



Account Team Information	
SAE Name:	Brandon Huck
SAE Phone:	817.291.7468
SAE Email:	Brandon.huck@cvshealth.com
AM Name:	Daisy Razo
AM Phone:	817.760.9765
AM Email:	daisy.razo@cvshealth.com
Customer Information	
Client Name ("Customer"):	County of El Paso
Eligible Carrier, Account, & Group(s) (CAG)	7704 / 89626982 / ALL
Customer Code	
Coalition/TPA/Health Plan name if different from Customer name:	
Customer Type	
☒ Employer ☐ Coalition/TPA ☐ Health Plan	

This Vendor Election Form, once executed, is an exhibit to the Point Solutions Management Amendment between Aetna Life Insurance Company., ("Aetna"), and The County of El Paso.

Customer agrees to implement the Solution ["Hello Heart Hypertension program"] provided by the "Vendor" [Hello Heart, Inc.] pursuant to the Point Solutions Management Amendment effective with the following parameters:

Vendor Program as described by Vendor:

Vendor will provide the Services and/or Deliverables as detailed herein. Any items not contemplated below will be considered outside the scope of Services for this SOW. If Aetna expands the scope of Services, the amount required to perform the additional Services will be agreed upon and an Addendum will be attached to the current SOW.

Vendor will provide the following:

- A mobile software that is designed to promote population-level improvements in heart health. The improvements in heart health will be measured as points of reduction of systolic blood pressure and overall decrease of users with hypertension. % of users that decrease their blood pressure will be measured and reported to the clients alongside the average drop in systolic and diastolic decrease. Vendor will also report how many users were able to catch hypertension crisis level reading in time and get back to a controlled range. The software includes tools to track and understand blood pressure, pulse, weight, activity levels. It also includes medication adherence tools and personalized wellness tips to improve blood pressure over time.
- Vendor enrollment team will assist the Aetna customer enroll the program and provide:
 - Marketing materials and enrollment content - emails, video, post cards, posters
 - Live enrollment support: email, mail, and phone when required. Onsite enrollment by vendor's enrollment specialists in every location with over 200 eligible employees for the program.
 - Remote champions training for other locations by vendor's designated teams.
 - Ongoing Engagement tools- reach out via email, push notification and phone to inactive users
- All Customer members enrolled on the program will be given an opportunity to download the Hello Heart application to their iPhones or Android mobile devices, providing access to a wide array of tracking tools and resources to help them improve their heart health.
- Every Enrolled Member will receive an FDA cleared Bluetooth enabled blood pressure monitor for each user. Monitors will be distributed by the onsite team for relevant locations or sent to the participant home.
 - Manufacturer's Warranty
 - Vendor represents and warrants that Vendor's devices (blood pressure monitor) is warranted by the manufacturer for one (1) year. Therefore, if for any reason Vendor's device becomes defective or fails to work as anticipated (other than by reason of Enrolled Member's misuse or damage), Enrolled Members will receive a new replacement device free of charge (no charge to Aetna, Aetna customer, or Enrolled Member) within ten (10) business days in accordance with such manufacturer's warranty. Vendor does not itself offer any warranty on the device, other than the above manufacturer's warranty.
- The Customer will be given access to quarterly dashboards that will present population enrollment levels and engagement levels in the program. The report will also include population medical parameters such as hypertension levels on an aggregated level. The improvements in heart health will be measured as points of reduction of systolic blood pressure and overall decrease of users with hypertension. The percent of users that decrease their blood pressure will

be measured and reported to the clients alongside the average drop in systolic and diastolic decrease.

- Vendor will provide users registration and ongoing technical support via email and phone and engage the members in their health in order to increase frequency of use via emails and mobile notifications.
- To access and use the Hello Heart application, Enrolled Members are required to have access to the latest iPhone iOS and Android operating system versions in the market on mobile devices (not including tablets).
- All users will register to the program via Hello Heart's online portal and eligibility will be checked using eligibility data provided by the Customer. Eligibility criteria will be determined by the Customer.

Enrolled Member:

Users that have registered to the program via Hello Heart's online portal, downloaded the Hello Heart app, received a blood pressure monitor, and logged into the app will be counted as a "billable user". The billing trigger will happen once the user logs into the app using his registration data. After a member enrolls in the program, the client will be billed for 12 months in its entirety upfront. After 12 months, billing will be done on a quarterly basis based on usage of the program over time. Users that won't be active for 6 months won't be billed.

In connection with the Point Solutions Management Services, Client authorizes Aetna's affiliate CVS Caremark to provide Solution-specific Eligible Member eligibility data at its direction and on its behalf to the Vendor, the timing and format of which will be mutually agreed to between CVS Caremark and the Vendor. In certain circumstances, Customer may be required to send data directly to Vendor. In the event that is not possible, Customer may incur an additional fee and potential delays.

Solution Effective Date: 01/01/2023

Note: Effective Date must be the first day of the month, cannot be sooner than the effective date of the Point Solutions Management Amendment, and cannot be sooner than 90 calendar days from the delivery of this Vendor Election Form to PointSolutionsManagement@CVSHealth.com. Aetna recommends that the date members can start enrolling be at least 3 business days after the effective date to allow time for systems testing.

Eligible Member Population: (check all that apply)**PBM-covered lives:**

☒ Employees

☒ Dependents (18+ years)



Reporting will be provided by Vendor to Customer on a quarterly basis. Reporting will include data around the following:

- ☐ Member communication materials and cadence of communications
- ☐ Communication campaign dates and effectiveness
- ☐ Dates of enrollment and other billable events for all utilizing members
- ☐ Secondary cost data (i.e., distribution of connected devices, etc.)
- ☐ Utilization data (i.e., number of times service was used, length of time service was used, etc.)
- ☐ ROI reporting
- ☐ Clinical outcomes reporting
- ☐ Other, as determined by the Customer

Enrolled Member Pricing:

\$49 Per Enrolled Member per month.

An Enrolled Member is any Eligible Member who has registered to the program via Hello Heart's online portal, downloaded the Hello Heart app, received a blood pressure monitor, and logged into the app.

After a member enrolls in the program, the customer will be billed for 12 months in its entirety upfront. After 12 months, the customer will be billed on a quarterly basis based on usage of the program over time. The Customer will not be billed for users who are not active for 6 months.

The term of the program will be 1 year with automatic yearly renewal. The Customer may terminate this VEF with 90 calendar days-notice prior to the year anniversary.

ROI/Clinical Outcome Guarantee (50% Fees at risk): Vendor will guarantee that at least 10% of the Enrolled Users at risk will lower their blood pressure within 2 months. If Vendor does not deliver these results, the client will be credited 50% of the first-year's fees paid to Vendor.

Note: AWP for Vendor Solution is \$49 per enrolled member per month

Signature of Customer's Authorized Representative

Name (Print): _____

Title: _____

Date Signed: _____
(MM/DD/YYYY)

Signature of Aetna's Strategic Account Executive

Date Signed: _____
(MM/DD/YYYY)