


Supplier	Customer	
Experian Health, Inc. 720 Cool Springs Blvd., Suite 200 Franklin, TN 37067 (615) 661-5657 or (888) 661-5657	Polk County, a political subdivision of the State of Florida 2135 Marshall Edwards Dr. Bartow, FL 33830	

Delete Product, Add Product and Renewal Amendment

This Delete Product, Add Product and Renewal Amendment ("Amendment") shall be made a part of the Master Customer Agreement dated December 18, 2014, including any schedules, addenda and amendments thereto, ("Agreement") between Experian Health, Inc. ("Experian Health") and Polk County, a political subdivision of the State of Florida ("Customer," and together with Experian Health collectively, the "Parties"). This Amendment is subject to the Agreement and the Terms and Conditions which are hereby incorporated by reference. Capitalized terms used herein and not otherwise defined shall have the meanings given to them in the Agreement. This Amendment shall be effective as of the date of signature by Experian Health ("Amendment Effective Date").

DELETE PRODUCT

DELETED PRODUCT. Customer may delete its existing Eligibility product (the "Legacy Product") from the Agreement in its entirety as of the date of first productive use of the products set forth in the Product Offering table below ("New Products"). **Upon written notice from Customer sent to Terminations@experianhealth.com, and following first productive use of the New Products, Experian Health shall terminate Customer's access to the Legacy Product, all fees for the Legacy Product will cease billing.** If no written notice is received, Customer shall continue to be billed for the Legacy Product according to the terms of the Agreement.

PRODUCT OFFERINGS AND FEES

PRODUCT OFFERINGS AND FEES. Only the facility/facilities listed on Exhibit A hereto shall be entitled to receive the Products and/or Services set forth in the Product Offering Table below. Customer agrees to complete Exhibit A in its entirety. HIS/PMS system(s) applicable to this Amendment include . Experian Health reserves the right to revise the pricing set forth in the Product Offering Table below if this Amendment is not signed by April 17, 2026

Product Description	Qty	Fees (Unit Price)			Transaction
		Implementation	Subscription	Transaction	
BatchSource Coverage Discovery identifies additional, date-specific, active coverage for existing patient accounts.	1	\$2,766.40	\$0.00	The Coverage Discovery Transaction Fee shall be billed as provided below.	
OneSource Coverage Discovery identifies additional, date-specific, active coverage for existing patient accounts.	1	\$624.00	\$0.00		

Fees referenced above are stated at unit cost value. Totals presented below contain extended costs.

Total 1st Year Fees (excluding transaction fees)	\$3,390.40	\$0.00
Future Recurring Fees (excluding transaction fees)	N/A	\$0.00

PASS-THROUGH FEES. Fees exclude pass-through fees ("Pass-Through Fees") from state, federal and local governmental entities ("Governmental Entities"), Medicaid and Medicare Managed Care Organizations ("MCOs"), third-party payers, communication tariffs, and/or other similar fees. Without prior notice, Pass-Through Fees will be billed monthly in addition to all other Fees at the cost that Experian Health pays to obtain transaction data. Notwithstanding any other provision of the Agreement to the contrary, Experian Health shall have the right to increase the Pass-Through Fees to offset any increases in rates, changes, or other costs from Governmental Entities, MCOs and other third parties, including without limitation Medicaid and Medicare administrators, or any increase in the cost of providing services hereunder resulting from rules, regulations and operating procedures of any federal, state or local agency or regulatory authority. The Pass-Through Fees are not subject to approval by Experian Health.

IMPLEMENTATION FEES. Implementation fees relate to the initial implementation and delivery of the product offering(s). These fees represent a one-time cost billed on the Amendment Effective Date.

ONLINE TRAINING AND CUSTOM PROGRAMMING FEES. Experian Health shall provide online training for products listed above. The training shall be scheduled at such dates and times that are acceptable to Experian Health and Customer. Further, custom programming is available, to the extent requested in writing by Customer, for a fee set forth in an amendment to the Agreement.

TRANSACTION FEES. Transaction Fees are billed per each successful transaction processed. A "successful" transaction shall be defined as an electronic transaction that returns a valid payer, data source, or business associate response to Customer from Experian Health as an inquiry sent to Experian Health from Customer's HIS/PMS system(s). Transactions become billable to Customer once Customer is eligible for training and will be billed on a monthly basis for the duration of the Agreement.

COVERAGE DISCOVERY TRANSACTION FEE. The Coverage Discovery transaction fee ("Coverage Discovery Transaction Fee") includes processing of the amount of Coverage Discovery records corresponding to the selected pricing tier and shall be equal to the sum of the Monthly Base Rate plus the Excess Usage Fee, if any, and shall be billed based on Customer's selection below. These fees are billed on a monthly basis beginning the earlier of: i) Customer's first productive use or ii) nine (9) months following the Amendment Effective Date ("CD Billing Date"). In no event will the Coverage Discovery Transaction Fee be less than the Monthly Base Rate for Customer's selected pricing tier. Prior to the CD Billing Date, Customer shall be billed at the Excess Usage Rate corresponding to Customer's selection below.

Beginning on the first anniversary of the Amendment Effective Date, Customer may change pricing tiers to a lower tier ("Downward Price Change") once per calendar quarter by providing written notice to Experian Health ("Price Change Notice"). Customer may change pricing tiers to a higher tier at any time ("Upward Price Change") by providing a Price Change Notice. Any Price Change shall be effective the first day of the calendar month following Experian Health's receipt of the Price Change Notice.

