

The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 11

List View

General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 2072354
Procurement Type: Central Master Agreement
Vendor ID: 000000181854
Legal Name: MICHIGAN PEER REVIEW ORGANIZATION
Alias/DBA:
Total Bid: $77,500.00
Response Date: 10/13/2026
Response Time: 10:17
Responded By User ID: BusDev2014
First Name: Sumayya
Last Name: Ghaleb
Email: sghaleb@improve.health
Phone: 7346207037

SO Doc Code: CRFQ
SO Dept: 0513
SO Doc ID: FLC2700000001
Published Date: 10/5/26
Close Date: 10/15/26
Close Time: 13:30
Status: Closed
Solicitation Description: INFORMAL DISPUTE RESOLUTION PROCESS
Total of Header Attachments: 11
Total of All Attachments: 11

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

State of West Virginia
Solicitation Response

Proc Folder:	2072354
Solicitation Description:	INFORMAL DISPUTE RESOLUTION PROCESS
Proc Type:	Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2026-10-15 13:30	SR 0513 ESR09282600000003296	1

VENDOR

000000181854
MICHIGAN PEER REVIEW ORGANIZATION

Solicitation Number: CRFQ 0513 FLC2700000001

Total Bid: 77500 **Response Date:** 2026-10-13 **Response Time:** 10:17:35

Comments:

FOR INFORMATION CONTACT THE BUYER
Crystal G Hustead
(304) 558-2402
crystal.g.hustead@wv.gov

Vendor
Signature X **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Informal dispute resolution review -LVL1 LTC	10.00000	EA	350.000000	3500.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Commodity Line Comments:

Extended Description:

Additional fee for face to face review, versus desk and/or telephone review, per deficiency. Additional fees for face to face will be assumed by requesting facility. The independent Review Organization shall enter a separate agreement with the facility. Note: All travel costs must be assumed by the requesting facility.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Informal Dispute Resolution review-LVL 2 LTC	10.00000	EA	500.000000	5000.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Commodity Line Comments:

Extended Description:

Informal Dispute Resolution review for long-term care facilities cited at Severity Level II or potential for more than minimal harm, but no actual harm, substandard quality of care, or immediate jeopardy, as defined by CMS.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Informal Dispute Resolution review-LVL 2 Sub. Care	10.00000	EA	500.000000	5000.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Commodity Line Comments:

Extended Description:

Informal Dispute Resolution review for long-term care facilities cited at Severity Level II with a finding of substandard quality of care, as defined by CMS.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Informal Dispute Resolution review-LVL 3 LTC	15.00000	EA	650.000000	9750.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Commodity Line Comments:

Extended Description:

Informal Dispute Resolution review for long-term care facilities cited at Severity Level III or actual harm, as defined by CMS .

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Informal dispute resolution review-Immediate Jeopardy	10.00000	EA	800.000000	8000.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Commodity Line Comments:

Extended Description:

Informal Dispute Resolution review for ALL facilities cited as IMMEDIATE JEOPARDY, as defined by CMS or State Regulations for programs regulated by OHFLAC.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Informal Dispute Resolution review - Condition LVL Deficiency	15.00000	EA	600.000000	9000.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Commodity Line Comments:

Extended Description:

Informal Dispute Resolution review for a Condition Level Deficiency as defined by CMS. (Not an Immediate Jeopardy)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Informal dispute resolution review -Not Invoking Penalties	40.00000	EA	500.000000	20000.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Commodity Line Comments:

Extended Description:

Informal Dispute Resolution review for a Standard Level Deficiency as defined by CMS or State Regulations for programs regulated by OHFLAC and not invoking state penalties.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Informal Dispute Resolution review-Invoking Penalties	20.00000	EA	500.000000	10000.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Commodity Line Comments:

Extended Description:

Informal Dispute Resolution review for a Standard Level as defined State Regulations for programs regulated by OHFLAC and invoking state penalties

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Additional fee for telephonic review	30.00000	EA	175.000000	5250.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Commodity Line Comments:

Extended Description:

Additional fee for telephonic review, versus desk review, per deficiency. Note: All travel costs must be assumed by the requesting facility.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	Additional fee for face to face review	10.00000	EA	200.000000	2000.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Commodity Line Comments:

Extended Description:

Additional fee for face to face review, versus desk and/or telephone review, per deficiency. Additional fees for face to face will be assumed by requesting facility. The independent Review Organization shall enter a separate agreement with the facility. Note: All travel costs must be assumed by the requesting facility.

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or **"Agencies"** means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or **"Proposal"** means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or **"Vendors"** means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

[✓] Term Contract

Initial Contract Term: The Initial Contract Term will be for a period of One (1) year _____. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to three (3) _____ successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

[ ] **Alternate Renewal Term** – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

[ ] **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____days.

[ ] **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

[ ] the contract will continue for _____ years;

[ ] the contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's Office (Attorney General approval is as to form only).

[ ] **One-Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

[ ] **Construction/Project Oversight:** This Contract becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and continues until the project for which the vendor is providing oversight is complete.

[ ] **Other:** Contract Term specified in _____

4. AUTHORITY TO PROCEED: Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

[✓] **Open End Contract:** Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

[ ] **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

[ ] **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

[ ] **One-Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

[ ] **Construction:** This Contract is for construction activity more fully defined in the specifications.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One-Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked in this section must be provided to the Purchasing Division by the Vendor as specified:

[✓] **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

[ ] Verification of valid registered nurse license for at least one individual employed by the vendor and to be used in the review process.

[ ] Resumes for all individuals employed by the vendor who will be involved in the review process.

[ ] Verification of URAC certification.

[ ]

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

[☑] **Commercial General Liability Insurance** in at least an amount of: $1,000,000.00 per occurrence.

[ ] **Automobile Liability Insurance** in at least an amount of: _____per occurrence.

[☑] **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: 1,000,000.00 per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

[ ] **Commercial Crime and Third Party Fidelity Insurance** in an amount of: _____ per occurrence.

[ ] **Cyber Liability Insurance** in an amount of: _____ per occurrence.

[ ] **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

[ ] **Pollution Insurance** in an amount of: _____ per occurrence.

[ ] **Aircraft Liability** in an amount of: _____ per occurrence.

[ ]

[ ]

[ ]

[ ]

9. WORKERS' COMPENSATION INSURANCE: Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. VENUE: All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

[ ] N/A for N/A.

[ ] Liquidated Damages Contained in the Specifications.

[✓] Liquidated Damages Are Not Included in this Contract.

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

14. PAYMENT IN ARREARS: Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.

20. TIME: Time is of the essence regarding all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

> **SUBCONTRACTOR COMPLIANCE:** Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in www.state.wv.us/admin/purchase/privacy.

