

STATE OF MICHIGAN

CENTRAL PROCUREMENT SERVICES

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913

P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**Change Notice Number 6

to

Contract Number 071B7700009**CONTRACTOR**

OPTUMRX INSURANCE COMPANY OF OHIO

1600 McConner Parkway

Schaumburg, IL 60173

Melissa Pulfer

814-802-7794

melissa.pulfer@optum.com

CV0014010

STATEProgram
Manager
Contact
Administrator

Bethany Beauchine

MCSC

517-284-0086

beauchineb@michigan.gov

Mary Ostrowski

DTMB

(517) 249-0438

ostrowskim@michigan.gov

CONTRACT SUMMARY**ADMIN OF PRESCRIPTION DRUG SERVICES FOR CSC**

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
December 2, 2016	December 31, 2020	2 - 1 Year	December 31, 2022
PAYMENT TERMS		DELIVERY TIMEFRAME	
NET 45		N/A	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card	<input type="checkbox"/> PRC	<input type="checkbox"/> Other	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

MINIMUM DELIVERY REQUIREMENTS

N/A

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>	N/A	<input type="checkbox"/>	N/A	N/A
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$1,548,009,005.41	\$1,020,500,000.00	\$2,568,509,005.41		

DESCRIPTION

Effective April 28, 2021, this Contract is increased by \$1,020,500,000.00 for Michigan Civil Service Commission (MCSC) use.

All other terms, conditions, specifications, and pricing remain the same. Per Contractor and Agency agreement, DTMB Central Procurement Services approval, and State Administrative Board approval on April 27, 2021.



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 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **5**

to

Contract Number **071B7700009**

CONTRACTOR	OPTUMRX INSURANCE COMPANY OF OHIO
	1600 McConner Parkway
	Schaumburg, IL 60173
	Melissa Pulfer
	614-602-7794
	melissa.pulfer@optum.com
	CV0014010

STATE	Program Manager	Bethany Beauchine	MCSC
		517-284-0086	
		beauchineb@michigan.gov	
	Contract Administrator	Mary Ostrowski	DTMB
		(517) 249-0438	
		ostrowskim@michigan.gov	

CONTRACT SUMMARY				
ADMIN OF PRESCRIPTION DRUG SERVICES FOR CSC				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS		EXPIRATION DATE BEFORE
December 2, 2016	December 31, 2020	2 - 1 Year		December 31, 2020
PAYMENT TERMS		DELIVERY TIMEFRAME		
NET 45		N/A		
ALTERNATE PAYMENT OPTIONS				EXTENDED PURCHASING
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other				<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS				
N/A				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input checked="" type="checkbox"/>	2 - 1 Year	<input type="checkbox"/>	N/A	December 31, 2022
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$1,548,009,005.41	\$0.00	\$1,548,009,005.41		
DESCRIPTION				

Effective January 1, 2021, the following amendments are hereby incorporated:

1. The State is exercising the two option years. The revised contract expiration date is December 31, 2022. Terms pertaining to Commercial (non-EGWP) coverage shall also include administration of the prescription drug plan for the High Deductible Health Plan.

2. **Exhibit A - Statement of Work** is updated as follows:

1.0 §K. Statement on Standards for Attestation Engagements (SSAE) No. 16 shall be amended and replaced and as follows:

Section K. Service Organization Control (SOC) Audits

- Contractor must have a SOC 1 Type 2 evaluation conducted annually.
- Contractor must supply Plan sponsor with an annual copy of the results of this audit including a corrective action plan (if applicable) with the quarterly reporting on the first date following report issuance by the auditor.

- c. Contractor must provide to Plan Sponsor additional information pertaining to internal controls upon request.
- d. Contractor must provide Plan Sponsor with a corrective action plan on all actionable items viewed as significant by the auditor and provide regular updates on those items until they are resolved.
- e. If Contractor's current SOC report has qualifications which are viewed as significant by the auditor, the Contractor must provide the Plan Sponsor with the corrective action plan and provide regular updates until issues have been corrected. If the SOC reporting does not cover through September 30 of the current fiscal year, a bridge/gap letter to cover the full fiscal year must accompany it.
- f. Contractor must obtain and review SOC 1 Type 2 and/or SOC 2 Type 2 or equivalent reports from subcontractors. For subcontractors that provide a service significant to the State, the contractor must review and attest to compliance with a corrective action plan for any qualified reports and for any exceptions noted for control activity applicable to operations applicable to Plan Sponsor.

Section 3.5 C.a.i. Key Personnel is updated:

SAM: Missy Pulfer
Clinical Consultant: Jocelyn Hain, Pharm.D Client Service
Manager: Mack T. Wilson
Client Service Manager: Ligia Sanchez

3. Exhibit C – Pricing Years 5 and 6 as attached. Commercial Pricing Model will also include administration of the prescription drug plan for the High Deductible Health Plan. All other services, conditions and fees not listed in this Amendment but included in the current Contract's Exhibit C – Pricing will continue to apply.

4. Exhibit D – Service Level Agreements is amended as attached.

All other terms, conditions, specifications and pricing remain the same. Per Contractor and Agency agreement, and DTMB Central Procurement Services approval.

STATE OF MICHIGAN

Contract No. 071B77000009
Administration of Prescription Drug Service for the CSC-Non-Medicare-Eligible Members

Amendment to EXHIBIT C – PRICING

Client: State of Michigan Civil Service Commission (MiCSC) – Commercial		
Members: 69,412	Pricing Model: Pass-Through	Implementation Date: January 1, 2021

Term of Contract:	
Year 5:	01/01/2021 to 12/31/2021
Year 6:	01/01/2022 to 12/31/2022

Administrative Fee

Administrative Fee	
Base Administrative Fee	\$1.67 PMPM

PMPM = Per Member Per Month

Broad Retail Pharmacy Network

	Brand Drug Discount	Brand Drug Dispensing Fee	Generic Drug Discount	Generic Drug Dispensing Fee
Year 5	AWP-18.55%	\$0.60 PNPC	AWP-83.85%	\$0.60 PNPC
Year 6	AWP-18.65%	\$0.60 PNPC	AWP-83.95%	\$0.60 PNPC

Broad Retail 90 Pharmacy Network

	Brand Drug Discount	Brand Drug Dispensing Fee	Generic Drug Discount	Generic Drug Dispensing Fee
Year 5	AWP-22.85%	\$0.00 PNPC	AWP-85.45%	\$0.00 PNPC
Year 6:	AWP-22.95%	\$0.00 PNPC	AWP-85.55%	\$0.00 PNPC

Home Delivery Pharmacy

	Brand Drug Discount	Brand Drug Dispensing Fee	Generic Drug Discount	Generic Drug Dispensing Fee
Year 5	AWP-26.00%	\$0.00 PNPC	AWP-86.35%	\$0.00 PNPC
Year 6 :	AWP-26.00%	\$0.00 PNPC	AWP-86.45%	\$0.00 PNPC

Specialty Pharmacy

Aggregate Guarantee	Discount	Dispensing Fee
Year 5	AWP-19.10%	\$0.00 PNPC
Year 6	AWP-19.20%	\$0.00 PNPC

Rebate Management – Select Comprehensive Formulary

100% Pass-Through	Retail Pharmacy	Retail 90 Pharmacy	Home Delivery	Specialty
Year 5:	\$133.00 PNPB	\$165.00 PNPB	\$465.00 PNPB	\$1,550.00 PNPB
Year 6:	\$156.00 PNPB	\$170.00 PNPB	\$515.00 PNPB	\$1,740.00 PNPB

PNPB = Per Net Paid Brand

Client: State of Michigan Civil Service Commission (MiCSC) – EGWP		
Members: 58,269	Pricing Model: Pass-Through	Implementation Date: January 1, 2020

Term of Contract:	
Year 5:	01/01/2021 to 12/31/2021
Year 6 :	01/01/2022 to 12/31/2022

Administrative Fee

Administrative Fee	
Base Administrative Fee	\$0.00 PMPM
EGWP Administrative Fee	\$8.50 PMPM

PMPM = Per Member Per Month

Broad Retail Pharmacy Network

	Brand Drug Discount	Brand Drug Dispensing Fee	Generic Drug Discount	Generic Drug Dispensing Fee
Year 5	AWP-18.55%	\$0.60 PNPC	AWP-83.85%	\$0.60 PNPC
Year 6:	AWP-18.65%	\$0.60 PNPC	AWP-83.95%	\$0.60 PNPC

Broad Retail 90 Pharmacy Network

	Brand Drug Discount	Brand Drug Dispensing Fee	Generic Drug Discount	Generic Drug Dispensing Fee
Year 5:	AWP-22.85%	\$0.00 PNPC	AWP-85.45%	\$0.00 PNPC
Year 6:	AWP-22.95%	\$0.00 PNPC	AWP-85.55%	\$0.00 PNPC

Home Delivery Pharmacy

	Brand Drug Discount	Brand Drug Dispensing Fee	Generic Drug Discount	Generic Drug Dispensing Fee
Year 5:	AWP-26.00%	\$0.00 PNPC	AWP-86.35%	\$0.00 PNPC
Year 6:	AWP-26.00%	\$0.00 PNPC	AWP-86.45%	\$0.00 PNPC

Specialty Pharmacy

Aggregate Guarantee	Discount	Dispensing Fee
Year 5:	AWP-17.30%	\$2.50 PNPC
Year 6:	AWP-17.40%	\$2.50 PNPC

Rebate Management – Silver Medicare Formulary

100% Pass-Through	Retail Pharmacy	Retail 90 Pharmacy	Home Delivery	Specialty
Year 5:	\$125.00 PNPB	\$405.00 PNPB	\$485.00 PNPB	\$1,660.00 PNPB
Year 6:	\$130.00 PNPB	\$410.00 PNPB	\$495.00 PNPB	\$1,750.00 PNPB

PNPB = Per Net Paid Brand

Allowances

Pharmacy Management Allowance

Client shall receive a pharmacy management allowance (PMA) of up to \$4.00 per Member annually, which must be utilized within the applicable year and will not carry over to the following year. This PMA allowance is to be used by Client to offset the cost of actions intended to maximize the value of the pharmacy program. Funds may be used for items including, but not restricted to, programming for customization, design and implementation of clinical or other programs, communications, documented expenses related to staff education and industry conference attendance, auditing, data integration and analytics, consulting fees (excluding market checks), and engagement of relevant vendors that impact the pharmacy program strategy and results. Client will be required to submit documentation to support the expenses for which it seeks reimbursement. If Client terminates this Agreement in breach before the end of the Initial Term, Client shall refund to OptumRx within 30 days after the effective date of such termination the full PMA allowance applicable to the year of termination. It is the intention of the parties that, for the purposes of the Federal Anti-Kickback Statute, this PMA allowance shall constitute and shall be treated as a discount against the price of drugs within the meaning of 42 U.S.C. 1320a-7b(b)(3)(A). To the extent required by Laws or contractual commitment, Client agrees to fully and accurately disclose and report any such discount to Medicare, Medicaid or other government health care programs as a discount against the price of the Prescription Drugs provided under this Agreement.

General Financial Terms

- All other services, conditions and fees not listed in the proposal but included in the current contract will continue to apply, with the exception of the term below, which will be modified as follows:

1.2 Pharmacy Requirements

F. The Contractor agrees to exercise the option year financial arrangement with an annual market check, with a 1% threshold for in Year 6 of the Contract term. **The annual Market Check will not apply to the Year 5 pricing shown above.**

Contract # 071B77000009 -- EXHIBIT D Service Level Agreements

Contractor must ensure that the SLAs are measurable using the Contractor's standard management information systems. Contractor must also provide process documentation detailing out the Contractor's internal processes used to gather and measure the data used to verify the Contractor's performance. This process documentation must be provided to the Plan Sponsor no later than the end of the first quarter of the Contract period and anytime thereafter when a change is made to the process.

Every SLA must have a report provided that has been approved by the Plan Sponsor to verify the SLA has been met; SLAs without a corresponding report will be deemed unmet and subject to the penalty. Samples of reports that will be used for SLA compliance are required in advance for Plan Sponsor's prior approval. Please provide these reports as part of your response. The Plan Sponsor reserves the right to independently verify the Contractor's assessment of its performance, either by State employee or third-party review. Disagreements regarding SLAs will be subject to Standard Contract Terms – 47. Dispute Resolution.

Beginning January 1, 2021, SLA reports are due on the following schedule.

Any metric that is reported must be accompanied by supporting documentation at the request of the Plan Sponsor within 75 Days after the end of each calendar quarter.

Quarter Designation	Date Range (inclusive)	Report Due Date
First Quarter (Q1)	January 1 – March 31	May 15
Second Quarter (Q2)	April 1 – June 30	August 15
Third Quarter (Q3)	July 1 – September 30	November 15
Fourth Quarter (Q4) (includes annual reporting)	October 1 – December 31	March 31

Unless stated otherwise, any missed measurement period will result in the stated prorated amount of the stated penalty being assessed. For instance, if an SLA is measured monthly and reported/assessed quarterly and one month is missed, one third of the quarterly penalty will be assessed.

The following SLAs are related to ongoing Services and will apply throughout the duration of the Contract, including any optional renewal periods (if exercised). SLAs are for all Services provided under this Contract for the Plan Sponsor and are divided into seven categories: 1) EGWP, 2) Commercial, 3) Mail Order Pharmacy, 4) Specialty Pharmacy, 5) Combined EGWP and Commercial, 6) Specialty Clinical and 7) Implementation Guarantees. No individual SLA will be assessed more than one penalty for the month, quarter, or year in which performance was assessed.

Plan Sponsor has the right to reallocate the total amount at risk among the various individual guarantees annually. Reallocation cannot increase the annual value of any one component by more than 10% of the original value. Reallocation will not increase the overall aggregate value of the penalties. Any such reallocation must be received by Contractor at least 10 business days prior to the applicable calendar year, otherwise attempted reallocations will be of no effect.

For SLA purposes, the Non-EGWP group is defined as the active and pre-65 populations. The SLA reporting needs to be separate for the Non-EGWP group (actives versus pre-65). The

penalty factor for any missed SLA for this group, will be the total amount noted for the active and pre-65 population.