Coverage Discovery Transaction Fee			
Pricing Tier (Select One)	Monthly Base Rate	Monthly Max Transactions	Excess Usage Fees
1 <input checked="" type="checkbox"/>	\$8,050.00 per month	10,000 patient record per month	\$0.861 per patient record in excess of 10,000 patient records per month
2 <input type="checkbox"/>	\$11,865.00 per month	15,000 patient record per month	\$0.859 per patient record in excess of 15,000 patient records per month
3 <input type="checkbox"/>	\$15,580.00 per month	20,000 patient record per month	\$0.847 per patient record in excess of 20,000 patient records per month

PRODUCT SPECIFIC TERMS

ADDITIONAL TERMS APPLICABLE TO COVERAGE DISCOVERY

PRODUCT TERMS. Experian Health will identify active coverage on the date of service ("Coverage") from an electronic file submitted by Customer ("BatchSource Coverage Discovery") or from an electronic request submitted via an on-demand platform such as eCare Next, ED1 or OneSource ("On-Demand Coverage Discovery"). Coverage Discovery® shall include the proprietary payer optimization engine, the account optimization engine, and the Eligibility Enriched Response data. Each unique incoming and outgoing format shall be deemed a "Configuration". The electronic file for the BatchSource version submitted by Customer must conform to the specifications provided by Experian Health. Experian Health will provide Customer with a work list indicating which accounts have Coverage in a flat file for the BatchSource version. Experian Health will provide Customer with a results queue in Customer's on demand platform, as applicable, indicating which accounts have Coverage for any on-demand version purchased by Customer.

MISCELLANEOUS

AMENDMENT TO THE AGREEMENT

Section 3.3 of Exhibit B to the Agreement shall be deleted in its entirety and replaced with the following:

3.3 Access and Use. Customer represents and warrants to Experian Health that it shall access and use only the Products, Services, Experian Health Confidential Information and Test Data ("Test Data" shall refer to any data to which Customer has access through Experian Health's test databases) for Customer's own internal business and solely in the manner explicitly permitted in this Agreement. Customer further agrees that it shall not, and shall not permit others (including but not limited to any consultant, vendor, affiliate or related companies and users) to (i) change, modify, add code or otherwise alter the Products or Services in any manner, (ii) re-sell, reverse engineer, disassemble, decompile, in any way attempt to derive the source code of, translate or reproduce the Products or Services, (iii) use, transform, modify or adapt the Products or Services for use for any other purpose, including but not limited to use to assist in the development or functioning of any product or service that is competitive, in part or in whole, with any existing or reasonably anticipated product or service of Experian Health or (iv) use any Products or Services provided by Experian Health, including without limitation any data, results or other information, to develop, improve, train, validate or benchmark any artificial intelligence, machine learning or similar technologies, systems or agents. Any technology, information or materials created in violation of the preceding restriction in (iv) will be owned by Experian Health, constitute Experian Health Confidential Information and Customer or such third party assigns to Experian Health all intellectual property rights thereto. Customer will not allow access or use by third parties unless it has received prior written consent from Experian Health. Experian Health does not warrant the accuracy or completeness of Test Data.

AMENDMENT TO BUSINESS ASSOCIATE AGREEMENT. The Business Associate Agreement between the Parties dated December 18, 2014 shall be amended to add the following to Section 4:

Notification of Security Events, Remediation & Suspension of Services. If Covered Entity becomes aware of any actual or suspected security violations or incidents including but not limited to, any Breach, data breach, or the presence of any malware, ransomware, virus, or malicious code on Covered Entity's system (any of which shall be deemed a "Security Event") that may impact the Business Associate's systems or networks (such as User Interfaces, file transfer, VPN, or API connections), Covered Entity shall report such Security Event to Business Associate within three (3) business days of Covered Entity's knowledge of such Security Event. Covered Entity shall ensure that a process is established for dealing with Security Events that require forensic investigation. If a Security Event occurs, Covered Entity shall, at its own expense (and without Business Associate being deemed to waive any of its rights) (a) investigate the Security Event and perform a root cause analysis thereon; (b) provide Business Associate with a remediation plan consistent with industry standards; and (c) remediate such Security Event in accordance with such plan. Upon receipt of notice of a Security Event, either directly from Covered Entity or constructively from industry publications, the media or otherwise, Business Associate reserves the right to sever any connection to Covered Entity's systems or take other remedial measures as necessary in Business Associate's sole and absolute discretion until such time as Business Associate is satisfied that no continuing threat exists.

BILLING TERMS. Customer agrees to the following billing terms: Net 45.

STATEMENT OF WORK. The Statement of Work ("SOW") attached hereto as Schedule A is incorporated herein by reference and made a part of this Amendment.

SCOPE CHANGES. Customer requests for changes to an existing Product may result in modifications to scope of service. The Experian Health team will review requested changes and if material change in scope is needed, the additional work will be documented and priced according to the Change Order process, as described herein. If Customer request is out of scope of the current version/configuration of the Product, and Experian Health determines, in its sole discretion, that the work is feasible Experian Health will prepare a Change Order proposal with appropriate costs. The Change Order proposal shall document any Customer-requested customization or deviation from a best practice workflow and will include all associated fees. Prior to the commencement of any work, Customer must agree to a Change Order document in writing, which will include all fees and the proposed timeline based on the requested changes.

TERM OF AGREEMENT AND RENEWAL. The Agreement, as amended by this Amendment, shall continue for a term of 36 months from the Amendment Effective Date ("Initial Term") and will automatically renew for an unlimited number of 12-month periods ("Renewal Term"). The Agreement may be terminated by either Party effective at the end of the Initial Term or at the end of any Renewal Term (if applicable) with a 90-day written termination notice. This Term of Agreement and Renewal provision shall replace and supersede any term, renewal and termination provision previously negotiated between the Parties with the exception of any Termination for Cause provision.