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

> **SUBCONTRACTOR COMPLIANCE:** Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

34. VENDOR NON-CONFLICT: Neither Vendor nor its representatives are permitted to have any interest, nor shall they acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

37. NO DEBT CERTIFICATION: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming that (1) for construction contracts, the Vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

38. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

39. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

[✓] Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

[ ] Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.division@wv.gov.

40. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

41. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.

b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process.

c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:

    1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars ($2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or

    2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

42. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars ($50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least $1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

44. PROHIBITION AGAINST USED OR REFURBISHED: Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

45. VOID CONTRACT CLAUSES: This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

46. ISRAEL BOYCOTT: Bidder understands and agrees that, pursuant to W. Va. Code § 5A-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Bailey Brokmeyer, Managing Director IDR/IIDR Services

(Address) 625 Kenmoor Ave. SE, Suite 350, PMB 47995, Grand Rapids, MI 49546

(Phone Number) / (Fax Number) 248-465-1035

(email address) bbrokmeyer@improve.health

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through *wv*OASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

*By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and*that *pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.*

Michigan Peer Review Organization (dba iMPROve Health)
(Company)

(Signature of Authorized Representative)

Leland A. Babitch, MD, MBA (President & CEO) October 12, 2026
(Printed Name and Title of Authorized Representative) (Date)

248-465-7400
(Phone Number) (Fax Number)

lbabitch@improve.health
(Email Address)

REQUEST FOR QUOTATION
CRFQ FLC2700000001
Informal Dispute Resolution

SPECIFICATIONS

1. **PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Office of Inspector General, Office of Health Facility Licensure and Certification (OHFLAC) Division to establish a contract for Informal Dispute Resolution.

2. **DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.

   2.1 "Contract Services" means an independent informal dispute resolution process as more fully described in these specifications.

   2.2 "Pricing Page" means the pages, contained wvOASIS or attached hereto as Exhibit A, upon which Vendor should list its proposed price for the Contract Services.

   2.3 "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

   2.4 "Facility" refers to the licensed nursing home and/or Medicare and/or Medicaid certified nursing facility, a behavioral health facility, Intermediate Care Facilities for Individuals with Intellectual Disabilities, Home Health Agency and/or any facility surveyed by OHFLAC.

   2.5 "Director" shall refer to the director of the Office of Health Facility Licensure and Certification.

   2.6 "Immediate Jeopardy" refers to a situation in which the facility's noncompliance with one or more requirements of participation has caused, or is likely to cause serious injury, harm, impairment, or death to a resident, patient, or consumer.

   2.7 "Condition level deficiency" refers to a citation issued in which the facility is not in substantial compliance with the conditions of participation within the Medicare program.

   2.8 "Standard level of deficiency" refers to a citation not in violation of the conditions of participation within the Medicare program or a citation within state regulations.

   2.9 "Vendor" refers to the independent review organization awarded a contract as a result of this solicitation.

3. **QUALIFICATIONS:** Vendor, or Vendor's staff if requirements are inherently limited to individuals rather than corporate entities, shall have the following minimum qualifications:

   3.1. The independent review organization shall be accredited by the Utilization Review Accreditation Commission.

   3.2. The independent review organization must employ at a minimum one (1) reviewer who is a licensed registered professional nurse or other qualified licensed, registered, and/or certified health professional with extensive knowledge and understanding of long-term care regulations and other facility type regulations regulated by OHFLAC, i.e. Behavioral Health, Intermediate Care Facilities for Individuals with Intellectual and/or Developmental Disabilities, home health, opioid treatment centers, assisted living, life safety and current standards of professional practice. Proof of a current valid, unimpaired license, registration, and/or certification in their field of practice must be provided by the independent review organization. A licensed, registered and/or certified health professional must be significantly involved in every review.

   3.3. For a reviewer to demonstrate extensive knowledge and understanding of regulations. At least one reviewer must have worked as a surveyor of health care facilities or for a state or federal survey agency for at least five (5) years. Resumes demonstrating this requirement being met for all individuals employed by the vendor who will be involved in the review process should be provided with the bid, and must be provided (to the Agency, after Contract aware) for any reviewer the Vendor intends to utilize to perform Contract Services.

   3.4. Prior to utilizing individuals formerly employed by OHFLAC as reviewers, the independent review organization must verify with the director the individual left in good standing and their employment as reviewers in the informal dispute resolution process would not present a conflict of interest. OHFLAC will determine whether a conflict of interest exists when an individual reviewer is a former employee of OHFLAC.

   3.5. The independent review organization must have standard professional liability insurance.

4. MANDATORY REQUIREMENTS:

4.1 Mandatory Contract Services Requirements and Deliverables: Contract Services must meet or exceed the mandatory requirements listed below.

4.1.1 Within ten (10) working days of receipt of the written request for the informal dispute resolution process made by a facility, the independent review organization shall hold an informal dispute conference unless additional time is requested by the facility. Prior to the conference the facility may submit additional information. If the review involves a resident of a nursing home, the organization must ensure notification of the opportunity to submit comments prior to the completion of the process from the involved resident(s) or appropriate resident representative(s) and the State's long term care ombudsman.

4.1.2 If the review is for a federal independent informal dispute resolution, due to a Civil Money Penalty imposed by Centers for Medicare and Medicaid Services (CMS), ensure notification of any involved resident or resident representative, as well as the State's long term care ombudsman, to provide opportunity for written comment.

4.1.3 Due to the informal nature of the dispute resolution conference, the parties shall appear *pro se,* i.e., without the assistance of a lawyer.

4.1.4 The manner in which the independent informal dispute resolution conference is held is at the discretion of the facility, but is limited to:

4.1.4.1 A desk review of written information submitted by the facility; or
4.1.4.2 A telephonic or video conference; or
4.1.4.3 Face-to-face conference held at the facility or a mutually agreed upon location. If a face-to-face conference is selected, the facility will be responsible for any additional charges and/or fees as a result of the request including all travel expenses.

4.1.5 If a telephonic, video, or face-to-face conference is held the Director and/or his or her designee will be notified of the conference date and time for their attendance in the conference.

4.1.6 If the independent review organization determines the need for additional information, clarification or discussion after conclusion of the independent informal dispute resolution conference, the independent review organization shall request this information from the director and the facility.

4.1.7 Within ten (10) calendar days of the informal dispute resolution conference, the independent review organization shall provide and make a determination based upon the facts and findings presented, and shall transmit a written decision containing the rationale for its determination to the director. The written record shall include: each deficiency or survey finding being disputed; a summary of the recommendation for each deficiency or finding and the rationale for that result; documents submitted by the facility to dispute a deficiency, to demonstrate that a deficiency should not have been cited, or to demonstrate a deficient practice should not have been cited as immediate jeopardy; and any comments submitted by the residents or their representatives and the Ombudsman, if applicable.

