

PRODUCT SPECIFICATIONS FOR REALPAGE CARE MANAGEMENT

UPDATED: March 5, 2020

These Product Specifications describe the current functionality and certain dependencies of the above-referenced product center (the “Product Center”). Access to and use of the Product Center is governed by an underlying agreement and, as applicable, addendum (collectively, the “Agreement”) with RealPage, Inc. and, as applicable, its affiliates (collectively referred to herein as the “Provider” “we” or “us”). Capitalized terms used in these Product Specifications have the meanings provided in the Agreement unless otherwise defined herein.

Subject to the terms of the Agreement, these Product Specifications may be modified at any time. If we modify these Product Specifications, we will post the updated version at <http://www.specifications.controls.realpage.com> and update the “Updated” date above. We recommend that you review these Product Specifications periodically for any changes. Your continued access to or use of the Product Center will constitute your acceptance of the updated Product Specifications.

1. AUTHORIZED USERS AND PASSWORD

Provider will provide the licensee under the Agreement (“Licensee”) with a user name and password permitting Authorized Users to access the Product Center. Licensee is responsible for the protection and dissemination of such user name and password and for any activities or actions occurring under Licensee’s account or log-in credentials—including, without limitation, for any losses or damages resulting from the loss, theft or misuse of or failure to protect any such user name or password. Licensee will permit only Authorized Users to access the Product Center, will ensure that all Authorized Users comply with the terms and conditions set forth in the Agreement and herein, and will not permit any person that ceases to be an Authorized User to continue to use a user name or password.

2. OVERVIEW OF REALPAGE CARE MANAGEMENT

REALPAGE CARE MANAGEMENT designed as a stand-alone application, provides resident care capability with basic property management functionality. The property management functionality facilitates a basic workflow for move-ins, move-outs, and transfers. Additional property management functionality requires Community Management.

Care Management provides owners the tools to assess residents’ needs (assessment management), calculate appropriate care fees (care fee management), coordinate staff delivery of needed care (staff management), track resident absence (census management) and collect resident information (“Senior at a Glance” management). There are reports to support the workflows, including state reports for regulatory compliance.

All functionality is based on user roles and rights. Corporate level setup provides control over specific settings within the system.

Note: The REALPAGE CARE MANAGEMENT Product Center was not designed to store electronic protected health information, as defined by Section 160.103 of the HIPAA Regulations, 45 CFR Parts 160, under the Health Information Portability and Accountability Act Omnibus Final Rule released on January 17, 2013. Users should not use any feature of the REALPAGE CARE MANAGEMENT Product Center to upload or to store any electronic protected health information.

3. DETAILED SPECIFICATIONS FOR REALPAGE CARE MANAGEMENT

This section outlines the major capabilities of REALPAGE CARE MANAGEMENT:

3.1. Assessment Management

- a. Create and manage templates for general and specialized assessments
- b. Progressive and Composite Need selections for General Assessments
- c. Resident specific Need and Task creation for General Assessments
- d. Number and Text Responses for Specialized Assessments
- e. Copy existing Needs and Tasks from prior assessment
- f. Update care fee inclusion during assessment
- g. General assessments calculate resident acuity score
- h. Print resident specific reports:
 - (i) Assessment summary
 - (ii) Resident Assessment
 - (iii) Resident Information
 - (iv) Individualized Service Plan
 - (v) Cost of Care Report
 - (vi) Staff Assignment by Month report
- i. Automatically file resident specific reports in Document Management
- j. Assessment approval workflow
 - (i) Modify assessment based on review
 - (ii) Finalize assessment
 - (iii) Approve assessment
- k. Delete assessment
- l. Personalize assessment tasks
- m. Assessment history
- n. Snapshot of assessment statistics
- o. Snapshot for tracking average acuity
- p. Reporting for assessment management:
 - (i) Assessment Category
 - (ii) Assessment Due Dates
 - (iii) Blank Assessment Form
 - (iv) Care Management Template
 - (v) Needs and Tasks excluded at template
 - (vi) Needs and Tasks excluded by users
 - (vii) Past Due Assessments
 - (viii) Resident Acuity
 - (ix) Resident Assessment
 - (x) Resident Assessment Status
 - (xi) Resident Assessment Summary
 - (xii) Senior Living Resident Assessment Detail
 - (xiii) Weekly Customizable Report (for weekly tasks)