Whenever the terms or conditions of the Agreement and this Amendment are in conflict, the terms of this Amendment control. Except as specifically modified by the terms of this Amendment, all of the Agreement remains in full force and effect. This Amendment may be executed by digital signature and in any number of counterparts, each of which is an original, but all counterparts of which constitute the same instrument.

IN WITNESS WHEREOF, an authorized representative of each of the Parties has executed this Amendment as of the dates written below.

EXPERIAN HEALTH, INC.

POLK COUNTY, A POLITICAL SUBDIVISION OF THE STATE OF FLORIDA

Signed by: 		Signed By: _____	
Signed By:	F84007DF5C9C4CE...	Signed By:	_____
Print Name:	Jeff Corley	Print Name:	Martha Santiago, Ed. D.
Title:	Senior Director - Operations	Title:	Chair
Date:	Mar 20, 2026 7:40 AM CDT	Date:	_____

EXHIBIT A
FACILITY LIST AND ADMINISTRATION

Primary Facility Information

Legal Entity Name: Polk County, a political subdivision of the State of Florida

Address (No PO Boxes): 2135 Marshall Edwards Dr., Bartow, FL 33830

NPI #: 1720099799

If no NPI# is provided, please check the box that most accurately describes Customer:

ACO Payer Pharmacy Hub BPO Collection Agency Other: _____ (please describe)

Tax ID#: 596000809

Tax Exempt (yes/no): Yes

(If yes, please attach a copy of your certificate of exemption.)

Public Website: polkfl.gov

Listed Phone Number for general inquiries: _____

Listed Email Address for general inquiries: _____

Type of Ownership: Partnership __ Sole Owner __ Nonprofit __ Corporation __ LLC __

Years in Business:

Contact Information

Business Principal (only required if Partnership or Sole Owner selected above)

Contact:

Phone:

Email:

Onboarding/Implementation

Contact: Andrea Clontz

Phone: (863) 519-1015

Email: andreaclontz@polkfl.gov

Billing

Contact: Kelvin Almestica

Phone: (863) 519-2074

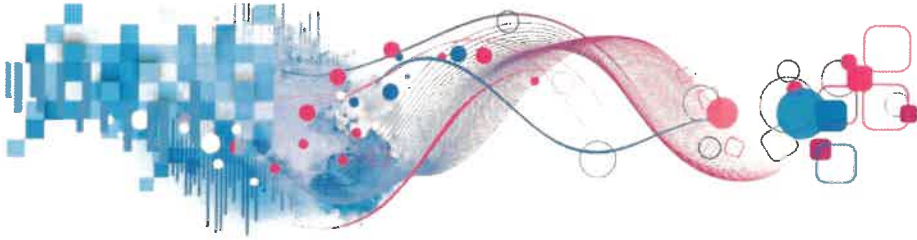
Email: hhsfiscal@polkfl.gov

Additional Facility Information

- 2. **Name & Address:**
- 3. **Name & Address:**
- 4. **Name & Address:**
- 5. **Name & Address:**
- 6. **Name & Address:**
- 7. **Name & Address:**
- 8. **Name & Address:**
- 9. **Name & Address:**
- 10. **Name & Address:**

SCHEDULE A
STATEMENT OF WORK

(attached)



Polk County, a political subdivision of the
State of Florida
October 14, 2025

Experian Health Statement of Work for Polk County, a political subdivision of the State of Florida

In preparation for implementing Experian Health revenue cycle solutions at Polk County, a political subdivision of the State of Florida locations set forth in Section 2 herein this Statement of Work (“SOW”) will outline project goals, process, resources and commitment needed from both Parties to ensure a successful implementation and positive outcome. Experian Health will leverage industry standards and Experian Health’s product implementation methodology which provides best practice recommendations for feature functionality by product based on industry experience and market feedback.

1. Overview:

Experian Health will provide Products as listed in this SOW:

Product	Group
BatchSource Coverage Discovery	Patient Access
OneSource Coverage Discovery	Patient Access

- 1.1. All Product implementations will follow a milestone-based implementation process as described below. Applicable timelines will be listed in the Product-specific section of this SOW.
- 1.2. Experian Health and Customer will review the implementation timelines throughout the implementation process and adjust if appropriate. Changes to the implementation process may result in modifications to timeline and scope of service. The project team will review changes and if material change in scope is needed, the additional work will be documented and priced according to the Change Order (as defined below) process. Standard timelines in the Product-specific section are based upon industry and customer experience and are dependent upon both Parties’ ability to execute each deliverable in the allotted timeframe. Delays on either side may result in an elongated timeline. Acceptance Criteria: Customer shall test the Product(s) for issues related to Go Live (as such term is defined in each Product section). Additional details on testing requirements are documented below in the User Acceptance Testing (UAT) Section 7. Failure by Customer to test or provide notice of non-conformance, in writing, within five (5) business days of completing UAT will result in the Products being deemed accepted.

If Customer rejects a Product or Deliverable, Customer must provide written notice containing a detailed explanation to Experian Health. Experian Health will cure all deficiencies within scope that are preventing Go-Live. If Customer rejection is out of scope of either the Agreement or this SOW (Customer is requesting custom work outside of product-specific language), Experian Health will prepare a Change Order document with appropriate costs outlined and only where Experian Health determines that the work is feasible. Customer will then approve and execute the Change Order document, which will include any associated costs and the revised timeline based on such changes. If development is not required, changes may be added to the project after Go-Live through the Change Order process. If development is required, and if Product Management and Development determine that these changes are feasible, they may be worked into the product roadmap as future enhancements and managed outside of the implementation. Custom Programming is available, to the extent requested in writing by Customer, for a fee set forth in an amendment to the Agreement.

2. Facilities and Locations Included

This SOW and fees included assume implementation of the Experian Health Products set forth herein at only the locations included in the table below. Adding locations will result in increased scope, elongated schedule and additional cost.

