

# SCHEDULE A ADDENDUM TO THE SERVICE LEVEL AGREEMENT BETWEEN UTAH INTERACTIVE AND THE UTAH DEPARTMENT OF HEALTH

This document will serve as the latest Schedule A addendum to the Service Level Agreement with the Network, Utah Interactive, adding additional Utah Department of Health, Children's Health Insurance Program Division, transactions or services to the Network, subject to Council approval.

## Proposed Service: Children's Health Insurance Program Annual Renewal Application

### AGREEMENTS

1. Access By the Network Manager. The Department of Health, Children's Health Insurance Program Division, authorizes the Network Manager to provide electronic access to allow Online Children's Health Insurance Program applications in accordance with this Agreement. The description of Service is as follows:

The Children's Health Insurance Program (CHIP) Annual Renewal will allow families to renew CHIP benefits online. The renewal allows the user to complete the online application by entering in personal, household, and income information. The applicants record will be stored in Utah Interactive database for 45 days. An administrative interface will be utilized to allow eligibility office personnel the ability to view the CHIP renewals submitted online.

2. Record Classification and User Access. The Department of Health, CHIP Division, represents to the Network Manager the record classification: Confidential and Private

The Network Manager certifies that they will offer the following security and authorization for access to the application outlined above:

This application will reside on a secure server that uses Secure Socket Layer (SSL) that will encrypt data transmission between the server and the users browser for the Web service.

3. Record Supply Costs and Computer Programs. The Network Manager shall be responsible for costs and expenses in establishing access to the records and providing record transactions to Users and Subscribers, including without limitation, the cost for purchasing or developing and maintaining all programs used to interface with the Department of Health, CHIP Division, computer programs and to access the Records. Computer programs used by the Network Manager shall:
  - a. Protect information from unauthorized access;
  - b. Supply records to Subscribers on a timely basis in an accurate, understandable and logical format acceptable to the Department of Health, CHIP Division;
  - c. Be prototyped for the Department of Health, CHIP Division, tested by the Network Manager and the Department of Health, CHIP Division and approved before it is offered to the public.
4. Use messages. If required by the Department of Health, CHIP Division, the Network Manager shall cause the Network to require Users to signify online that they will comply with any restriction on use of the records required by law, as amended from time to time. Such user agreement will be

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AND THE DEPARTMENT OF HEALTH**

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in the form of a use message displayed online, with a required positive response, all as captured in a log file, prior to the User being permitted to further search or view the record.

5. Registration Agreements. Registration agreements will not be required for this application.
6. Transaction Logs. The Department of Health, CHIP Division shall have access to the Network's Transaction Log for the purpose of auditing the collection and dissemination of the Department of Health, CHIP Division's records. Unless otherwise specified by Department of Health, CHIP Division, this Log shall contain the following data: User name, transaction data and time and type of inquiry/transaction.

7. Payment and Collection.

A Service Charge is requested for the development of the CHIP online application.

Agency/Project/ Priority	Statutory Fee	the Network Charge
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1. CHIP Annual Renewal	\$0	not to exceed \$8,600.00
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8. Records and Finances. All Network documents and records maintained by the Network Manager relating to Department of Health, CHIP Division's records shall be available for inspection, auditing and copying by the agency or other authorized representatives.
9. Efficiency Gain Calculation. The Department of Health, CHIP Division and the Network will establish baseline cost for the accessing records both prior to making the enhanced service available and after the service is made available to estimate the cost savings of offering this service.

IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed by their duly authorized officials or officers.

Department of Health, CHIP Division

By Muel G. Wolf

Date 4/3/02

The Network

By Amy Sawyer  
Amy Sawyer, General Manager

Date 5/13/02

The Board

By Alan Sherwood  
Alan Sherwood, Chair

Date \_\_\_\_\_