Note: The State Operations Manual provided by CMS states the informal dispute resolution process cannot be used to challenge the severity assessment of a deficiency at the level that constitutes substandard quality of care or immediate jeopardy.

4.1.8 Each independent review organization shall provide quarterly reports to the director which shall at a minimum include the number of facilities for which an informal dispute resolution process was requested the number of state licensure and/or federal Medicare / Medicaid certification deficiencies individually reviewed for each facility requesting an informal dispute resolution process, and the results of each review.

4.1.9 Any additional costs associated with a face-to-face conference will be borne by the facility. The facility will have to enter into a separate agreement with the independent review organization to cover any additional costs associated with a face-to-face conference, including any travel fees for the facility and/or the independent review organization.

4.1.10 OHFLAC's Duties and Responsibilities

4.1.10.1 No later than ten (10) working days following the last day of the survey or inspection, or no later than twenty (20) working days following the last day of a complaint investigation, the director shall transmit to the facility a statement of deficiencies committed by the facility. Notification of the availability of the independent information dispute resolution process and an explanation of the information dispute resolution process shall be included in the transmittal.

4.1.10.2 When the facility returns its plan to correct the cited deficiencies to the director, the facility may request in writing the informal dispute resolution process to refute the cited deficiencies.

4.1.10.3 Within five (5) working days of receipt of the written request for the informal dispute resolution process made by a facility, the director shall refer the request to the independent review organization awarded the first (or lowest bid) contract. The independent review organization with the First Awarded Contract will have twenty-four (24) hours from the director's referral to either acknowledge their immediate ability to complete the Contract Service, or to provide a waiver which allows the director to refer the request to the independent review organization with the Second Awarded Contract. The next independent review organization has, then, a similar twenty-four (24) hours to respond with acceptance, or waive to the independent review organization with the Third Awarded Contract. Reviews will be assigned on a rotating basis, beginning with the First Awarded Contract.

4.1.11 Upon acknowledgement of acceptance of the independent informal dispute resolution review, the independent review organization shall complete the review.

4.1.12 Upon receipt of the written decision by the independent review organization, the director shall review the results and their rationale.

4.1.12.1 If the director disagrees with the determination, the director may reject the determination made by the independent review organization and shall issue an order setting forth the rationale for the reversal of the independent review organization's decision to the facility within ten (10) calendar days of receiving the independent review organization's determination.

4.1.12.2 If the director accepts the determination, the director shall issue an order affirming the independent review organization's determination within fifteen (15) calendar days of receiving the independent review organization's determination.

4.1.12.3 If the independent review organization determines that the original statement of deficiencies should be changed as a result of the informal dispute resolution process and the director accepts the determination, the director shall transmit a revised statement of deficiencies to the facility within ten (10) calendar days of the independent review organization's determination.

5. CONTRACT AWARD:

5.1 Contract Award: The Contract is intended to provide Agency with a purchase price for the Contract Services. The Contract shall be awarded to the Vendor that provides the Contract Services meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages. Requests for informal dispute resolutions shall be assigned to the approved vendors on a rotational basis. The rotation will start with the lowest bidder and will proceed to the next bidder in ascending order based on the bid. The Agency will award contracts to the three lowest, qualifying vendors, as follows: The Vendor bidding the lowest Grand Total for all Items on the Pricing Page will be awarded First Awarded Contract. The Vendor bidding the second lowest Grand Total for all Items on the Pricing Page will be awarded the Second Awarded Contract. The Vendor bidding the third lowest Grand Total for all Items on the Pricing Page will be awarded the Third Awarded Contract.

5.2 Requests for informal dispute resolutions shall be assigned to the approved vendors on a priority basis. When the Agency requires the services, they will notify the Vendor holding the First Awarded Contract (by the means of their choosing mail, email, fax, etc.). The First Awarded Contract Vendor shall have one (1) full business day to perform the services, or their waiver of their first of first refusal. Failure to respond to the Agency by the deadline will serve as the

Agency's waiver to proceed to the next priority Vendor. The Second Awarded Contract will be afforded the same contact, and shall be required to respond in the same manner, one (1) full business day; and so on, through all vendors awarded a Contract based on this solicitation. The Agency strongly prefers that vendors who are unable to provide the service provide the continuous waivers or unresponsiveness by an awarded Vendor may result in cancellation of the Contract. Again, it is the intent of the Agency to have at least three (3) Contracts which cover all of the specified Contract Services.

5.3 Pricing Page: Vendor should complete the Pricing Page attached to this document. Vendor should complete the Pricing Page in full as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified.

Vendor should type or electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document.

5.3.1 Vendors shall provide lump-sum, all inclusive Unit Costs on the Pricing Page, as follows:

ITEM#1: Provide Unit Cost for resolving a dispute regarding long-term care facilities cited at Severity Level I or potential for no more than minimal harm, as defined by CMS.

ITEM#2: Provide Unit Cost for resolving a dispute for long-term care facilities cited at Severity Level II or potential for more than minimal harm, but no actual harm, substandard quality of care, or immediate jeopardy, as defined by CMS.

ITEM#3: Provide Unit Cost for resolving a dispute for long-term care facilities cited at Severity Level II with a finding of substandard quality of care, as defined by CMS.

ITEM#4: Provide Unit Cost for resolving a dispute for long-term care facilities cited at Severity Level III or actual harm, as defined by CMS.

ITEM #5: Provide Unit Cost for resolving a dispute for ALL facilities cited at immediate jeopardy, as defined by CMS or State Regulations for programs regulated by OHFLAC.

ITEM #6: Provide Unit Cost for resolving a dispute for a Condition Level Deficiency as defined by CMS. (Not an Immediate Jeopardy)

ITEM#7: Provide Unit Cost for resolving a dispute regarding a Standard Level deficiency as defined by CMS or State Regulations for programs regulated by OHFLAC and **not** invoking state penalties.

ITEM#8: Provide Unit Cost for resolving a Standard Level as defined by State Regulations for programs regulated by OHFLAC and invoking state penalties

ITEM#9: Provide Unit Cost for the additional fee (upcharge) for conducting a telephone review.

Note: Costs associated with face-to-face review will be borne by the facility. The Vendor must enter into a separate agreement with the facility to assess these fees. The charge to the state agency by the Vendor regarding face-to-face reviews at the request of a facility must be billed via ITEMS #1 through #9, as listed above. Any additional charges as a result of a face-to face review, including travel, must be billed to the facility via a separate agreement.

Quantities listed on the Pricing Pages are estimates only, used solely for the evaluation of bids in determining award. Actual qualities ordered for delivery by the Agency may vary.

Notwithstanding the foregoing, the Department of Administration Purchasing Division may correct errors as it deems appropriate.