Non-EGWP and EGWP Service Level Agreements	
SLA #1A – 1B: Eligibility Uploads	
Guarantee	
<p>A.) 100.00% of all records, provided by Plan Sponsor and that pass Contractor's validation edits must be uploaded with one business day of receipt.</p> <p>B.) Any records that do not pass the Contractor's validation test must be reported to the Plan Sponsor within two business days after the file has been uploaded, including the EGWP Load Report. Non-EGWP discrepancy reporting will be provided in the format specified by the Plan Sponsor. EGWP discrepancies will be provided on the weekly TRR report within four business days after the file has been uploaded. The quarterly SLA report must show the number of days from the time of the file upload to the submission of the defined discrepancy reports to the Plan Sponsor for both Non-EGWP and EGWP.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.</p>	
Credit	
<p>The credit due by the Contractor for failure to meet the requirement for SLA #1- 1B is as follows:</p> <p>Non-EGWP: The credit for failure to meet this SLA is \$10,000.00 quarterly.</p> <p>EGWP: The credit for failure to meet this SLA is \$15,000.00 quarterly.</p>	
SLA #2A – 2B: Membership Cards	
Guarantee	
<p>A.) Membership Cards for all new Contract Holders must be mailed within seven business days of Contractor loading eligibility record. Performance must be substantiated by documentation providing proof of eligibility record receipt date and mailing date.</p> <p>B.) Membership Cards must have an accuracy rate of 100.00%. Accuracy must be measured by sampling no less than 25.00% of ID card production to ensure 100.00% accuracy of information.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.</p>	

Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #2A- 2B is as follows:</p> <p>Non-EWGP: The credit for failure to meet this SLA is \$5,000.00 quarterly.</p> <p>EGWP: The credit for failure to meet this SLA is \$7,500.00 quarterly.</p>
SLA #3: Average Speed of Answer
Guarantee
<p>The Contractor must maintain an average speed of answer (ASA) of 30 seconds for 100.00% of calls. The ASA standard must be applied to the speed at which the initial call is answered by a Customer Service Representative (CSR). Should the caller need to be transferred to another level CSR, the time associated with that transfer must not be included in the ASA calculation.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.</p>
Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #3 is as follows:</p> <p>Non-EGWP: The credit for failure to meet this SLA is \$5,000.00 quarterly.</p> <p>EGWP: The credit for failure to meet this SLA is \$7,500.00 quarterly.</p>
SLA #4A – 4D: Response Time to Written Inquiries
Guarantee
<p>A.) The Contractor must respond to 95.00% or more of written inquiries (i.e. emails, faxes, and letters) within five business days of receipt. Written inquiries also must include those submitted to the Contractor by the Plan Sponsor via the Client Information Center portal.</p> <p>B.) 98.00% of all member inquiries must be resolved within 10 business days unless it is identified as an EGWP grievance.</p> <p>C.) 100.00% of EGWP grievances must be resolved within 30 calendar days.</p> <p>D.) 100% of written inquiries must be resolved within 60 calendar days.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.</p>

Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #4A – 4D is as follows:</p> <p>Non-EGWP: The credit for failure to meet this SLA is \$3,500.00 quarterly.</p> <p>EGWP: The credit for failure to meet this SLA is \$5,000.00 quarterly.</p>
SLA #5: Point of Sale (POS) Claims Payment Accuracy – Retail
Guarantee
<p>The Contractor must process and pay 100.00% of POS claims accurately.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on an annual basis.</p>
Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #5 is as follows:</p> <p>Non-EGWP: The credit for failure to meet this SLA is \$20,000.00 annually.</p> <p>EGWP: The credit for failure to meet this SLA is \$20,000.00 annually.</p>
SLA #6: Point-of Sale Pharmacy Network – Desk Audits
Guarantee
<p>The Contractor must perform desk audits on the top 10.00% of participating pharmacies by claim volume (with a minimum of 600 claims per year) at the end of each quarter.</p> <p>The Contractor must measure its performance on this SLA on a quarterly basis and report on an annual basis.</p>
Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #6 is as follows:</p> <p>Non-EGWP: The credit for failure to meet this SLA is \$50,000.00 annually.</p> <p>EGWP: The credit for failure to meet this SLA is \$75,000.00 annually.</p>

SLA #7: Point-of-Sale Pharmacy Network – On-site Audits
Guarantee
<p>The Contractor must perform on-site audits on the top 3.00% of network participating pharmacies (Contractor National Network) by claim volume (with a minimum of 200 claims per year) through on-site compliance audits.</p> <p>The Contractor must measure its performance on this SLA on a quarterly basis and report on an annual basis.</p>
Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #7 is as follows:</p> <p>Non-EGWP: The credit for failure to meet this SLA is \$50,000.00 annually.</p> <p>EGWP: The credit for failure to meet this SLA is \$75,000.00 annually.</p>
SLA #8: Timeliness of Data Transmission to Plan Sponsor’s Medical Contractor(s) for Out of Pocket Accumulation
Guarantee
<p>The Contractor must deliver daily files to the Plan Sponsor's medical carrier(s) for integration of out-of-pocket accumulators in an agreed upon format.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.</p>
Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #8 is as follows:</p> <p>Non-EGWP The credit for failure to meet this SLA is \$5,000.00 quarterly.</p> <p>EGWP: The credit for failure to meet this SLA is \$7,500.00 quarterly.</p>
SLA #9A – 9B: Timeliness of Rebates
Guarantee
<p>A.) All Rebate payments must be made to Plan Sponsor within 90 days of the close of the quarter.</p>

B.) The Contractor must provide 100.00% of all manufacturer revenue, whereas the Contractor must remit to Plan Sponsor 100.00% of all such revenues or the minimum guaranteed values, whichever is greater, for Covered Products.

The Contractor must measure its performance on this SLA on a quarterly basis and provide a quarterly Rebate report as described in Exhibit A, Section 4.2A.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #9A – 9B is as follows:

Non-EGWP:

The credit for failure to meet this reporting requirement of the SLA is \$150,000.00 annually and Full Recovery of unpaid rebates plus 100.00% for the timely annual true-up payment.

EGWP:

The credit for failure to meet this reporting requirement of the SLA is \$225,000.00 annually and Full Recovery of unpaid rebates plus 100.00% for the timely annual true-up payment.

SLA #10: Member Satisfaction Survey

Guarantee

One random sample Member satisfaction survey must be completed annually at no additional cost.

The survey must be completed within each calendar year for the current calendar year. The survey instrument must be presented to the Plan Sponsor for approval of questions and scoring methodology 90 days prior to deployment. Plan Sponsor has the authority to request changes and customization to the survey and scoring methodology. The respondent pool must be statistically valid based on the Plan Sponsor's total population (randomly generated sample size sufficient to produce a 95.00% confidence interval with a margin of error of not greater than +/-5.00%). Survey results must be available to the Plan Sponsor by March 31st of the year following the year surveyed unless a different date is agreed upon.

The Contractor must achieve a score greater than 3.00 on a 5.00-point scale (other scoring scales may be used as long as they are equivalent) from 85.00% of the responders.

The Contractor must measure and report its performance on this SLA on an annual basis.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #10 is as follows:

Non-EGWP:

The credit for failure to meet this SLA is \$150,000.00 annually.

EGWP:

The credit for failure to meet this SLA is \$200,000.00 annually.

SLA #11A – 11B: Prior Authorizations (PA)

Guarantee
<p>A.) The Contractor must provide a final determination of all requests for PA within 72 hours upon receiving all information required for review.</p> <p>B.) If completed information for making a final determination is not received on the initial PA request, the physician's office will be contacted within 48 business hours to request the missing information in order to close out the PA.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.</p>
Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #11A – 11B is as follows:</p> <p>Non-EGWP: The credit for failure to meet this SLA is \$3,500.00 quarterly.</p> <p>EGWP: The credit for failure to meet this SLA is \$5,000.00 quarterly.</p>
SLA #12A – 12C: Paper Claim Processing Time
Guarantee
<p>A.) Non-EGWP: The Contractor guarantees 95.00% of all retail paper claims will be processed within seven business days</p> <p>B.) Non-EGWP: 100% will be processed within 15 business days, measured from the date of receipt to the date the claim is processed in the system.</p> <p>C.) EGWP: The Contractor guarantees 100% of all retail paper claims will be processed within 14 calendar days.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.</p>
Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #12A – 12C is as follows:</p> <p>Non-EGWP The credit for failure to meet this SLA is \$50,000.00 annually.</p> <p>EGWP The credit for failure to meet this SLA is \$50,000.00 annually.</p>
Mail Order Pharmacy Service Level Agreements

SLA #13: Routine Claims Processing Time – Mail Order
Guarantee
<p>The Contractor must dispense and ship 97.50% of routine prescriptions (those prescriptions not requiring intervention) within two business days of receipt of the order at the Mail Service Pharmacy.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.</p>
Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #13 is as follows:</p> <p>Non-EGWP: The credit for failure to meet this SLA is \$5,000.00 quarterly.</p> <p>EGWP: The credit for failure to meet this SLA is \$7,500.00 quarterly.</p>
SLA #14: Exception Claims Processing Time – Mail Order
Guarantee
<p>The Contractor must dispense and ship 99.00% of all prescriptions requiring intervention within five business days of receipt of the order at the Mail Service.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.</p>
Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #14 is as follows:</p> <p>Non-EGWP: The credit for failure to meet this SLA is \$5,000.00 quarterly.</p> <p>EGWP: The credit for failure to meet this SLA is \$7,500.00 quarterly.</p>
SLA #15: All Claims Dispensing Accuracy – Mail Order
Guarantee
<p>The Contractor's mail order pharmacy must meet a Dispensing Accuracy Rate of 99.99%. "Dispensing Accuracy Rate" means (i) the number of all mail order pharmacy prescriptions dispensed by Contractor's Mail Service pharmacy less the number of those prescriptions dispensed by Contractor's Mail Service pharmacy which are reported to Contractor's Mail Service pharmacy and verified by Contractor's Mail Service pharmacy as having been dispensed with the incorrect drug, strength,</p>

patient, form, or directions, divided by (ii) the number of all mail order pharmacy prescriptions dispensed by Contractor's Mail Service pharmacy. The SLA is measured on book of business results.

Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #15 is as follows:

Non-EGWP:

The credit for failure to meet this SLA is \$5,000.00 quarterly.

EGWP:

The credit for failure to meet this SLA is \$7,500.00 quarterly.

SLA #16: Routine Claims Processing Time – Specialty

Guarantee

The Contractor must dispense and ship 100% of routine prescriptions by the member requested "needs by" date.

The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #16 is as follows:

Non-EGWP:

The credit for failure to meet this SLA is \$5,000.00 quarterly.

EGWP:

The credit for failure to meet this SLA is \$7,500.00 quarterly.

SLA #17: Exception Claims Processing Time – Specialty

Guarantee

The Contractor must dispense and ship 98% of all prescriptions that require intervention by the member requested "needs by" date.

The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #17 is as follows:

Non-EGWP:

The credit for failure to meet this SLA is \$5,000.00 quarterly.

EGWP:

The credit for failure to meet this SLA is \$7,500.00 quarterly.

SLA #18: All Claims Dispensing Accuracy – Specialty**Guarantee**

Contractor's Specialty Pharmacy guarantees 99.95% accuracy in prescription dispensing including correct patient, correct medication, correct strength, correct dosage, and correct signature.

The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #18 is as follows:

Non-EGWP:

The credit for failure to meet this SLA is \$5,000.00 quarterly.

EGWP:

The credit for failure to meet this SLA is \$7,500.00 quarterly.

Combined EGWP and Non-EGWP Service Level Agreements**SLA #19: Account Management Satisfaction Survey****Guarantee**

Plan Sponsor's satisfaction with Contractor performance must be rated an average of 4.00 or above on a scale of 1.00 to 5.00. The Contractor will be measured using the agreed upon annual survey to assess the Contractor's Performance within the following categories:

Senior Account Manager Performance
Communications
Data Reporting
Clinical Management
Customer Service
Administrative Support

The Contractor's total performance score will be determined by weighting equally the overall satisfaction scores of each of the six categories.

The Contractor must measure and report its performance on this SLA on an annual basis.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #19 is as follows:

Non-EGWP & EGWP:

The credit for failure to meet this SLA is \$45,833.33 per category annually for an overall score less than 4.00.

SLA #20: Point-of-Sale Downtime

Guarantee

The Contractor's POS system must be available 99.90% of the time with the exception of pre-established scheduled downtimes. Metric is based on book of business results.

The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #20 is as follows:

Non-EGWP & EGWP:

The credit for failure to meet this SLA is \$275,000.00 annually.

SLA #21: Network POS Guarantee

Guarantee

The Contractor must provide one or more Participating Pharmacies located within a convenient distance of 100.00% of Member residences, provided there is a pharmacy available using the following parameters:

Two-mile distance for urban areas – 99.90%
Five-mile distance for suburban areas – 99.90%
Fifteen-mile distance for rural areas – 98.30%

The Contractor must measure its performance on this SLA on a quarterly basis and report on an annual basis.

Credit

The credit for failure to meet the requirement for SLA #21 is as follows:

Non-EGWP & EGWP:

The credit for failure to meet this SLA is \$275,000.00 annually.

SLA #22: Member Access to Pharmacist in Call Center

Guarantee

The Contractor must ensure that 100% of callers requesting to speak to a pharmacist are connected within an average of 60 seconds of making the request.

The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #22 is as follows:

Non-EGWP & EGWP:

The credit for failure to meet this SLA is \$275,000.00 annually.

SLA #23A – 23C: Timely Production of Reports

Guarantee

A. Contractor must provide complete monthly reports on the 15th of the second subsequent month. (e.g., March reporting is due May 15th).

B. Contractor must provide complete quarterly reports on the following dates:

Q1 – 1/1 through 3/31: Due 05/30 of the current calendar year

Q2 – 4/1 through 6/30: Due 08/30 of the current calendar year

Q3 – 7/1 through 9/30: Due 11/30 of the current calendar year

Q4 – 10/1 through 12/31: Due 03/31 of the next calendar year

C. Contractor must provide complete annual reports on 03/31 of the next calendar year.

The Contractor must measure and report its performance on this SLA on a monthly, quarterly, or annual basis, depending on the report. Fourth quarter reports may be submitted with the annual reports.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #23A – 23C is as follows:

Non-EGWP & EGWP:

The credit for failure to meet this SLA is \$75,000.00 annually.

SLA #24: First Call Resolution

Guarantee

The Contractor must resolve 92.00% of calls during the first call. Members following up on the same issue within seven calendar days cannot be considered resolved. SLA is measured on book of business results.

The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #24 is as follows:

Non-EGWP & EGWP:

The credit for failure to meet this SLA is \$75,000.00 annually.

FOR THE CONTRACTOR:

OPTUMRX INSURANCE COMPANY OF OHIO

Company Name

Authorized Agent Signature

Authorized Agent (Print or Type)

Date

FOR THE STATE:

Signature

Name and Title

DTMB Central Procurement Services

Agency

Date

STATE OF MICHIGAN

Contract No. 071B77000009
Administration of Prescription Drug Service for the CSC-Non-Medicare-Eligible Members

Amendment to EXHIBIT C – PRICING

Client: State of Michigan Civil Service Commission (MiCSC) – Commercial		
Members: 69,412	Pricing Model: Pass-Through	Implementation Date: January 1, 2021

Term of Contract:	
Year 5:	01/01/2021 to 12/31/2021
Year 6:	01/01/2022 to 12/31/2022

Administrative Fee

Administrative Fee	
Base Administrative Fee	\$1.67 PMPM

PMPM = Per Member Per Month

Broad Retail Pharmacy Network

	Brand Drug Discount	Brand Drug Dispensing Fee	Generic Drug Discount	Generic Drug Dispensing Fee
Year 5	AWP-18.55%	\$0.60 PNPC	AWP-83.85%	\$0.60 PNPC
Year 6	AWP-18.65%	\$0.60 PNPC	AWP-83.95%	\$0.60 PNPC

Broad Retail 90 Pharmacy Network

	Brand Drug Discount	Brand Drug Dispensing Fee	Generic Drug Discount	Generic Drug Dispensing Fee
Year 5	AWP-22.85%	\$0.00 PNPC	AWP-85.45%	\$0.00 PNPC
Year 6:	AWP-22.95%	\$0.00 PNPC	AWP-85.55%	\$0.00 PNPC

Home Delivery Pharmacy

	Brand Drug Discount	Brand Drug Dispensing Fee	Generic Drug Discount	Generic Drug Dispensing Fee
Year 5	AWP-26.00%	\$0.00 PNPC	AWP-86.35%	\$0.00 PNPC
Year 6 :	AWP-26.00%	\$0.00 PNPC	AWP-86.45%	\$0.00 PNPC

Specialty Pharmacy

Aggregate Guarantee	Discount	Dispensing Fee
Year 5	AWP-19.10%	\$0.00 PNPC
Year 6	AWP-19.20%	\$0.00 PNPC

Rebate Management – Select Comprehensive Formulary

100% Pass-Through	Retail Pharmacy	Retail 90 Pharmacy	Home Delivery	Specialty
Year 5:	\$133.00 PNPB	\$165.00 PNPB	\$465.00 PNPB	\$1,550.00 PNPB
Year 6:	\$156.00 PNPB	\$170.00 PNPB	\$515.00 PNPB	\$1,740.00 PNPB

PNPB = Per Net Paid Brand

Client: State of Michigan Civil Service Commission (MiCSC) – EGWP		
Members: 58,269	Pricing Model: Pass-Through	Implementation Date: January 1, 2020

Term of Contract:	
Year 5:	01/01/2021 to 12/31/2021
Year 6 :	01/01/2022 to 12/31/2022

Administrative Fee

Administrative Fee	
Base Administrative Fee	\$0.00 PMPM
EGWP Administrative Fee	\$8.50 PMPM

PMPM = Per Member Per Month

Broad Retail Pharmacy Network

	Brand Drug Discount	Brand Drug Dispensing Fee	Generic Drug Discount	Generic Drug Dispensing Fee
Year 5	AWP-18.55%	\$0.60 PNPC	AWP-83.85%	\$0.60 PNPC
Year 6:	AWP-18.65%	\$0.60 PNPC	AWP-83.95%	\$0.60 PNPC

Broad Retail 90 Pharmacy Network

	Brand Drug Discount	Brand Drug Dispensing Fee	Generic Drug Discount	Generic Drug Dispensing Fee
Year 5:	AWP-22.85%	\$0.00 PNPC	AWP-85.45%	\$0.00 PNPC
Year 6:	AWP-22.95%	\$0.00 PNPC	AWP-85.55%	\$0.00 PNPC

Home Delivery Pharmacy

	Brand Drug Discount	Brand Drug Dispensing Fee	Generic Drug Discount	Generic Drug Dispensing Fee
Year 5:	AWP-26.00%	\$0.00 PNPC	AWP-86.35%	\$0.00 PNPC
Year 6:	AWP-26.00%	\$0.00 PNPC	AWP-86.45%	\$0.00 PNPC

Specialty Pharmacy

Aggregate Guarantee	Discount	Dispensing Fee
Year 5:	AWP-17.30%	\$2.50 PNPC
Year 6:	AWP-17.40%	\$2.50 PNPC

Rebate Management – Silver Medicare Formulary

100% Pass-Through	Retail Pharmacy	Retail 90 Pharmacy	Home Delivery	Specialty
Year 5:	\$125.00 PNPB	\$405.00 PNPB	\$485.00 PNPB	\$1,660.00 PNPB
Year 6:	\$130.00 PNPB	\$410.00 PNPB	\$495.00 PNPB	\$1,750.00 PNPB

PNPB = Per Net Paid Brand

Allowances

Pharmacy Management Allowance

Client shall receive a pharmacy management allowance (PMA) of up to \$4.00 per Member annually, which must be utilized within the applicable year and will not carry over to the following year. This PMA allowance is to be used by Client to offset the cost of actions intended to maximize the value of the pharmacy program. Funds may be used for items including, but not restricted to, programming for customization, design and implementation of clinical or other programs, communications, documented expenses related to staff education and industry conference attendance, auditing, data integration and analytics, consulting fees (excluding market checks), and engagement of relevant vendors that impact the pharmacy program strategy and results. Client will be required to submit documentation to support the expenses for which it seeks reimbursement. If Client terminates this Agreement in breach before the end of the Initial Term, Client shall refund to OptumRx within 30 days after the effective date of such termination the full PMA allowance applicable to the year of termination. It is the intention of the parties that, for the purposes of the Federal Anti-Kickback Statute, this PMA allowance shall constitute and shall be treated as a discount against the price of drugs within the meaning of 42 U.S.C. 1320a-7b(b)(3)(A). To the extent required by Laws or contractual commitment, Client agrees to fully and accurately disclose and report any such discount to Medicare, Medicaid or other government health care programs as a discount against the price of the Prescription Drugs provided under this Agreement.

