

Exhibit A



Membership Services & Pricing

Baseline Service Packages

Clinical Membership\$2,500 per endpoint annually
Educational Membership\$1,250 per endpoint annually
Cisco Meeting MembershipSee pricing options on page 4
USAC Filing Fee\$1,250 per circuit annually
Broadband Equipment PurchaseSee pricing options on page 5

Leased Equipment Packages

Full Clinical Package (Membership + Equipment + Peripherals)\$12,000 annually
Clinical Lite Package (Membership + Equipment + Peripherals)\$6,700 annually
Partial Clinical Package (Membership + Equipment)\$8,400 annually
Full Educational Package (Membership + Equipment)\$7,500 annually

Service Package Add-On Options

Live Recording and Archive\$45 per recording
Network Usage Reporting\$250 annually for a monthly report per site\$100 annually for a quarterly report per site
Site Assessment\$500 per site within 100 mile radius
RSPMI (Rehabilitative Services for Persons with Mental Illness)\$1,000 certification fee per site connected to bridge\$150 affiliate certification\$150 Re-certification
Data Line/Circuitcost to be determined per site

Training Services

CDH Training Center Sessions\$800 per half-day session\$1,600 per full session\$2,400 per 1.5 day session\$3,200 per two-day session
Training via Interactive Video (IAV)\$75 per hour
On-Site Training\$625 per site up to 3 hours

Membership and Service Explanations

Please note, Arkansas e-Link membership and services described below **do not include** the costs of equipment or broadband, unless otherwise indicated. Facilities may use their existing equipment and broadband to take part in Arkansas e-Link membership and services. Arkansas e-Link is a consortium of healthcare providers across the state. It allows members to apply for Rural Health Care Connect funding, making telemedicine more affordable by reducing data circuit costs and providing savings on networking equipment. Please contact us to determine how you may participate in this discounted broadband consortium. As described below, equipment and peripherals are also available for lease through Arkansas e-Link.

Baseline Services

Clinical Membership

This membership offers sites network access to the vast clinical services available through Arkansas e-Link for real-time patient and provider consultations, remote examinations, and much more. Clinical Network Membership also includes access to those services found through Educational Membership, described below. A broadband connection and interactive video equipment are prerequisite to utilizing this membership. The following features are available:

- ◆ Access to hundreds of healthcare and education sites throughout the state
- ◆ HIPAA-compliant security and encryption
- ◆ Equipment supporting firewall transversal of Local Area Network to Arkansas e-Link
- ◆ Access to clinical, point-to-point interactive video connections
- ◆ Access to remote on-the-spot connectivity support during business hours for routine care; next business day service for non-critical issues
- ◆ Around-the-clock (24/7) access to remote technical support for acute & critical care (where applicable)
- ◆ Interactive video equipment maintenance, where applicable
- ◆ Network scheduling support through self-scheduling capabilities
- ◆ Remote Monitoring System capabilities
 - Monitor
 1. Power status & on/off control
 2. Input status & selection
 3. Volume levels
 - Cart
 1. Battery status & level alerts
 2. Power source - connected to wall or battery
 - Cisco C20
 1. Default settings enforcement
 2. Phonebook selections (education vs. clinical)
 3. Microphone status & mute/un-mute access
 4. Virtual remote control & alert, if activated
 5. Standard TMS functionality
 - PC
 1. Power status & on/off control
 2. Cisco Meeting failover if C20 is non-responsive

Membership Cost: \$2,500 per endpoint annually.

**Membership for endpoints with Clinical IAVs and IAV on Carts*



Educational Membership

Arkansas e-Link offers a wealth of distance learning opportunities for providers and patients alike, as facilitated through real-time interactive video teleconferencing. This membership offers similar features to “Clinical Membership”; however, this membership is solely focused on educational activities. A broadband connection and interactive video equipment are prerequisites to utilizing this membership. The following features are available:

- ◆ Access to hundreds of healthcare and education sites throughout the state
- ◆ HIPAA-compliant security and encryption
- ◆ Equipment supporting firewall transversal of Local Area Network to Arkansas e-Link
- ◆ Access to clinical, point-to-point interactive video connections
- ◆ Access to remote on-the-spot connectivity support during business hours for routine care; next business day service for non-critical issues
- ◆ Network scheduling support
- ◆ Remote technical support 8 AM - 5 PM Monday-Friday

Membership Cost: \$1,250 per endpoint annually.

