

Gainwell Care Management System SaaS

Subscription Fees

Gainwell will work with the Purchasing Entity to determine their needs regarding the base modules, optional modules, and the corresponding subscription fees in a mutually agreed Scope of Work (SOW). Discounts are available for long-term commitments and pre-payment of fees.

The following table outlines the annual subscription fee for the base modules of the Gainwell Care Management system. Pricing is applicable for CY2024 and will be adjusted for CPI-U beginning 2025.

Member Volume	< 500,000	500,000 to 999,999	1,000,000 to 1,999,999	2,000,000 to 2,999,999	3,000,000 to 3,999,999	4,000,000 to 4,999,999	5,000,000 or more
Annual Subscription Fee	\$1.50M	\$1.62M	\$1.86M	\$2.10M	\$2.34M	\$2.58M	To be negotiated

The following are the Care Management system base modules: Case Management module, Utilization Management module, Provider Portal module, Fax Management module, and Business Intelligence module.

Participating Entity may purchase an additional subscription for the use of the following modules: Mobile Case Management module, Appeals & Grievances module, Customer Service module and Population Management module.

The annual Subscription Fee does not include: (a) hosting fees; (b) implementation fees; (c) Gainwell professional and consulting services; (d) help desk services; (e) applicable taxes; (f) access to third-party software; and (g) excess number of production and non-production environments.

NOTES AND ASSUMPTIONS:

1. The annual Subscription Fee does not include: (a) hosting fees; (b) implementation fees; or (c) fees that may be payable regarding Gainwell's activation of configurable functionality or the performance of other services. Subscription fees are subject to modification for any non-standard service level requirements that are agreed to by the parties in the Participating Addendum.
2. Implementation timeframe is typically 6 to 12 months and is scope dependent based on factors such as data importing and configuration. Implementation fees are invoiced upon completion of milestone deliverables and will vary based on Participating Entity's requirements.
3. Level 1 helpdesk support will be provided by Participating Entity. If agreed to by the parties in the Participating Addendum, and subject to additional fees, Gainwell may provide Level 1 helpdesk support.
4. Client tailored/centric security assessments are not included as part of the subscription fee.

5. Additional fees may apply if Participating Entity requires support hours outside of 7am-7pm CT Monday through Friday, or on Gainwell corporate holidays.
6. The service levels contained in the Master Agreement are not applicable to the Care Management System service. The service levels for the Care Management system service are specified in the Care Management System terms and conditions. Changes to service levels are subject to the written agreement of the parties and any applicable fees.
7. The business continuity and disaster recovery plan (including recovery point objectives and recovery time objectives, as specified in the Master Agreement) is not tailored specifically to this service but encompasses Gainwell's overall business continuity and disaster recovery plan.
8. Monitoring of the Gainwell Care Management system is performed through Gainwell Security Operations Centers.
9. Gainwell's Care Management system is cloud agnostic. Should a GovCloud or FedRAMP environment be required, additional fees may apply.
10. Dedicated resources are not included with the subscription fee; however, dedicated resources are available for an incremental fee.
11. The Annual Subscription Fees specified above are based on: (a) one non-production environment; (b) one production environment; and (c) active directory for Microsoft for Windows.
12. Not all modules are available as stand-alone options (e.g., the Utilization Management module is integral to use of the Provider Portal module). The Provider Portal module may only be used with the Gainwell UM module and may not be integrated or used with other third-party UM applications.
13. Participating Entity specific customizations are out of scope; however, various configurable Care Management system options are available. Data interface integrations will be handled on a case-by-case basis.
14. Web services are not applicable to the Care Management system service.
15. Cloud Security Alliance (CSA) STAR not included as part of the Care Management system service; however, participation can be considered on a case-by-case basis, subject to additional fees.
16. The base pricing assumes the holding, storage, or processing of Low-Risk Data, should High Risk Data or Moderate Risk Data be required to be held, processed, or stored, additional fees may apply.
17. Proof of Concept (PoC) cloud environments are not applicable to the Care Management System service.
18. The Care Management system external facing screens are ADA-compliant. Delivery of the Care Management System service does not include certification or compliance with ISO, FERPA, CJIS Security Policy, PCI, IRS Publication 1075, EU data protection/model clauses, ISO 27001, or FISMA requirements or regulations. Should Participating Entity require any of these applicable certifications or compliance with the above noted regulations/policies, additional fees may apply.