

Standard Operating Procedures	Topic: HealthJoy Subject: Termination Process Implemented and Finalized: 4/1/24 Updated: <i>(For questions: John Wolf)</i>

History: EVHC implemented HealthJoy provider steerage app for select clients. In the course of this process, we inquired about the process of terminating a client, should they not want to continue with the program. This document will outline the process as set forth by HealthJoy

Purpose: Outline the process to terminate a client from the HealthJoy platform

Note: HealthJoy requires 60 day notice of termination on a client that elects to terminate it's subscription.

Terminology:

- Request received for Initial Review Process

Step	Action
1	EVHC - Notify HealthJoy of client's intent to terminate (written)
2	EVHC - Participate in a termination call
3	EVHC – Upon notification and approval, remove client from all shared data files and future communications, but not before termination date
Note	Per HealthJoy - Early terminations or termination outside of termination period require strict review by internal HealthJoy leadership
	HealthJoy - will engage internal teams and submit termination email to leadership for review. HealthJoy – will set up termination call with EVHC to gather details around request.
Note	Terms in our agreement: 10.5 In the event a Client elects to terminate its subscription to the HealthJoy Core Navigation more than sixty (60) days prior to the end of a current Term and effective as of the last day of the current Term but the Client remains a client of Sponsor, then Client shall be required to pay HealthJoy the "Remaining Fees" (as defined in this Section 10.5) due for the remainder of the Client's contracted period; provided, however, that

	<p>Client shall not owe such Remaining Fees if the termination is a result of HealthJoy's breach of obligations established by this Agreement. In the event a Client elects to terminate its subscription to the HealthJoy Core Navigation due to the Client no longer being a client of Sponsor, then the Remaining Fees due for the remainder of the Client's contracted period may be waived in HealthJoy's sole discretion. The "Remaining Fees" shall be calculated by multiplying the PEPM pursuant to Section 9.3 by the total number of the respective Client's Employees at the end of the month when such termination was effective and multiplying that product by the number of months remaining in the then-current term.</p>
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