** Membership for endpoints with desktop and educational units.*



Cisco Meeting Membership

Interactive-video education has benefited from new, affordable technologies that enable more providers to participate in distance education from their laptops and personal computers equipped with this technology. Cisco Meeting uses web cameras on Windows or Mac computers to allow providers to actively watch and participate in interactive video educational teleconferences facilitated over Arkansas e-Link. Cisco Meeting is an excellent means to allow providers anywhere to access learning platforms and coursework that will enhance their abilities to gain Continuing Education Credits. Users may choose to use their own web cameras, or they may purchase high definition cameras as offered through Arkansas e-Link vendors. The price of the camera and installation are not included in this package price. A broadband connection and interactive video equipment are prerequisites to accessing this service. The following features are available:

- ◆ One-year software license with included support
- ◆ Cisco Meeting tutorial
- ◆ Remote technical support 8 AM – 5PM Monday-Friday

Membership Types:

Tier 1-1 Account

- ◆ A Tier 1-1 account gives you the ability to connect to any other video endpoint, meeting room, or software client on the e-link network. It operates similarly to other Cisco software products

(Jabber) and has the functionality to make calls and share presentations.

Membership Cost: \$1,200.00

Tier 2-10 Account

- ◆ Tier 2-10 is a Tier 1-1 account with an added co-space. This gives the account holder the ability to conduct a video conference by emailing a hyperlink to any individual with a Windows OS, Apple OS, Android, or iOS device.

Membership Cost: \$10,000.00

Tier 2-20 Account

- ◆ Tier 2-20 account is simply the same as Tier 2-10, with the ability to have 20 participants join into a co-space simultaneously.

Membership Cost: \$20,000.00

Static Meeting Room

- ◆ A static meeting room is effectively a standalone co-space where end-users can dial into a common meeting room. These rooms do not have the ability to invite participants via hyperlink. To participate in the static meeting room, the end-user must have access to video conferencing hardware or software.

Membership Cost: \$500.00 + Annual Cost of a "Tier" Account

Custom Landing Page

- ◆ The custom landing page is a single account or group of accounts with the WebRTC function that would be customized to your business brand. Your landing page would have your logo and a backdrop of your choosing.

ONE TIME COST \$10,000.00 + Annual Cost of Any Applicable Account + Annual Maintenance of \$2,000



USAC Filing Fee

This fee will allow the proper filing of FCC/USAC forms for sites to receive Health Care Fund (HCF) discounts for circuit connections. Arkansas e-Link will work with sites to obtain the necessary information needed to determine eligibility for sites. This fee only applies when a site is not currently paying for other membership services.

Membership Cost: \$1,250 per circuit annually



Broadband Equipment Purchase Fee

This fee will allow the proper filing of USAC forms for sites to receive Health Care Fund (HCF) discounts for network equipment - routers, switches, etc. Arkansas e-Link will work with sites to obtain the necessary information needed to determine eligibility for sites. Request for equipment purchases must be submitted through the Center for Distance Health (CDH) Arkansas e-Link RFI portal. CDH will facilitate all purchases by referencing the UAMS USAC RFP. Once an approved quote is provided, purchases for all network equipment will be made directly between site and vendor. UAMS CDH Arkansas e-Link Consortium Leader will process all appropriate USAC paperwork pertaining to any purchase.

Cost: \$1,250 per USAC order up to \$20,000; 10% of the cost-savings for orders over \$20,000

Full Clinical Package (Clinical Membership + Equipment + Peripherals)

For those clinical sites that need interactive video equipment and peripherals that interface with such equipment, Arkansas e-Link offers its Clinical Membership with an annual lease for interactive video equipment and peripherals necessary to fully participate in the network’s clinical services. This Full Clinical Package includes:

- φ One-year Clinical Membership
- φ One-year lease of equipment consisting of one clinical cart with HD camera that has pan, tilt and zoom capabilities, monitor, network cables, peripherals and video codec
- φ Equipment and peripheral delivery, installation and training

Cost: \$12,000 annually



Clinical Lite Package (Clinical Membership + Equipment + Peripherals)