Locations Included in Scope	Annual Encounters	Products in Scope
Polk County, a political subdivision of the State of Florida	0	

3. General Implementation Provisions

Experian Health will lead the implementation of the Product(s). Customer and Experian Health shall work together throughout the implementation so that education and knowledge transfer take place to enable Customer to assume full operation and support of Product(s) upon completion of the implementation process. Experian Health will provide artifacts, information and/or project workplans to support the implementation

Experian Health and Customer will create an implementation committee or equivalent (“Implementation Committee”), involving representatives from both Parties to validate implementation readiness against the Parties’ contractual obligations. Experian Health and Customer will review deliverables by Product including scope, duration and available resources. Additionally,

Experian Health will perform evaluations at designated milestones to assess overall implementation status, to evaluate completion of critical implementation requirements, and to identify potential risk areas. "Change Orders" will be used to document material changes to scope, pricing and/or timeline. Each Party's Implementation Committee members will also be accountable for reviewing and approving/declining all Change Orders (which must also go through the Parties' signature process).

Experian Health implementations utilize the following governance structure or equivalent:

- 3.1. Implementation Committee consisting of:
 - 3.1.1. Customer Executive Sponsor (as defined below).
 - 3.1.2. Customer Super User by Product when applicable.
 - 3.1.3. Experian Health Implementation Sponsor (as defined below).
 - 3.1.4. Experian Health Project Manager or Implementation Consultants by Product, when applicable.
- 3.2. Customer and Experian Health Project Managers.
- 3.3. Customer review group.

Implementation Team – Roles and Responsibilities

Both Parties will be required to provide resources to successfully complete the implementation. The table below provides information on the type of resource to be assigned. Customer may wish to have multiple participants fill the Super User, Operational or IT roles based upon operational structure or change management needs. Additional roles are detailed in the Product-specific section of this SOW.

If more than two (2) Products will be installed, a customer Project Manager must be assigned.

Customer

Title	Job Description
Executive Sponsor	Key operational stakeholders that define scope for project, provide updates on progress and leads operational readiness - serves as a champion for the implementation in Customer organization.
Project Manager (PM)	Responsible for providing implementation leadership and monitoring implementation status. Communicates regularly with both internal Executive Sponsor and the Experian Health Project Manager.
IT Analysts	Assist in providing necessary documents and HIS specific configuration
Super Users	Operational users/managers that become experts in products. Input required throughout implementation especially during testing and training. Super Users may also be part of the implementation committee as needed.
Network/Desktop Admin	Configuration of connectivity and deployment of application.
Other	All resources necessary to successfully fulfill contractual objective.
Additional Roles	Product-specific roles will be defined in the product-specific section of this SOW

Experian Health

Title	Job Description
Implementation Executive Sponsor	Executive-level contact responsible for implementation oversight and high-level issue escalation

Project Manager (PM)	Overall implementation lead for the install, responsible for developing implementation workplan, timelines and monitoring/communicating overall status of implementation.
Implementation Consultant (IC)	Product-specific resource responsible for configuration of each application.
Integration Engineer (IE)	Technical resource responsible for establishing connectivity and platform build
Onboarding Specialist	Responsible for facility and member onboarding, account configuration and platform build
Regional Sales Director (RSD)	Account owner and escalation point.
Relationship Manager (RM)	Long-term contact for live Products – optimization and issue resolution.
Trainer	If applicable

Customer and Experian Health Resource Requirements

Experian Health scope of services includes the following unless otherwise noted herein:

- 3.4. **Implementation Leadership including Implementation Management– Experian Health will:**
 - 3.4.1. Direct implementation start-up and provide cross-functional coordination and alignment of Experian Health resources. Experian Health will collaborate with Customer team to establish and maintain a mutually agreed upon implementation schedule for Experian Health and Customer resources.
 - 3.4.2. Work with Customer to manage the scope of the technical portion of the Implementation and monitoring overall progress of the technology work.
 - 3.4.3. Develop and manage the Implementation in accordance with a mutually agreed upon Project Workplan.
 - 3.4.4. Formally document any Change Orders, including shepherding requests through Experian Health Product Management, development (if applicable), and pricing for Customer approval.
 - 3.4.5. Set the cadence for Customer and Experian Health team communications.
 - 3.4.6. Serve as the point of escalation for Experian Health Product issue resolution.
 - 3.4.7. Identify and document risks that could hinder bringing the implementation to successful conclusion.
 - 3.4.8. Provide implementation status reports for Experian Health activities.
 - 3.4.9. Provide the Experian Health resources as outlined below for the duration of the implementation.
- 3.5. **Implementation - Experian Health will:**
 - 3.5.1. Work with Customer in the planning phase to define options for fulfilling defined functional needs.
 - 3.5.2. Lead functional design work sessions specific to Experian Health Product standard functionality and standard reports. Experian Health will guide customer in translating their business requirements into Product-related decisions and settings.
 - 3.5.3. Provide support during testing by validating that the system is operating according to the technical specifications and the organization’s specific system design. Additionally, Experian Health and Customer will work together to complete the requirements outlined in Section 7 and the Product-specific section, including the following:
 - Test plans.
 - Test scenarios.
 - Testing issue tracking.
 - Testing completion and sign-off.