3.2. Staff Management

- a. Manage staff, assign to responsible party group and shift
 - b. Manage staff tasks
 - c. Manage staff unit assignment
 - d. Task Completion Documentation
 - e. Task Completion Administration
 - f. Reporting:
 - (i) Average Labor Cost by Assessment Category
 - (ii) Average Labor Cost by Resident
 - (iii) Average Labor Cost by Responsible Party
 - (iv) Average Labor Cost by Service Group
 - (v) Resident Minutes and Hours
 - (vi) Staff Assignment by Day
 - (vii) Staff Assignment by Month
 - (viii) Staff Assignment documentation
 - (ix) Staff Assignments-Community
 - (x) Staffing by Responsible Party
 - (xi) Staffing by Shift
 - (xii) Staffing Summary Report
 - (xiii) Task Completion Documentation
 - (xiv) Task Completion Information
- 3.3. Care Fee Management
- a. “Start” and “End” updated care fee charges
 - b. Accept or Reject updated care fee charges
 - c. Modify existing care fee charge
 - d. Change the care fee scheme for the assessment
 - e. Stop care fees during a resident absence
 - f. Care Fee History
 - g. Snapshot for care fees pending acceptance
 - h. Reporting for care fee management:
 - (i) Care Fee Changes
 - (ii) Care Fee Margin by Resident
 - (iii) Care Fee Modification Summary
 - (iv) Cost of Care Communication
 - (v) Resident Acuity
- 3.4. Census Management
- a. Start and end a temporary absence
 - b. Snapshot for temporary absence
 - c. Task Completion considers resident absence
 - d. Stop care fees during a resident absence
 - e. Reporting:
 - (i) Resident Roster
 - (ii) Temporary Absence Log
- 3.5. “Senior at a Glance” management

- a. Upload resident photo
 - b. Collect general resident, demographic, and insurance account information
 - c. Collect primary and other associated contact information
 - d. Collect personal health information
 - e. Collect Vital Signs and view history with graph
 - f. Input Resident Narrative
 - g. Integrate with eMAR for medication data for residents
 - h. Resident activities and preferences
 - i. Snapshot with eMAR data
 - j. Reporting:
 - (i) Blank Resident Information Sheet
 - (ii) Emergency Contacts
 - (iii) Resident Activity by Activity and Resident
 - (iv) Resident Birthdays
 - (v) Resident Information
 - (vi) Resident Information Detail
 - (vii) Resident Note
 - (viii) Resident Preferences
 - (ix) Senior Living Mailing Labels
 - (x) Senior Living Resident Detail
- 3.6. State Reports
- a. Idaho Resident Assessment Summary
 - b. Idaho Uniform Assessment Instrument and NSA
 - c. Kansas Functional Capacity Screening
 - d. Kansas Resident Roster
 - e. Maryland Assisted Living Manager's Assessment
 - f. Maryland Health Care Practitioner's Form
 - g. Maryland level of Care Scoring Tool (Individual)
 - h. Maryland level of Care Scoring Tool (Summary)
 - i. Maryland 45 Day Review
 - j. Montana Assisted Living Resident Needs Assessment
 - k. Montana Category of Care report
 - l. North Carolina Personal Care Physician Authorization and Care Plan
 - m. North Carolina Resident Register
 - n. New Hampshire Care Plan
 - o. New Hampshire Resident Assessment Tool (RAT)
 - p. New York Daily Census DSS 2900
 - q. New York Personal Data Sheet DSS 2949
 - r. New York Chronological Admission Discharge report
 - s. New York Resident Evaluation 4397a
 - t. New York Resident Evaluation 4397b
 - u. Oklahoma Plan of Accommodation
 - v. Oklahoma Assisted Living Resident Assessment Form

