

Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130

State of West Virginia Master Agreement

Order Date: 10-06-2025

CORRECT ORDER NUMBER MUST APPEAR ON ALL PACKAGES, INVOICES, AND SHIPPING PAPERS. QUESTIONS CONCERNING THIS ORDER SHOULD BE DIRECTED TO THE DEPARTMENT CONTACT.

Order Number: CMA 0506 2868 EHP2500000001 4 **Procurement Folder:** 1407305 Reason for Modification: TOBACCO CESSATION QUITLINE **Document Name:** Change Order No. 2 - to renew contract **Document Description:** TOBACCO CESSATION QUITLINE Central Master Agreement **Procurement Type: Buyer Name:** Telephone: Email: **Shipping Method:** Best Way **Effective Start Date:** 2024-10-01 2026-09-30 Free on Board: FOB Dest, Freight Prepaid **Effective End Date:**

VENDOR

VS0000045046

RVO HEALTH LLC

Vendor Customer Code:

1101 RED VENTURES DRIVE

FORT MILL

US

SC

29707

Vendor Contact Phone:

7579186633

Extension:

Discount Details:

	Discount Allowed	Discount Percentage	Discount Days
#1	No	0.0000	0
#2	No		
#3	No		
#4	No		

DEPARTMENT CONTACT

Requestor Name: Requestor Phone: Jodie F Miller (304) 356-4057

Requestor Email:

jodie.f.miller@wv.gov

2026

INVOICE TO			SHIP TO		
PURCHASING DIRECTOR 304-356-4116		PURCHASING DIRECTOR 304-35	6-4116		
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURC	ES		
BPH - EPIDEMIOLOGY AND HEALTH PROMOTION		BPH - EPIDEMIOLOGY AND HEA	BPH - EPIDEMIOLOGY AND HEALTH PROMOTION		
350 CAPITOL ST, RM 515		350 CAPITOL ST, RM 515			
CHARLESTON	WV 25301-3715	CHARLESTON	WV 25301-3715		

US

CR 10-7-25

Total Order Amount:

Open End

Purchasing Division's File Copy

115

PURCHASING DIVISION AUTHORIZATION

DATE: JULIAL 197 &

ELECTRONIC SIGNATURE ON FILE

Date Printed: Oct 6, 2025

ATTO NET GENERAL APPROVAL AS TO FORM

DATE

ELECTRONIC SIGNATURE ONE

ENCUMBRANCE CERTIFICATION

DATE

Page:

ELECTRONIC S CHAPURE ON FILE

Order Number: CMA 0506 2868 EHP2500000001 4

FORM ID: WV-PRC-CMA-002 2020/01

Extended Description:

Change Order

Change Order No. 2 is issued to renew the original contract according to all terms, conditions, prices and specifications contained in the original contract including all authorized change orders.

Effective date of renewal 10/01/2025 through 09/30/2026

Renewal Remaining: 2 years

No other changes.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	80000000				0.000000
	Service From Service To			Service Cont	ract Amount
	2024-10-01	2025-09-30		96000.00	

Commodity Line Description:

Administrative Costs

Extended Description: Administrative Costs - 1 Year

Yearly Fee: \$96,000.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
2	81111508				0.000000
	Service From	Service To		Service Cont	ract Amount
	2024-10-01	2026-09-30		0.00	

Commodity Line Description:

Intake/Eligibility Verification

Extended Description:

Intake/Eligibility Verification - Per enrolled person

Unit Price: \$30.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
3	81111508				0.000000
	Service From Service To		Service Contract Amount		
	2024-10-01	2026-09-30		0.00	

Commodity Line Description:

Coaching Call #1

Extended Description: Coaching Call #1 - Per Call

Unit Price: \$35.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
4	81111508				0.000000
	Service From	Service To		Service Con	tract Amount
	2024-10-01	2026-09-30		0.00	

Commodity Line Description:

Coaching Call #2

Extended Description: Coaching Call #2 - Per Call

Unit Price: \$35.00

Date Printed: Oct 6, 2025 Order Number: CMA 0506 2868 EHP2500000001 4 Page: 2 FORM ID: WV-PRC-CMA-002 2020/01

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
5	81111508				0.000000
	Service From	Service To		Service Cont	act Amount

Commodity Line Description:

Coaching Call #3

Extended Description: Coaching Call #3 - Per Call

Unit Price: \$35.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
6	81111508				0.000000
	Service From Service To			Service Contract Amount	
	Service From	Service To		Service Contr	ract Amount

Commodity Line Description:

Coaching Call #4

Extended Description: Coaching Call #4 - Per Call

Unit Price: \$35.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
7	81111508				0.000000
	Service From	Service To		Service Contract Amount	
	2024-10-01	2026-09-30		0.00	

Commodity Line Description:

Reactive Calls #1-4

Extended Description:

Reactive Calls #1-4 - Per Call

Unit Price: \$35.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
8	81111508				0.000000
	Service From	Service To		Service Contract Amount	
	2024-10-01	2026-09-30		0.00	

Commodity Line Description:

Nicotine Gum 4mg

Extended Description:

CO_1 changed to effective date 10/01/2024

Nicotine Gum 4mg - Per Box

Unit Price: \$30.00

Nicotine Gum 4mg - Per Shipment

Unit Price: \$60.00

 Date Printed:
 Oct 1, 2025
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 0506
 2868
 EHP2500000001 4
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 3
 FORM ID: WV-PRC-CMA-002 2020/01

Line 1	Commodity Code	Manufacturer	Model No	Unit	Unit Price
9	81111508				0.000000
	Service From	Service To		Service Cont	ract Amount
	2024-10-01	2026-09-30		0.00	

Commodity Line Description:

Nicotine Gum 2mg

Extended Description:

CO_1 changed to effective date 10/01/2024

Nicotine Gum 2mg - Per Box

Unit Price: \$30.00

Nicotine Gum 2mg - Per Shipment

Unit Price: \$60.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
10	81111508				0.000000
	Service From	Service To		Service Con	tract Amount
	2024-10-01	2026-09-30		0.00	

Commodity Line Description:

Nicotine Patch 21mg

Extended Description:

Nicotine Patch 21mg - Per Shipment

Unit Price: \$52.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
11	81111508				0.000000
	Service From	Service To		Service Conf	ract Amount
	2024-10-01	2026-09-30		0.00	

Commodity Line Description:

Nicotine Patch 14mg

Extended Description:

Nicotine Patch 14mg - Per Shipment

Unit Price: \$52.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
12	81111508				0.000000
	Service From	Service To		Service Con	tract Amount
	2024-10-01	2026-09-30		0.00	

Commodity Line Description:

Nicotine Patch 7mg

Extended Description:

Nicotine Patch 7mg - Per Shipment

Unit Price: \$52.00

Date Printed: Oct 1, 2025 **Order Number:** CMA 0506 2868 EHP2500000001 4

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
13	81111508				0.000000
	Service From	Service To		Service Cont	tract Amount
	2024-10-01	2026-09-30		0.00	

Commodity Line Description:

Nicotine Lozenge 4mg

Extended Description:

CO_1 changed to effective date 10/01/2024

Nicotine Lozenge 4mg - Per Box

Unit Price: \$32.50

Nicotine Lozenge 4mg - Per Shipment

Unit Price: \$65.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
14	81111508				0.000000
	Service From	Service To		Service Cont	tract Amount
	2024-10-01	2026-09-30		0.00	

Commodity Line Description:

Nicotine Lozenge 2mg

Extended Description:

CO_1 changed to effective date 10/01/2024

Nicotine Lozenge 2mg - Per Box

Unit Price: \$32.50

Nicotine Lozenge 2mg - Per Shipment

Unit Price: \$65.00

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
15	80000000				0.000000
	Service From	Service To		Service Cont	ract Amount
	2025-10-01	2026-09-30		96000.00	

Commodity Line Description:

Administrative Costs - year 2

Extended Description:

Administrative Costs - 2 Year

Yearly Fee: \$96,000.00

Date Printed: Oct 1, 2025 **Order Number:** CMA 0506 2868 EHP2500000001 4

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FORM ID: WV-PRC-CMA-002 2020/01



1101 Red Ventures Dr Fort Mill, SC 29707 contact@rvohealth.com

September 8, 2025

WV DHHR Bureau for Public Health 350 Capital Street, Room 206 Charleston, WV 25301

To Whom It May Concern:

Consumer Wellness Solutions, LLC, a subsidiary of RVO Health, LLC ("Contractor"), requests renewal of the State of West Virginia Master Agreement, Order Number CMA- 0506-2868-EHP250000001-1 with an effective date of October 1, 2024 (hereafter, the "Agreement"), pursuant to Section 3 of the Agreement.