General Financial Terms

- All other services, conditions and fees not listed in the proposal but included in the current contract will continue to apply, with the exception of the term below, which will be modified as follows:

1.2 Pharmacy Requirements

F. The Contractor agrees to exercise the option year financial arrangement with an annual market check, with a 1% threshold for in Year 6 of the Contract term. **The annual Market Check will not apply to the Year 5 pricing shown above.**

Contract # 071B77000009 -- EXHIBIT D Service Level Agreements

Contractor must ensure that the SLAs are measurable using the Contractor's standard management information systems. Contractor must also provide process documentation detailing out the Contractor's internal processes used to gather and measure the data used to verify the Contractor's performance. This process documentation must be provided to the Plan Sponsor no later than the end of the first quarter of the Contract period and anytime thereafter when a change is made to the process.

Every SLA must have a report provided that has been approved by the Plan Sponsor to verify the SLA has been met; SLAs without a corresponding report will be deemed unmet and subject to the penalty. Samples of reports that will be used for SLA compliance are required in advance for Plan Sponsor's prior approval. Please provide these reports as part of your response. The Plan Sponsor reserves the right to independently verify the Contractor's assessment of its performance, either by State employee or third-party review. Disagreements regarding SLAs will be subject to Standard Contract Terms – 47. Dispute Resolution.

Beginning January 1, 2021, SLA reports are due on the following schedule.

Any metric that is reported must be accompanied by supporting documentation at the request of the Plan Sponsor within 75 Days after the end of each calendar quarter.

Quarter Designation	Date Range (inclusive)	Report Due Date
First Quarter (Q1)	January 1 – March 31	May 15
Second Quarter (Q2)	April 1 – June 30	August 15
Third Quarter (Q3)	July 1 – September 30	November 15
Fourth Quarter (Q4) (includes annual reporting)	October 1 – December 31	March 31

Unless stated otherwise, any missed measurement period will result in the stated prorated amount of the stated penalty being assessed. For instance, if an SLA is measured monthly and reported/assessed quarterly and one month is missed, one third of the quarterly penalty will be assessed.

The following SLAs are related to ongoing Services and will apply throughout the duration of the Contract, including any optional renewal periods (if exercised). SLAs are for all Services provided under this Contract for the Plan Sponsor and are divided into seven categories: 1) EGWP, 2) Commercial, 3) Mail Order Pharmacy, 4) Specialty Pharmacy, 5) Combined EGWP and Commercial, 6) Specialty Clinical and 7) Implementation Guarantees. No individual SLA will be assessed more than one penalty for the month, quarter, or year in which performance was assessed.

Plan Sponsor has the right to reallocate the total amount at risk among the various individual guarantees annually. Reallocation cannot increase the annual value of any one component by more than 10% of the original value. Reallocation will not increase the overall aggregate value of the penalties. Any such reallocation must be received by Contractor at least 10 business days prior to the applicable calendar year, otherwise attempted reallocations will be of no effect.

For SLA purposes, the Non-EGWP group is defined as the active and pre-65 populations. The SLA reporting needs to be separate for the Non-EGWP group (actives versus pre-65). The

penalty factor for any missed SLA for this group, will be the total amount noted for the active and pre-65 population.

Non-EGWP and EGWP Service Level Agreements	
SLA #1A – 1B: Eligibility Uploads	
Guarantee	
<p>A.) 100.00% of all records, provided by Plan Sponsor and that pass Contractor's validation edits must be uploaded with one business day of receipt.</p> <p>B.) Any records that do not pass the Contractor's validation test must be reported to the Plan Sponsor within two business days after the file has been uploaded, including the EGWP Load Report. Non-EGWP discrepancy reporting will be provided in the format specified by the Plan Sponsor. EGWP discrepancies will be provided on the weekly TRR report within four business days after the file has been uploaded. The quarterly SLA report must show the number of days from the time of the file upload to the submission of the defined discrepancy reports to the Plan Sponsor for both Non-EGWP and EGWP.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.</p>	
Credit	
<p>The credit due by the Contractor for failure to meet the requirement for SLA #1- 1B is as follows:</p> <p>Non-EGWP: The credit for failure to meet this SLA is \$10,000.00 quarterly.</p> <p>EGWP: The credit for failure to meet this SLA is \$15,000.00 quarterly.</p>	
SLA #2A – 2B: Membership Cards	
Guarantee	
<p>A.) Membership Cards for all new Contract Holders must be mailed within seven business days of Contractor loading eligibility record. Performance must be substantiated by documentation providing proof of eligibility record receipt date and mailing date.</p> <p>B.) Membership Cards must have an accuracy rate of 100.00%. Accuracy must be measured by sampling no less than 25.00% of ID card production to ensure 100.00% accuracy of information.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.</p>	

Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #2A- 2B is as follows:</p> <p>Non-EWGP: The credit for failure to meet this SLA is \$5,000.00 quarterly.</p> <p>EGWP: The credit for failure to meet this SLA is \$7,500.00 quarterly.</p>
SLA #3: Average Speed of Answer
Guarantee
<p>The Contractor must maintain an average speed of answer (ASA) of 30 seconds for 100.00% of calls. The ASA standard must be applied to the speed at which the initial call is answered by a Customer Service Representative (CSR). Should the caller need to be transferred to another level CSR, the time associated with that transfer must not be included in the ASA calculation.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.</p>
Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #3 is as follows:</p> <p>Non-EGWP: The credit for failure to meet this SLA is \$5,000.00 quarterly.</p> <p>EGWP: The credit for failure to meet this SLA is \$7,500.00 quarterly.</p>
SLA #4A – 4D: Response Time to Written Inquiries
Guarantee
<p>A.) The Contractor must respond to 95.00% or more of written inquiries (i.e. emails, faxes, and letters) within five business days of receipt. Written inquiries also must include those submitted to the Contractor by the Plan Sponsor via the Client Information Center portal.</p> <p>B.) 98.00% of all member inquiries must be resolved within 10 business days unless it is identified as an EGWP grievance.</p> <p>C.) 100.00% of EGWP grievances must be resolved within 30 calendar days.</p> <p>D.) 100% of written inquiries must be resolved within 60 calendar days.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.</p>

Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #4A – 4D is as follows:</p> <p>Non-EGWP: The credit for failure to meet this SLA is \$3,500.00 quarterly.</p> <p>EGWP: The credit for failure to meet this SLA is \$5,000.00 quarterly.</p>
SLA #5: Point of Sale (POS) Claims Payment Accuracy – Retail
Guarantee
<p>The Contractor must process and pay 100.00% of POS claims accurately.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on an annual basis.</p>
Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #5 is as follows:</p> <p>Non-EGWP: The credit for failure to meet this SLA is \$20,000.00 annually.</p> <p>EGWP: The credit for failure to meet this SLA is \$20,000.00 annually.</p>
SLA #6: Point-of Sale Pharmacy Network – Desk Audits
Guarantee
<p>The Contractor must perform desk audits on the top 10.00% of participating pharmacies by claim volume (with a minimum of 600 claims per year) at the end of each quarter.</p> <p>The Contractor must measure its performance on this SLA on a quarterly basis and report on an annual basis.</p>
Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #6 is as follows:</p> <p>Non-EGWP: The credit for failure to meet this SLA is \$50,000.00 annually.</p> <p>EGWP: The credit for failure to meet this SLA is \$75,000.00 annually.</p>

SLA #7: Point-of-Sale Pharmacy Network – On-site Audits
Guarantee
<p>The Contractor must perform on-site audits on the top 3.00% of network participating pharmacies (Contractor National Network) by claim volume (with a minimum of 200 claims per year) through on-site compliance audits.</p> <p>The Contractor must measure its performance on this SLA on a quarterly basis and report on an annual basis.</p>
Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #7 is as follows:</p> <p>Non-EGWP: The credit for failure to meet this SLA is \$50,000.00 annually.</p> <p>EGWP: The credit for failure to meet this SLA is \$75,000.00 annually.</p>
SLA #8: Timeliness of Data Transmission to Plan Sponsor's Medical Contractor(s) for Out of Pocket Accumulation
Guarantee
<p>The Contractor must deliver daily files to the Plan Sponsor's medical carrier(s) for integration of out-of-pocket accumulators in an agreed upon format.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.</p>
Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #8 is as follows:</p> <p>Non-EGWP The credit for failure to meet this SLA is \$5,000.00 quarterly.</p> <p>EGWP: The credit for failure to meet this SLA is \$7,500.00 quarterly.</p>
SLA #9A – 9B: Timeliness of Rebates
Guarantee
<p>A.) All Rebate payments must be made to Plan Sponsor within 90 days of the close of the quarter.</p>

B.) The Contractor must provide 100.00% of all manufacturer revenue, whereas the Contractor must remit to Plan Sponsor 100.00% of all such revenues or the minimum guaranteed values, whichever is greater, for Covered Products.

The Contractor must measure its performance on this SLA on a quarterly basis and provide a quarterly Rebate report as described in Exhibit A, Section 4.2A.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #9A – 9B is as follows:

Non-EGWP:

The credit for failure to meet this reporting requirement of the SLA is \$150,000.00 annually and Full Recovery of unpaid rebates plus 100.00% for the timely annual true-up payment.

EGWP:

The credit for failure to meet this reporting requirement of the SLA is \$225,000.00 annually and Full Recovery of unpaid rebates plus 100.00% for the timely annual true-up payment.

SLA #10: Member Satisfaction Survey

Guarantee

One random sample Member satisfaction survey must be completed annually at no additional cost.

The survey must be completed within each calendar year for the current calendar year. The survey instrument must be presented to the Plan Sponsor for approval of questions and scoring methodology 90 days prior to deployment. Plan Sponsor has the authority to request changes and customization to the survey and scoring methodology. The respondent pool must be statistically valid based on the Plan Sponsor's total population (randomly generated sample size sufficient to produce a 95.00% confidence interval with a margin of error of not greater than +/-5.00%). Survey results must be available to the Plan Sponsor by March 31st of the year following the year surveyed unless a different date is agreed upon.

The Contractor must achieve a score greater than 3.00 on a 5.00-point scale (other scoring scales may be used as long as they are equivalent) from 85.00% of the responders.

The Contractor must measure and report its performance on this SLA on an annual basis.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #10 is as follows:

Non-EGWP:

The credit for failure to meet this SLA is \$150,000.00 annually.

EGWP:

The credit for failure to meet this SLA is \$200,000.00 annually.

SLA #11A – 11B: Prior Authorizations (PA)

Guarantee
<p>A.) The Contractor must provide a final determination of all requests for PA within 72 hours upon receiving all information required for review.</p> <p>B.) If completed information for making a final determination is not received on the initial PA request, the physician's office will be contacted within 48 business hours to request the missing information in order to close out the PA.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.</p>
Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #11A – 11B is as follows:</p> <p>Non-EGWP: The credit for failure to meet this SLA is \$3,500.00 quarterly.</p> <p>EGWP: The credit for failure to meet this SLA is \$5,000.00 quarterly.</p>
SLA #12A – 12C: Paper Claim Processing Time
Guarantee
<p>A.) Non-EGWP: The Contractor guarantees 95.00% of all retail paper claims will be processed within seven business days</p> <p>B.) Non-EGWP: 100% will be processed within 15 business days, measured from the date of receipt to the date the claim is processed in the system.</p> <p>C.) EGWP: The Contractor guarantees 100% of all retail paper claims will be processed within 14 calendar days.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.</p>
Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #12A – 12C is as follows:</p> <p>Non-EGWP The credit for failure to meet this SLA is \$50,000.00 annually.</p> <p>EGWP The credit for failure to meet this SLA is \$50,000.00 annually.</p>
Mail Order Pharmacy Service Level Agreements

SLA #13: Routine Claims Processing Time – Mail Order
Guarantee
<p>The Contractor must dispense and ship 97.50% of routine prescriptions (those prescriptions not requiring intervention) within two business days of receipt of the order at the Mail Service Pharmacy.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.</p>
Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #13 is as follows:</p> <p>Non-EGWP: The credit for failure to meet this SLA is \$5,000.00 quarterly.</p> <p>EGWP: The credit for failure to meet this SLA is \$7,500.00 quarterly.</p>
SLA #14: Exception Claims Processing Time – Mail Order
Guarantee
<p>The Contractor must dispense and ship 99.00% of all prescriptions requiring intervention within five business days of receipt of the order at the Mail Service.</p> <p>The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.</p>
Credit
<p>The credit due by the Contractor for failure to meet the requirement for SLA #14 is as follows:</p> <p>Non-EGWP: The credit for failure to meet this SLA is \$5,000.00 quarterly.</p> <p>EGWP: The credit for failure to meet this SLA is \$7,500.00 quarterly.</p>
SLA #15: All Claims Dispensing Accuracy – Mail Order
Guarantee
<p>The Contractor's mail order pharmacy must meet a Dispensing Accuracy Rate of 99.99%. "Dispensing Accuracy Rate" means (i) the number of all mail order pharmacy prescriptions dispensed by Contractor's Mail Service pharmacy less the number of those prescriptions dispensed by Contractor's Mail Service pharmacy which are reported to Contractor's Mail Service pharmacy and verified by Contractor's Mail Service pharmacy as having been dispensed with the incorrect drug, strength,</p>

patient, form, or directions, divided by (ii) the number of all mail order pharmacy prescriptions dispensed by Contractor's Mail Service pharmacy. The SLA is measured on book of business results.

Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #15 is as follows:

Non-EGWP:

The credit for failure to meet this SLA is \$5,000.00 quarterly.

EGWP:

The credit for failure to meet this SLA is \$7,500.00 quarterly.

SLA #16: Routine Claims Processing Time – Specialty

Guarantee

The Contractor must dispense and ship 100% of routine prescriptions by the member requested "needs by" date.

The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #16 is as follows:

Non-EGWP:

The credit for failure to meet this SLA is \$5,000.00 quarterly.

EGWP:

The credit for failure to meet this SLA is \$7,500.00 quarterly.

SLA #17: Exception Claims Processing Time – Specialty

Guarantee

The Contractor must dispense and ship 98% of all prescriptions that require intervention by the member requested "needs by" date.

The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #17 is as follows:

Non-EGWP:

The credit for failure to meet this SLA is \$5,000.00 quarterly.

EGWP:

The credit for failure to meet this SLA is \$7,500.00 quarterly.

