this Agreement will be deemed amended to conform to the law or regulation on the date the law or regulation becomes effective. Regence will use reasonable efforts to provide Provider prior written notice of such changes.
- 9.3 NOTICES AND COMMUNICATION BETWEEN THE PARTIES.**
- 9.3.1 Notices/Communications Containing Confidential and/or Protected Health Information.** If a notice or communication includes information that is Confidential and Proprietary Information to either or both parties and/or that includes Protected Health Information ("PHI") as defined under Health Insurance Portability and Accountability Act of 1996 (42 U.S.C. 201 et seq.), then the following restrictions must be observed when communicating such information:

- a. U.S. mail/certified mail/overnight delivery—No additional requirements.
- b. Provider Web Site—Not a permitted method of notice or communication for confidential information and PHI, unless the web site is secured or the information is appropriately encrypted.
- c. Electronic mail—Not a permitted method of notice or communication for confidential information and PHI, unless the electronic mail is secured or the information is appropriately encrypted.
- d. Facsimile Transmission—The information must be prefaced by a formal cover sheet noting the confidentiality of such information.

9.3.2 All Other Notices. Notices and communications between the parties, which are necessary for the proper administration of this Agreement, will be communicated via regular U.S. mail, Provider Web Site or electronic mail, and when applicable, in accordance with Section 9.3.1, with the exception of notices related to termination or requests for mediation or arbitration, which must be sent via certified mail, return receipt requested to the address defined in Section 9.3.4.

9.3.3 When Made. Notices and communications will be deemed to have been made on the date of certified delivery, date postmarked, or electronically date stamped based on the method of notice specified in Section 9.3.

9.3.4 Address for Notices. Notices and communications required under this Agreement to Provider shall be sent to: (a) the postal address of Provider's billing service location; or (b) the electronic mail address designated by Provider for electronic notices, indicated on the signature page of this Agreement. Notices to Regence shall be sent to the Contract Notice address listed in the Contact Us section of the Provider Web Site.

9.3.4.1 Notice of Change in Regence Address. Regence agrees to provide ninety (90) days' advance written notice to Provider of a change in Regence's mailing address.

9.3.4.2 Notice of Change in Provider Address. Provider agrees to provide ninety (90) days' advance written notice to Regence of a change in: (a) Provider's physical address, (b) Provider's billing address, and/or (c) Provider's electronic mail address.

9.4 USE OF NAME. Provider consents to the use of Provider's name and other identifying and descriptive material in provider directories. Provider consents to Regence's use of Provider's name on Regence's web site, directories, or lists to identify Provider as contracted. Any other use of Provider's name and other identifying and descriptive material by Regence requires review and written approval by Provider prior to use. Any use of Regence's names, logos, trademarks, or service marks in promotional materials or similar use requires review and written approval by Regence prior to use. Regence consents to Provider's use of Regence's name on Provider's web site, directories, or lists to identify Regence as a health plan with whom Provider is contracted.

9.5 INDEMNIFICATION. To the extent not otherwise inconsistent with the laws of the relevant jurisdiction, each party will indemnify and hold harmless the other and its officers, directors, agents, and employees, individually and collectively, from all fines, claims, demands, suits, or actions of any kind or nature arising by reason of the indemnifying party's negligent or intentional acts or omissions in the course of its performance of its obligations under this Agreement.

9.6 SEVERABILITY. If any provision of this Agreement is determined unenforceable in any respect, the enforceability of the provision in any other respect and of the remaining provisions of this Agreement will not be impaired.

- 9.7 BANKRUPTCY.** If bankruptcy, receivership, or liquidation proceedings are commenced with respect to any party hereto, and if this Agreement has not otherwise been terminated, then a non-filing party may suspend all further performance of this Agreement pursuant to Section 365 of the Bankruptcy Code or any similar or successor provision of federal or state law. Any such suspension of further performance by a non-filing party will not be a breach of this Agreement and will not affect the non-filing party's right to pursue or enforce any of its rights under this Agreement or otherwise.
- 9.8 ASSIGNMENT.** Neither party shall assign any rights or delegate any obligations hereunder without the written consent of the other party, provided, however, that any reference to Regence herein shall include any successor in interest and that Regence may assign its duties, rights, and interests under this Agreement in whole or in part to a Regence affiliate or may delegate any and all of its duties to a third party in the ordinary course of business.
- 9.9 WAIVER OF BREACH.** Waiver of a breach of any provision of this Agreement will not be deemed a waiver of any other breach of that same or different provision. No party will be deemed to have waived that party's rights under this Agreement unless the waiver is made in writing and signed by the waiving party's duly authorized representative.
- 9.10 FORCE MAJEURE.** Neither party will be deemed to be in violation of this Agreement if it is prevented from performing its obligations by events beyond its control, including, without limitations, acts of God, war, or insurrection, terrorism, flood or storm, strikes, or rule or action of the government or agency. The parties shall make a good faith effort, however, to assure Members have access to Provider services consistent with applicable law, despite such events.
- 9.11 GOVERNING LAW / VENUE.** Please refer to the attached state addendum.
- 9.12 ENTIRE AGREEMENT/SUPERSESSION.** This Agreement and its exhibits, attachments, amendments and addenda constitute the entire Agreement between the parties with regard to the subject matter herein and supersede any prior written or oral agreements between the parties or their affiliates with regard to the same subject matter.
- 9.13 CHANGES TO MEMBER CONTRACTS.** Regence or Payor may change, revise, modify or alter the form and/or content of any Member Contract without prior approval and/or notice to Providers. Notwithstanding any other provision of this Agreement, nothing in this Agreement shall be construed to modify the rights and benefits contained in the Member Contract.
- 9.14 AUTHORITY TO BIND PROVIDERS.** Each of the persons executing this Agreement on behalf of Regence and Provider represents and warrants that he or she has the authority to bind his or her respective principals and affiliates listed in Attachment B as applicable and that the respective Parties have the full authority to bind all relevant parties, agents, and affiliates to the terms referenced in this Agreement.

