

## SUPPLEMENT TO CAREBRIDGE EXHIBIT

### Service Description for Session Access Manager Using Extranet VPN Service

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

1. **Service.** Altera Digital Health provides a firewall system that controls access by Customer's Business Partners to Customer's systems. Business Partner's Users ("*Users*") must authenticate to Session Access Manager ("*SAM*"), request connectivity to a specific Customer system, and then access Customer's system using User's standard access tools. Because SAM is a component of the CareBridge backbone network, both Customer and Business Partner must use a CareBridge Connectivity Service to access SAM.

Customer's Business Partner is responsible for administering userids for their users, according to Business Partner's policies and procedures. Customer defines and identifies their systems Users may access through SAM.

#### 2. **Additional Responsibilities of Altera Digital Health.**

2.1 Altera Digital Health will configure and manage the CareBridge systems that provide Session Access Manager service.

2.2 Customer will add Customer system definitions in SAM using the automated New System Definition (NSD) process. Customer can update or delete system definitions in SAM by opening a CareBridge support case. There are no additional charges for these changes.

2.3 By request, Altera Digital Health will provide a management report to Customer detailing the connections Business Partner's Users have made to Customer's systems through SAM. Reporting detail in SAM's database is kept for a minimum of one month. These reports are available at no additional charge.

#### 3. **Additional Responsibilities of Customer.**

3.1 Customer will enable and maintain its network and systems to handle the communications protocols used by Business Partner to access Customer systems.

3.2 Customer will consult directly with Business Partner regarding Business Partner's security policies, procedures and controls, regarding their use of SAM and any other methods Business Partner uses to access Customer's systems.

3.3 Since the Altera Digital Health CareBridge Extranet VPN Service uses the Internet for data communications and the Internet is not subject to management controls, Altera Digital Health cannot be responsible for the completion of implementation, upgrade and support services that utilize the Extranet VPN Service to perform their work to the extent that the Internet connectivity is unavailable or impaired.