SLA #18: All Claims Dispensing Accuracy – Specialty**Guarantee**

Contractor's Specialty Pharmacy guarantees 99.95% accuracy in prescription dispensing including correct patient, correct medication, correct strength, correct dosage, and correct signature.

The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #18 is as follows:

Non-EGWP:

The credit for failure to meet this SLA is \$5,000.00 quarterly.

EGWP:

The credit for failure to meet this SLA is \$7,500.00 quarterly.

Combined EGWP and Non-EGWP Service Level Agreements**SLA #19: Account Management Satisfaction Survey****Guarantee**

Plan Sponsor's satisfaction with Contractor performance must be rated an average of 4.00 or above on a scale of 1.00 to 5.00. The Contractor will be measured using the agreed upon annual survey to assess the Contractor's Performance within the following categories:

Senior Account Manager Performance
Communications
Data Reporting
Clinical Management
Customer Service
Administrative Support

The Contractor's total performance score will be determined by weighting equally the overall satisfaction scores of each of the six categories.

The Contractor must measure and report its performance on this SLA on an annual basis.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #19 is as follows:

Non-EGWP & EGWP:

The credit for failure to meet this SLA is \$45,833.33 per category annually for an overall score less than 4.00.

SLA #20: Point-of-Sale Downtime

Guarantee

The Contractor's POS system must be available 99.90% of the time with the exception of pre-established scheduled downtimes. Metric is based on book of business results.

The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #20 is as follows:

Non-EGWP & EGWP:

The credit for failure to meet this SLA is \$275,000.00 annually.

SLA #21: Network POS Guarantee

Guarantee

The Contractor must provide one or more Participating Pharmacies located within a convenient distance of 100.00% of Member residences, provided there is a pharmacy available using the following parameters:

Two-mile distance for urban areas – 99.90%
Five-mile distance for suburban areas – 99.90%
Fifteen-mile distance for rural areas – 98.30%

The Contractor must measure its performance on this SLA on a quarterly basis and report on an annual basis.

Credit

The credit for failure to meet the requirement for SLA #21 is as follows:

Non-EGWP & EGWP:

The credit for failure to meet this SLA is \$275,000.00 annually.

SLA #22: Member Access to Pharmacist in Call Center

Guarantee

The Contractor must ensure that 100% of callers requesting to speak to a pharmacist are connected within an average of 60 seconds of making the request.

The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #22 is as follows:

Non-EGWP & EGWP:

The credit for failure to meet this SLA is \$275,000.00 annually.

SLA #23A – 23C: Timely Production of Reports

Guarantee

A. Contractor must provide complete monthly reports on the 15th of the second subsequent month. (e.g., March reporting is due May 15th).

B. Contractor must provide complete quarterly reports on the following dates:

Q1 – 1/1 through 3/31: Due 05/30 of the current calendar year

Q2 – 4/1 through 6/30: Due 08/30 of the current calendar year

Q3 – 7/1 through 9/30: Due 11/30 of the current calendar year

Q4 – 10/1 through 12/31: Due 03/31 of the next calendar year

C. Contractor must provide complete annual reports on 03/31 of the next calendar year.

The Contractor must measure and report its performance on this SLA on a monthly, quarterly, or annual basis, depending on the report. Fourth quarter reports may be submitted with the annual reports.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #23A – 23C is as follows:

Non-EGWP & EGWP:

The credit for failure to meet this SLA is \$75,000.00 annually.

SLA #24: First Call Resolution

Guarantee

The Contractor must resolve 92.00% of calls during the first call. Members following up on the same issue within seven calendar days cannot be considered resolved. SLA is measured on book of business results.

The Contractor must measure its performance on this SLA on a monthly basis and report on a quarterly basis.

Credit

The credit due by the Contractor for failure to meet the requirement for SLA #24 is as follows:

Non-EGWP & EGWP:

The credit for failure to meet this SLA is \$75,000.00 annually.

[illegible]

STATE OF MICHIGAN

Michigan Department of Health and Human Services
Michigan Department of Health and Human Services
Michigan Department of Health and Human Services

Amendment to EXHIBIT C – PRICING

Michigan Department of Health and Human Services	
Michigan Department of Health and Human Services	Michigan Department of Health and Human Services

Michigan Department of Health and Human Services

Administrative Fee

Michigan Department of Health and Human Services	Michigan Department of Health and Human Services
Michigan Department of Health and Human Services	Michigan Department of Health and Human Services

Broad Retail Pharmacy Network Guarantees

Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services
Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services

Broad Retail 90 Pharmacy Network Guarantees

Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services
Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services

Mail Order/Home Delivery Pharmacy Guarantees

Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services
Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services

Specialty Pharmacy Guarantees - Exclusive

Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services
Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services

Rebate Management Guarantees – Select Base Formulary

Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services
Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services	Michigan Department of Health and Human Services

Michigan Department of Health and Human Services

Michigan Department of Health and Human Services

Michigan Department of Health and Human Services

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Credits and Allowances

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STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **3**

to

Contract Number **071B7700009**

CONTRACTOR	Optum Insurance of Ohio
	1600 McConner Parkway
	Schaumburg, IL 60173
	Melissa Pulfer
	614-602-7794
	melissa.pulfer@optum.com
	CV0014010

STATE	Program Manager	Bethany Beauchine	MCSC
		517-284-0086	
		beauchineb@michigan.gov	
	Contract Administrator	Mary Ostrowski	DTMB
		(517) 249-0438	
		ostrowskim@michigan.gov	

CONTRACT SUMMARY

ADMINISTRATION OF PRESCRIPTION DRUG SERVICES FOR THE CIVIL SERVICE (CSC) NON-MEDICARE AND MEDICARE-ELIGIBLE MEMBERS

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
December 2, 2016	December 31, 2020	2 - 1 Year	December 31, 2020
PAYMENT TERMS		DELIVERY TIMEFRAME	
Net 45		N/A	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

MINIMUM DELIVERY REQUIREMENTS

N/A

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>	N/A	<input type="checkbox"/>	N/A	
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$1,548,009,005.41	\$0.00	\$1,548,009,005.41		

DESCRIPTION

Effective January 1, 2019, please note attached Amendment to Exhibit C – Pricing, to replace years 3 and 4 pricing.

All other services, conditions and fees not listed in the Amendment to Exhibit C – Pricing but included in the current Contract's Exhibit C – Pricing will continue to apply.

All other terms, conditions, specifications and pricing remain the same. Per Contractor and Agency agreement, and DTMB Procurement approval.

STATE OF MICHIGAN

Contract No. 071B77000009
Administration of Prescription Drug Service for the CSC-Non-Medicare-Eligible Members

Amendment to EXHIBIT C – PRICING

Client: State of Michigan Civil Service Commission	
Pricing Model: Commercial - Pass Through, Exclusive Specialty	Implementation Date: January 1, 2019

Year 3 (January 1, 2019 through December 31, 2019) and
Year 4 (January 1, 2020 through December 31, 2020)

Administrative Fee

Administrative Fee	
Base Administrative Fee	\$1.70 PMPM
PMPM = Per Member Per Month	

Broad Retail Pharmacy Network Guarantees

	Brand Drug Discount	Brand Drug Dispensing Fee	Generic Drug Discount	Generic Drug Dispensing Fee
Year 3	AWP-18.0%	\$0.95 PNPC	AWP-83.25%	\$0.95 PNPC
Year 4	AWP-18.0%	\$0.95 PNPC	AWP-83.35%	\$0.95 PNPC

Broad Retail 90 Pharmacy Network Guarantees

	Brand Drug Discount	Brand Drug Dispensing Fee	Generic Drug Discount	Generic Drug Dispensing Fee
Year 3	AWP-21.0%	\$0.00 PNPC	AWP-85.25%	\$0.00 PNPC
Year 4	AWP-21.0%	\$0.00 PNPC	AWP-85.35%	\$0.00 PNPC

Mail Order/Home Delivery Pharmacy Guarantees

	Brand Drug Discount	Brand Drug Dispensing Fee	Generic Drug Discount	Generic Drug Dispensing Fee
Year 3	AWP-26.0%	\$0.00 PNPC	AWP-86.00%	\$0.00 PNPC
Year 4	AWP-26.0%	\$0.00 PNPC	AWP-86.10%	\$0.00 PNPC

Specialty Pharmacy Guarantees - Exclusive

	Discount	Dispensing Fee
Year 3	AWP-18.00%	\$0.00 PNPC
Year 4	AWP-18.25%	\$0.00 PNPC

Rebate Management Guarantees – Select Base Formulary

100% Pass-Through	Retail Pharmacy	Retail 90 Pharmacy	Mail Service	Specialty
Year 3	\$88.00 PNPB	\$125.00 PNPB	\$340.00 PNPB	\$1,180.00 PNPB
Year 4	\$93.00 PNPB	\$135.00 PNPB	\$360.00 PNPB	\$1,280.00 PNPB

PNPB = Per Net Paid Brand

Client: State of Michigan Civil Service Commission

Pricing Model: EGWP - Pass Through, Open Specialty

Implementation Date: January 1, 2019

Year 3 (January 1, 2019 through December 31, 2019) and
Year 4 (January 1, 2020 through December 31, 2020)**Administrative Fee**

Administrative Fee	
Base Administrative Fee	\$0.00 PNPC
EGWP Administrative Fee	\$9.00 PMPM

PMPM = Per Member Per Month
PNPC = Per Net Paid Claim**Broad Retail Pharmacy Network Guarantees**

	Brand Drug Discount	Brand Drug Dispensing Fee	Generic Drug Discount	Generic Drug Dispensing Fee
Year 3	AWP-18.0%	\$0.95 PNPC	AWP-83.25%	\$0.95 PNPC
Year 4	AWP-18.0%	\$0.95 PNPC	AWP-83.35%	\$0.95 PNPC

Broad Retail 90 Pharmacy Network Guarantees

	Brand Drug Discount	Brand Drug Dispensing Fee	Generic Drug Discount	Generic Drug Dispensing Fee
Year 3	AWP-21.0%	\$0.00 PNPC	AWP-85.25%	\$0.00 PNPC
Year 4	AWP-21.0%	\$0.00 PNPC	AWP-85.35%	\$0.00 PNPC

Mail Order/Home Delivery Pharmacy Guarantees

	Brand Drug Discount	Brand Drug Dispensing Fee	Generic Drug Discount	Generic Drug Dispensing Fee
Year 3	AWP-26.0%	\$0.00 PNPC	AWP-86.00%	\$0.00 PNPC
Year 4	AWP-26.0%	\$0.00 PNPC	AWP-86.10%	\$0.00 PNPC

Specialty Pharmacy Guarantees - Open

	Discount	Dispensing Fee
Year 3	AWP-16.00%	\$2.50 PNPC
Year 4	AWP-16.10%	\$2.50 PNPC

Rebate Management Guarantees – OptumRx Silver Formulary

100% Pass-Through	Retail Pharmacy	Retail 90 Pharmacy	Mail Service	Specialty
Year 3	\$118.00 PNPB	\$385.00 PNPB	\$455.00 PNPB	\$1,575.00 PNPB
Year 4	\$120.00 PNPB	\$400.00 PNPB	\$475.00 PNPB	\$1,650.00 PNPB

PNPB = Per Net Paid Brand

Credits and Allowances

Pharmacy Management Allowance	Client shall receive a Pharmacy Management Allowance (PMA) credit of up to \$4.00 per Member annually, which must be utilized within the applicable year and will not carry over to the following year. This PMA credit is to be used by Client to offset the cost of actions intended to maximize the value of the pharmacy program. Funds may be used for items including, but not restricted to, programming for customization, design and implementation of clinical or other programs, communications, documented expenses related to staff education and industry conference attendance, auditing, data integration and analytics, consulting fees, and engagement of relevant vendors that impact the pharmacy program strategy and results. Client will be required to submit documentation to support the expenses for which it seeks reimbursement. The parties acknowledge that the credit provided by OptumRx for such services represent fair market value. If Client terminates this Agreement in breach before the end of the Initial Term, Client shall refund to OptumRx within 30 days after the effective date of such termination the full PMA credit applicable to the year of termination. It is the intention of the parties that, for the purposes of the Federal Anti-Kickback Statute, this PMA credit shall constitute and shall be treated as a discount against the price of drugs within the meaning of 42 U.S.C. 1320a-7b(b)(3)(A).
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[illegible]

STATE OF MICHIGAN

County of _____

_____ of _____, _____, Michigan, do hereby certify that _____

Amendment to EXHIBIT D
Service Level Agreements

_____ of _____, _____, Michigan, do hereby certify that _____

_____ of _____, _____, Michigan, do hereby certify that _____

_____ of _____, _____, Michigan, do hereby certify that _____

_____ of _____, _____, Michigan, do hereby certify that _____

_____ of _____, _____, Michigan, do hereby certify that _____

_____ of _____, _____, Michigan, do hereby certify that _____

_____ of _____, _____, Michigan, do hereby certify that _____

_____ of _____, _____, Michigan, do hereby certify that _____

Change Notice 2
Contract 071B7700009

EXHIBIT D

Service Level Agreements (SLAs) Contract Performance Standards

[illegible]

<p>SLA 6 – The Contractor shall ensure that the data is accurate and complete.</p>	<p>Guarantee</p> <p>The Contractor shall ensure that the data is accurate and complete. The Contractor shall ensure that the data is accurate and complete.</p> <p>Penalty Non-EGWP:</p> <p>The Contractor shall ensure that the data is accurate and complete.</p> <p>Penalty EGWP:</p> <p>The Contractor shall ensure that the data is accurate and complete.</p>
<p>SLA 7 – The Contractor shall ensure that the data is accurate and complete.</p>	<p>Guarantee</p> <p>The Contractor shall ensure that the data is accurate and complete. The Contractor shall ensure that the data is accurate and complete.</p> <p>Penalty Non-EGWP:</p> <p>The Contractor shall ensure that the data is accurate and complete.</p> <p>Penalty EGWP:</p> <p>The Contractor shall ensure that the data is accurate and complete.</p>
<p>SLA 8 – The Contractor shall ensure that the data is accurate and complete.</p>	<p>Guarantee</p> <p>The Contractor must deliver daily files to the Plan Sponsor's medical records department.</p> <p>Penalty Non-EGWP:</p> <p>The Contractor shall ensure that the data is accurate and complete.</p> <p>Penalty EGWP:</p> <p>The Contractor shall ensure that the data is accurate and complete.</p>

SLA 24 - r R

Guarantee

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Penalty:

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STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Transportation Michigan Department of Transportation
Michigan Department of Transportation Michigan Department of Transportation
Michigan Department of Transportation Michigan Department of Transportation
Michigan Department of Transportation Michigan Department of Transportation

CONTRACT CHANGE NOTICE

Contract Change Notice for Contract 1

1

Contract Change Notice for Contract 071B7700009

CONTRACTOR	Contract Change Notice for Contract 1
	1. Contract Change Notice for Contract 1
	Contract Change Notice for Contract 1
	Contract Change Notice for Contract 1
	Contract Change Notice for Contract 1
	Contract Change Notice for Contract 1
	Contract Change Notice for Contract 1

STATE	Program Manager	Contract Administrator
	Contract Change Notice for Contract 1	
	Contract Change Notice for Contract 1	
	Contract Change Notice for Contract 1	

CONTRACT SUMMARY				
Contract Change Notice for Contract 1				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
Contract Change Notice for Contract 1	Contract Change Notice for Contract 1	Contract Change Notice for Contract 1	Contract Change Notice for Contract 1	
PAYMENT TERMS		DELIVERY TIMEFRAME		
Contract Change Notice for Contract 1		Contract Change Notice for Contract 1		
ALTERNATE PAYMENT OPTIONS		EXTENDED PURCHASING		
Contract Change Notice for Contract 1		Contract Change Notice for Contract 1		
MINIMUM DELIVERY REQUIREMENTS				
Contract Change Notice for Contract 1				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
Contract Change Notice for Contract 1	Contract Change Notice for Contract 1	Contract Change Notice for Contract 1	Contract Change Notice for Contract 1	Contract Change Notice for Contract 1
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
Contract Change Notice for Contract 1	Contract Change Notice for Contract 1	Contract Change Notice for Contract 1		
DESCRIPTION				
Contract Change Notice for Contract 1				
1. Contract Change Notice for Contract 1				
2.) The Contractor's Contract Administrator has been changed to Kurt Woodward: Phone 630-946-3619; Email: kurt.woodward@mi.gov				
Contract Change Notice for Contract 1				
Contract Change Notice for Contract 1				

Date _____



STATE OF MICHIGAN

STANDARD CONTRACT TERMS

This STANDARD CONTRACT (“**Contract**”) is agreed to between the State of Michigan (the “**State**”) and the Contractor (“**Contractor**”), a Maryland corporation, effective on the date of execution (“**Effective Date**”), and unless terminated, expires on the date 31 months after the Effective Date. The Contractor shall be responsible for obtaining all necessary permits and licenses for the performance of the work under this Contract. The Contractor shall be responsible for obtaining all necessary insurance coverage for the performance of the work under this Contract. The Contractor shall be responsible for obtaining all necessary bonding for the performance of the work under this Contract.