6. **PERFORMANCE:** Vendor and Agency shall agree upon a schedule for performance of Contract Services and Contract Services Deliverables, unless such a schedule is already included herein by Agency. In the event that this Contract is designated as an open-end contract, Vendor shall perform in accordance with the release orders that may be issued against this Contract.

7. **PAYMENT:** Agency shall pay a lump sum per deficiency as shown on the Pricing Page for all Contract Services performed and accepted under this Contract. A single request for review may include one or more deficiencies of each type. Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

8. **TRAVEL:** Vendor shall be responsible for all mileage and travel costs, including travel time, associated with performance of this Contract. Any anticipated mileage or travel costs may be included in the flat fee or hourly rate listed on Vendor's bid, but such costs will not be paid by the Agency separately.

9. **FACILITIES ACCESS:** Performance of Contract Services may require access cards and/or keys to gain entrance to Agency's facilities. In the event that access cards and/or keys are required:

    9.1. Vendor must identify principal service personnel which will be issued access cards and/or keys to perform service.

    9.2. Vendor will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost or stolen.

    9.3. Vendor shall notify Agency immediately of any lost, stolen, or missing card or key.

    9.4. Anyone performing under this Contract will be subject to Agency's security protocol and procedures.

    9.5. Vendor shall inform all staff of Agency's security protocol and procedures.

10. VENDOR DEFAULT:

10.1. The following shall be considered a vendor default under this Contract.

10.1.1. Failure to perform Contract Services in accordance with the requirements contained herein.

10.1.2. Failure to comply with other specifications and requirements contained herein.

10.1.3. Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

10.1.4. Failure to remedy deficient performance upon request

10.2. The following remedies shall be available to Agency upon default.

10.2.1. Immediate cancellation of the Contract.

10.2.2. Immediate cancellation of one or more release orders issued under this Contract.

10.2.3. Any other remedies available in law or equity.

11. MISCELLANEOUS:

11.1. Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Bailey Brokmeyer, Director IDR/IIDR
Telephone Number: 248-465-1035
Fax Number: N/A
Email Address: bbrokmeyer@improve.health

WV STATE GOVERNMENT

HIPAA BUSINESS ASSOCIATE ADDENDUM

This Health Insurance Portability and Accountability Act of 1996 (hereafter, HIPAA) Business Associate Addendum ("Addendum") is made a part of the Agreement ("Agreement") by and between the State of West Virginia ("Agency"), and Business Associate ("Associate"), and is effective as of the date of execution of the Addendum.

The Associate performs certain services on behalf of or for the Agency pursuant to the underlying Agreement that requires the exchange of information including protected health information protected by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), as amended by the American Recovery and Reinvestment Act of 2009 (Pub. L. No. 111-5) (the "HITECH Act"), any associated regulations and the federal regulations published at 45 CFR parts 160 and 164 (sometimes collectively referred to as "HIPAA"). The Agency is a "Covered Entity" as that term is defined in HIPAA, and the parties to the underlying Agreement are entering into this Addendum to establish the responsibilities of both parties regarding HIPAA-covered information and to bring the underlying Agreement into compliance with HIPAA.

Whereas it is desirable, in order to further the continued efficient operations of Agency to disclose to its Associate certain information which may contain confidential individually identifiable health information (hereafter, Protected Health Information or PHI); and

Whereas, it is the desire of both parties that the confidentiality of the PHI disclosed hereunder be maintained and treated in accordance with all applicable laws relating to confidentiality, including the Privacy and Security Rules, the HITECH Act and its associated regulations, and the parties do agree to at all times treat the PHI and interpret this Addendum consistent with that desire.

NOW THEREFORE: the parties agree that in consideration of the mutual promises herein, in the Agreement, and of the exchange of PHI hereunder that:

1. **Definitions.** Terms used, but not otherwise defined, in this Addendum shall have the same meaning as those terms in the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.

    a. **Agency Procurement Officer** shall mean the appropriate Agency individual listed at: http://www.state.wv.us/admin/purchase/vrc/agencyli.html.

    b. **Agent** shall mean those person(s) who are agent(s) of the Business Associate, in accordance with the Federal common law of agency, as referenced in 45 CFR § 160.402(c).

    c. **Breach** shall mean the acquisition, access, use or disclosure of protected health information which compromises the security or privacy of such information, except as excluded in the definition of Breach in 45 CFR § 164.402.

    d. **Business Associate** shall have the meaning given to such term in 45 CFR § 160.103.

    e. **HITECH Act** shall mean the Health Information Technology for Economic and Clinical Health Act. Public Law No. 111-05. 111th Congress (2009).

f. **Privacy Rule** means the Standards for Privacy of Individually Identifiable Health Information found at 45 CFR Parts 160 and 164.

g. **Protected Health Information or PHI** shall have the meaning given to such term in 45 CFR § 160.103, limited to the information created or received by Associate from or on behalf of Agency.

h. **Security Incident** means any known successful or unsuccessful attempt by an authorized or unauthorized individual to inappropriately use, disclose, modify, access, or destroy any information or interference with system operations in an information system.

i. **Security Rule** means the Security Standards for the Protection of Electronic Protected Health Information found at 45 CFR Parts 160 and 164.

j. **Subcontractor** means a person to whom a business associate delegates a function, activity, or service, other than in the capacity of a member of the workforce of such business associate.

2. **Permitted Uses and Disclosures.**

a. **PHI Described.** This means PHI created, received, maintained or transmitted on behalf of the Agency by the Associate. This PHI is governed by this Addendum and is limited to the minimum necessary, to complete the tasks or to provide the services associated with the terms of the original Agreement, and is described in Appendix A.

b. **Purposes.** Except as otherwise limited in this Addendum, Associate may use or disclose the PHI on behalf of, or to provide services to, Agency for the purposes necessary to complete the tasks, or provide the services, associated with, and required by the terms of the original Agreement, or as required by law, if such use or disclosure of the PHI would not violate the Privacy or Security Rules or applicable state law if done by Agency or Associate, or violate the minimum necessary and related Privacy and Security policies and procedures of the Agency. The Associate is directly liable under HIPAA for impermissible uses and disclosures of the PHI it handles on behalf of Agency.

c. **Further Uses and Disclosures**. Except as otherwise limited in this Addendum, the Associate may disclose PHI to third parties for the purpose of its own proper management and administration, or as required by law, provided that (i) the disclosure is required by law, or (ii) the Associate has obtained from the third party reasonable assurances that the PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party by the Associate; and, (iii) an agreement to notify the Associate and Agency of any instances of which it (the third party) is aware in which the confidentiality of the information has been breached. To the extent practical, the information should be in a limited data set or the minimum necessary information pursuant to 45 CFR § 164.502, or take other measures as necessary to satisfy the Agency's obligations under 45 CFR § 164.502.