Contractor requests that, in accordance the Agreement, the renewal effectuate an additional one (1) year term from October 1, 2025, to September 30, 2026 according to all terms, conditions, prices, and specifications contained in the Agreement and its exhibits and addendums, including any authorized amendments and/or change orders.

If you agree to renew the Agreement, we propose full execution, by the respective authorized representatives of the parties, of the Letter of Commitment that follows this Request for Renewal.

If you have any questions, please reach out to me at my contact information below.

Thank you,

Jeffrey Cross

Executive Vice President, Prevention
Consumer Wellness Solutions, LLC, a subsidiary of RVO Health, LLC

LETTER OF COMMITMENT TO CONTINUE UNDER THE TERMS OF THE STATE OF WEST VIRGINIA MASTER AGREEMENT

Between

WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES, OFFICE OF COMMUNITY HEALTH SYSTEMS AND HEALTH PROMOTION (OCHSHP)

And

CONSUMER WELLNESS SOLUTIONS, LLC

This Letter of Commitment to Continue Under the Terms of the State of West Virginia Master Agreement between the State of West Virginia, OCHSHRP and Consumer Wellness Solutions, LLC, a subsidiary of RVO Health, LLC ("Letter of Commitment") is entered into by the State of West Virginia, OCHSHRP ("the State") and Consumer Wellness Solutions, LLC, a subsidiary of RVO Health, LLC ("Contractor"), for the purpose of renewing the arrangement between the parties through September 30, 2026.

WHEREAS the State and Contractor entered into the State of West Virginia Master Agreement, Order Number CMA-0506-2868-EHP2500000001-1 with an effective date of October 1, 2024 (the "Agreement");

WHEREAS pursuant to Section 3 of the Agreement, Contractor has requested to renew the Agreement for an additional one (1) year term from October 1, 2025, to September 30, 2026;

NOW THEREFORE, the parties agree as follows:

- 1. Contractor shall continue provide the services to the State at the rates mutually agreed upon for a period of one (1) year beginning October 1, 2025, and ending September 30, 2026. The parties shall retain the right to further renew the Agreement as set forth in Section 3 of the Agreement.
- 2. All terms and conditions of the original Agreement, as amended, shall remain the same; provided however that where the Agreement, as amended, contradicts the terms and conditions of this Letter of Commitment, this Letter of Commitment shall prevail.

Further the parties sayeth naught.

[signature page follows]

Docusign Envelope ID: 74B3EFF3-CCF1-4328-A2DD-CCD71ECA65B3

IN WITNESS WHEREOF, the parties have set their hands to this Letter of Commitment on the dates indicated below.

CONSUMER WELLNESS SOLUTIONS, LLC	
Signature: Jeff Cross Name: Jeff Cross Signature: Jeff Cross Signa	
Title: EVP Prevention	
Date: 9/9/2025	

WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES, OFFICE OF COMMUNITY HEALTH SYSTEMS AND HEALTH PROMOTION

Signature:	Heather	White	
Name:	Heather Whit	e	
	curement Spe		
Date: 10/1/	2025		



STATE OF WEST VIRGINIA DEPARTMENT OF HEALTH BUREAU FOR PUBLIC HEALTH

Arvin Singh, EdD, MBA, MPH, MS, FACHE Health Secretary

MEMORANDUM

TO:

DHHR Purchasing

THROUGH:

Scott Eubank, Director OCHS&HP

FROM:

Michele Bowles, Tobacco Cessation Coordinator,

Division of Tobacco Prevention/Division of Health Promotion and Chronic Disease

DATE:

July 21, 2025

RE:

Contract Renewal for WV Tobacco Quitline # CMA EHP2500000001

The Office of Community Health Systems & Health Promotions agrees to renew contract CMA EHP250000001 with RVO Health Inc effective October 01, 2025 through September 30, 2026 according to the terms, conditions, and pricing contained in the original contract, including all change orders.

Quitlines are effective, evidence-based tobacco cessation interventions that help tobacco users quit through a variety of service offerings, including interactive counseling by certified professionals, services tailored according to each individual's circumstances, referrals to other cessation resources, and options for nicotine replacement therapy, as needed. Additionally, Quitlines can increase the protentional to successfully quit using tobacco products by approximately 60% (Fiore MC, Jaén CR, Baker TB, et al).