IN WITNESS WHEREOF, the undersigned have executed this Agreement by their duly authorized officers, intending to be legally bound hereby.

UNDER PENALTIES OF PERJURY, I (Provider) certify that:

1. The number(s) shown on this form or otherwise set forth on a subsequent Attachment to this Agreement is/are the correct taxpayer identification number (or Provider is waiting for a number to be issued), **and**
2. Provider is not subject to backup withholding **(a)** exempt from backup withholding, or **(b)** have not been notified by the Internal Revenue Service (IRS) that Provider is subject to backup withholding as a result of a failure to report all interest or dividends, or **(c)** the IRS has notified Provider that it is no longer subject to backup withholding.

The Internal Revenue Service does not require your consent to any provision of this document other than the certifications required to avoid backup withholding.

SAN JUAN COUNTY EMERGENCY SERV

REGENCE BLUECROSS BLUESHIELD OF UTAH



Signature of Authorized Representative

Signature of Authorized Representative

Print Name

Eric Hales, VP Network Management

Name and Title of Authorized Representative

Title

Date

Date

Name of Provider as it corresponds to this Taxpayer Identification Number

876000305

Taxpayer Identification Number

Email Address

**REGENCE BLUECROSS BLUESHIELD OF UTAH
PARTICIPATING ANCILLARY PROVIDER AGREEMENT
UTAH STATE ADDENDUM**

This Addendum to the Participating Ancillary Provider Agreement (the "Agreement") is entered into and made part of the Agreement between Regence BlueCross BlueShield of Utah ("Regence") and **GROUND AMBULANCE PROVIDER** ("Provider"), to recognize additional provisions that apply to Member Contracts sponsored, issued or administered by, or accessed through Regence that may be subject to regulation under Utah law; and for which Utah laws may control.

Regence and Provider each agree to be bound by the terms and conditions contained in this Addendum. In the event of a conflict or inconsistency between this Addendum and any term or condition contained in the Agreement, this Addendum shall control. This Addendum will be deemed to be updated to incorporate any changes to the laws and regulations referenced herein, effective as of the date of such changes. Except as specifically amended herein, all terms and conditions of the Agreement remain in effect.

The referenced section of the Agreement is deleted in its entirety and replaced with the following:

1.7 MEDICALLY NECESSARY or MEDICAL NECESSITY:

- A. Health care services or supplies that a physician or other health care professional, exercising prudent clinical judgment, would provide to a patient for the purpose of preventing, evaluating, diagnosing, or treating an illness, injury, disease, or its symptoms, and that are (a) in accordance with generally accepted standards of medical practice; (b) clinically appropriate, in terms of type, frequency, extent, site, and duration, and considered effective for the patient's illness, injury, or disease; (c) not primarily for the convenience of the patient, physician, or other health care professional; and (d) not more costly than an alternative service or sequence of services or supplies that are at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of that patient's illness, injury, or disease. For these purposes, "generally accepted standards of medical practice" means standards that are based on credible scientific evidence published in applicable peer-reviewed medical literature generally recognized by the relevant medical community, physician specialty society recommendations, and the views of physicians and other health care professionals practicing in relevant clinical areas and any other relevant factors.
- B. When a medical question-of-fact exists, Medical Necessity shall include the most appropriate available supply or level of service for the individual in question, considering potential benefits and harms to the individual, and that is known to be effective.
 - 1. For interventions not yet in widespread use, the effectiveness shall be based on scientific evidence.
 - 2. For established interventions, the effectiveness shall be based on scientific evidence, professional standards, and expert opinion.

For purposes of this definition, "scientific evidence" shall mean (a) scientific studies published in or accepted for publication by medical journals that meet nationally recognized requirements for scientific manuscripts and that submit most of their published articles for review by experts who are not part of the editorial staff; or (b) findings, studies, or research conducted by or under the auspices of federal government agencies and/or nationally recognized federal research institutes. Scientific Evidence shall not include published peer-reviewed literature sponsored to a significant extent by a pharmaceutical manufacturing company or medical device manufacturer or a single study without other supportable studies.

The referenced section of the Agreement is deleted in its entirety and replaced with the following:

3.1 PAYMENT. Regence or Payor will compensate the Provider for Medically Necessary Covered Services provided to Members in accordance with this Agreement and Regence's or Payor's claims payment policies.

The referenced section of the Agreement is deleted in its entirety and replaced with the following:

4.2 COMPLIANCE WITH POLICIES AND GUIDELINES. Provider will comply with rules, guidelines, policies, and procedures whether outlined in this Agreement, or Provider Web Site. To the extent of any inconsistency between this Agreement and the Provider Web Site, this Agreement shall control. Regence may revise the rules, guidelines, policies, and procedures with sixty (60) days' notice. If Provider objects to a change in rules, guidelines, policies, and procedures on the Provider Web Site, Provider may elect to terminate this Agreement pursuant to Article VII of this Agreement.

The referenced section of the Agreement is deleted in its entirety and replaced with the following:

4.16 PROVIDER-PATIENT RELATIONSHIP. Providers will maintain the provider-patient relationship with Members, and Providers will be solely responsible for medical advice to and treatment of Members and for the provision of all health care services set forth in the Member Agreement, in accordance with accepted professional standards and practices. Providers may freely communicate with Members regarding available treatment options, including medication treatment options, regardless of benefit limitations or exclusions in the applicable Member Agreement.

The referenced section of the Agreement is deleted in its entirety and replaced with the following:

4.21.1 Member Hold Harmless. Provider hereby agrees that in no event, including, but not limited to, nonpayment by Regence, Regence's insolvency, or breach of this Agreement, will Provider bill, charge, collect a deposit from, seek compensation, remuneration or reimbursement from, or have any recourse against a Member or person acting on their behalf, other than Regence, for services provided pursuant to this Agreement. This provision does not prohibit collection of Deductibles, Coinsurance, Copayments, and/or payment for Non-Covered Services, which have not otherwise been paid by a primary or secondary carrier in accordance with regulatory standards for coordination of benefits, from Members in accordance with the terms of the Member's Member Contract.