The Contractor shall be responsible for obtaining all necessary permits and licenses for the performance of the work under this Contract. The Contractor shall be responsible for obtaining all necessary insurance coverage for the performance of the work under this Contract. The Contractor shall be responsible for obtaining all necessary bonding for the performance of the work under this Contract.

The Contractor shall be responsible for obtaining all necessary permits and licenses for the performance of the work under this Contract.

1. **Duties of Contractor.** The Contractor shall be responsible for obtaining all necessary permits and licenses for the performance of the work under this Contract. An obligation to provide delivery of any goods or services shall be subject to the terms and conditions of the Contract.

The Contractor shall be responsible for obtaining all necessary permits and licenses for the performance of the work under this Contract. The Contractor shall be responsible for obtaining all necessary insurance coverage for the performance of the work under this Contract. The Contractor shall be responsible for obtaining all necessary bonding for the performance of the work under this Contract.

The Contractor shall be responsible for obtaining all necessary permits and licenses for the performance of the work under this Contract. The Contractor shall be responsible for obtaining all necessary insurance coverage for the performance of the work under this Contract. The Contractor shall be responsible for obtaining all necessary bonding for the performance of the work under this Contract. The Contractor shall be responsible for obtaining all necessary permits and licenses for the performance of the work under this Contract. The Contractor shall be responsible for obtaining all necessary insurance coverage for the performance of the work under this Contract. The Contractor shall be responsible for obtaining all necessary bonding for the performance of the work under this Contract. The Contractor shall be responsible for obtaining all necessary permits and licenses for the performance of the work under this Contract. The Contractor shall be responsible for obtaining all necessary insurance coverage for the performance of the work under this Contract. The Contractor shall be responsible for obtaining all necessary bonding for the performance of the work under this Contract.

The Contractor shall be responsible for obtaining all necessary permits and licenses for the performance of the work under this Contract. The Contractor shall be responsible for obtaining all necessary insurance coverage for the performance of the work under this Contract. The Contractor shall be responsible for obtaining all necessary bonding for the performance of the work under this Contract.



Insurance Requirements. The Contractor shall obtain and maintain the following insurance policies during the term of the contract:

6. Insurance Requirements. The Contractor shall obtain and maintain the following insurance policies during the term of the contract:

Required Limits	Additional Requirements
Commercial General Liability Insurance	
<p><u>Minimum Coverage Limits</u></p> <p>1. \$1,000,000 per occurrence for bodily injury and property damage</p> <p>1. \$1,000,000 aggregate for bodily injury and property damage</p> <p>1. \$1,000,000 aggregate for advertising and personal injury</p> <p>1. \$1,000,000 aggregate for products and completed operations</p> <p>1. \$1,000,000 aggregate for contractual liability</p> <p>1. \$1,000,000 aggregate for medical payments</p> <p>1. \$1,000,000 aggregate for defense costs</p>	<p>The Contractor shall obtain and maintain Commercial General Liability Insurance with the following additional insureds:</p> <p>"the State of Michigan, its departments, divisions, employees, and agents" as additional insureds</p> <p>1. \$1,000,000 per occurrence for bodily injury and property damage</p> <p>1. \$1,000,000 aggregate for bodily injury and property damage</p> <p>1. \$1,000,000 aggregate for advertising and personal injury</p> <p>1. \$1,000,000 aggregate for products and completed operations</p> <p>1. \$1,000,000 aggregate for contractual liability</p> <p>1. \$1,000,000 aggregate for medical payments</p> <p>1. \$1,000,000 aggregate for defense costs</p>
Umbrella or Excess Liability Insurance	
<p><u>Minimum Coverage Limits</u></p> <p>1. \$1,000,000 per occurrence for bodily injury and property damage</p>	<p>The Contractor shall obtain and maintain Umbrella or Excess Liability Insurance with the following additional insureds:</p> <p>"the State of Michigan, its departments, divisions, employees, and agents" as additional insureds.</p>
Automobile Liability Insurance	
<p><u>Minimum Coverage Limits</u></p> <p>1. \$1,000,000 per occurrence for bodily injury and property damage</p>	<p>The Contractor shall obtain and maintain Automobile Liability Insurance with the following additional insureds:</p> <p>"the State of Michigan, its departments, divisions, employees, and agents" as additional insureds;</p> <p>1. \$1,000,000 per occurrence for bodily injury and property damage</p> <p>1. \$1,000,000 aggregate for bodily injury and property damage</p>
Workers' Compensation Insurance	



The diagram illustrates the assembly of a ribosome. On the left, a large ribosomal subunit (M) is shown with a small ribosomal subunit (m) and a ribosome exit tunnel (r). On the right, a small ribosomal subunit (m) is shown with a ribosome exit tunnel (r) and a ribosome exit tunnel (r).

Employers Liability Insurance

The diagram illustrates a memory stack with three frames: **M**, **d**, and **D**. The stack grows downwards, with higher memory addresses at the top and lower memory addresses at the bottom.

- Frame M:** Contains a return address **r** and a pointer **D** to the next frame.
- Frame d:** Contains a return address **r** and a pointer **D** to the next frame.
- Frame D:** Contains a return address **r** and a pointer **D** to the next frame.

Privacy and Security Liability (Cyber Liability) Insurance

[illegible]

Crime (Fidelity) Insurance

<p><u>M</u> [REDACTED] [REDACTED] [REDACTED]</p> <p>¶1 [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p>	<p>[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] 1 [REDACTED] [REDACTED] [REDACTED]</p> <p>[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <p>[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <p>[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <p>currency, and (2) endorsed to add “the State of</p> <p>M [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <p>[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <p>agents” as Loss Payees. [REDACTED]</p>
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Professional Liability (Errors and Omissions) Insurance	
<p><u>Maximum Coverage Amount</u></p> <p>\$3,000,000 per occurrence, aggregate</p> <p>\$3,000,000 per claim, aggregate</p> <p>\$3,000,000 per claim, aggregate</p> <p>\$3,000,000 per claim, aggregate</p> <p>\$3,000,000 per claim, aggregate</p>	

claims-made



Contractor shall provide all necessary materials, labor, and equipment to complete the work. Contractor shall be responsible for obtaining all necessary permits and licenses. Contractor shall maintain a clean and safe work area at all times. Contractor shall provide a copy of the contract to the project manager upon completion of the work.

Contractor shall provide a copy of the contract to the project manager upon completion of the work. Contractor shall be responsible for obtaining all necessary permits and licenses. Contractor shall maintain a clean and safe work area at all times. Contractor shall provide a copy of the contract to the project manager upon completion of the work.

Contractor shall be responsible for obtaining all necessary permits and licenses. Contractor shall maintain a clean and safe work area at all times. Contractor shall provide a copy of the contract to the project manager upon completion of the work.

7. **MiDEAL Administrative Fee and Reporting.** Contractor shall pay a fee of \$1,000 per month to the Michigan Department of Economic Development (MiDEAL) for administrative services. Contractor shall also provide monthly reports to MiDEAL regarding the progress of the work.

Contractor shall pay a fee of \$1,000 per month to the Michigan Department of Economic Development (MiDEAL) for administrative services. Contractor shall also provide monthly reports to MiDEAL regarding the progress of the work.

Contractor shall provide a copy of the contract to the project manager upon completion of the work. Contractor shall be responsible for obtaining all necessary permits and licenses. Contractor shall maintain a clean and safe work area at all times. Contractor shall provide a copy of the contract to the project manager upon completion of the work.

8. **Extended Purchasing Program.** Contractor shall participate in the Michigan Department of Economic Development (MiDEAL) Extended Purchasing Program. Contractor shall submit all purchase orders to MiDEAL for approval. Contractor shall also provide a copy of the contract to the project manager upon completion of the work.

Contractor shall participate in the Michigan Department of Economic Development (MiDEAL) Extended Purchasing Program. Contractor shall submit all purchase orders to MiDEAL for approval. Contractor shall also provide a copy of the contract to the project manager upon completion of the work.

Contractor shall be responsible for obtaining all necessary permits and licenses. Contractor shall maintain a clean and safe work area at all times. Contractor shall provide a copy of the contract to the project manager upon completion of the work.

9. **Independent Contractor.** Contractor shall be an independent contractor and shall not be an employee of the State of Michigan. Contractor shall be responsible for obtaining all necessary permits and licenses. Contractor shall maintain a clean and safe work area at all times. Contractor shall provide a copy of the contract to the project manager upon completion of the work.

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Contractor shall be responsible for obtaining all necessary permits and licenses for the work to be performed. Contractor shall be responsible for obtaining all necessary permits and licenses for the work to be performed.

Contractor shall be responsible for obtaining all necessary permits and licenses for the work to be performed. Contractor shall be responsible for obtaining all necessary permits and licenses for the work to be performed.

15. **Ordering.** Contractor shall be responsible for obtaining all necessary permits and licenses for the work to be performed. Contractor shall be responsible for obtaining all necessary permits and licenses for the work to be performed.

16. **Acceptance.** Contractor shall be responsible for obtaining all necessary permits and licenses for the work to be performed. Contractor shall be responsible for obtaining all necessary permits and licenses for the work to be performed.

Within 10 business days from the date of Contractor's receipt of notification of acceptance with deficiencies Contractor shall be responsible for obtaining all necessary permits and licenses for the work to be performed. Contractor shall be responsible for obtaining all necessary permits and licenses for the work to be performed.

Contractor shall be responsible for obtaining all necessary permits and licenses for the work to be performed. Contractor shall be responsible for obtaining all necessary permits and licenses for the work to be performed.

17. **Delivery.** Contractor shall be responsible for obtaining all necessary permits and licenses for the work to be performed. Contractor shall be responsible for obtaining all necessary permits and licenses for the work to be performed.

18. **Risk of Loss and Title.** Contractor shall be responsible for obtaining all necessary permits and licenses for the work to be performed. Contractor shall be responsible for obtaining all necessary permits and licenses for the work to be performed.



- [illegible]





[illegible]

32. Non-Disclosure of Confidential Information

Non-Disclosure of Confidential Information

Confidential Information means all information and documentation of a party that: (a) has been marked “confidential” or with words of similar meaning, at the time of disclosure by such party; (b) if not marked “confidential” or with words of similar meaning, was subsequently summarized in writing by the disclosing party and marked “confidential” or with words of similar meaning; (c) is otherwise identified as confidential by the disclosing party. The term “Confidential Information” does not include any information or documentation that: (i) is publicly known or readily ascertainable from public sources; (ii) was independently developed by the receiving party without reference to the Confidential Information; (iii) is required to be disclosed by law or regulation; (iv) is obtained from a source other than the disclosing party who is not under a duty of confidentiality to the disclosing party; (v) is independently developed by the receiving party without reference to the Confidential Information; (vi) is required to be disclosed by law or regulation; (vii) is obtained from a source other than the disclosing party who is not under a duty of confidentiality to the disclosing party.

[illegible]



Contractor shall maintain and protect the confidentiality of all information received from the State, including but not limited to, the information contained in the contract, and shall not disclose such information to any third party without the prior written consent of the State.

Contractor shall maintain and protect the confidentiality of all information received from the State, including but not limited to, the information contained in the contract, and shall not disclose such information to any third party without the prior written consent of the State. Contractor shall also maintain and protect the confidentiality of all information received from the State, including but not limited to, the information contained in the contract, and shall not disclose such information to any third party without the prior written consent of the State.

d. Retention and Disposal. Contractor shall maintain and protect the confidentiality of all information received from the State, including but not limited to, the information contained in the contract, and shall not disclose such information to any third party without the prior written consent of the State. Contractor shall also maintain and protect the confidentiality of all information received from the State, including but not limited to, the information contained in the contract, and shall not disclose such information to any third party without the prior written consent of the State.

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33. Data Privacy and Information Security

Contractor's Confidentiality Obligations. Without limiting Contractor's obligation of confidentiality as further described in the contract, Contractor shall maintain and protect the confidentiality of all information received from the State, including but not limited to, the information contained in the contract, and shall not disclose such information to any third party without the prior written consent of the State. Contractor shall also maintain and protect the confidentiality of all information received from the State, including but not limited to, the information contained in the contract, and shall not disclose such information to any third party without the prior written consent of the State.

Contractor's Confidentiality Obligations. Without limiting Contractor's obligation of confidentiality as further described in the contract, Contractor shall maintain and protect the confidentiality of all information received from the State, including but not limited to, the information contained in the contract, and shall not disclose such information to any third party without the prior written consent of the State.





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- Increased physician efficiency by removing guesswork through access to the member's medical history
- Increased patient satisfaction through faster diagnosis and treatment
- Reduced healthcare costs by eliminating unnecessary tests and procedures
- Improved care coordination between providers

"E-prescribing" program shall mean the electronic transmission of prescriptions from a licensed practitioner to a pharmacist or other authorized person for the purpose of dispensing a controlled substance.

M.D.
Dr. M.D.

E. Other services provided by or through the Plan Sponsor's Medical contractor, and Healthcare Actuarial and Consulting contractors. This includes Plan Sponsor's Medical contractor, and Healthcare Actuarial and Consulting contractors. This includes Plan Sponsor's Medical contractor, and Healthcare Actuarial and Consulting contractors. This includes Plan Sponsor's Medical contractor, and Healthcare Actuarial and Consulting contractors.

F. Plan Design

[illegible][illegible]

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M r r r r r

G. Member Support

[illegible][illegible][illegible][illegible]



1. M is a $n \times n$ matrix with n rows and n columns.
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Contractors will be able to respond to the Contractor's request for information by the State's Member Services or a member of the State's staff, the Client Service Manager will share the Contractor's response for the plan sponsor's records. Details of the correspondence are attached to the member's profile in Contractor's internal system.

established benefit. If the State's input/assistance is needed for resolution, the CSS will present the information and collaborate with the State's staff on the best determination. In special



requests from the State to act outside of Contractor's standard processes to ensure the best

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[illegible]

(b) In addition to the Plan Sponsor's' designated meetings, the Contractor may receive _____

_____M _____
_____d _____
_____r _____
_____r

[illegible]

I. Enrollment and Eligibility

[illegible]

$\frac{d}{dt} \left(\frac{1}{2} m v^2 \right) = \frac{d}{dt} \left(\frac{1}{2} m \dot{x}^2 + \frac{1}{2} m \dot{y}^2 + \frac{1}{2} m \dot{z}^2 \right)$

[illegible]

[illegible]

d. The *reformation* movement in the 16th century was a response to the *corruption* and *abuse* of power in the Roman Catholic Church. It led to the establishment of new Protestant churches, such as the *Lutheran* and *Reformed* churches. The *Reformation* was a *crucial* event in the history of Christianity, as it led to the *separation* of the church from the state and the *establishment* of a more *democratic* and *transparent* church structure.

[illegible][illegible]

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and loaded into Contractor's adjudication system for claims payment. Approved CMS data includes Plan Sponsor's member enrollment/disenrollment information.

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M d r d r d r d r r r d
r d d d r d r d r r
r d r d r d r

to the effective date of the individual's enrollment in the EGWP as required by CMS. Optum

[illegible]



members within fourteen (14) days of Plan Sponsor's receipt of the report from Optum. The Plan Sponsor shall be responsible for ensuring that the Plan Administrator is notified of any such report. The Plan Administrator shall be responsible for ensuring that the Plan Sponsor is notified of any such report. The Plan Administrator shall be responsible for ensuring that the Plan Sponsor is notified of any such report.

[illegible]

Eligible Participant File

[illegible][illegible]

- Add member information to the database
- Add member information to the database
- Add member information to the database
- Add member information to the database
- Add member information to the database

7



☐ If Contractor's current SSAE No.16 has qual

☐
☐
☐

L. Financial Administration

Read

Read

Read

[illegible][illegible][illegible][illegible][illegible]

for the Contractor's errors that are identified in an audit. If a pattern of payment errors is identified in a Contractor's payment record, the Contractor shall be required to submit a corrective action plan to the Agency.