- 3.5.4. Provide guidance and direction in education planning. Additionally, Experian Health and Customer will work together to complete the requirements outlined in detail in Section 8 and the Product-specific section of this SOW.
- 3.5.5. Provide support and direction to customer in preparation for "Go-Live" (as such term is defined in more detail in Section 9 herein) and elaborated upon in the Product-specific section of this SOW. Experian Health will support the event as specified in the Implementation Workplan and will work with customer to facilitate transition to Support at the end of the event. Additionally, Experian Health and Customer will work together to complete the following:
 - Cutover strategy.
 - Go-Live plan.
 - Site readiness/change management plan.
- 3.5.6. Train Customer on the Client Support Portal and issue logging system upon Go-Live
- 3.6. **Implementation Leadership – Customer will:**
 - 3.6.1. Provide cross-functional coordination and alignment of Customer resources. Customer will collaborate with Experian Health team to establish and maintain a mutually agreed upon on-site and remote schedule for Experian Health resources.
 - 3.6.2. Provide Customer technical resources to partner with the Experian Health team to implement the technology portion of the implementation. This includes monitoring overall progress of the technology work and removing roadblocks for Customer technical team's progress.
 - 3.6.3. Regularly review and manage implementation in accordance with a mutually agreed upon Workplan.
 - 3.6.4. Participate and collaborate in the Change Order process. Cooperate when scope changes arise so that decisions are made in a timely manner to not cause delays and either proceed as planned or change scope.
 - 3.6.5. Provide physical space, technology required and subject matter expert participants for workflow design, testing and live system events.
 - 3.6.6. Work with Experian Health to establish key performance metrics to measure and monitor engagement progress and milestone achievement.
 - 3.6.7. Collect baseline key performance metric data before and after implementation to benchmark product efficacy.
 - 3.6.8. Provide Customer resources as outlined above for the duration of the implementation.
 - 3.6.9. Create and execute the operational change management strategy prior to introducing Experian Health products.
- 3.7. **Implementation - Customer will:**
 - 3.7.1. Work with Experian Health in the planning phase to define options for fulfilling defined functional needs.
 - 3.7.2. Complete required document collection for Experian Health product build, including pulling and submitting data from the PMS, HIS and any other systems as needed per the specifications provided by Experian Health.
 - 3.7.3. Participate in functional design work sessions specific to Experian Health Product(s) standard functionality and standard reports. Customer will serve as experts in current workflow and in Health Information System/PMS capabilities to translate its business requirements into Product-related decisions and settings.
 - 3.7.4. Provide support during testing by validating that the system is operating according to the technical specifications and the organization's specific system design. Additionally, Experian Health and Customer will work together to complete the requirements outlined in Section 7 and the Product-specific section, including the following:
 - Test plans.
 - Test scenarios.
 - Testing issue tracking.
 - Testing completion and sign-off.
 - 3.7.5. Customer will reasonably cooperate with the requirements outlined in detail in Section 8 and the Product-specific section of this SOW. Customer will complete its portion of the following:
 - Needs assessment finalizing scope and content of training sessions.
 - Education agendas.

- Coordinating with Experian Health to schedule training post-testing and to ensure that all necessary users participate in training
- 3.7.6. Customer will work to implement the following as set out by Experian Health:
- Cutover strategy.
 - Go-Live plan, including site readiness/change management.
- 3.7.7. Customer will serve as first line of defense for issue triage post-live and will log issues with the Client Support Portal post live and portal training.

Implementation Expectations

4. **Planning**
During the planning phase, Experian Health will review Customer-provided information related to business objectives and workflow, as well as content provided through the document collection process. Customer must provide information contained in the Product-specific section of this SOW.
5. **Connectivity**
Connectivity is one of the first major milestones and typically takes 4-5 weeks from contracting and consists of completing documentation, establishing ports, setting up firewall access and testing connectivity between your system and Experian Health. Product-specific connectivity details are listed in the Product section of this SOW. Customer shall work with Experian Health in good faith to establish connectivity. Customer acknowledges that lack of connectivity may extend the implementation timeline.
6. **Build**
During the build phase, Experian Health will use data provided by customer to create each standard Product.
- 6.1. Product Build is outlined in the product-specific section of this SOW.
- 6.2. Unless otherwise noted in this SOW, complete build will follow the standards outlined in the product-specific sections of this SOW and will include all model functionality and features.
- 6.3. Requests to deviate from the standard functionality and features will be documented with the Change Order process and may be subject to additional cost.
7. **Testing**
Experian Health will perform internal quality assurance testing before providing the system to Customer for UAT. UAT consists of Customer-inclusive workflow and scenario-based testing of the product by its eventual users. The specific testing requirements vary by product and will be as set forth in more detail below in the Section of each product table entitled "Testing".
- 7.1. UAT preparations will begin during the Build phase and include validating system readiness for testing, reviewing and customizing Experian Health standard testing scripts, availability of acceptable test data (in most cases real patient data is required), customer-provided centralized testing space, Customer testing resources for the duration of UAT.
- 7.2. The Experian Health Implementation Consultant will begin UAT with a PowerPoint-based overview of testing expectations and with a Product review for participants. This Product review does not replace the need for participants to attend end-user training.
- 7.3. UAT duration is defined per Model Product timeline. Additional testing time will impact the Go-Live date.
- 7.4. Specific testing requirements per product are included in the product-specific section of this SOW.
- 7.5. Customer is allotted test transactions that total no more than 10% of total contracted volume outlined in Section 2. Transactions that exceed this threshold shall be invoiced to Customer.
- 7.6. Issues found during UAT: Go-Live critical issues are defined as preventing Go-Live. Non-critical does not prevent Go-Live for each respective product.
8. **Training**
- A. Experian Health will collaborate with customer to provide a training program and schedule that will facilitate adoption by all users. Applicable training services have been designed to provide users at all levels with the knowledge necessary to productively use all purchased Experian Health Products. The specific training recommendations and delivery approaches vary by product and will be as set forth in more detail below in the Section of each product table entitled "Training".
- B. During the implementation phase, the Implementation Consultant will work collaboratively with Customer to determine the timing for training and to coordinate the training plan and schedule details. Training sessions are instructor-led and delivered onsite or remotely and include detailed product functionality overviews along with training materials and user guides. The training shall be scheduled at such dates and times that are acceptable to Experian Health and Customer.
- 8.1. Train-the-Trainer model: Experian Health's trainers will work with Customer training team members to become proficient in training Experian Health Products. Train-the-Trainer includes customized training materials and QuickStart guides for trainees, as well as a proficiency exam for trainers.
- 8.2. Online Training: Experian Health shall provide online training for products listed in this SOW. The training shall be scheduled at such dates and times that are acceptable to Experian Health and Customer. An Experian Health Trainer

will provide comprehensive training materials and content via webinar to designated product end users and/or training staff.