3. **Obligations of Associate.**

a. **Stated Purposes Only.** The PHI may not be used by the Associate for any purpose other than as stated in this Addendum or as required or permitted by law.

b. **Limited Disclosure.** The PHI is confidential and will not be disclosed by the Associate other than as stated in this Addendum or as required or permitted by law. Associate is prohibited from directly or indirectly receiving any remuneration in exchange for an individual's PHI unless Agency gives written approval and the individual provides a valid authorization. Associate will refrain from marketing activities that would violate HIPAA, including specifically Section 13406 of the HITECH Act. Associate will report to Agency any use or disclosure of the PHI, including any Security Incident not provided for by this Agreement of which it becomes aware.

c. **Safeguards.** The Associate will use appropriate safeguards, and comply with Subpart C of 45 CFR Part 164 with respect to electronic protected health information, to prevent use or disclosure of the PHI, except as provided for in this Addendum. This shall include, but not be limited to:

i. Limitation of the groups of its workforce and agents, to whom the PHI is disclosed to those reasonably required to accomplish the purposes stated in this Addendum, and the use and disclosure of the minimum PHI necessary or a Limited Data Set;

ii. Appropriate notification and training of its workforce and agents in order to protect the PHI from unauthorized use and disclosure;

iii. Maintenance of a comprehensive, reasonable and appropriate written PHI privacy and security program that includes administrative, technical and physical safeguards appropriate to the size, nature, scope and complexity of the Associate's operations, in compliance with the Security Rule;

iv. In accordance with 45 CFR §§ 164.502(e)(1)(ii) and 164.308(b)(2), if applicable, ensure that any subcontractors that create, receive, maintain, or transmit protected health information on behalf of the business associate agree to the same restrictions, conditions, and requirements that apply to the business associate with respect to such information.

d. **Compliance With Law.** The Associate will not use or disclose the PHI in a manner in violation of existing law and specifically not in violation of laws relating to confidentiality of PHI, including but not limited to, the Privacy and Security Rules.

e. **Mitigation.** Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Associate of a use or disclosure of the PHI by Associate in violation of the requirements of this Addendum, and report its mitigation activity back to the Agency.

f. **Support of Individual Rights.**

i. **Access to PHI.** Associate shall make the PHI maintained by Associate or its agents or subcontractors in Designated Record Sets available to Agency for inspection and copying, and in electronic format, if requested, within ten (10) days of a request by Agency to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.524 and consistent with Section 13405 of the HITECH Act.

ii. **Amendment of PHI.** Within ten (10) days of receipt of a request from Agency for an amendment of the PHI or a record about an individual contained in a Designated Record Set, Associate or its agents or subcontractors shall make such PHI available to Agency for amendment and incorporate any such amendment to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.526.

iii. **Accounting Rights.** Within ten (10) days of notice of a request for an accounting of disclosures of the PHI, Associate and its agents or subcontractors shall make available to Agency the documentation required to provide an accounting of disclosures to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR §164.528 and consistent with Section 13405 of the HITECH Act. Associate agrees to document disclosures of the PHI and information related to such disclosures as would be required for Agency to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR § 164.528. This should include a process that allows for an accounting to be collected and maintained by Associate and its agents or subcontractors for at least six (6) years from the date of disclosure, or longer if required by state law. At a minimum, such documentation shall include:

- the date of disclosure;
- the name of the entity or person who received the PHI, and if known, the address of the entity or person;
- a brief description of the PHI disclosed; and
- a brief statement of purposes of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure.

iv. **Request for Restriction**. Under the direction of the Agency, abide by any individual's request to restrict the disclosure of PHI, consistent with the requirements of Section 13405 of the HITECH Act and 45 CFR § 164.522, when the Agency determines to do so (except as required by law) and if the disclosure is to a health plan for payment or health care operations and it pertains to a health care item or service for which the health care provider was paid in full "out-of-pocket."

v. **Immediate Discontinuance of Use or Disclosure.** The Associate will immediately discontinue use or disclosure of Agency PHI pertaining to any individual when so requested by Agency. This includes, but is not limited to, cases in which an individual has withdrawn or modified an authorization to use or disclose PHI.

g. **Retention of PHI.** Notwithstanding section 4.a. of this Addendum, Associate and its subcontractors or agents shall retain all PHI pursuant to state and federal law and shall continue to maintain the PHI required under Section 3.f. of this Addendum for a period of six (6) years after termination of the Agreement, or longer if required under state law.

h. **Agent's, Subcontractor's Compliance.** The Associate shall notify the Agency of all subcontracts and agreements relating to the Agreement, where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum. Such notification shall occur within 30 (thirty) calendar days of the execution of the subcontract and shall be delivered to the Agency Procurement Officer. The Associate will ensure that any of its subcontractors, to whom it provides any of the PHI it receives hereunder, or to whom it provides any PHI which the Associate creates or receives on behalf of the Agency, agree to the restrictions and conditions which apply to the Associate hereunder. The Agency may request copies of downstream subcontracts and agreements to determine whether all restrictions, terms and conditions have been flowed down. Failure to ensure that downstream contracts, subcontracts and agreements contain the required restrictions, terms and conditions may result in termination of the Agreement.

j. **Federal and Agency Access.** The Associate shall make its internal practices, books, and records relating to the use and disclosure of PHI, as well as the PHI, received from, or created or received by the Associate on behalf of the Agency available to the U.S. Secretary of Health and Human Services consistent with 45 CFR § 164.504. The Associate shall also make these records available to Agency, or Agency's contractor, for periodic audit of Associate's compliance with the Privacy and Security Rules. Upon Agency's request, the Associate shall provide proof of compliance with HIPAA and HITECH data privacy/protection guidelines, certification of a secure network and other assurance relative to compliance with the Privacy and Security Rules. This section shall also apply to Associate's subcontractors, if any.

k. **Security.** The Associate shall take all steps necessary to ensure the continuous security of all PHI and data systems containing PHI. In addition, compliance with 74 FR 19006 Guidance Specifying the Technologies and Methodologies That Render PHI Unusable, Unreadable, or Indecipherable to Unauthorized Individuals for Purposes of the Breach Notification Requirements under Section 13402 of Title XIII is required, to the extent practicable. If Associate chooses not to adopt such methodologies as defined in 74 FR 19006 to secure the PHI governed by this Addendum, it must submit such written rationale, including its Security Risk Analysis, to the Agency Procurement Officer for review prior to the execution of the Addendum. This review may take up to ten (10) days.

l. **Notification of Breach.** During the term of this Addendum, the Associate shall notify the Agency and, unless otherwise directed by the Agency in writing, the WV Office of Technology immediately by e-mail or web form upon the discovery of any Breach of unsecured PHI; or within 24 hours by e-mail or web form of any suspected Security Incident, intrusion or unauthorized use or disclosure of PHI in violation of this Agreement and this Addendum, or potential loss of confidential data affecting this Agreement. Notification shall be provided to the Agency Procurement Officer at www.state.wv.us/admin/purchase/vrc/agencyli.htm and,

unless otherwise directed by the Agency in writing, the Office of Technology at incident@wv.gov or https://apps.wv.gov/ot/ir/Default.aspx.