M. Data

☐ Contractor must agree to work with the Plan Sponsor's Medical contractor ☐



d

[illegible]

$\frac{d}{dt} \left(\frac{1}{2} m v^2 + \frac{1}{2} I \omega^2 \right) = \frac{d}{dt} \left(\frac{1}{2} m v^2 + \frac{1}{2} I \omega^2 \right)$

[illegible][illegible]

N. Service Level Agreements (SLAs) – Pharmacy ☐

5

O. Credits

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 00d00 0 0 00000000000000r00000000

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[illegible][illegible]

9

Md

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_____ implementation audit at the Contractor's expense,

_____D



The Plan Sponsor's unique

1.1 Claims Processing Requirements

☐ ☐ ☐ r ☐ ☐ r ☐ ☐ d ☐ ☐ ☐ r ☐ ☐ ☐ ☐ r ☐ ☐ ☐ ☐ D ☐ ☐ ☐

reimburse Plan Sponsor for such payments from Contractor's own funds. □

☐ ☐ ☐ Contractor must only charge against the Plan Sponsor's account Claim payments authorized under the Plan Sponsor's Plan Design. ☐ ☐

[illegible][illegible][illegible]

1. 在下列各题中，若 α 为锐角，且 $\sin \alpha = \frac{1}{2}$ ，求 α 的度数。

1. 在 `main` 函数中，定义一个指向 `int` 类型的指针变量 `ptr`，并初始化它，使其指向堆内存。

2. 在 `main` 函数中，使用 `malloc` 函数分配堆内存，并返回一个指向堆内存的指针。

3. 在 `main` 函数中，使用 `ptr` 指向堆内存，并对其进行操作。

4. 在 `main` 函数中，使用 `free` 函数释放堆内存。

5. 在 `main` 函数中，使用 `ptr` 指向堆内存，并对其进行操作。

[illegible][illegible][illegible]

The Contractor's system, proposed by the Contractor, is designed to ensure that all work is completed within the required time frame.

[illegible][illegible]

[illegible]

1.2 Pharmacy Requirements

[illegible][illegible][illegible][illegible]

□ □ R □ □ r □ d □

1. The first part of the document discusses the importance of maintaining accurate records of all transactions and the role of the accounting system in this process. It highlights the need for a robust system that can handle complex data and provide reliable information for decision-making.

$\frac{d}{dt} \left(\frac{1}{2} m v^2 + \frac{1}{2} I \omega^2 \right) = \frac{d}{dt} \left(\frac{1}{2} m v^2 + \frac{1}{2} I \omega^2 \right)$

[illegible]

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unexpected generic introductions, or changes made by the Contractor to the Contractor's standard

☐ There is a market change as described it would be brought to the State's attention with a full

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Rrt 423 (the “Low Income Subsidy”).

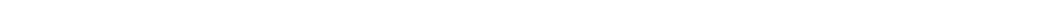
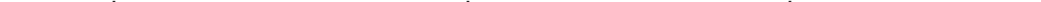
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1.4 Contractual Provisions

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1.5 Audit

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D [REDACTED] Contractor's approval of the timeline,
d [REDACTED] D [REDACTED]

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1. The Plan Sponsor's auditor shall provide a receipt of the data request by Plan Sponsor's auditor.

2. The Plan Sponsor's auditor shall provide a maximum of 300 sample error claims from the Plan Sponsor's auditor with a maximum of 300 sample error claims.

3. The Plan Sponsor's auditor shall provide a maximum of 300 sample error claims from the Plan Sponsor's auditor with a maximum of 300 sample error claims.

4. The Plan Sponsor's auditor shall provide a maximum of 300 sample error claims from the Plan Sponsor's auditor with a maximum of 300 sample error claims.

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13. The Plan Sponsor's auditor shall provide a maximum of 300 sample error claims from the Plan Sponsor's auditor with a maximum of 300 sample error claims.

14. The Plan Sponsor's auditor shall provide a maximum of 300 sample error claims from the Plan Sponsor's auditor with a maximum of 300 sample error claims.

15. The Plan Sponsor's auditor shall provide a maximum of 300 sample error claims from the Plan Sponsor's auditor with a maximum of 300 sample error claims.

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1.6 Financial Structure

The Contractor is the Plan Sponsor's Fiduciary. The Contractor is responsible for the Plan's investment performance and for the Plan's compliance with the ERISA. The Contractor is also responsible for the Plan's administration and for the Plan's recordkeeping. The Contractor is also responsible for the Plan's investment performance and for the Plan's compliance with the ERISA. The Contractor is also responsible for the Plan's administration and for the Plan's recordkeeping.

☐ All guarantees are minimum “floor guarantees,” and Plan Sponsor retain ☐ and ☐

discounts and dispensing fees for Contractor's retail

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☐☐ Contractor must include “Pass Through Pricing” at retail. Note: “Pass Through Pricing” means that the Contractor must include in the bid the full retail price of the materials and labor, including any applicable taxes, fees, and charges, and the Contractor must not include any discounts, rebates, or other incentives that are not available to the general public. The Contractor must provide a copy of the Contractor’s pricing schedule to the City of San Diego upon request.

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[illegible][illegible]

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1.7 Specialty Requirements and Pricing Terms

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$\frac{d}{dt} \left(\frac{1}{r^2} \right) = -\frac{2}{r^3} \frac{dr}{dt}$

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Different r values in the r -matrix are used to model different types of relationships between variables. For example, $r = 0$ indicates no relationship, $r = 1$ indicates a perfect relationship, and $r = -1$ indicates a perfect negative relationship. The r -matrix is used to model the relationships between variables in a system, and it is a key component of the structural equation model.

The Contractor's inflation of a drug cannot exceed a certain level. If a drug's inflation does exceed the threshold, a

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1.8 Contractual Elements to Be Included at No Cost to Plan Sponsor (at a minimum)

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r **d** **r**







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Business Days from Contract Effective Date, including Contractor's project plan management approach

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Contractor's expense, providing a fund in order to verify the Contractor's readiness to administer the project; the Contractor shall provide a fund in order to verify the Contractor's readiness to administer the project. The Contractor shall provide a fund in order to verify the Contractor's readiness to administer the project.

Sponsor's unique requirements.

1.10 Contract Activities That Will Include IT Related Services

The links below provide information on the State's Enterprise Information Technology (IT) policies, standards and procedures. For more information on the State's IT policies, standards and procedures, please visit the [Enterprise Information Technology \(IT\) Policies, Standards and Procedures](#) page.

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change. The State's Program Manager must approve any changes, in writing, and DTMB, before work may

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Enterprise IT Policies, Standards and Procedures (PSP):

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The State's security environment includes:

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being purchased, the security mechanism must be approved in writing by the State's Procurement Management Board.



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Look and Feel Standard

The Contractor shall provide a look and feel standard that is consistent with the look and feel of the State's other information technology systems. The Contractor shall provide a look and feel standard that is consistent with the look and feel of the State's other information technology systems.

SUITE:

The Contractor shall provide a look and feel standard that is consistent with the look and feel of the State's other information technology systems. The Contractor shall provide a look and feel standard that is consistent with the look and feel of the State's other information technology systems.

☐

2.0 Acceptance

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2.1 Acceptance, Inspection and Testing

The Contractor shall provide a look and feel standard that is consistent with the look and feel of the State's other information technology systems. The Contractor shall provide a look and feel standard that is consistent with the look and feel of the State's other information technology systems.

☐

3.0 Staffing

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3.1 Contractor Representative

The Contractor shall provide a look and feel standard that is consistent with the look and feel of the State's other information technology systems. The Contractor shall provide a look and feel standard that is consistent with the look and feel of the State's other information technology systems.

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The Contractor shall provide a look and feel standard that is consistent with the look and feel of the State's other information technology systems. The Contractor shall provide a look and feel standard that is consistent with the look and feel of the State's other information technology systems.

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1. The Contractor shall provide a look and feel standard that is consistent with the look and feel of the State's other information technology systems.

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The Contractor shall provide a look and feel standard that is consistent with the look and feel of the State's other information technology systems.

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3.2 Customer Service Toll-Free Number

The Contractor shall provide a look and feel standard that is consistent with the look and feel of the State's other information technology systems. The Contractor shall provide a look and feel standard that is consistent with the look and feel of the State's other information technology systems.

The Contractor shall provide a look and feel standard that is consistent with the look and feel of the State's other information technology systems. The Contractor shall provide a look and feel standard that is consistent with the look and feel of the State's other information technology systems.

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3.3 Technical Support, Repairs and Maintenance

The Contractor shall provide a look and feel standard that is consistent with the look and feel of the State's other information technology systems. The Contractor shall provide a look and feel standard that is consistent with the look and feel of the State's other information technology systems.

☐

3.4 Work Hours

The Contractor must provide Contract Activities during the State's normal working hours Monday – Friday, 9:00 a.m. to 5:00 p.m.

The Contractor must provide Contract Activities during the State's normal working hours Monday – Friday, 9:00 a.m. to 5:00 p.m.

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3.5 Key Personnel

The Contractor must have the authority to make binding commitments on Contractor's behalf. The Contractor must have the authority to make binding commitments on Contractor's behalf.



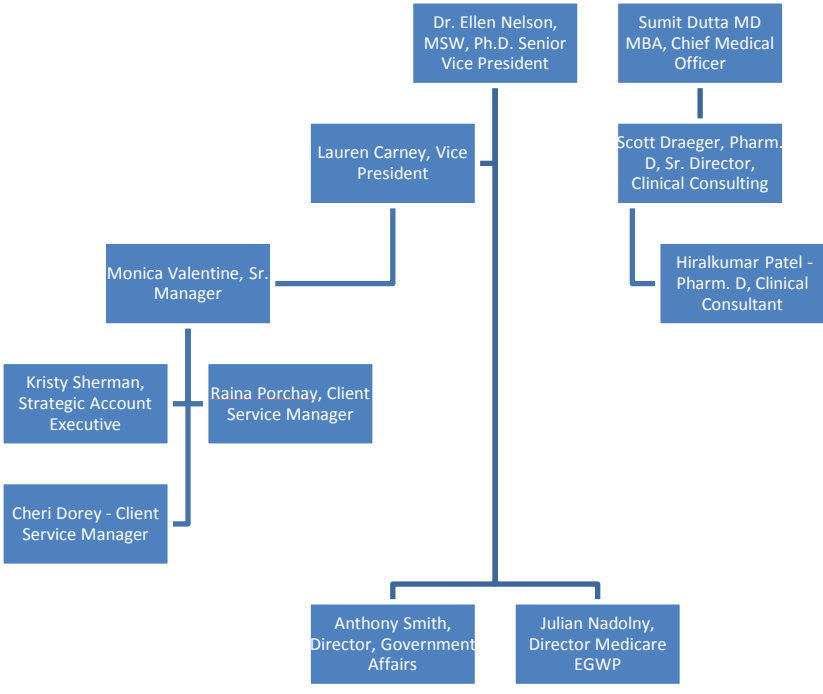
will issue to the State the corresponding credits set forth below (each, an “Unauthorized Removal Credit”): ☐

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estimate; and (ii) may, at the State's option, be credited or set off against any fees or other charges

3.6 Organizational Chart

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Quarterly

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Sponsor's sole discretion. Plan Sponsor will determine the location of these meetings.

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4.2 Reporting

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A. Quarterly Financial Report

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B. Annual Financial Report

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C. Quarterly Performance Review Reports

The diagram illustrates the initial splitting phase of merge sort. An array of eight elements, represented by boxes containing numbers 1 through 8, is shown. A vertical line divides it into two groups of four. Below each group, another vertical line indicates they are being split into pairs of two. The first group's pairs are [1, 2] and [3, 4]; the second group's pairs are [5, 6] and [7, 8].

☐ Contractor's comprehensive review of the cost and utilization experience of the Plan ☐

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| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 | 43 | 44 | 45 | 46 | 47 | 48 | 49 | 50 | 51 | 52 | 53 | 54 | 55 | 56 | 57 | 58 | 59 | 60 | 61 | 62 | 63 | 64 | 65 | 66 | 67 | 68 | 69 | 70 | 71 | 72 | 73 | 74 | 75 | 76 | 77 | 78 | 79 | 80 | 81 | 82 | 83 | 84 | 85 | 86 | 87 | 88 | 89 | 90 | 91 | 92 | 93 | 94 | 95 | 96 | 97 | 98 | 99 | 100 |
|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-----|

A sequence of 28 small square boxes, some containing a vertical line, representing a binary sequence.

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Dr. d r d

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Abstract

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D. Annual Performance Review Report

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E. EGWP-Specific Reports

Plan Sponsor, the Contractor must remove all Members not enrolled in the Plan Sponsor's Plan before

d r R d r

□□□M□□□□□□□□□□□□M□□□□r□□□□R□□□r□□□□M□r□□□r□□□□

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□□□□ □ □□□□□□□ **D** □□□□□ **r** □□□□ □□□□ **R** □□□□ **r** □□

D r r R R r M R r

Diagram of a 1D lattice with 16 sites. Sites 1, 3, 5, 7, 9, 11, 13, and 15 are occupied by red particles. Sites 2, 4, 6, 8, 10, 12, 14, and 16 are empty. The red particles are labeled with 'r' and the empty sites with 'R'.

1. Mr. [REDACTED]

□□□ M □□ □□ r □□□□ R □□□□□□□□ r □□□□ r □□□□□□□□ R □□□□□□□□ D □□□□ d □□□□□□□□

[illegible]

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□□□ M □□□□□□□ M □□□□□ d □ D □□□ R □□ r □

□ □ □ □ □ M □ □ D r □ □ □ □ □ □ □ □ □ □ d □ □ □

□□□□ □□□□□□ **r** □□□□ □□□□□□□□

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d M r

Modr

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F. Monthly dashboard to summarize enrollment activity

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□□□ □□□ □□r□□□M□d□□r□□□□□□□□□□□□r□□□d□□□□□□□□□□



CONTRACT #071B700009



7

data set based on Plan Sponsor's request. ☐

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STATE OF MICHIGAN

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EXHIBIT C PRICING

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- The Contract will be for a four-year period with service commencing January 1, 2017, and ending December 31, 2020. The price for each year is firm for the period January 1 of that year through December 31 of that year subject to the terms of the Pricing Exhibit including the market check provisions.
-

[illegible]Administrative Fee ☐[illegible]

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Broad Retail Pharmacy Network Guarantees

| □ | □r□d□
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D□□□□□□□□ | □□□r□□
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|--------|---------------|------------------------|----------------|-------------------------|
| □□□r1□ | AWP-17.5%□ | □1□□□□□□□□ | AWP-82.5%□ | □1□□□□□□□□ |
| □□□r□□ | AWP-17.5%□ | □1□□□□□□□□ | AWP-82.7%□ | □1□□□□□□□□ |



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|--------|------------|------------|------------|------------|
| □□□r3□ | AWP-17.5%□ | □1□□□□□□□□ | AWP-82.9%□ | □1□□□□□□□□ |
| □□□r□□ | AWP-17.5%□ | □1□□□□□□□□ | AWP-83.0%□ | □1□□□□□□□□ |

Broad Retail 90 Pharmacy Network Guarantees

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Dr□□□ | □r□dDr□□□
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|--------|----------------|------------------------|-----------------|--------------------------|
| □□□r1□ | AWP-20.0%□ | □□□□□□□□□□ | AWP-84.5%□ | □□□□□□□□□□ |
| □□□r□□ | AWP-20.0%□ | □□□□□□□□□□ | AWP-84.7%□ | □□□□□□□□□□ |
| □□□r3□ | AWP-20.0%□ | □□□□□□□□□□ | AWP-84.9%□ | □□□□□□□□□□ |
| □□□r□□ | AWP-20.0%□ | □□□□□□□□□□ | AWP-85.0%□ | □□□□□□□□□□ |

Mail Order/Home Delivery Pharmacy Guarantees

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Dr□□□ | □r□d□Dr□□□
Dr□□□□□□□□ | □□□r□□
Dr□□□ | □□□□r□□Dr□□□
Dr□□□□□□□□ |
|--------|----------------|--------------------------|-----------------|----------------------------|
| □□□r1□ | AWP-25.5%□ | □□□□□□□□□□ | AWP-85.6%□ | □□□□□□□□□□ |
| □□□r□□ | AWP-25.5%□ | □□□□□□□□□□ | AWP-85.8%□ | □□□□□□□□□□ |
| □□□r3□ | AWP-25.5%□ | □□□□□□□□□□ | AWP-86.0%□ | □□□□□□□□□□ |
| □□□r□□ | AWP-25.5%□ | □□□□□□□□□□ | AWP-86.1%□ | □□□□□□□□□□ |