Mission Critical:

- According to the WV DHHR Strategic Plan- Goal One is to "Improve Population Health and Strengthen the Health Care System" - the first Objective of this goal is to "reduce the prevalence of tobacco use".
- According to CDC "telephone-based tobacco cessation services, commonly known as
 Quitlines, have shown the potential to make help available for those who seek it, and by
 actively promoting cessation in the general population". This can lead to an increase in the
 percentage of tobacco users making quit attempts or in the success rate for those attempts can
 lead to a higher overall cessation rate.

Please let me know if there are any questions. Thank you and I look forward to a favorable response.

Michele L. Bowles

Tobacco Cessation Coordinator

Division of Tobacco Prevention/Division of Health Promotion and Chronic Disease



Re: CMA EP25*01 CO2

1 message

White, Heather M <heather.m.white@wv.gov>

Mon, Oct 6, 2025 at 9:10 AM

To: "Hustead, Crystal G" <crystal.g.hustead@wv.gov>

Cc: Bryan D Rosen bryan.d.rosen@wv.gov, Robert L Price robert.l.price@wv.gov, Althea M Greenhowe althea.m.greenhowe@wv.gov, Kimberlie K Debolt kimberlie.k.debolt@wv.gov

CL1 has the correct dates. The admin costs for this year are on CL15.

On Mon, Oct 6, 2025 at 8:22 AM Hustead, Crystal G <crystal.g.hustead@wv.gov> wrote: Following up on this one

Crystal Hustead, CPPB

Senior Buyer

Purchasing Division

304-558-2402 | Crystal.G.Hustead@wv.gov

2019 Washington St. E., Charleston, WV 25305



On Wed, Oct 1, 2025 at 10:23 AM White, Heather M <heather.m.white@wv.gov> wrote: I'm double checking whether or not it's a one-time payment

On Wed, Oct 1, 2025 at 10:18 AM Hustead, Crystal G <crystal.g.hustead@wv.gov> wrote:

Should CL 1 have the 9/30/26 expiration date? All of the others have been changed, but CL1 still has 9/30/25.

Line	Commodity Code	Manutacturer	Model No	Unit	Unit Price
1	10000001				0.700,000
	Service From	Service To	V./a	Service Cont	ract Amount
	CC24-10-01	2.25-69-33	The second secon	90000.0	THE PARTY OF THE P
xlended Desci Administrative C	isis - 1 Year	VC 310			
Extended Descr Administrative C Yearly Film: \$16,	iption: sts - 1 Year	Manufacturer	Model No	Unit	Unit Price
Extended Descr Administrative C Yearly Film: \$16,	iption: ists -1 Year ing po	Trom Inches Land	Model No	Unit	Unit Price
Extended Descri Administration C Yearly Fin: \$06, Line	iption: ists -1 Year ing po Commodity Code	Trom Inches Land	Model No	Unit Service Cont	0.000,000

Crystal Hustead, CPPB

Senior Buyer

Purchasing Division

304-558-2402 | Crystal.G.Hustead@wv.gov

2019 Washington St. E., Charleston, WV 25305

WEST VIRGINIA
PURCHASING DIVISION

it our help guide	
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×	
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Business and Licensing

Online Data Services Help

Business Organization Detail

NOTICE: The West Virginia Secretary of State's Office makes every reasonable effort to ensure the accuracy of information. However, we make no representation or warranty as to the correctness or completeness of the information. If information is missing from this page, it is not in the The West Virginia Secretary of State's database.

CONSUMER WELLNESS SOLUTIONS, LLC

Organization I	nformation							
Org Type	Effective Date	Established Date	Filing Date	Charter	Class	Sec Type	Termination Date	Termination Reason
LLC Limited Liability Company	10/18/2013		10/18/2013	Foreign	Profit			

Business Purpose	6219 - Health Care and Social Assistance - Ambulatory Health Care Services - Other Ambulatory Health Care Services (ambulance services, blood & organ banks)	Capital Stock	
Charter County		Control Number	9A2QL
Charter State	DE	Excess Acres	
At Will Term	А	Member Managed	MBR × Close
At Will Term Years		Pa	SOLO! I can help your Annual
Authorized Shares		Y Report	