For those clinical sites that need interactive video equipment and peripherals that interface with such equipment, Arkansas e-Link offers its Clinical Membership with an annual lease for interactive video equipment and peripherals necessary to fully participate in the network’s clinical services. This Clinical Lite Package includes:

- φ One-year Clinical Membership
- φ One-year lease of equipment consisting of one clinical cart with monitor, network cables, peripherals, HD webcam that has pan, tilt and zoom capabilities) and a Cisco Meeting license
- φ Equipment and peripheral delivery, installation, and training

Cost: \$6,700 annually

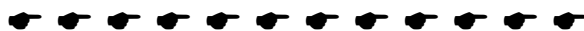


Partial Clinical Package (Clinical Membership + Equipment)

The Arkansas e-Link Clinical Membership is also available with leased interactive video equipment without peripherals. This Partial Clinical Package includes:

- ◆ One-year Clinical Membership
- ◆ One-year lease of equipment consisting of one clinical cart with HD camera that has pan, tilt and zoom capabilities, monitor, network cables, peripheral capabilities and video codec
- ◆ Equipment delivery, installation and training

Cost: \$8,400 annually



Full Educational Package (Educational Membership + Equipment)

For sites in need of interactive video equipment with an interest in only participating in Arkansas e-Link’s educational offerings, the Full Educational Package offers a one-year Educational Membership with a one-year lease of interactive video equipment ideal for network participation. The Full Educational Package includes:

- ◆ One-year Educational Membership
- ◆ One-year lease of equipment consisting of one educational cart with HD camera that has pan, tilt and zoom capabilities, monitor, network cables and video codec
- ◆ Equipment delivery, installation and training

Cost: \$7,500 annually

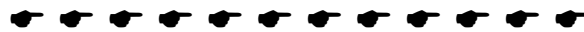
Service Package Add-On Options

Network Usage Reporting

Arkansas e-Link offers access to an add-on service that enables sites to track and analyze its usage of the network, including data such as units utilized, duration in usage of network resources, reasons for outgoing and incoming calls, and myriad other variables. This valuable data can help sites determine their need for further bandwidth and equipment. The reports also include the ability to log connections, as required for reimbursement. The specific deliverables of this service follow:

- ◆ Site-specific detailed reports of network usage
- ◆ Available in monthly or quarterly intervals

Cost: *\$250 annually for a monthly report per site, or
\$100 annually for a quarterly report per site*



Site Assessment

The Center for Distance Health will provide site assessment. This will include assessment of space for appropriate equipment and its optimal placement. Assessment will also ensure network drops are in place and functional and whether available bandwidth is sufficient for the needs of the site. Recommendations may also be made to the site for the most effective and efficient use of equipment.

Live Recording and Archive

When holding a conference or meeting, oftentimes it is advantageous to record the interaction for further review or playback for essential staff members who may not have been able to attend. Arkansas e-Link has the capacity to record and archive any interactive video event for access at a later date, while also providing editing as needed to establish seamless video playback. The specific deliverables of this service follow:

- ◆ Recording of live interactive video sessions on Arkansas e-Link content server
- ◆ Editing of video for improved viewing
- ◆ Archiving of recorded video to index server where the video may be accessed for review
- ◆ Disc provided upon request

Cost: *\$45 per event*



RSPMI

RSPMI certification must be obtained for each site before application for Medicaid provider enrollment. Each site that is managed on the bridge will be responsible for a certification fee as well as an educational or clinical membership fee; this will be based upon Arkansas e-Link equipment currently in place at the site. Any additional distant sites would also incur a certification fee.

Training Services

Training Center Sessions Arkansas e-Link extends a wealth of telemedicine knowledge through The Center for Distance Health. The most impressive aspect of telemedicine is that it eliminates barriers to quality care. The **UAMS Center for Distance Health (CDH)** has established a Training Center to serve Arkansas and others developing their telehealth programs. By enabling telehealth access in all rural

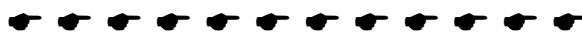
communities, patients around the globe can seek specialized care no matter their distance from the nearest tertiary center. The **CDH Training Center** provides technological assessment and advisement on appropriate telehealth technologies for organizations interested in expanding or establishing telehealth systems. The CDH is able to assist health organizations successfully and efficiently branch into distance health. Visitors may choose from the below menu of telehealth topics. Each visit is tailored to the needs of the visitor. General overviews are free to participating Arkansas groups; however, there is a fee for in-depth training. Out-of-state groups are also welcome. For a general estimation of the fees, see the price schedule below. Fee is dependent on the detail level and time required to explore the selected topic. The **Center for Distance Health** offers a free 30-minute telephone or video consultation to aid potential visitors in their decision.