Specialty Pharmacy Guarantees - Exclusive

| | D | D |
|-------|---|---|
| AWP-1 | | |
| AWP-1 | | |
| AWP-1 | | |
| AWP-1 | | |

Rebate Management Guarantees– Select Base Formulary

| | R | R | M | |
|---|---|----|----|----|
| 1 | | | | |
| 2 | | | | |
| 3 | | 1 | 33 | 11 |
| 4 | | 11 | 3 | 1 |

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- Client's adoption, without deviation, of OptumRx's formulary, as well as any changes to the formulary



- [illegible]

[illegible]

Standard Services Included at no additional charge

- [illegible]

Clinical Program Fees as Applicable

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[illegible]

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Additional Fees as Applicable ☐

Dr M r R r DMR

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□ □ □ □ □ □ □ □ r □ □ □ □ □ □ □ □ dd □ □ □ □ □ □ □ □ r □

[illegible]

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RD

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1 M M

Generic Dispense Rate Guarantee

| | R | Mrd |
|---|---|-----|
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| | | |
| 3 | | |
| | | |

- DR
- D R Dr
 - DR DR
 - DR DR
 - DR DR
 - DR DR
 - DR DR
 - DR DR
 - DR DR
 - DR DR



The Client's transition from its previous pharmacy benefit manager to OptumRx. Client shall be responsible for
 [REDACTED]

[illegible]

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 1

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|-----------|---|---|
| AWP-15.6% | | |
| AWP-15.7% | | |
| AWP-15.8% | | |
| AWP-15.9% | | |

- Clinical Program Fees as Applicable**

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|-----------------------------------|--|
| R... | Included in EGWP Fee |
| R...M... | Included in EGWP Fee |
| Clinical Programs | |
| D...RD | Included in EGWP Fee |
| 3R...D...R | Included in EGWP Fee |
| R...M... | Included in EGWP Fee |
| ...M... | Included in EGWP Fee |
| R...D...M... | Included in EGWP Fee |
| M... | Included in EGWP Fee |
| M...d... | Included in EGWP Fee |
| M...d...R...M... | Included in EGWP Fee |
| ... | Included in EGWP Fee |
| ...d... | Included in EGWP Fee |
| R...d...M... | Included in EGWP Fee |
| ...R... | Included in EGWP Fee |
| Print Fulfillment (as applicable) | |
| ...D... | Standard Package included in EGWP fee. |
| ...d... | Standard Package included in EGWP fee |
| ...d...r... | Included in EGWP Fee |
| M...d...r... | Included in EGWP Fee |
| D...r... | Included in EGWP Fee |
| R...M... | Included in EGWP Fee |
| Add-On Medicare Part D Services: | |
| ...M...d... | Included in EGWP Fee |
| ...d... | Included in EGWP Fee |
| ...d... | Included in EGWP Fee |
| ...d...d...d... | Included in EGWP Fee |
| ...d...r...d...r... | Included in EGWP Fee |
| ...d...r... | Included in EGWP Fee |
| DMR... | Included in EGWP Fee |

| Generic Dispense Rate Guarantee | | |
|---------------------------------|------|-----------|
| | R... | M...rd... |
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| ... | ... | ... |
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OptumRx's formulary; (c) implement "Dispense as Written" penalties for DAW 2 claims for the majority of

- [illegible]

Credits and Allowances

[illegible]



STATE OF MICHIGAN

[illegible]

EXHIBIT D

Service Level Agreements

Contractor must ensure that the SLAs are measurable using the Contractor's standard management information systems. Contractor must also provide process documentation detailing out the Contractor's methodology and tools used to verify the Contractor's performance. This documentation must include all relevant information and data used to verify the Contractor's performance. This documentation must include all relevant information and data used to verify the Contractor's performance.

Contractor shall submit a written report to the State employee or third party review. Disagreements shall be resolved by the State employee or third party review. Disagreements shall be resolved by the State employee or third party review.

[illegible][illegible]

1. The first step is to identify the key components of the system. This includes understanding the hardware, software, and network architecture.

2. The second step is to analyze the system's performance. This involves monitoring various metrics such as throughput, latency, and error rates.

3. The third step is to identify the root cause of the problem. This can be done by analyzing the system logs, network traffic, and other relevant data.

4. The fourth step is to implement a solution. This may involve upgrading hardware, optimizing software, or reconfiguring the network.

5. The fifth step is to test the solution. This involves running tests to ensure that the system is performing as expected and that the problem has been resolved.

6. The sixth step is to document the solution. This involves creating a detailed report of the problem, the investigation, and the solution.

7. The seventh step is to communicate the solution. This involves sharing the findings with the relevant stakeholders and providing guidance on how to prevent similar issues in the future.

8. The eighth step is to monitor the system. This involves continuing to monitor the system's performance to ensure that the problem does not recur.

9. The ninth step is to review the process. This involves reflecting on the entire process and identifying areas for improvement.

10. The tenth step is to implement the improvements. This involves making changes to the system or the process to prevent similar issues from occurring again.

[illegible][illegible]

1. Non-EGWP and EGWP Service Level Agreements.

SLA 1 - Eligibility Uploads Guarantee



1 records, provided by Plan Sponsor and that pass Contractor's validation edits must be
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Any records that do not pass the Contractor's validation test must be reported to the Plan Sponsor within two

[illegible]

Penalty Non-EGWP:

Penalty EGWP:

SLA 2 – Membership Cards

Guarantee

[illegible][illegible]

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Penalty Non-EGWP:

Penalty EGWP:

SLA 3 – Average Speed of Answer

Guarantee

[illegible]

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[illegible]

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Penalty Non-EGWP:



Diagram illustrating the process of crossing over between homologous chromosomes during meiosis. Two rows of boxes represent chromosomes. The top row shows a sequence of 10 pairs of boxes, where each pair consists of one white box and one black box. The bottom row also shows a sequence of 10 pairs of boxes, where each pair consists of one white box and one black box. A vertical line connects the first pair of boxes in the top row to the first pair in the bottom row. Another vertical line connects the second pair of boxes in the top row to the second pair in the bottom row. This pattern continues for all 10 pairs.

Penalty EGWP:

SLA 4 – Response Time to Written Inquiries Guarantee

1. **Introduction**
 The purpose of this report is to provide a comprehensive overview of the current state of the market for renewable energy sources, with a particular focus on solar and wind power. The report will analyze the key factors influencing the growth of these sectors, including government policies, technological advancements, and public opinion. It will also identify the challenges and opportunities facing the industry and provide recommendations for future development.

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Penalty Non-EGWP:

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Penalty EGWP:

SLA 5 – Point-of-Sale (POS) Claims Payment Accuracy - Retail Guarantee

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[illegible]

Penalty Non-EGWP:

Penalty EGWP:

SLA 6 – Point-of-Sale Pharmacy Network - Desk Audits Guarantee

1. The first part of the text is a list of items, each consisting of a number followed by a name in parentheses. The items are: 1. 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Penalty Non-EGWP:

Penalty EGWP:



SLA 7– Point-of-Sale Pharmacy Network - On-site Audits

Guarantee

[illegible][illegible]

Penalty Non-EGWP:

Penalty EGWP:

SLA 8 – Timeliness of Data Transmission to Plan Sponsor’s Medical Contractor (s) for Out of Pocket Accumulation.

Guarantee

Contractor must deliver real time files to the Plan Sponsor's medical carrier(s) for integration of out

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Penalty Non-EGWP

Penalty EGWP:

SLA 9 – Timeliness of Rebates.

Guarantee

All Rebate payments must be made to the Plan Sponsor within 30 Days of the Contractor's receipt of the

Record of the Contractor's Performance in Contractor's

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Penalty Non-EGWP:



2. Mail Order Pharmacy Service Level Agreements.

SLA 1 – Routine Claims Processing Time – Mail Order Guarantee

[illegible][illegible]

Penalty Non-EGWP:

[illegible]

Penalty EGWP:

[illegible]

SLA 2 – All Claims Processing Time – Mail Order Guarantee

[illegible][illegible]

Penalty Non-EGWP:

[illegible]

Penalty EGWP:

SLA 3 – All Claims Dispensing Accuracy – Mail Order Guarantee

Contractor's mail order pharmacy must meet a Dispensing Accuracy Rate of _____%. "Dispensing Accuracy Rate" means (i) the number of all mail order pharmacy prescriptions dispensed by Contractor's Mail Service pharmacy less the number of those prescriptions dispensed by Contractor's Mail Service pharmacy which are returned to Contractor's Mail Service pharmacy and verified by Contractor's Mail Service pharmacy as having been dispensed in error divided by the total number of prescriptions dispensed by Contractor's Mail Service pharmacy. _____% _____

[illegible]

Penalty Non-EGWP:

Penalty EGWP:





SLA 1 – Account Management Satisfaction Survey

Guarantee

Plan Sponsor's satisfaction with Contractor performance must be rated an average of 4.00 or above on a scale

1 to 5, where 1 is the lowest rating and 5 is the highest rating.

Contractor's Performance within the following categories:

Contractor's Management of the Account

Contractor's Communication

Contractor's Response Time

Contractor's Management of the Account

Contractor's Communication

Contractor's Response Time

The Contractor's total Performance score will be determined by weighting the scores for each category as follows:

Management of the Account: 33.33%

Communication: 33.33%

Penalty

Contractor's total Performance score must be 4.00 or above. If the score is below 4.00, the Contractor will be assessed a penalty of \$10,000 per month.

SLA 2 – Point-of-Sale Downtime

Guarantee

Contractor's POS system must be available 99.90% of the time with the exception of pre-scheduled downtime.

Pre-scheduled downtime must be scheduled at least 30 days in advance and must be limited to a maximum of 4 hours per month.

Contractor's POS system must be available 99.90% of the time with the exception of pre-scheduled downtime.

Penalty

Contractor's POS system must be available 99.90% of the time with the exception of pre-scheduled downtime.

SLA 3 – Network POS

Guarantee

Contractor's Network POS system must be available 99.90% of the time with the exception of pre-scheduled downtime.

Pre-scheduled downtime must be scheduled at least 30 days in advance and must be limited to a maximum of 4 hours per month.

Contractor's Network POS system must be available 99.90% of the time with the exception of pre-scheduled downtime.

Pre-scheduled downtime must be scheduled at least 30 days in advance and must be limited to a maximum of 4 hours per month.

Contractor's Network POS system must be available 99.90% of the time with the exception of pre-scheduled downtime.

Contractor's Network POS system must be available 99.90% of the time with the exception of pre-scheduled downtime.

Penalty

Contractor's Network POS system must be available 99.90% of the time with the exception of pre-scheduled downtime.



SLA 4 – Member Access to Pharmacist in Call Center

Guarantee

1. The Contractor shall ensure that all members who call the Call Center for assistance with their prescription drug coverage are able to speak with a pharmacist within 15 minutes of the time they call. If a pharmacist is not available within 15 minutes, the Contractor shall ensure that the member is able to speak with a pharmacist within 30 minutes of the time they call. If a pharmacist is not available within 30 minutes, the Contractor shall ensure that the member is able to speak with a pharmacist within 45 minutes of the time they call. If a pharmacist is not available within 45 minutes, the Contractor shall ensure that the member is able to speak with a pharmacist within 60 minutes of the time they call.

Penalty

The Contractor shall be assessed a penalty of \$100,000 per month for each month that the Contractor fails to meet the guarantee.

SLA 5 – Paper Claim Processing Time

Guarantee

1. The Contractor shall ensure that all paper claims are processed within 30 days of the date of receipt. If a claim is not processed within 30 days, the Contractor shall ensure that the claim is processed within 45 days of the date of receipt. If a claim is not processed within 45 days, the Contractor shall ensure that the claim is processed within 60 days of the date of receipt. If a claim is not processed within 60 days, the Contractor shall ensure that the claim is processed within 75 days of the date of receipt.

Penalty

The Contractor shall be assessed a penalty of \$100,000 per month for each month that the Contractor fails to meet the guarantee.

SLA 6 – Timely Production of Management Reports

Guarantee

1. The Contractor shall ensure that all management reports are produced within 15 days of the date of request. If a report is not produced within 15 days, the Contractor shall ensure that the report is produced within 30 days of the date of request. If a report is not produced within 30 days, the Contractor shall ensure that the report is produced within 45 days of the date of request. If a report is not produced within 45 days, the Contractor shall ensure that the report is produced within 60 days of the date of request.

Penalty

The Contractor shall be assessed a penalty of \$100,000 per month for each month that the Contractor fails to meet the guarantee.

SLA 7 – First Call Resolution

Guarantee

1. The Contractor shall ensure that all members who call the Call Center for assistance with their prescription drug coverage are able to have their issue resolved on the first call. If an issue is not resolved on the first call, the Contractor shall ensure that the issue is resolved on the second call. If an issue is not resolved on the second call, the Contractor shall ensure that the issue is resolved on the third call. If an issue is not resolved on the third call, the Contractor shall ensure that the issue is resolved on the fourth call.

Penalty



Implementation Guarantees

SLA 1 – Implementation Project Plan, Timeliness and Accuracy Guarantee

and interdependencies, critical dates, as well as roles and responsibilities ("Project Plan") one week prior to the start of the project. The Project Plan is a key document in the project management process and is used to communicate the project's goals, objectives, and scope to all stakeholders. It also serves as a reference point for the project team throughout the project lifecycle. The Project Plan is typically developed by the project manager and is approved by the sponsor. It is a living document that is updated as the project progresses. The Project Plan is a critical component of the project management process and is essential for the successful completion of the project.

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Penalty

[illegible]

SLA 2 – Implementation Project Plan Rating Guarantee

days after the Effective Date, Plan Sponsor's benefit / implementation staff, who are active members of the implementation team, do not rate PBM's implementation performance an average 3 or greater on a 1 to 5 scale.

5

Penalty



STATE OF MICHIGAN

Dr. [Name] [Address] [City] [State] [Zip] [Phone] [Fax] [Email] [Web] [Social Media] [Other]

EXHIBIT E
Business Associate Agreement

HIPAA BUSINESS ASSOCIATE ADDENDUM

[Name] [Address] [City] [State] [Zip] [Phone] [Fax] [Email] [Web] [Social Media] [Other]
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1. D



- a. “Information” means any data, knowledge, or information, whether or not it is recorded, stored, or transmitted, that is not generally known or readily ascertainable by the public.
- b. “Confidential Information” means information that is not generally known or readily ascertainable by the public and is subject to reasonable efforts to maintain its confidentiality.
- c. “Trade Secret” means information that is not generally known or readily ascertainable by the public, has economic value because it is secret, and is the subject of reasonable efforts to maintain its secrecy.
- d. “Proprietary Information” means information that is not generally known or readily ascertainable by the public, is owned by or derived from the Company, and is subject to reasonable efforts to maintain its confidentiality.
- e. “Non-Compete Clause” means a provision in an employment agreement or other contract that restricts an individual’s ability to compete with the Company or to solicit the Company’s customers or employees.
- f. “Data Breach” means the unauthorized acquisition, use, or disclosure of confidential information or trade secrets.
- g. “Data Breach” means the unauthorized acquisition, use, or disclosure of confidential information or trade secrets.
- h. “Data Breach” means the unauthorized acquisition, use, or disclosure of confidential information or trade secrets.
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The Revised R^2 is calculated as follows:

$$R^2 = \frac{\text{Explained Variance}}{\text{Total Variance}}$$
 where Explained Variance is the sum of squares of the regression coefficients multiplied by the sum of squares of the independent variables, and Total Variance is the sum of squares of the dependent variable.

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The M matrix is a 2×2 matrix with elements M_{ij} defined as follows: $M_{11} = \frac{1}{2} \left(\frac{1}{2} + \frac{1}{2} \right) = \frac{1}{2}$, $M_{12} = \frac{1}{2} \left(\frac{1}{2} - \frac{1}{2} \right) = 0$, $M_{21} = \frac{1}{2} \left(\frac{1}{2} - \frac{1}{2} \right) = 0$, $M_{22} = \frac{1}{2} \left(\frac{1}{2} + \frac{1}{2} \right) = \frac{1}{2}$. The R matrix is a 2×2 matrix with elements R_{ij} defined as follows: $R_{11} = \frac{1}{2} \left(\frac{1}{2} + \frac{1}{2} \right) = \frac{1}{2}$, $R_{12} = \frac{1}{2} \left(\frac{1}{2} - \frac{1}{2} \right) = 0$, $R_{21} = \frac{1}{2} \left(\frac{1}{2} - \frac{1}{2} \right) = 0$, $R_{22} = \frac{1}{2} \left(\frac{1}{2} + \frac{1}{2} \right) = \frac{1}{2}$.