The referenced section of the Agreement is deleted in its entirety and replaced with the following:

4.21.2 Continue Providing Services. Provider agrees, in the event of Regence's or Payor's insolvency, to continue to provide Covered Services as promised in this Agreement to Members under the Provider's care until the earlier of (i) ninety (90) days after the date of filing of a petition for rehabilitation or the petition for liquidation; or (ii) the duration of the period for which premiums on behalf of the Member were paid to Regence or Payor or; (iii) the end of the term of this Agreement. The provision of such services and the payment to Provider for these services will be subject to the applicable terms of this Agreement and Utah Code 31A-45-301, on the same basis as those services provided prior to insolvency.

The referenced section of the Agreement is deleted in its entirety and replaced with the following:

4.21.3 Member Contract. Notwithstanding any other provision of this Agreement, nothing in this Agreement shall be construed to modify the rights and benefits contained in the Member Contract.

The referenced section of the Agreement is deleted in its entirety and replaced with the following:

4.21.4 Charges to Members. In no event will the charge to a Member for Deductibles, Coinsurance or Copayments exceed the amounts established by Regence or Payor, subject to the terms of the "Coordination of Benefits" section of the Agreement.

The referenced section of the Agreement is deleted in its entirety and replaced with the following:

4.21.5 Survival of Termination. Provider further agrees that (i) the above provisions will survive termination of this Agreement regardless of the cause giving rise to termination and shall be construed to be for the benefit of the Members, and (ii) this provision supersedes any oral or written contrary agreement now existing or hereafter entered into between the Provider and Member or persons acting on their behalf.

The referenced section of the Agreement is deleted in its entirety and replaced with the following:

4.21.6 Provider Contracts with Other Health Care Professionals. If Provider contracts with other health care providers who agree to provide Covered Services to Members of Regence or Payor with the expectation of receiving payment directly or indirectly from Regence or Payor, such providers must agree to abide by the above provisions.

The referenced section of the Agreement is deleted in its entirety and replaced with the following:

5.3 PROMPT PAYMENT OF CLAIMS. Regence will pay or deny clean claims in accordance with the prompt payment rules set forth in applicable Utah state law. If Regence requires additional information to process a claim, Provider will provide such information at no charge. Once additional information is received by Regence, Regence will process the claim in accordance with the standards required by Utah state law. For purposes of this Section 5.3, a "clean claim" is a claim for Covered Services that (a) is timely received by Regence; (b) has a corresponding referral (in electronic format), if required for the applicable claim; (c) is submitted electronically; (d) uses only permitted standard code sets (e.g., CPT-4, ICD-9/10, HCPCS) and has all the elements of the standard electronic formats, as required by applicable federal authority and state regulatory authority; (e) is a claim for which Regence is the primary Payor, or for which Regence's responsibility as a secondary Payor has been established; (f) contains no defect or error that would affect the adjudication of the claim; (g) includes supporting documentation sufficient for Regence to make a payment determination; and (h) is under a Member Contract for which all applicable premiums have been paid.

Notwithstanding the foregoing, neither Regence nor Payor will be subject to interest, penalties, or late fees that may be established by Utah state law for clean claims for Covered Services provided to Members pursuant to a Member Contract with, or on behalf of, the federal government or otherwise pursuant to federal law including, but not limited to, those under the Federal Employees Health Benefits Program, Medicare, and self-funded health plans.

The referenced section of the Agreement is deleted in its entirety and replaced with the following:

5.5.1 Overpayments. Regence or Payor may request a refund from Provider of a payment previously made to satisfy a claim within twelve (12) months after the date that the payment was made or, in the case of a claim involving the coordination of benefits, within twenty-four (24) months of such date. Any such request must be in writing and must specify why Regence or Payor believes that Provider owes the refund. In the case of a claim involving the coordination of benefits, the request must include the name and mailing address of the other entity that has primary responsibility for payment of the claim. If Provider fails to contest a refund request in writing to Regence or Payor within thirty (30) days of receiving the request, the request is deemed accepted and Provider

must pay the refund within thirty (30) days after the request is deemed accepted. If Provider has not paid the refund within thirty (30) days after the request is deemed accepted, Regence or Payor may recover the amount through an offset to a future claim. The parties agree that this Section does not apply in cases of fraud.

The referenced section of the Agreement is deleted in its entirety and replaced with the following:

5.5.2 Refunds and Adjustments. Provider may request additional payment from Regence or Payor to satisfy a claim within twelve (12) months after the date that the payment was made or, in the case of a claim involving the coordination of benefits, within twenty-four (24) months of such date. Any such request must be in writing and must specify why Provider believes that Regence or Payor owes the additional payment. In the case of a claim involving the coordination of benefits, the request must include the name and mailing address of any entity that has disclaimed responsibility for payment of the claim. The original claims decision will be final and binding unless Provider requests additional payment within the twelve (12) or twenty-four (24) month time periods, as applicable. The parties agree that this does not apply in cases of fraud.

The referenced section of the Agreement is deleted in its entirety and replaced with the following:

5.6 CLAIM SUBMISSION. Provider agrees to submit claims for Covered Services electronically, as prescribed by Regence, CMS regulation or as required by law. Claims shall be submitted within one hundred twenty (120) days or as otherwise required by law: (a) from the date of discharge for inpatient claims; (b) from the date of service for outpatient claims; (c) from the last date of service when episodes or series of services are provided by Provider; or (d) of Provider receiving explanation of payment from the primary Payor when Regence is the secondary Payor. Except as otherwise set forth in Section 5.7, claims not submitted within the specified time frame(s) shall be disallowed and the Provider shall not bill the Member, Regence, or Payor for services or supplies associated with such claims. In the event of an audit, the itemized bill for such claims must be consistent with the submitted claim in both units of service and dollars. If the audit finds that the claim is not consistent with the itemized bill, any units of service or dollars not accurately represented will be denied.