Program Development	Clinical	Telehealth Technology
Telehealth 101 (SCTRC)	General Clinical Program Development	Building Your IT Team
Business and Sustainability	ANGELS (Maternal-Fetal Health)	Network Design and Maintenance
Billing and Reimbursement	Arkansas SAVES (Tele-Stroke)	Managing a State-Wide Network
Legal and Regulatory Issues	Neonatal and Pediatric Care – Telenursery ANGEL Eye, Genetics	Equipment, Maintenance and Troubleshooting
Additional Topics		
Tele-Education – CME		
Research and Evaluation		
Clinical Simulation Center		

- ◆ Training Center sessions with 1 to 7 participants for half a day up to two full days.
- ◆ Training can address multiple ideas and programs.

Training Center Session Costs:

\$800 half-day session
\$1,600 for one-day, full session
\$2,400 for day-and-a-half session
\$3,200 for two-day session
Individualized projects may require custom pricing.



On-Site Training

Arkansas e-Link provides sites with additional interactive video training at their location. Types of training include peripherals, cart usage, educational opportunities, and use of software.

On-Site Training Costs:

\$625 per site up to 3 hours



Training via Interactive Video (IAV)

Training can also be delivered through remote means by using interactive video equipment, which will connect trainers and the trainees through real-time technologies. Remote training may focus on any of the following topics and more: Equipment training, medical peripheral devices training, and discussions of successful telemedicine programs and strategies. Remote training costs are calculated on an hourly basis.

***Training via IAV Costs:
\$75 per hour***

Other Services Offered

Call Center Triage / After-Hours Access

Arkansas e-Link offers its members access to a partnering center that provides clinical triage for patients through their providers in any range of clinical issues. The Call Center is staffed with nurses who specialize in the triage of patients, while also extending support in facilitation of emergency transports to the nearest, most appropriate hospital. In some cases, the Call Center can also connect callers to specialists who can offer support through phone and, at times, through interactive video. The specific deliverables of this service follow:

- ◆ Access to Call Center triage services between the times of 5PM to 8AM on Monday-Friday (weekdays) and from Friday 5PM to Monday 8AM (weekend).
- ◆ Transcription of triage data taken during the call and subsequent transmission of data to the caller's associated medical facility.

***Cost: Option 1: \$1,500 per month for 150 or less incoming calls, then \$10 per call for calls beyond the allotted 150 monthly calls;
Option 2: \$15 per call***

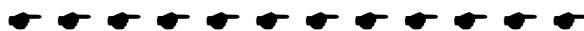


Language Interpretation through Video Exchange (LIVE) Services

Arkansas e-Link is also proud to offer the option of adding live language interpretation services to their interactive video offerings. Language interpretation is currently offered in Spanish with more languages to be integrated as need is identified. This service allows a live interpreter to join your patient consultation by video or phone to offer support with a limited English proficiency patient, interpreting both the provider message and the patient response. Further, written translation services are also available. A broadband connection and interactive video equipment are prerequisites to accessing the interactive video portion of this service. The specific deliverables of this service follow:

- ◆ Access to trained staff to provide scheduled or impromptu language interpretation through interactive video or telephone during normal business hours (subject to staff availability).

***Cost: \$1.35 per minute over interactive video;
\$1.08 per minute over telephone; and
\$0.20 per word for written material***



Please note: ANGELS and Arkansas SAVES services are not included in this menu, as they are currently funded through Arkansas Medicaid.

To order Arkansas e-Link membership and receive an order form, please complete the Arkansas e-Link "Request for Information" form online.

<http://arkansaselink.com/request-for-information-form/>

For further information about these or additional services available to Arkansas e-Link members, please contact Roy Kitchen at KitchenRoy@uams.edu or (501) 686-6227.