

## Client FAQ's

### Contracts and Invoicing

**Q:** How will this merger between EHR Integration Services and Byte Sized Clinical Solutions impact existing contracts (including: MSA, BAA or any existing SOWs)? Will they need to be amended? Will terms change? If so, what will these changes be?

**EHRis** contracts terms will not change. All EHRis clients will receive a name change notification as an amendment to all contracts. Nothing will need to be done by the client.

**BSS** clinical service contracts will be reassigned to the Keena organization but the terms will not change.

**Q:** Will my invoice still come to me in the same way? Will it say Keena? Do I still pay my invoice in the same way?

**EHRis** invoice process, payment address, bank accounts will all remain the same but the logo will be replaced with Keena. Clients will be able to access the Client Center from the new Keena website to continue to pay invoices.

**BSS** invoiced clients will be transferred to Keena- meaning the bank account and address for remittance will change. In addition, BSS clients will now have access to the Client Center for easier access to invoice payment.

### Customer Service and Case Support

**Q:** I really like the current EHRis/BSS consultant(s) assigned to manage and support our EHRis/BSS projects. Will this change impact who we work with going forward?

No, you can expect to continue to work with the same technical support and integration teams that you have today. In many cases you are already working with folks from EHRis and BSS and this will just be even simpler going forward.

Management will also remain the same. The same essential people will remain in their roles. Ex: Krista will still be doing invoicing, Craig/Jamie will oversee legal and contracts

Emails will change to first.last@keenahealth.com. For a transition period we will have access to both our email addresses. Alias will flow to our inbox.

**Q:** Will there be a change in the CRM we're currently using to post cases/tickets?

There will be no changes with the CRM and posting cases. However, we will be upgrading BlueCamroo this summer. Clients will also be able to access the Client Center from the new Keena website to connect into their support cases.

### **Solutions and Services offered**

**Q:** Will there be a change in focus/direction for the products and services EHRis/BSS are integrating and/or providing support for? If so, what are those changes?

No. Our focus will remain on the same clinical services and solutions our clients have come to rely on.