The image shows two groups of base ten blocks. The first group consists of one large square (representing 100) and ten small cubes (representing 10). The second group consists of one large square (representing 100) and ten small cubes (representing 10).

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ii. $\frac{1}{n} \sum_{i=1}^n \left(\frac{1}{m_i} \sum_{j=1}^{m_i} x_{ij} \right) = \frac{1}{N} \sum_{i=1}^N x_i$. Individual's i 's average score is $\bar{x}_i = \frac{1}{m_i} \sum_{j=1}^{m_i} x_{ij}$. The overall average score is $\bar{x} = \frac{1}{N} \sum_{i=1}^N x_i$. The difference between individual's i 's average score and the overall average score is $d_i = \bar{x}_i - \bar{x}$. The squared deviation from the mean is $d_i^2 = (\bar{x}_i - \bar{x})^2$. The variance of the scores is $s^2 = \frac{1}{N} \sum_{i=1}^N d_i^2$. The standard deviation of the scores is $s = \sqrt{s^2}$. The coefficient of variation of the scores is $c_v = \frac{s}{\bar{x}}$.

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n. 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467</

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b. Associate's d
r r rd R1 r r r D
r d R1
Associate's D
d d D
Associate's D

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$\frac{R}{r} = \frac{\text{radius of curvature}}{\text{radius of lens}}$

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iii. § 87(2)(b) D
Associate's

d
r
d
dd
r

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b. [REDACTED] Associate's [REDACTED]
[REDACTED]
d. [REDACTED]
[REDACTED]'s
r [REDACTED]

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c. Rrd

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d.

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[illegible]R o o r d[illegible]R _ _ r _ _ d _ _[illegible]R o o r d

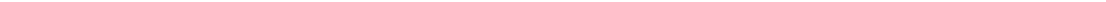
 d

[illegible]

[illegible][illegible][illegible][illegible][illegible]

1. Associate's Degree in Business Administration - This program provides a solid foundation in business principles and prepares students for entry-level positions in various business fields. The curriculum includes courses in accounting, management, marketing, and business law. Graduates are eligible for employment in roles such as administrative assistant, sales representative, or office manager.

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parties' respective

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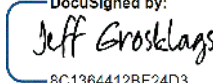
D r d D ddr

[illegible][illegible]

ddr1Mrrr131

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| Business Associate | Covered Entity |
|--|--------------------------|
| OptumRx, Inc.

By:  | [INSERT NAME]

By: |
| Print Name:
Jeff Grosklags | Print Name: |
| Title:
CFO | Title: |



ATTACHMENT A ☐

[illegible]

A horizontal bar representing a 1000 bp DNA sequence. The bar is divided into 1000 small segments. A thick red line highlights a 100 bp region in the middle of the sequence. The red line is labeled '100 bp' at its right end. The entire bar is labeled '1000 bp' at its right end.

[illegible][illegible][illegible][illegible][illegible]

| | |
|-------------|-------------|
| Print Name: | Print Name: |
| Title: | Title: |
| Date: | Date: |

ddrr [This section may include specifications for disclosure format, method of transmission, use of an intermediary, use of digital signatures or PKI, authentication, additional security of privacy specifications, de-identification or re-identification of data and other additional terms.]



STATE OF MICHIGAN

Sequence logo showing nucleotide conservation across positions 1-60. The y-axis represents information content in bits, ranging from 0 to 1.5. The x-axis shows positions 1 through 60. Nucleotides are represented by their standard symbols: A (Adenine), C (Cytosine), G (Guanine), T (Thymine), and U (Uracil). Positions 1-10 show low conservation. Position 11 has a strong preference for Adenine (~1.4 bits). Positions 12-18 show moderate conservation with various bases. Position 19 has a strong preference for Guanine (~1.4 bits). Positions 20-25 show moderate conservation. Position 26 has a strong preference for Adenine (~1.4 bits). Positions 27-35 show moderate conservation. Position 36 has a strong preference for Adenine (~1.4 bits). Positions 37-45 show moderate conservation. Position 46 has a strong preference for Adenine (~1.4 bits). Positions 47-55 show moderate conservation. Position 56 has a strong preference for Adenine (~1.4 bits). Positions 57-60 show moderate conservation.

EXHIBIT F

Definitions

Administration Fee

Average Wholesale Price (AWP) means the “average wholesale price” for the actual package size of the product described in the contract, as reported by the manufacturer or its authorized representative to the National Drug Code (“NDC”) Span’s Prescription Pricing Guide.




Contractor must use the manufacturer’s full actual 11-digit NDC. Contractor shall not use truncated NDCs or other identifiers to determine AWP. If multiple manufacturers supply the same drug, the Contractor shall use the lowest AWP reported by any manufacturer.

AWP is explicitly prohibited. “Price shopping”, meaning the Contractor’s use of multiple AWP reporting services to determine the lowest AWP, is also prohibited.

Brand Name Drug

Business Associate [REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED] R#1 [REDACTED]

Business Day

Coinurance   

[illegible]

Contract Holder

Contractor

Copayment

Members pursuant to the Plan Sponsor's Plan Guidelines (or for certain Participating Pharmacies, if less, the

Covered Entity

[illegible]

Covered Products

Plan Sponsor's Plan Guidelines.

[illegible][illegible]

Deliverable

Dependent

Direct Member Reimbursement (DMR)

Dispensing Fee

Disruption Analysis

Generic Drug or Generic Pharmaceutical

HIPAA [redacted] r [redacted] r [redacted] d [redacted] 1 [redacted]

House Generic 

M 

Incident

Maximum Allowable Costs (MAC) [REDACTED] [REDACTED]
[REDACTED] [REDACTED] R [REDACTED] R [REDACTED] M [REDACTED]
OptumRx's periodic review and modification in its sole discretion [REDACTED]



STATE OF MICHIGAN

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EXHIBIT G

Specialty Drug List

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MMR
DMMRD | 1 |
| 1 | M | MM
MMR
DMMRD | 1 |
| 11 | MMRR | MM
MMR
DMMRD | 1 |
| 31 | | MM
MMR
DMMRD | 1 |
| 3 | | MM
MMR
DMMRD | 1 |
| 3 | | MM
MMR
DMMRD | 1 |
| 3 | | MM
MMR
DMMRD | 1 |
| 3 | | MM
MMR
DMMRD | 1 |
| | R | MM
MMR
DMMRD | 1 |
| | R | MM
MMR
DMMRD | 1 |
| 3 | R | MM
MMR
DMMRD | 1 |
| | R | MM
MMR
DMMRD | 1 |
| 31 | R | MM
MMR
DMMRD | 1 |
| 3 | | MM
MMR
DMMRD | 1 |
| 3 | | MM
MMR
DMMRD | 1 |
| 1 | | MM
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| 31 | | MM
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| 3 | | MM
MMR
DMMRD | 1 |
| 1 | | MM
MMR
DMMRD | 1 |
| | R | MM
MMR
DMMRD | 1 |
| 1 | RR | MM
MMR
DMMRD | 1 |

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|---------|-------|---------------------|---|
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D RD R | 1 |
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MMR
D RD R | 1 |
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D RD R | 1 |
| 3 1 3 1 | R | MM
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D RD R | 1 |
| 3 | | MM
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D RD R | 1 |
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MMR
D RD R | 1 |
| 3 1 | | MM
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D RD R | 1 |
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D RD R | 1 |
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D RD R | 1 |
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D RD R | 1 |
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D RD R | 1 |
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D RD R | 1 |
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D RD R | 1 |
| | M R | | |
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D RD R | 1 |
| | R | MM
MMR
D RD R | 1 |

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| 3 | RRD | RR | |
| 13 | RRD | RR | |
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| 33 3 | RRD | RR | |
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| 1 3 | | RR | 1 |
| 3 3 | RR | RR | 1 |
| | RR | RR | 1 |
| 3 3 3 | RR | RR | 1 |
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| 1 3 | RR | RR | 1 |
| 3 3 1 | RR | RR | 1 |
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| 3 3 | RR | RR | 1 |
| 33 3 | RRD | RR | 1 |
| 3 3 3 | RRD | RR | 1 |
| 3 1 3 | RRD | RR | 1 |
| 3 3 3 | RRD | RR | 1 |
| 3 3 3 | RRD | RR | 1 |
| 3 3 3 1 | RRD | RR | 1 |
| 3 3 1 1 | RRD | RR | 1 |
| 3 3 1 | RRD | RR | 1 |
| 3 3 3 1 | RRD | RR | 1 |

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| 31 | R | 1 | 1 |
| 3 | R | 1 | 1 |
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| 3 | R | 1 | 1 |
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| 1 3 3 | R | 1 | 1 |
| 1 3 3 | R | 1 | 1 |
| 1 3 3 | R | 1 | 1 |
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| 1 3 3 | R | 1 | 1 |
| 1 3 3 | R | 1 | 1 |
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| 3 3 1 1 | R | 1 | 1 |
| | R | 1 | 1 |
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| 3 | R | 1 | 1 |
| 3 | R | 1 | 1 |
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| 3 3 3 | R | 1 | 1 |

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0000000000 | 10000000 |
| 010030300300 | R000000000 | 0000000000
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0000000000 | 10000000 |
| 003300003000 | 0000D000000 | 0000000000
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0000000000 | 10000000 |
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| 00000000010010 | M00000000000DR00000R0D00 | 0000000000
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| 00000000000010 | M00000000000DR00000R0D00 | 0000000000
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0000000000 | 10000000 |
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0000000000 | 10000000 |
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0000000000 | 10000000 |
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| 100100003010 | M000000 | 0000000000
0000000000 | 10000000 |
| 100100003000 | M000000 | 0000000000
0000000000 | 10000000 |

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MMR
DMMRD | 11 |
| | | MM
MMR
DMMRD | 11 |
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MMR
DMMRD | 11 |
| 1 | | MM
MMR
DMMRD | 11 |
| 31 | | MM
MMR
DMMRD | 11 |
| 3 | | MM
MMR
DMMRD | 11 |
| 1 | | MM
MMR
DMMRD | 11 |
| | | MM
MMR
DMMRD | 11 |
| 1 | | MM
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DMMRD | 1 |
| | | MM
MMR
DMMRD | 1 |
| 3 | | MM
MMR
DMMRD | 13 |
| 3 | | MM
MMR
DMMRD | 13 |
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MMR
DMMRD | 13 |
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MMR
DMMRD | 13 |
| 3 | | MM
MMR
DMMRD | 13 |

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|---------|-----------|---------------------|----|
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MMR | |
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MMR
D RD R | 1 |
| 3 1 | R M D | MM
MMR
D RD R | 13 |
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MMR
D RD R | 13 |
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D RD R | 13 |
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D RD R | 13 |
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D RD R | 13 |
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D RD R | 1 |
| | R | MM
MMR
D RD R | 13 |
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MMR
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| 1 3 | R | MM
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D RD R | 13 |
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D RD R | 13 |
| 1 1 | | MM R | 1 |
| 1 1 | | MM R | 1 |
| 1 1 | | MM R | 1 |
| 1 1 | D | MM R | 13 |
| 1 1 1 | D | MM R | 1 |
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| 1 1 1 | D | r | 1 |
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| 1 3 | M M | MM R | 13 |
| 1 | M M | MM R | 13 |
| 1 3 | M M 1 M M | MM R | 13 |
| 1 3 | M M 1 M M | MM R | 13 |



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0000000000 | 100000 |
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0000000000 | 100000 |
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0000000000 | 130000 |
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0000000000 | 130000 |
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0000000000 | 100000 |



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|--------------|--------------|--------------|----------|
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| 000001100100 | 00R000000000 | 000000000000 | 10000000 |
| 000010010110 | 00R000000000 | 000000000000 | 10000000 |
| 000010000110 | 00R000000000 | 000000000000 | 10000000 |
| 000013330000 | 00R000000000 | 000000000000 | 10000000 |
| 000013330100 | 00R000000000 | 000000000000 | 10000000 |
| 000013330000 | 00R000000000 | 000000000000 | 10000000 |
| 000013000000 | 00R000000000 | 000000000000 | 10000000 |
| 000013000110 | 00R000000000 | 000000000000 | 10000000 |
| 000033000110 | 00R000000000 | 000000000000 | 10000000 |
| 000033000110 | 00R000000000 | 000000000000 | 10000000 |
| 000033000110 | 00R000000000 | 000000000000 | 10000000 |
| 000033000110 | 00R000000000 | 000000000000 | 10000000 |
| 000033000100 | 00R000000000 | 000000000000 | 10000000 |
| 000033000100 | 00R000000000 | 000000000000 | 10000000 |
| 000033000100 | 00R000000000 | 000000000000 | 10000000 |
| 000033000100 | 00R000000000 | 000000000000 | 10000000 |
| 000033000100 | 00R000000000 | 000000000000 | 10000000 |
| 000033000100 | 00R000000000 | 000000000000 | 10000000 |
| 000033000100 | 00R000000000 | 000000000000 | 10000000 |
| 000033000100 | 00R000000000 | 000000000000 | 10000000 |
| 000030000100 | 00R000000000 | 000000000000 | 10000000 |
| 000030000100 | 00R000000000 | 000000000000 | 10000000 |
| 000030000100 | 00R000000000 | 000000000000 | 10000000 |
| 100100010010 | 00R000000000 | 000000000000 | 10000000 |
| 100100010000 | 00R000000000 | 000000000000 | 10000000 |
| 100100010030 | 00R000000000 | 000000000000 | 10000000 |



| | | | |
|--------------|--------------|--------------------------|----------|
| | | 1000000000 | |
| 100100010010 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 100100010010 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 100100010010 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 101300000000 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 101300000100 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 101300000000 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 100100001100 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 100100003100 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 100100000100 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 100100000100 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 000010000000 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 000010000100 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 000010000000 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 000010000010 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 001110000000 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 001110000000 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 001110000000 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 003000100010 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 003000101010 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 003000100010 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 003000103010 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 003000100010 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 003000100010 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 003000100010 | 00R000000000 | 0000000000
1000000000 | 10000000 |
| 003000000010 | 00R000000000 | 0000000000
1000000000 | 10000000 |



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[illegible]

[illegible]

[illegible]

[illegible]



| | | |
|--------|-------|----|
| 3 1 1 | R | 13 |
| 13 1 | R 1 M | 1 |
| 13 1 3 | R 1 M | 1 |
| 1 3 | | 1 |
| 1 3 3 | | 1 |
| 1 3 | | 1 |
| 1 3 3 | | 1 |
| 1 3 11 | | 1 |
| 1 3 | 1 1 M | 1 |
| 1 3 | 3 M M | 1 |
| 1 3 | 3 M M | 1 |
| 1 3 | 3 M M | 1 |
| 1 3 | 3 M M | 1 |
| 1 1 | R | 1 |
| 1 1 | R | 1 |
| 3 1 | R | 1 |
| | R | 1 |
| 13 1 1 | M D R | 13 |
| 1 1 | R | 13 |
| 1 3 | R | 13 |
| 11 3 1 | R | 13 |
| 1 1 | R | 13 |
| | | 13 |
| 13 3 1 | R | 1 |
| 13 3 1 | R | 1 |
| 13 3 1 | R | 1 |
| 13 3 | R | 1 |

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| | | | |
|-------|-----------|------|----|
| | | R | |
| 13 | DR | R | |
| 31131 | DR | R | |
| 11 | DR | R | |
| 1 | DR | R | |
| 3111 | DR | R | |
| 33311 | DR | R | |
| 333 | DR | R | |
| 31111 | DR | R | |
| 111 | DR | R | |
| 11 | DR | R | |
| 3 | DR | R | |
| 3 | DR | R | |
| 3331 | DR | R | |
| 3 | M | R | 13 |
| 1 | M | R | 13 |
| 31 | R D | | 13 |
| 3 | R D | | 13 |
| 1111 | M | | 1 |
| 1 | | M | 13 |
| 3 | R | MM R | 13 |
| 11 | R R | MM R | 13 |
| 113 | R R | MM R | 13 |
| 111 | R R D M | MM R | 1 |
| 111 | R R D R R | MM R | 1 |
| 3 | R | MM R | 13 |

[illegible]

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