The referenced section of the Agreement is deleted in its entirety and replaced with the following:

8.2 INTERNAL PROVIDER APPEAL PROCESSES. Regence shall maintain one or more internal provider appeal processes to adjudicate disputes that may arise between a Participating Provider and Regence. Regence's internal provider appeal processes are set forth on the Provider Web Site, which is incorporated herein by reference. Unless otherwise indicated herein or in the Provider Web Site, the Participating Provider must exhaust the applicable provider appeals process before initiating any of the post-appeal processes set forth herein.

If the Participating Provider submits a dispute to the internal provider appeal process, and Regence fails to render a timely decision based on the time frames described in the Provider Web Site, Provider may bypass the provider appeal process and proceed directly to one or more of the post-appeal processes described below.

The referenced section of the Agreement is deleted in its entirety and replaced with the following:

8.3 POST-APPEAL PROCESSES. If, after the exhaustion of the applicable internal provider appeal process, either party is dissatisfied with the outcome of the internal provider appeal and wants to further dispute the issue(s), the disputed issue(s) must be submitted to one or more of the processes as described below. Any prerequisites to initiating one of the processes described below must be met before the process can be initiated.

8.3.1 Binding External Review. For disputes that have exhausted the billing dispute and Medical Necessity/investigational procedure appeal process, the Participating Provider may elect to resolve the disputed issue(s) by binding external review, if certain conditions are met. In all cases, if a dispute is submitted to external review, the decision of the external reviewer is binding and is the final decision on the disputed issue. Disputes submitted to external review shall not be submitted to mediation or arbitration as provided herein. A description of the external review process and any prerequisites to initiating the external review process can be found on the Provider Web Site. Disputes that do not meet the criteria to be submitted to binding external review may be submitted to binding external review only upon mutual written agreement of the parties.

8.3.2 Mandatory Non-Binding Mediation. For disputes that have not been or cannot be submitted to external review, the disputed issue(s) must be submitted to mandatory non-binding mediation prior to seeking arbitration. Mandatory non-binding mediation must be requested within sixty (60) days following the date of Regence's decision on Provider's last internal provider appeal. Where Provider is allowed to bypass the internal provider appeal process as provided herein, mandatory non-binding mediation must be requested within sixty (60) days from the last day Regence has to timely respond to a dispute. Provider and Regence shall each bear their own costs of mediation and shall split equally the costs of the third-party mediator.

8.3.3 Binding Arbitration. If, after exhausting Regence's internal provider appeals process and mandatory non-binding mediation, either party is still dissatisfied with the outcome and wants to further dispute the issue(s), the disputed issue(s) must be submitted to binding arbitration. Such arbitration must be initiated by making a written demand for arbitration on the other party. The demand for arbitration must identify all issues on which the party seeks arbitration, the contractual provisions on which the party relies, the amount in dispute, and the relief requested.

The arbitration shall be conducted in a city within reasonable distance of both parties and mutually agreed upon by both parties. The parties agree that the dispute shall be submitted to one (1) arbitrator mutually selected by the parties. If the parties cannot agree on an arbitrator, they shall obtain a list of ten (10) possible arbitrators from a neutral source, such as the Judicial Arbitration and Mediation Services (JAMS), and shall strike arbitrators from the list in turn, beginning with the party who won a coin toss, until only one arbitrator remains. The remaining arbitrator shall hear the dispute. The parties shall share equally the fee of the arbitrator, excluding the filing fee, if any, incurred in commencement of the proceeding. The parties shall have the right to make substantive motions. The arbitrator shall be bound by applicable federal and state law and shall render a written decision within thirty (30) days of the hearing. The arbitrator shall award the prevailing party any applicable filing fees and arbitrator's fees paid by the prevailing party. The arbitrator also may award the prevailing party attorneys' fees and costs associated with the arbitration proceeding. Judgment upon an award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

The referenced section of the Agreement is deleted in its entirety and replaced with the following:

9.11 GOVERNING LAW / VENUE. This Agreement is governed by the laws of the State of Utah, without giving effect to any conflict-of-law principle that would result in the laws of any other jurisdiction governing this Agreement. Any action, suit, or proceeding arising out of the subject matter of this Agreement will be litigated in courts located in Salt Lake County, Utah. Each party consents and submits to the jurisdiction of any local, state, or federal court located in Salt Lake County, Utah

REGENCE BLUECROSS BLUESHIELD OF UTAH DATA ACCESS, USE, AND TRANSFER ADDENDUM

This Addendum (“Addendum”), effective **September 01, 2024** (“Effective Date”) is entered into by and between Regence BlueCross BlueShield of Utah (“Regence”) and **GROUND AMBULANCE PROVIDER**, and each entity set forth on Attachment B as applicable (collectively “Provider”).

As part of the Agreement, Regence will disclose to Provider Regence Confidential and Proprietary Information, defined below, provided that the Provider agrees to the following terms of this Addendum.

