

SUPPLEMENT TO CAREBRIDGE EXHIBIT
CareBridge Vendor Access Service

Revised 10/28/2024 © Altera Digital Health

This Supplement will be strictly governed by the CareBridge Exhibit between Altera Digital Health and Customer.

1. CareBridge Services

Altera Digital Health CareBridge will provide services that will provide connectivity between Company and mutual CareBridge customers for purposes of providing Customer personnel with secure access to CareBridge Customer environments to deliver application and/or infrastructure support services.

2. CareBridge Vendor Access Service

2.1 Altera Digital Health will configure and manage the CareBridge systems that provide CareBridge Vendor Access Service.

2.2 Altera Digital Health provides a firewall system that controls access by Customer to CareBridge customer systems. Customers Users (“Users”) must authenticate to Session Access Manager (“SAM”), request connectivity to a specific Customer system, and then access CareBridge customer’s system using User’s standard access tools.

2.3 Because SAM is a component of the CareBridge backbone network, both Customer and CareBridge customer must use a CareBridge Connectivity Service to access SAM.

2.4 With an additional subscription to CareBridge Extranet VPN service CareBridge can provide direct IP routed connectivity between a CareBridge Customer network and the Company network. Connectivity will be between the CareBridge customer CareBridge facing IP address and an Internet routable IP address managed by Company accessible via an IPsec VPN tunnel between CareBridge and Company.

3. Responsibilities of Customer.

3.1 CareBridge Customers are responsible for administering user ID’s for their systems, according to CareBridge customers policies and procedures. CareBridge customers define and identify their systems Users may access through SAM. Customer must work directly with CareBridge customer on any issue related to a CareBridge customer system user ID or password.

3.2 Company user connections to CareBridge systems must source from within the United States. Connection to CareBridge systems from outside of the United States is not permitted.

3.3 Company must either maintain an Active Directory method of user authentication for valid Company support personnel or a suitable alternate user authentication method agreed upon in writing by both Company and CareBridge, or Customer must subscribe to CareBridge Vendor Access Service with 50 users as described in section 4 below.

3.4 All connectivity to/from Customer sites are dependent on Company’s Customer maintaining an active CareBridge contract and CareBridge connectivity, and authorizing connectivity with Company.

4. CareBridge Vendor Access Service with 50 users Service

4.1 In addition to CareBridge Vendor Access Services described above, CareBridge will manage Customer user accounts on CareBridge systems.

4.2 CareBridge will maintain up to 50 Customer user accounts on systems maintained by CareBridge.

4.3 Customer must provide first and last name, and a unique valid e-mail address for each user that will access CareBridge systems.

4.4 Customer must notify CareBridge within 5 business days of any user no longer employed by Customer or any user who no longer needs access to CareBridge systems.

5. CareBridge Vendor Access Service - additional 50 users

5.1 Used in conjunction with CareBridge Vendor Access Service with 50 users described in section 4 above, this service provides for an additional bank of up to 50 Customer Users to be managed by CareBridge on CareBridge managed systems.

6. Technical Support

6.1 For any performance issues related to Services provided by Altera Digital Health under this CareBridge Service, Company will contact the Altera Digital Health support desk at 1-888-663-6250 or support@carebridge.net to open a support ticket.