8.2.1. Experian Health recommends that Customer reserve a training room if multiple attendees from Customer's site will be attending.

8.2.2. Complete desktop personal computer systems for each attendee.

8.2.3. Telephone with Speaker Functionality (or a headset if Customer will be participating from a desk)

8.2.4. Internet connections for all attendees

8.3. Experian Health's trainers will provide training materials and deliver content via webinar to Customer's staff.

8.4. Experian Health offers a variety of reference materials for Customers, which are readily available. Materials include detailed online user guides, reference documents and a series of video tutorials.

8.5. Specific training recommendations and delivery approach per Product are included in the Product-specific section of this SOW.

9. **Go-Live, Go-Live Support and Additional Feature Implementation**

9.1. Go-Live is defined per Product in the Product-specific section of this SOW.

9.2. Go-Live support will be provided by Experian Health's Implementation Consultant team.

9.3. Go-Live issues will be documented by the Implementation Consultant team and logged as Cases for the Experian Health support team if additional troubleshooting knowledge is needed. Cases are prioritized by criticality. Low priority (P4-P5) items such as Product enhancement requests may transition in ownership from implementation to customer support prior to case closure.

9.4. Additional Product functionality may be scheduled to implement post Go-Live, for example, if live system data is necessary to complete configuration.

9.5. Approved Change Orders, including unpaid but agreed-upon enhancements to best practice features or functionality, as defined in the Product-specific sections, and paid scope changes documented by a Change Order form that were not required for Go-Live may also be implemented post Go-Live.

10. **Product Optimization Workshop (POW)**

10.1. Experian Health may perform POWs either via Webinar or in-person, depending upon the Product, customer availability and overall implementation size approximately 30-60 days after Go-Live unless the Product-specific terms dictate otherwise. During this time, the Implementation Consultant will review with Customer the following: Product configuration, reporting, using the Client Support Portal and the transition to Account Management. Issues and workflow improvement items identified during this POW will be addressed by implementation or support, as appropriate.

11. **Ongoing Maintenance and Optimization**

11.1. By the end of the implementation, Customer shall take over primary ownership and will be responsible for tasks including but not limited to:

11.1.1. Submitting cases to Experian Health Support for found issues.

11.1.2. Supplying updated system information (CDM, Payers/Plans, Contracts, etcetera).

11.1.3. Communicating problem workflows to Experian Health for assistance.

11.1.4. Supporting additional contracted location rollouts of existing functionality.

11.1.5. Playing a primary role with Health Information System upgrades.

11.1.6. Maintaining user and payer mappings.

11.2. Experian will be responsible for the following:

11.2.1. Transitioning responsibility to Relationship Management and customer support:

- The transition process begins when Go-Live has been achieved for the transitioning Product(s). The transition is proposed and goes through a series of Experian Health internal approvals to validate that Customer is stable and ready to transition. Customer is made aware of the pending transition during this time.
- The Implementation team will provide details about Customer and setup and provide documentation relevant to the install to the Relationship Manager who will be working with Customer long-term.
- The Implementation team and Relationship Manager will mutually agree upon the timeline for the Relationship Manager to transition into the lead contact role.

11.2.2. The Project Manager will initiate an Implementation Closure document and will confirm closure with Customer.

- 11.2.3. Change Order items still on the development roadmap will continue to be tracked by the Relationship Manager.
- 11.2.4. The Relationship Manager will serve as the long-term Experian Health representative assigned to Customer's account.
- 11.2.5. Customer support will be responsible for working with Customer to resolve found issues in set-up and for assisting with maintenance tasks post-Go-Live.

Coverage Discovery® Batch		
Functionality:	<p>NOTE: BatchSource Coverage Discovery files have a 5,000 record limit. Please engage Coverage Discovery Product if larger file limits are required.</p> <p>NOTE: There are exceptions to SLAs for batch processing on the first and the first Monday of each month to accommodate high processing volumes on those days.</p> <p>NOTE: Phase II processing, where Coverage Discovery retries down payers for up to seven (7) days, does not apply to BatchSource Coverage Discovery, in order to meet SLAs.</p> <p>Each implementation includes:</p> <ul style="list-style-type: none"> • Response Optimization and global filtering options. • Send and receive flat files (in standard formats) • Standard reporting 	
Standard Implementation Timeline:	6 weeks.	
Key Deliverables:	<p>Define account types and patient classes to include in extract.</p> <p>Create a file from HIS/PMS with the following data elements (at a minimum): No more than 5,000 records with the following information:</p> <ul style="list-style-type: none"> • Account or Reference Number • Medical Record Number (MRN) • Patient Last Name & First Name • Patient DOB • Patient Gender • Beginning Date of Service • Address on file/or city, state, ZIP of residency <p>Results will be enriched if file includes:</p> <ul style="list-style-type: none"> • Additional Address Detail • Patient SSN • NPI- National Provider ID • Ending Date of Service • Charge or Account Balance (Strongly Suggested for ROI Calculation) • Employer <p>Expected Deliverables from Customer:</p> <ul style="list-style-type: none"> • Confirmation of access to sFTP and file paths • Input File Format • Output File Format • File Frequency (how often will they send files) • Email addresses for notifications • Users that need Power Reporting Tool • Payers to exclude (if applicable) • Responses to exclude (if applicable) (ex; family planning, pharmacy, vision, mental health, and dental). • ReUse Date of service selection 	
Testing:	Customer submits file to SFTP, file is successfully processed and returned to customer.	
Training:	Experian Health's Implementation Consultant will review coverage findings with customer.	
Go-Live:	Customer successfully opens the batch file and understands the results.	
Project Team Role	Type	Description

This SOW contains the complete and exclusive understanding between the Parties regarding the subject matter herein and supersedes any prior or contemporaneous agreements, oral or written. Following the execution of the agreement to which this SOW is exhibited, no provision of this SOW shall be modified or amended except in a writing signed by authorized representatives of both Parties.