I. DEFINITIONS

- 1. CONFIDENTIAL AND PROPRIETARY INFORMATION.** As used in this Addendum, “Regence Confidential and Proprietary Information” means: (a) proprietary information of Regence in whatever form (hard-copy, electronic, on-line, encoded disk, etc.); (b) information marked or designated by Regence as confidential or proprietary; (c) claims and health information that Regence treats as confidential, including raw claims data, claim data extracts, utilization information and health information specific to a particular Member or his/her dependents; (d) the names, addresses and telephone numbers of all Members and employer groups; (e) this Agreement; and (f) other information provided by Regence, which Regence is obligated to keep confidential. “Regence Confidential and Proprietary Information” excludes any information now or hereafter voluntarily disseminated by Regence to the public, which otherwise becomes part of the public domain through lawful means, or which is required to be disclosed by or to a government agency publicly.
- 2. PERSON** means any natural person, corporation, limited liability company, partnership, trust, organization, association or other entity, including any government entity.
- 3. REPRESENTATIVES** means directors, officers, managers, employees, partners, affiliated entities (i.e., an entity controlling, controlled by, or under common control with either Regence or Provider), subcontractors, agents, consultants, advisors and other authorized representatives.
- 4. SECURITY INCIDENT** means the HIPAA Security Rule which defines a security incident as an attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system.

II. PROVIDER OBLIGATIONS

- 1. Purpose and Use.** The Provider will hold the Regence Confidential and Proprietary Information in confidence and will use the Regence Confidential and Proprietary Information for the sole and limited purpose for which it was disclosed, namely, providing the services set out in the Agreement (“Purpose”). Provider shall make reasonable efforts to use, disclose and request only the minimum amount of Regence Confidential and Proprietary Information necessary to accomplish the intended purposes of the use, disclosure, or request. The Provider agrees to implement and follow appropriate minimum necessary policies in the performance of its obligations under the Agreement.

Without limiting the foregoing, the Provider will not, in whole or in part, use the Regence Confidential and Proprietary Information in either aggregate or de-identified form: (i) for any purpose other than the Purpose; (ii) to provide services to any other party; or (iii) for its own benefit to develop normative and benchmarking data, internal or external research, analysis and product development, without the prior written consent of Regence.

- 2. Resale of Regence Confidential and Proprietary Information.** The Provider will not resell Regence Confidential and Proprietary Information.
- 3. De-Aggregation and Identification.** The Provider will not re-identify or de-aggregate de-identified or aggregate Regence Confidential and Proprietary Information without prior written consent from Regence.

4. **Comingling.** Unless permitted in the Agreement or with prior written approval from Regence, the Provider will not comingle Regence Confidential and Proprietary Information with any other information or data.

III. CONFLICTS

All obligations in this Addendum are in addition to, and not a replacement of, obligations in the Agreement. Should there be a direct conflict between this Addendum and the Agreement, the Agreement shall control except with regard to Provisions II, IV, V(1), and VI as they apply to Regence Confidential and Proprietary Information.

IV. DESTRUCTION OR RETURN OF DATA

Upon termination of this Agreement, or at the request of Regence, the Provider will return or securely destroy Regence Confidential and Proprietary Information in Provider's possession, including any derivative materials containing Regence Confidential and Proprietary Information. If Provider is unable to return or destroy Regence Confidential and Proprietary Information due to legal or licensure requirements, including but not limited to the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), as amended by the Health Information Technology for Economic and Clinical Health (HITECH) Act, enacted as part of the American Recovery and Reinvestment Act of 2009, the Provider must maintain the confidentiality of the Regence Confidential and Proprietary Information until the expiration of the applicable legal or licensure requirements and then destroy or return such data.

V. CHANGE OF OWNERSHIP/CONTROL

1. **Provider** must notify Regence immediately, but no later than 30 days, following a change of ownership or control, whether direct or indirect, of or by the Provider.
2. **Termination.** Should there be a change of ownership or control, whether direct or indirect of or by the Provider, Regence at its option may terminate the Agreement, this Addendum, any other data sharing agreement pertaining to Regence Confidential and Proprietary Information, or Agreement. Upon termination, Provider shall return or destroy Confidential Data as described under Provision IV.

VI. RECORDKEEPING AND AUDIT RIGHTS

The Provider shall maintain complete and accurate records relating to the obligations under this Addendum, including but not limited to information, materials, records, or procedures related to (i) use, access, transfer, or disclosure of Regence Confidential and Proprietary Information; (ii) security measures related to the use, receipt, transfer, storage, maintenance, or disposal of Regence Confidential and Proprietary Information. No more than once a year, upon fifteen (15) days' notice, Regence or a Regence representative shall be allowed to inspect, to audit and to make copies of such records and interview Provider personnel to ensure compliance with the Addendum relative to the use, access, transfer and disclosure of Regence Confidential and Proprietary Information or with Provider's obligations under this Addendum.

1. **Occurrences.** Notwithstanding the above, the parties agree that Regence may conduct an audit at any time, in the event of (i) audits required by governmental or regulatory authorities, (ii) investigations of breaches of Provider's obligations under the Addendum, Security Incidents, or potential Security Incidents.
2. **Costs.** Regence shall pay the costs of an audit conducted under this provision, provided that the audit does not (i) involve a Security Incident or event or potential Security Incident or event, or (ii) does not identify, as it relates to Regence Confidential and Proprietary Information, any failure to perform under this Addendum or the Agreement, breach of this Addendum or the agreement, or negligence or willful misconduct by Provider; in those circumstances, Provider shall pay the cost of the audit.

REGENCE BLUECROSS BLUESHIELD OF UTAH PART 2 PROGRAM PROVIDER ADDENDUM

This Addendum (“Addendum”), effective **September 01, 2024** (“Effective Date”) is entered into by and between Regence BlueCross BlueShield of Utah (“Regence”) and **GROUND AMBULANCE PROVIDER**, and each entity set forth on Attachment B as applicable (collectively “Provider”).