The Associate shall immediately investigate such Security Incident, Breach, or unauthorized use or disclosure of PHI or confidential data. Within 72 hours of the discovery, the Associate shall notify the Agency Procurement Officer, and, unless otherwise directed by the Agency in writing, the Office of Technology of: (a) Date of discovery; (b) What data elements were involved and the extent of the data involved in the Breach; (c) A description of the unauthorized persons known or reasonably believed to have improperly used or disclosed PHI or confidential data; (d) A description of where the PHI or confidential data is believed to have been improperly transmitted, sent, or utilized; (e) A description of the probable causes of the improper use or disclosure; and (f) Whether any federal or state laws requiring individual notifications of Breaches are triggered.

Agency will coordinate with Associate to determine additional specific actions that will be required of the Associate for mitigation of the Breach, which may include notification to the individual or other authorities.

All associated costs shall be borne by the Associate. This may include, but not be limited to costs associated with notifying affected individuals.

If the Associate enters into a subcontract relating to the Agreement where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum, all such subcontracts or downstream agreements shall contain the same incident notification requirements as contained herein, with reporting directly to the Agency Procurement Officer. Failure to include such requirement in any subcontract or agreement may result in the Agency's termination of the Agreement.

m. **Assistance in Litigation or Administrative Proceedings.** The Associate shall make itself and any subcontractors, workforce or agents assisting Associate in the performance of its obligations under this Agreement, available to the Agency at no cost to the Agency to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings being commenced against the Agency, its officers or employees based upon claimed violations of HIPAA, the HIPAA regulations or other laws relating to security and privacy, which involves inaction or actions by the Associate, except where Associate or its subcontractor, workforce or agent is a named as an adverse party.

4. Addendum Administration.

a. **Term.** This Addendum shall terminate on termination of the underlying Agreement or on the date the Agency terminates for cause as authorized in paragraph (c) of this Section, whichever is sooner.

b. **Duties at Termination.** Upon any termination of the underlying Agreement, the Associate shall return or destroy, at the Agency's option, all PHI received from, or created or received by the Associate on behalf of the Agency that the Associate still maintains in any form and retain no copies of such PHI or, if such return or destruction is not feasible, the Associate shall extend the protections of this Addendum to the PHI and limit further uses and disclosures to the purposes that make the return or destruction of the PHI infeasible. This shall also apply to all agents and subcontractors of Associate. The duty of the Associate and its agents

and subcontractors to assist the Agency with any HIPAA required accounting of disclosures survives the termination of the underlying Agreement.

c. **Termination for Cause.** Associate authorizes termination of this Agreement by Agency, if Agency determines Associate has violated a material term of the Agreement. Agency may, at its sole discretion, allow Associate a reasonable period of time to cure the material breach before termination.

d. **Judicial or Administrative Proceedings.** The Agency may terminate this Agreement if the Associate is found guilty of a criminal violation of HIPAA. The Agency may terminate this Agreement if a finding or stipulation that the Associate has violated any standard or requirement of HIPAA/HITECH, or other security or privacy laws is made in any administrative or civil proceeding in which the Associate is a party or has been joined. Associate shall be subject to prosecution by the Department of Justice for violations of HIPAA/HITECH and shall be responsible for any and all costs associated with prosecution.

e. **Survival.** The respective rights and obligations of Associate under this Addendum shall survive the termination of the underlying Agreement.

5. **General Provisions/Ownership of PHI.**

a. **Retention of Ownership.** Ownership of the PHI resides with the Agency and is to be returned on demand or destroyed at the Agency's option, at any time, and subject to the restrictions found within section 4.b. above.

b. **Secondary PHI.** Any data or PHI generated from the PHI disclosed hereunder which would permit identification of an individual must be held confidential and is also the property of Agency.

c. **Electronic Transmission.** Except as permitted by law or this Addendum, the PHI or any data generated from the PHI which would permit identification of an individual must not be transmitted to another party by electronic or other means for additional uses or disclosures not authorized by this Addendum or to another contractor, or allied agency, or affiliate without prior written approval of Agency.

d. **No Sales.** Reports or data containing the PHI may not be sold without Agency's or the affected individual's written consent.

e. **No Third-Party Beneficiaries.** Nothing express or implied in this Addendum is intended to confer, nor shall anything herein confer, upon any person other than Agency, Associate and their respective successors or assigns, any rights, remedies, obligations or liabilities whatsoever.

f. **Interpretation.** The provisions of this Addendum shall prevail over any provisions in the Agreement that may conflict or appear inconsistent with any provisions in this Addendum. The interpretation of this Addendum shall be made under the laws of the state of West Virginia.

g. **Amendment.** The parties agree that to the extent necessary to comply with applicable law they will agree to further amend this Addendum.

h. **Additional Terms and Conditions.** Additional discretionary terms may be included in the release order or change order process.

AGREED:

Name of Agency: WV OIG/OHFLAC

Signature: _____

Title: _____

Date: _____

Name of Associate: iMPROve Health

Signature: [signature]

Title: President & CEO

Date: October 12, 2026

Form - WVBAA-012004
Amended 06.26.2013

APPROVED AS TO FORM THIS 26th
DAY Of January 20 13
Patrick Morrisey
Attorney General
BY _____

Appendix A

(To be completed by the Agency's Procurement Officer prior to the execution of the Addendum, and shall be made a part of the Addendum. PHI not identified prior to execution of the Addendum may only be added by amending Appendix A and the Addendum, via Change Order.)

Name of Associate: _____

Name of Agency: WV OIG/OHFLAC

Describe the PHI (do not include any actual PHI). If not applicable, please indicate the same.

Birth dates, health information, and other potentially identifying information.

Attachment 1

FEDERAL FUNDS ADDENDUM

2 C.F.R. §§ 200.317 – 200.327

Purpose: This addendum is intended to modify the solicitation in an attempt to make the contract compliant with the requirements of 2 C.F.R. §§ 200.317 through 200.327 relating to the expenditure of certain federal funds. This solicitation will allow the State to obtain one or more contracts that satisfy standard state procurement, state federal funds procurement, and county/local federal funds procurement requirements.