EMPLOYMENT ELIGIBILITY VERIFICATION (E-VERIFY) CERTIFICATION

(Florida Statutes, Section 448.095)

PROJECT NAME: Experian Health, Inc.

The undersigned, as an authorized officer of the contractor identified below (the "Contractor"), having full knowledge of the statements contained herein, hereby certifies to Polk County, a political subdivision of the State of Florida (the "County"), by and on behalf of the Contractor in accordance with the requirements of Section 448.095, Florida Statutes, as related to the contract entered into by and between the Contractor and the County on or about the date hereof, whereby the Contractor will provide labor, supplies, or services to the County in exchange for salary, wages, or other remuneration (the "Contract"), as follows:

1. Unless otherwise defined herein, terms used in this Certification which are defined in Section 448.095, Florida Statutes, as may be amended from time to time, shall have the meaning ascribed in said statute.

2. Pursuant to Section 448.095(5), Florida Statutes, the Contractor, and any subcontractor under the Contract, must register with and use the E-Verify system to verify the work authorization status of all new employees of the Contractor or subcontractor. The Contractor acknowledges and agrees that (i) the County and the Contractor may not enter into the Contract, and the Contractor may not enter into any subcontracts thereunder, unless each party to the Contract, and each party to any subcontracts thereunder, registers with and uses the E-Verify system; and (ii) use of the U.S. Department of Homeland Security's E-Verify System and compliance with all other terms of this Certification and Section 448.095, Fla. Stat., is an express condition of the Contract, and the County may treat a failure to comply as a material breach of the Contract.

3. By entering into the Contract, the Contractor becomes obligated to comply with the provisions of Section 448.095, Fla. Stat., "Employment Eligibility," as amended from time to time. This includes but is not limited to utilization of the E-Verify System to verify the work authorization status of all newly hired employees, and requiring all subcontractors, if applicable, to provide an affidavit attesting that the subcontractor does not employ, contract with, or subcontract with, an unauthorized alien. The Contractor shall maintain a copy of such affidavit for the duration of the Contract. Failure to comply will lead to termination of the Contract, or if a subcontractor knowingly violates the statute or Section 448.09(1), Fla. Stat., the subcontract must be terminated immediately. If the Contract is terminated pursuant to Section 448.095, Fla. Stat., such termination is not a breach of contract and may not be considered as such. Any challenge to termination under this provision must be filed in the Tenth Judicial Circuit Court of Florida no later than 20 calendar days after the date of termination. If the Contract is terminated for a violation of Section 448.095, Fla. Stat., by the Contractor, the Contractor may not be awarded a public contract for a period of 1 year after the date of termination. The Contractor shall be liable for any additional costs incurred by the County as a result of the termination of the Contract. Nothing in this Certification shall be construed to allow intentional discrimination of any class protected by law. As of the execution date of this Certification, Contractor does not utilize subcontractors in its performance of the Master Customer Agreement between Contractor and the County.

Executed this 10th day of March, 2026.

ATTEST:

Signed by:
By: Sarah MacIsaac
E0D77C59A68A437...

PRINTED NAME: Sarah MacIsaac

Its: Contract Manager

CONTRACTOR: Experian Health, Inc.

Signed by:
By: Jeff Corley
F94007DF5C9C4CE...

PRINTED NAME: Jeff Corley

Its: Senior Director-Operations

Affidavit Regarding the Use of Coercion for Labor or Services

In compliance with Section 787.06(14), Florida Statutes, this attestation must be completed by an officer or representative of a nongovernmental entity that is executing, renewing, or extending a contract with Polk County, a political subdivision of the State of Florida.

The undersigned, on behalf of the entity listed below (the "Nongovernmental Entity"), hereby attests under penalty of perjury as follows:

1. I am over the age of 18 and I have personal knowledge of the matters set forth herein.
2. I currently serve as an officer or representative of the Nongovernmental Entity.
3. The Nongovernmental Entity does **not** use coercion for labor or services, as those underlined terms are defined in Section 787.06, Florida Statutes.
4. This declaration is made pursuant to Section 92.525, Fla. Stat. and Section 787.06, Fla. Stat. I understand that making a false statement in this declaration may subject me to criminal penalties.

Jeff Corley, Senior Director- Operations

Under penalties of perjury, I _____ (Signatory Name and Title), declare that I have read the foregoing Affidavit Regarding the Use of Coercion for Labor and Services and that the facts stated in it are true.

Further Affiant sayeth naught.

EXPERIAN HEALTH, INC.

NONGOVERNMENTAL ENTITY

Signed by:



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SIGNATURE

Jeff Corley

PRINT NAME

Senior Director - Operations

TITLE

Feb 27, 2026 | 11:16 AM CST

DATE

PUBLIC RECORDS COMPLIANCE

(Section 119.0701, Florida Statutes)

PROJECT NAME: Experian Health, Inc.