1. **Substance Use Disorder Claims and Information.** If Provider treats or diagnoses patients for Substance Use Disorders or refers patients for treatment of Substance Use Disorders and is subject to the Confidentiality of Substance Use Disorder Patient Records Rule (42 C.F.R. Part 2) as a Part 2 Program, Provider shall comply with the terms of this Addendum with respect to any claim or other communication it submits to Regence that contains Patient Identifying Information. Regence payment of such claims is contingent upon compliance with these requirements.
 - a. **Definitions.** For purposes of this Addendum, the capitalized terms “Part 2 Program,” “Patient Identifying Information,” and “Substance Use Disorder” shall have the meanings provided in 42 C.F.R. § 2.11. Other capitalized terms will have the meanings established in this Addendum or elsewhere in the Agreement, as applicable.
 - b. **Consent.** Provider is prohibited by law from disclosing Patient Identifying Information to Regence without obtaining the patient’s consent. Regence is prohibited by law from using Patient Identifying Information to pay any claim (or to process other information) in the absence of such consent. Accordingly, by submitting any claim (or other record) that contains Patient Identifying Information to Regence, Provider represents and warrants that Provider has first obtained patient consent that meets the requirements established in the Provider Web Site under Claims and Payment>Claims Submission>Other Billing Information. Regence reserves the right to deny payment of any claim (and the right to refuse to process other information) in the event that Provider fails to obtain such consent.
 - c. **Notice.** Provider is prohibited by law from disclosing Patient Identifying Information to Regence pursuant to the patient’s consent, unless it includes with the Patient Identifying Information a specific statement to notify Regence that the information is subject to Substance Use Disorder confidentiality restrictions (the “Part 2 Disclaimer”). Accordingly, Provider shall include the Part 2 Disclaimer with any claim (or other record) that contains Patient Identifying Information when submitting the claim (or other information) to Regence. Specifically, Provider shall include the Part 2 Disclaimer in the manner established in the Provider Web Site under Claims and Payment>Claims Submission>Other Billing Information. Regence reserves the right to deny payment of any claim (and the right to refuse to process other information) in the event that Provider fails to include the Part 2 Disclaimer in a communication containing Patient Identifying Information.
 - d. **Audits and Evaluations.** Upon request, Provider shall provide to Regence Patient Identifying Information that Regence deems reasonably necessary to perform evaluations, audits and health care operations, including, but not limited to, utilization review, quality assessment and improvement activities (such as collection of HEDIS data), and reviewing qualifications of health care providers. For purposes of any such request, Regence agrees that it will:
 - i. Maintain and destroy the Patient Identifying Information in a manner consistent with 42 C.F.R. § 2.16;
 - ii. Retain records that contain Patient Identifying Information in compliance with applicable federal, state, and local record retention laws; and
 - iii. Comply with the limitations on disclosure and use of Patient Identifying Information in 42 C.F.R. § 2.53(d).

Provider is permitted to make such disclosures pursuant to 42 C.F.R. § 2.53(b).

**REGENCE BLUECROSS BLUESHIELD OF UTAH
 PROVIDER NETWORK ADDENDUM
 Effective: September 01, 2024**

This Addendum to the Agreement between Regence BlueCross BlueShield of Utah (“Regence”) and **GROUND AMBULANCE PROVIDER** (“Provider”), is to recognize network participation and additional provisions which apply to the networks. Except as specifically amended herein, all terms and conditions of the Agreement remain in effect.

WHEREAS, All references herein to “Provider” shall mean “Physician,” “ASC,” “Provider”, “Physician or Other Health Care Professional,” “Medical Group,” “Clinic,” “EMS,” or “Hospital” as those terms are used and defined in the Agreement; and

WHEREAS, Regence and Provider are parties to the Agreement, whereby Provider agrees to provide Covered Services to Members; and

WHEREAS, Regence desires Provider to participate in the networks indicated below pursuant to the terms of this Addendum; and

NOW, THEREFORE, in consideration of the covenants and agreements contained herein, and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties hereto, intending to be legally bound, agree as follows:

I. PROVISIONS

- 1.1** This Addendum shall continue in effect, unless terminated according to the process set forth in the Agreement. Provider has the right to discontinue participation in any network(s) pursuant to the terms of the Agreement.
- 1.2** Provider shall admit or arrange for hospital admissions and referral services of Members only to network providers within their applicable network, unless the Member’s condition makes it impossible, the service is not available through the network, or the Member chooses care outside the network. Provider should advise the Member whenever health care services are to be obtained outside of their network that the Member may be subject to additional out-of-pocket expense. Any questions regarding network participation and benefit levels should be directed to Regence.
- 1.3** Provider agrees to accept the network payment set forth on the Reimbursement Schedule and Medicare Advantage Addendum, if applicable, as payment in full for Covered Services rendered to Members for networks in which Provider is participating as indicated below.

Provider is to participate in those networks indicated with a “Yes” below.

Participation	Commercial Networks
Yes	Participating
Yes	Preferred ValueCare
Yes	FocalPoint
Yes	Individual and Family Network
Yes	RealValue
Yes	Preferred BlueOption
Yes	Blue High Performance Network
Yes	SaveWell
Participation	MedAdvantage Networks
Yes	Regence MedAdvantage PPO

**ATTACHMENT A
GROUND AMBULANCE REIMBURSEMENT SCHEDULE
REGENCE BLUECROSS BLUESHIELD OF UTAH
FOR GROUND AMBULANCE PROVIDER**

This Ground Ambulance Attachment A to the Agreement applies to services incurred on or after **September 01, 2024**. This Reimbursement Schedule replaces and supersedes any prior reimbursement attachments, exhibits or schedules. Any term not defined herein shall have the meaning set forth in the Agreement. Reimbursement for all commercial networks that Provider participates in, according to the Provider Network Addendum, will be reimbursed according to the same terms as defined in this Reimbursement Schedule unless specifically noted otherwise.

I. DEFINITIONS

- 1.1** Allowable Billed Charges – Charges submitted by Provider for Covered Services subject to standard Regence administrative guidelines, reimbursement policies and payment methodologies.
- 1.2** Claim - The CMS-1500, standard electronic format or successor, as required by applicable federal authority and state regulatory authority, submitted to Regence for payment to Provider for services rendered to Members.
- 1.3** Maximum Allowable – The amount that Regence agrees to pay, subject to standard Regence administrative guidelines, reimbursement policies and payment methodologies. Provider agrees to accept as payment in full for Covered Services provided to Members.