Instructions: Vendors who are willing to extend their contract to procurements with federal funds and the requirements that go along with doing so, should sign the attached document identified as: "REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317)"

Should the awarded vendor be unwilling to extend the contract to federal funds procurement, the State reserves the right to award additional contracts to vendors that can and are willing to meet federal funds procurement requirements.

Changes to Specifications: Vendors should consider this solicitation as containing two separate solicitations, one for state level procurement and one for county/local procurement.

State Level: In the first solicitation, bid responses will be evaluated with applicable preferences identified in sections 15, 15A, and 16 of the "Instructions to Vendors Submitting Bids" to establish a contract for both standard state procurements and state federal funds procurements.

County Level: In the second solicitation, bid responses will be evaluated with applicable preferences identified in Sections 15, 15A, and 16 of the "Instructions to Vendors Submitting Bids" omitted to establish a contract for County/Local federal funds procurement.

Award: If the two evaluations result in the same vendor being identified as the winning bidder, the two solicitations will be combined into a single contract award. If the evaluations result in a different bidder being identified as the winning bidder, multiple contracts may be awarded. The State reserves the right to award to multiple different entities should it be required to satisfy standard state procurement, state federal funds procurement, and county/local federal funds procurement requirements.

State Government Use Caution: State agencies planning to utilize this contract for procurements subject to the above identified federal regulations should first consult with the federal agency providing the applicable funding to ensure the contract is complaint.

County/Local Government Use Caution: County and Local government entities planning to utilize this contract for procurements subject to the above identified federal regulation should first consult with the federal agency providing the applicable funding to ensure the contract is complaint. For purposes of County/Local government use, the solicitation resulting in this contract was conducted in accordance with the procurement laws, rules, and procedures governing the West Virginia Department of Administration, Purchasing Division, except that vendor preference has been omitted for County/Local use purposes and the contract terms contained in the document entitled "REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317)" have been added.

FEDERAL FUNDS ADDENDUM

REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317):

The State of West Virginia Department of Administration, Purchasing Division, and the Vendor awarded this Contract intend that this Contract be compliant with the requirements of the Procurement Standards contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements found in 2 C.F.R. § 200.317, et seq. for procurements conducted by a Non-Federal Entity. Accordingly, the Parties agree that the following provisions are included in the Contract.

1. **MINORITY BUSINESSES, WOMEN'S BUSINESS ENTERPRISES, AND LABOR SURPLUS AREA FIRMS:** (2 C.F.R. § 200.321)

    a. The State confirms that it has taken all necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible. Those affirmative steps include:

        (1) Placing qualified small and minority businesses and women's business enterprises on solicitation lists;
        (2) Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;
        (3) Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women's business enterprises;
        (4) Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises;
        (5) Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce; and
        (6) Requiring the prime contractor, if subcontracts are to be let, to take the affirmative steps listed in paragraphs (1) through (5) above.

    b. Vendor confirms that if it utilizes subcontractors, it will take the same affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible.

2. **DOMESTIC PREFERENCES:** (2 C.F.R. § 200.322)

    a. The State confirms that as appropriate and to the extent consistent with law, it has, to the greatest extent practicable under a Federal award, provided a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United

States (including but not limited to iron, aluminum, steel, cement, and other manufactured products).

b. Vendor confirms that will include the requirements of this Section 2. Domestic Preference in all subawards including all contracts and purchase orders for work or products under this award.

c. Definitions: For purposes of this section:

(1) "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.
(2) "Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

3. BREACH OF CONTRACT REMEDIES AND PENALTIES:
(2 C.F.R. § 200.327 and Appendix II)

(a) The provisions of West Virginia Code of State Rules § 148-1-5 provide for breach of contract remedies, and penalties. A copy of that rule is attached hereto as Exhibit A and expressly incorporated herein by reference.

4. TERMINATION FOR CAUSE AND CONVENIENCE:
(2 C.F.R. § 200.327 and Appendix II)

(a) The provisions of West Virginia Code of State Rules § 148-1-5 govern Contract termination. A copy of that rule is attached hereto as Exhibit A and expressly incorporated herein by reference.

5. EQUAL EMPLOYMENT OPPORTUNITY:
(2 C.F.R. § 200.327 and Appendix II)

Except as otherwise provided under 41 CFR Part 60, and if this contract meets the definition of "federally assisted construction contract" in 41 CFR Part 60–1.3, this contract includes the equal opportunity clause provided under 41 CFR 60–1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part, 1964–1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

6. DAVIS-BACON WAGE RATES:
(2 C.F.R. § 200.327 and Appendix II)

Vendor agrees that if this Contract includes construction, all construction work in excess of $2,000 will be completed and paid for in compliance with the Davis–Bacon Act (40 U.S.C. 3141–3144, and 3146–3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must:

(a) pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor.
(b) pay wages not less than once a week.

A copy of the current prevailing wage determination issued by the Department of Labor is attached hereto as Exhibit B. The decision to award a contract or subcontract is conditioned upon the acceptance of the wage determination. The State will report all suspected or reported violations to the Federal awarding agency.

7. **ANTI-KICKBACK ACT:**
(2 C.F.R. § 200.327 and Appendix II)

Vendor agrees that it will comply with the Copeland Anti-KickBack Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). Accordingly, Vendor, Subcontractors, and anyone performing under this contract are prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The State must report all suspected or reported violations to the Federal awarding agency.

8. **CONTRACT WORK HOURS AND SAFETY STANDARDS ACT**
(2 C.F.R. § 200.327 and Appendix II)

Where applicable, and only for contracts awarded by the State in excess of $100,000 that involve the employment of mechanics or laborers, Vendor agrees to comply with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, Vendor is required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

9. **RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT.**
(2 C.F.R. § 200.327 and Appendix II)

If the Federal award meets the definition of "funding agreement" under 37 CFR § 401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

10. **CLEAN AIR ACT**
(2 C.F.R. § 200.327 and Appendix II)

Vendor agrees that if this contract exceeds $150,000, Vendor is to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401–7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251–1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

11. **DEBARMENT AND SUSPENSION**
(2 C.F.R. § 200.327 and Appendix II)

The State will not award to any vendor that is listed on the governmentwide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

12. **BYRD ANTI–LOBBYING AMENDMENT**
(2 C.F.R. § 200.327 and Appendix II)

Vendors that apply or bid for an award exceeding $100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non–Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non–Federal award.

13. **PROCUREMENT OF RECOVERED MATERIALS**
(2 C.F.R. § 200.327 and Appendix II; 2 C.F.R. § 200.323)

Vendor agrees that it and the State must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the

Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds $10,000 or the value of the quantity acquired during the preceding fiscal year exceeded $10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

14. **PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT.**
(2 C.F.R. § 200.327 and Appendix II; 2 CFR § 200.216)

Vendor and State agree that both are prohibited from obligating or expending funds under this Contract to:

(1) Procure or obtain;
(2) Extend or renew a contract to procure or obtain; or
(3) Enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115–232, section 889, covered telecommunications equipment is telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).