In accordance with Section 119.0701, Florida Statutes, Party agrees to comply with the following public records laws:

- (a) Party acknowledges COUNTY'S obligations under Article I, Section 24, of the Florida Constitution and under Chapter 119, Florida Statutes, to release public records to members of the public upon request and comply in the handling of the materials created under this Agreement. Party further acknowledges that the constitutional and statutory provisions control over the terms of this Agreement. In association with its performance pursuant to this Agreement, Party shall not release or otherwise disclose the content of any documents or information that is specifically exempt from disclosure pursuant to all applicable laws.
- (b) Without in any manner limiting the generality of the foregoing, to the extent applicable, Party acknowledges its obligations to comply with Section 119.0701, Florida Statutes, with regard to public records, and shall:
 - 1. keep and maintain public records required by COUNTY to perform the services required under this Agreement;
 - 2. upon request from COUNTY'S Custodian of Public Records or their designee, provide COUNTY with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law;
 - 3. ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the term of this Agreement and following completion of this Agreement if Party does not transfer the records to COUNTY; and
 - 4. upon completion of this Agreement, transfer, at no cost, to COUNTY all public records in possession of Party or keep and maintain public records required by COUNTY to perform the service. If Party transfers all public records to COUNTY upon completion of this Agreement, Party shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If Party keeps and maintains public records upon completion of this Agreement, Party shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to COUNTY, upon request from COUNTY'S Custodian of Public Records, in a format that is compatible with the information technology systems of COUNTY.
- (c) **IF PARTY HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE COUNTY'S CUSTODIAN OF PUBLIC RECORDS AT:**

**RECORDS MANAGEMENT LIASON OFFICER
POLK COUNTY
330 WEST CHURCH ST.
BARTOW, FL 33830
TELEPHONE: (863) 534-7527
EMAIL: RMLO@POLKFL.GOV**

Executed this 27th day of February, 2026.

ATTEST:

Signed by:
By: *Sarah Macisaac*
PRINTED NAME: Sarah Macisaac
Its: Contracts Manager

CONTRACTOR: Experian Health, Inc.

Signed by:
By: *Jeff Corley*
PRINTED NAME: Jeff Corley
Its: Senior Director - Operations

FOREIGN COUNTRY OF CONCERN ATTESTATION (PUR 1355)

This form must be completed by an officer or representative of an entity submitting a bid, proposal, or reply to, or entering into, renewing, or extending, a contract with a Governmental Entity which would grant the entity access to an individual's Personal Identifying Information. Capitalized terms used herein have the definitions ascribed in Rule 60A-1.020, F.A.C.


Experian Health, Inc. is not owned by the government of a Foreign Country of Concern, is not organized under the laws of nor has its Principal Place of Business in a Foreign Country of Concern, and the government of a Foreign Country of Concern does not have a Controlling Interest in the entity.

Under penalties of perjury, I declare that I have read the foregoing statement and that the facts stated in it are true.

Printed Name: Jeff Corley

Title: Senior
Director-Operations

Signature:

Signed by:

F94007DF6C9C4CE...

Date: Feb 27, 2026 | 11:16 AM CST

SCRUTINIZED COMPANIES CERTIFICATION

(Florida Statutes, Section 287.135)

PROJECT NAME: Experian Health, Inc.

The undersigned, as Senior Director-Operations of Experian Health, Inc. (the "Contractor"), hereby certifies the following to Polk County, a political subdivision of the State of Florida, by and on behalf of the Contractor in accordance with the requirements of Section 287.135, Florida Statutes:

- (i) The Contractor is not on the Scrutinized Companies that Boycott Israel List, created pursuant to Section 215.4725, Florida Statutes, nor is the Contractor engaged in a boycott of Israel, nor was the Contractor on such List or engaged in such a boycott at the time it submitted its bid to the County with respect to the Contract.
- (ii) Additionally, if the value of the goods or services acquired under the Contract are greater than or equal to One Million Dollars (\$1,000,000), then the Contractor further certifies to the County as follows:
 - (a) the Contractor is not on the Scrutinized Companies with Activities in Sudan List, created pursuant to Section 215.473, Florida Statutes; and
 - (b) the Contractor is not on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to Section 215.473, Florida Statutes; and
 - (c) the Contractor is not engaged in business operations (as that term is defined in Florida Statutes, Section 287.135) in Cuba or Syria; and
 - (d) the Contractor was not on any of the Lists referenced in this subsection (ii), nor engaged in business operations in Cuba or Syria when it submitted its bid to the County with respect to the Contract.
- (iii) The Contractor is fully aware of the penalties that may be imposed upon the Contractor for submitting a false certification to the County regarding the foregoing matters.
- (iv) The Contractor hereby acknowledges that, in addition to any other termination rights stated in the Contract, the County may immediately terminate the Contract upon the occurrence of any of the following events:
 - (a) The Contractor is found to have submitted a false certification to the County with respect to any of the matters set forth in subsection (i) above, or the Contractor is found to have been placed on the Scrutinized Companies that Boycott Israel List or is engaged in a boycott of Israel.
 - (b) The Contractor is found to have submitted a false certification to the County with respect to any of the matters set forth in subsection (ii) above, or the Contractor is found to have been placed on the Scrutinized Companies with Activities in Sudan List, or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or has been engaged in business operations in Cuba or Syria, and the value of the goods or services acquired under this Contract are greater than or equal to One Million Dollars (\$1,000,000).
- (v) The undersigned is duly authorized to execute this Certification by and on behalf of the Contractor.

Executed this 27th day of February, 2026.

ATTEST: Signed by:
 By: Sarah Macisaac
E0D77C59A88A437...
 PRINTED NAME: Sarah Macisaac
 Its: Contracts Manager

CONTRACTOR: Experian Health, Inc.
Signed by:
 By: Jeff Corley
F84607BF5C9C1CE...
 PRINTED NAME: Jeff Corley
 Its: Senior Director - Operations