II. REIMBURSEMENT

- 2.1** Maximum Allowable. The Maximum Allowable for Covered Services shall be the lesser of Allowable Billed Charges or the maximum ambulance rates and charges for Utah licensed ground ambulance providers as provided under provisions of the Utah Code and Administrative Rules applicable to ground ambulance billing.

III. SUPPLIES

All required supplies including but not limited to, disposable gloves, tape, bandages, syringes, specialized BLS/ALS disposable supplies, IV drug therapy, intubation, oxygen and oxygen supplies are not separately reimbursable.

IV. MISCELLANEOUS

Notwithstanding anything in the Agreement to the contrary, the parties understand and agree that services that Provider does not normally provide within its scope of business, will not be provided under the terms of the Agreement, unless mutually agreed to in writing by the parties.

V. COPAYMENT, COINSURANCE, DEDUCTIBLE

Where the Member Contract provides for payment of Copayment, Coinsurance or Deductible by the Member, payment by Regence for Covered Services shall be the Maximum Allowable less the applicable Copayment, Coinsurance and/or Deductible.

VI. TERMS

To the extent the terms of this Reimbursement Schedule are inconsistent with the terms of the Agreement or Provider Web Site, these terms apply.

VII. NON-DISCLOSURE

Provider agrees that unless required by law or otherwise allowed by the Agreement, it shall not disclose the reimbursement rates set forth in this Attachment without prior written consent of Regence. Provider acknowledges that the unauthorized disclosure of this information may cause irreparable damage to Regence and Provider agrees that Regence may seek relief for breach of the Agreement.

ATTACHMENT C**AFFILIATES & SUBSIDIARIES**

As of the effective date of this Agreement, listed below are the affiliates and subsidiaries of Regence:

Entity	Home Jurisdiction (State)
Asuris Northwest Health	WA
BridgeSpan Health Company	UT
Healthcare Management Administrators	WA
LifeMap Assurance Company	OR
Regence BlueCross BlueShield of Oregon	OR
Regence BlueCross BlueShield of Utah	UT
Regence BlueShield	WA
Regence BlueShield of Idaho, Inc.	ID
ValueCare	UT

**GROUND AMBULANCE
MEDICARE ADVANTAGE (MA) PPO
REIMBURSEMENT ADDENDUM
REGENCE BLUECROSS BLUESHIELD OF UTAH
FOR GROUND AMBULANCE PROVIDER**

This Addendum to the Agreement by and between Regence BlueCross BlueShield of Utah (“Regence”) and **GROUND AMBULANCE PROVIDER** (referred to herein as “Provider” or as otherwise defined in the Agreement) applies to services incurred on or after **September 01, 2024**.

WHEREAS, Provider has an existing Agreement to provide medical services to Regence Members, as more particularly set forth in the Agreement;

WHEREAS, Provider is entering into this Addendum to provide medical services to Regence MA Members;

WHEREAS, Regence has a contract to serve as a Medicare Advantage (MA) plan for the U.S. Department of Health and Human Services (HHS), Centers for Medicare & Medicaid Services (CMS), to administer Medicare benefits within certain counties in the Regence service areas;

WHEREAS, CMS requires Regence to incorporate additional Medicare Compliance contract language into its agreements with first tier, downstream, and related entities, including Provider; and

NOW, THEREFORE, in consideration of the foregoing premises and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, and with full understanding that the provisions contained herein may be outlined, in part or in whole, in the Agreement, the parties agree as follows:

I. DEFINITIONS

- 1.1** Allowable Billed Charges are those charges submitted by Provider for Covered Services subject to standard Regence administrative guidelines, reimbursement policies and payment methodologies.
- 1.2** Claim is the CMS-1500 or UB-04, standard electronic format or successor, as required by applicable federal authority and state regulatory authority, submitted to Regence for payment to Provider for services rendered to Members. Covered Services must be submitted on either a CMS-1500 or UB-04 claim form as appropriate and include either the Revenue code and/or the appropriate CPT/HCPCS code(s). Provider must submit any appropriate modifiers in accordance with Medicare guidelines.
- 1.3** Covered Services are those Medically Necessary health care services and supplies provided to MA Members that which qualify for payment under the terms of a MA Subscriber Agreement, including any amendments thereto.
- 1.4** MA Member means a MA beneficiary covered under a MA PPO Subscriber Agreement that provides for Covered Services.
- 1.5** MA Subscriber Agreement is a contract between Regence or an out-of-area BlueCross and BlueShield plan and a MA PPO beneficiary or group in which Regence or the out-of-area BlueCross and BlueShield plan agrees to provide or administer Medicare Part A and B health care benefits. A MA PPO Subscriber Agreement may include contracts issued by Regence’s subsidiaries and affiliates, as well as contracts issued by any successor organization of Regence.

- 1.6 Maximum Allowable is the amount that Regence agrees to pay, subject to standard Regence administrative guidelines, reimbursement policies and payment methodologies. Provider agrees to accept as payment in full for Covered Services provided to Members.

II. REIMBURSEMENT

- 2.1 Maximum Allowable. The Maximum Allowable for Covered Services shall be the lesser of Allowable Billed Charges or the amount set forth in Article II.
- 2.2 Reimbursement. The reimbursement for Covered Services is based upon one hundred percent (100%) of the current Medicare fee schedule for the locale where the service is provided.
- 2.3 Supplies are not eligible for separate reimbursement and will be included in the Maximum Allowable listed in Article II.
- 2.4 Default Pricing. For unlisted and/or codes which do not have Medicare fees for a Covered Service, the Maximum Allowable fee will be determined by Regence.