Addresses		
Туре	Address	2.
Designated Office Address	5098 WEST WASHINGTON STREET CHARLESTON, WV, 25313	
Mailing Address	1101 RED VENTURES DR FORT MILL, SC, 29707 USA	
Notice of Process Address	C T CORPORATION SYSTEM 5098 WASHINGTON ST W STE 407 CHARLESTON, WV, 253131561	
Principal Office Address	1101 RED VENTURES DR FORT MILL, SC, 29707 USA	
Туре	Address	

Officers			
Туре	Name/Address		
Member	RVO HEALTH LLC 1101 RED VENTURES DR FORT MILL, SC, 29707		
Туре	Name/Address		

Name Changes				
Date		Old Name		
	3/30/2023	CONSUMER WELLNESS SOLUTIONS, INC.		
	12/29/2017	ALERE WELLBEING, INC.		
Date		Old Name		

Date	Amendment		
3/30/2023	NAME CHANGE: FROM CO	Hi, I'm SOLO! I can help	
12/29/2017	NAME CHANGE: FROM AL	you file your Annual	
Date	Amendment	Report.	

Annual Reports
Filed For
2025
2024
2023
2022
2021
2020
2019
2018
2017x
2017
2016
2015
Date filed

For more information, please contact the Secretary of State's Office at 304-558-8000.

Tuesday, September 30, 2025 — 12:17 PM

© 2025 State of West Virginia

Hi, I'm SOLO! I can help you file your Annual Report.

COMPLIANCE VERIFICATION CHECKLIST FOR REQUISITION SUBMISSION

Purchasing Division Use: Buyer: Date: Dat	Agency:		
Buyer: Ch Stal Hustead Date: 101/85	Office of Community Health Systems & Health Promotion		
Solicitation No. CMACHP25*01	Procurement Officer Submitting Requisition: Jodie Miller		
	Requisition No.		
	CMA EHP2500000001 CO2		
	PF No.:		
	1407305		

This checklist **MUST** be completed by a state agency's designated procurement officer and submitted with the Purchase Requisition to the Purchasing Division. The purpose of the checklist is to verify that an agency procurement officer has obtained and included required documentation necessary for the Purchasing Division to process the requisition without future processing disruptions. At the agency's preference, the agency **MUST** either submit the checklist by attaching it to the requisition's Header **OR** by placing it in the requisition's Procurement Folder.

FOR ALL SOLICITATION TYPES:

	Compliance Check Type	Required	Provided, if Required	Not Required	Purch. Div. Confirmation
1	Specifications and Pricing Page included				
2	Use of correct specification template	\square			
3	Use of correct requisition type [CRQS → CCT or CPO] or [CRQM → CMA]				
4	Use of most current terms and conditions (www.state.wv.us/admin/purchase/TCP.pdf)				
5	Maximum budgeted amount in wvOASIS	\square			
6	Suggested vendors in wvOASIS				
7	Capitol Building Commission pre-approval				
8	Financing (Governor's Office) pre-approval				
9	Fleet Management Division pre-approval				

	Compliance Check Type	Required	Provided, if Required	Not Required	Purch. Div. Confirmation
10	Insurance requirements				
	Commercial General Liability				
	Automobile Liability				
	Workers' Compensation/Employer's Liability				
	Cyber Liability				
	Builder's Risk/Installation Floater				
	Professional Liability				
	Other (specify)				
11	Office of Technology CIO pre-approval				
12	Treasurer's Office (banking) pre-approval				
FOR	CHANGE ORDERS/RENEWALS	S:			
1	Two-party agreement		√		
2	Standard change order language		\checkmark		
3	Office of Technology CIO approval			\checkmark	
4	Justification for price increases/backdating/other			\checkmark	
5	Bond Rider (Construction)			✓	
6	Secretary of State Verification		✓		
7	State debarment verification	\square	\checkmark		
8	Federal debarment verification		\checkmark		
*The items pre-checked are required before a Purchase Requisition may be submitted to the Purchasing Division. Failure to complete and verify this documentation may result in rejection of the requisition back to the agency. It is up to the agency procurement officer to determine if pre-approvals, insurance, or other documentation is needed for the purchase. The referenced information below may be used to make this determination. For Purchasing Division Use Only: I have reviewed the requisition identified above and find that it is sufficient to advertise publicly to the vendor community. My review does not preclude the possibility that the vendor community, or some other entity, will identify an area of concern; however, should such issues or concerns arise, they will be reviewed and addressed as may be appropriate.					
Signature:					