- w. PA Resident Assessment Support Plan – RASP
 - x. UT Resident Assessment
 - y. VA Uniform Assessment Instrument
 - z. VA Individualized Service Plan
 - aa. WA Resident Characteristic Roster
 - bb. WY Functional Screening for Assisted Living
- 3.7. Corporate Level Setup
- a. Service group unit assignment
 - b. Market rent designation by unit
 - c. Assessment score display control
 - d. Allow needs or tasks to be added/edited on a resident-by-resident basis
 - e. Set up to allow assessments to be reviewed
 - f. Automatically file resident reports in Document Management
 - g. Set up medication notes
 - h. Set up resident activities
 - i. Set up score determination value
 - j. Set up new service groups
 - k. Import care management template (business model only)
 - l. Set up new or edit existing care management templates
 - m. Set up maximum number of days to begin care fee charge effective date
 - n. Set up new or future care fee schemes to be applied to care templates
 - o. Set up additional contact groups and types
 - p. Set up new or edit existing shift schedules for staff
 - q. Set up an hourly cost and burden compensation for staff
 - r. Set up responsible party average and scoring rates
 - s. Resident management:
 - (i) Demographics
 - (ii) Reasons for move out
 - (iii) Personal Health Settings
 - (iv) Code Status
 - t. Settings for Task Completion Documentation
4. CALIFORNIA CONSUMER PRIVACY ACT OF 2018 (“CCPA”) DATA PROCESSING STATEMENT

This CCPA Data Processing Statement applies to “Personal Information” of a “Consumer” as those terms are defined under the CCPA (referred to hereafter as “Personal Data”) that RealPage processes in the course of providing services under the Product Center (“Services”) governed by the Agreement to Customer.

RealPage understands the terms in this CCPA Data Processing Statement and agrees to comply with them. The terms of this CCPA Data Processing Statement will prevail in connection with the purpose and scope of this CCPA Data Processing Statement over any conflicting terms in the Agreement.

4.1. Customer’s Role. The Customer is a for profit entity that determines the purpose and means of processing Personal Data. Customer will provide Personal Data to RealPage solely for the purpose of RealPage performing the Services.

- 4.2. RealPage's Role. RealPage shall provide the Services and process any Personal Data in accordance with the Agreement. RealPage may not retain, use, or disclose Personal Data for any other purpose other than for providing the Services and in performance of the Agreement.
- 4.3. Data Processing, Transfers, and Sales. RealPage will process Personal Data only as necessary to perform the Services, and will not, under any circumstances, collect, use, retain, access, share, transfer, or otherwise process Personal Data for any purpose not related to providing such Services. RealPage will refrain from taking any action that would cause any transfers of Personal Data to or from RealPage to qualify as "selling personal information" as that term is defined under the CCPA.
- 4.4. Sub-Service Providers. Notwithstanding the restrictions in Section 2.3, Customer agrees that RealPage may engage other Service Providers (as defined under the CCPA), to assist in providing the Services to Customer ("Sub-Service Providers"). RealPage carries out appropriate due diligence on each Sub-Service Provider and the arrangement between RealPage and each Sub-Service Provider is governed by a written contract which includes terms substantially equivalent to those set out in this CCPA Data Processing Statement.
- 4.5. Security. RealPage will use commercially reasonable security procedures that are reasonably designed to maintain an industry-standard level of security, prevent unauthorized access to and/or disclosure of Personal Data.
- 4.6. Retention. RealPage will retain Personal Data in accordance with Customer instructions, the terms of the Agreement, or any applicable law(s), whichever requirement is controlling under the circumstances. At the termination of this CCPA Data Processing Statement, or upon Customer's written request, RealPage will either destroy or return Personal Data to the Customer, unless legal obligations require storage of the Personal Data.
- 4.7. Assistance with Consumers' Rights Requests. If RealPage, directly or indirectly, receives a request submitted by a Consumer to exercise a right it has under the CCPA in relation to that Consumer's Personal Data, it will provide a copy of the request to the Customer. The Customer will be responsible for handling and communicating with Consumers in relation to such requests.
- 4.8. Enforceability. Any provision of this CCPA Data Processing Statement that is prohibited or unenforceable shall be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof. The parties will attempt to agree upon a valid and enforceable provision that is a reasonable substitute and shall then incorporate such substitute provision into this CCPA Data Processing Statement.