III. MISCELLANEOUS

- 3.1 Regence will not make any additional payment for facility or professional services based upon a rural health care designation under the Medicare program, including any designation such as a Critical Access Hospital (CAH), Physician Scarcity Area (PSA) or any other designation, unless the resulting payment is agreed to by Regence in advance and in writing.
- 3.2 Regence will make no specific payment, directly or indirectly, to Provider as an inducement to reduce or limit Medically Necessary Covered Services furnished to any particular MA Member. 42 CFR § 422.208(c)(1).
- 3.3 Consistent with all other MA Subscriber Agreements offered by Regence, Regence will follow CMS's standards in determining Medical Necessity, including, without limitation, Medicare's national coverage decisions (NCDs) and applicable local medical review policies (LMRPs).
- 3.4 Notwithstanding anything in the Agreement to the contrary, the parties understand and agree that services that Provider does not normally provide within its scope of business, will not be provided under the terms of the Agreement, unless mutually agreed to in writing by the parties.
- 3.5 Data Accuracy. Provider agrees to provide Regence with what Provider believes is, to the best of its knowledge, accurate, complete, and truthful claims and encounter data. The claims and encounter data supplied by Provider to Regence will contain International Classification of Diseases, Tenth Revision, Clinical Modification ("ICD-10-CM") diagnosis codes accurately reflecting the diagnoses documented in the accompanying medical record.

IV. TERMS

To the extent the terms of this Addendum are inconsistent with the terms of the Agreement, prior Medicare Advantage Addendum or other Medicare Advantage reimbursement and/or program terms, or Provider Web Site, these terms apply.

V. COPAYMENT, COINSURANCE, DEDUCTIBLE

Where the MA Subscriber Agreement provides for payment of Copayment, Coinsurance or Deductible by the MA Member, payment by Regence for Covered Services shall be the Maximum Allowable less the applicable Copayment, Coinsurance and/or Deductible.

VI. NON-DISCLOSURE

Provider agrees that unless required by law or otherwise allowed by the Agreement, it shall not disclose the reimbursement rates set forth in this Addendum without prior written consent of Regence. Provider acknowledges that the unauthorized disclosure of this information may cause irreparable damage to Regence and Provider agrees that Regence seek relief for breach of the Agreement.

**REGENCE
MEDICARE ADVANTAGE PROVIDER COMPLIANCE ADDENDUM**

Provider, as a first-tier, downstream, or related entity (“FDR”) defined within the Medicare Advantage Provider Compliance Addendum to the Participating Agreement, acknowledges that it is an FDR and agrees to review and comply with CMS requirements and Regence’s Medicare Advantage Compliance Requirements located in the Administrative Manual on the provider website regence.com, which may be amended from time to time.

REGENCE MEDICARE ADVANTAGE SEQUESTRATION ADDENDUM

This Medicare Advantage Sequestration Addendum to the Agreement and any and all amendments, addenda, attachments or exhibits to the Agreement, by and between Regence and the Provider named therein, as that term is defined below, effective for services provided on or after **September 01, 2024**:

WHEREAS, All references herein to "Provider" shall mean "ASC," "Clinic," "Facility," "Hospital," "IPA," "EMS," "Medical Group," "Physician," "Physician or Other Health Care Professional," "Practitioner," "Provider" or as otherwise defined in the Agreement as those terms are used and defined in the Agreement; and

WHEREAS, All references herein to "Regence" shall mean "Regence BCBSO," "Company," "The Plan," "Organization," or any additional alternate reference term, as those terms are used and defined in the Agreement; and

I. RECITALS

- 1.1. Regence desires to amend the Agreements to address changes in Provider compensation payable under the Medicare Advantage program to account for (i) the federal sequestration announced for 2013, and (ii) other future unplanned, unforeseen, or unusual events.
- 1.2. Therefore, in consideration of those premises and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree to the terms and conditions set forth in this Addendum.

AGREEMENT

II. DEFINITIONS

For purposes of this Addendum, the following terms will have the following stated meanings. Any term not defined in this Addendum will have the meaning given to the term in the Agreement.

- 2.1 Advance Monthly CMS Payments means the advance monthly payments that are made by CMS to Regence, in Regence's capacity as a Medicare Advantage organization, in return for providing Covered Services to MA Members during those months.
- 2.2 Advance Payment Adjustment means the amount of any reduction in the Advance Monthly CMS Payments that are made by CMS to Regence, expressed as a percentage reduction from the amount of the Advance Monthly CMS Payments that Regence would have otherwise received in the absence of the reduction, and that is caused by or that results from any unplanned, unforeseen, or unusual budgetary event that was not contemplated by Regence, or that was not contemplated by Provider, or that was not contemplated by both Regence and Provider, when Regence and Provider agreed upon the Medicare Advantage Compensation that is otherwise applicable or payable to Provider under the Agreement. Unplanned, unforeseen, or unusual events include without limitation any state or federal budgetary sequestrations, any changes in state or federal law or policy, any mid-year budget adjustments, or any unanticipated taxes or fees that cause a reduction in the Advance Monthly CMS Payments otherwise due to, or expected to be received by, Regence.
- 2.3 Medicare Advantage Compensation means the compensation payable under the Agreement by Regence to Provider in return for providing Covered Services to MA Members.

III. COMPENSATION

The Medicare Advantage Compensation paid to Provider for Covered Services received by MA Members during a particular month will be reduced by the same percentage as, or by such lower percentage as Regence may determine in Regence's sole discretion, any Advance Payment Adjustment imposed upon or levied against the Advance Monthly CMS Payments that are paid to Regence during that month. For example, if a federal budgetary sequestration reduces the Advance Monthly CMS Payments paid to Regence by 2% during the months of April and May of a particular year, then the Medicare Advantage Compensation payable under the Agreement to Provider for any Covered Services received by MA Members during April and May of that year will also be reduced by 2%, or by such other lower percentage that Regence may determine in Regence's sole discretion.

IV. OTHER PROVISIONS

The provisions of the Agreement that are not amended or deleted by this Addendum remain unchanged and in full force and effect.