(i) For the purpose of public safety, security of government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities).
(ii) Telecommunications or video surveillance services provided by such entities or using such equipment.
(iii) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

In implementing the prohibition under Public Law 115–232, section 889, subsection (f), paragraph (1), heads of executive agencies administering loan, grant, or subsidy programs shall prioritize available funding and technical support to assist affected businesses, institutions and organizations as is reasonably necessary for those affected entities to transition from covered communications equipment and services, to procure replacement equipment and services, and to ensure that communications service to users and customers is sustained.

State of West Virginia

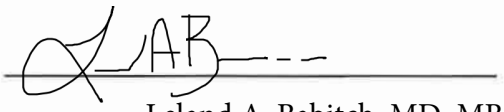
By: _____

Printed Name: _____

Title: _____

Date: _____

Vendor Name: iMPROve Health

By: 

Printed Name: Leland A. Babitch, MD, MBA

Title: President & CEO

Date: October 12, 2026

EXHIBIT A To:
REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317):

W. Va. CSR § 148-1-5

West Virginia Code of State Rules
Title 148. Department of Administration
Legislative Rule (Ser. 1)
Series 1. Purchasing

W. Va. Code St. R. § 148-1-5

§ 148-1-5. Remedies.

Currentness

5.1. The Director may require that the spending unit attempt to resolve any issues that it may have with the vendor prior to pursuing a remedy contained herein. The spending unit must document any resolution efforts and provide copies of those documents to the Purchasing Division.

5.2. Contract Cancellation.

5.2.1. Cancellation. The Director may cancel a purchase or contract immediately under any one of the following conditions including, but not limited to:

5.2.1.a. The vendor agrees to the cancellation;

5.2.1.b. The vendor has obtained the contract by fraud, collusion, conspiracy, or is in conflict with any statutory or constitutional provision of the State of West Virginia;

5.2.1.c. Failure to honor any contractual term or condition or to honor standard commercial practices;

5.2.1.d. The existence of an organizational conflict of interest is identified;

5.2.1.e. Funds are not appropriated or an appropriation is discontinued by the legislature for the acquisition;

5.2.1.f. Violation of any federal, state, or local law, regulation, or ordinance, and

5.2.1.g. The contract was awarded in error.

5.2.2. The Director may cancel a purchase or contract for any reason or no reason, upon providing the vendor with 30 days' notice of the cancellation.

5.2.3. Opportunity to Cure. In the event that a vendor fails to honor any contractual term or condition, or violates any provision of federal, state, or local law, regulation, or ordinance, the Director may request that the vendor remedy the contract breach or legal violation within a time frame the Director determines to be appropriate. If the vendor fails to remedy the contract breach or legal violation or the Director determines, at his or her sole discretion, that such a request is unlikely to yield a satisfactory result, then he or she may cancel immediately without providing the vendor an opportunity to perform a remedy.

5.2.4. Re-Award. The Director may award the cancelled contract to the next lowest responsible bidder (or next highest scoring bidder if best value procurement) without a subsequent solicitation if the following conditions are met:

5.2.4.a. The next lowest responsible bidder (or next highest scoring bidder if best value procurement) is able to perform at the price contained in its original bid submission, and

5.2.4.b. The contract is an open-end contract, a one-time purchase contract, or a contract for work which has not yet commenced.

Award to the next lowest responsible bidder (or next highest scoring bidder if best value procurement) will not be an option if the vendor's failure has in any way increased or significantly changed the scope of the original contract. The vendor failing to honor contractual and legal obligations is responsible for any increase in cost the state incurs as a result of the re-award.

5.3. Non-Responsible. If the Director believes that a vendor may be non-responsible, the Director may request that a vendor or spending unit provide evidence that the vendor either does or does not have the capability to fully perform the contract requirements, and the integrity and reliability necessary to assure good faith performance. If the Director determines that the vendor is non-responsible, the Director shall reject that vendor's bid and shall not award the contract to that vendor. A determination of non-responsibility must be evaluated on a case-by-case basis and can only be made after the vendor in question has submitted a bid. A determination of non-responsibility will only extend to the contract for which the vendor has submitted a bid and does not operate as a bar against submitting future bids.

5.4. Suspension.

5.4.1. The Director may suspend, for a period not to exceed 1 year, the right of a vendor to bid on procurements issued by the Purchasing Division or any state spending unit under its authority if:

5.4.1.a. The vendor has submitted a bid and then requested that its bid be withdrawn after bids have been publicly opened.

5.4.1.b. The vendor has exhibited poor performance in fulfilling his or her contractual obligations to the State. Poor performance includes, but is not limited to any of the following: violations of law, regulation, or ordinance; failure to deliver timely; failure to deliver quantities ordered; poor performance reports; or failure to deliver commodities, services, or printing at the quality level required by the contract.

5.4.1.c. The vendor has breached a contract issued by the Purchasing Division or any state spending unit under its authority and refuses to remedy that breach.

5.4.1.d. The vendor's actions have given rise to one or more of the grounds for debarment listed in W. Va. Code § 5A-3-33d.

5.4.2. Vendor suspension for the reasons listed in section 5.4 above shall occur as follows:

5.4.2.a. Upon a determination by the Director that a suspension is warranted, the Director will serve a notice of suspension to the vendor.

5.4.2.b. A notice of suspension must inform the vendor:

5.4.2.b.1. Of the grounds for the suspension;

5.4.2.b.2. Of the duration of the suspension;

5.4.2.b.3. Of the right to request a hearing contesting the suspension;

5.4.2.b.4. That a request for a hearing must be served on the Director no later than 5 working days of the vendor's receipt of the notice of suspension;

5.4.2.b.5. That the vendor's failure to request a hearing no later than 5 working days of the receipt of the notice of suspension will be deemed a waiver of the right to a hearing and result in the automatic enforcement of the suspension without further notice or an opportunity to respond; and

5.4.2.b.6. That a request for a hearing must include an explanation of why the vendor believes the Director's asserted grounds for suspension do not apply and why the vendor should not be suspended.

5.4.2.c. A vendor's failure to serve a request for hearing on the Director no later than 5 working days of the vendor's receipt of the notice of suspension will be deemed a waiver of the right to a hearing and may result in the automatic enforcement of the suspension without further notice or an opportunity to respond.

5.4.2.d. A vendor who files a timely request for hearing but nevertheless fails to provide an explanation of why the asserted grounds for suspension are inapplicable or should not result in a suspension, may result in a denial of the vendor's hearing request.

5.4.2.e. Within 5 working days of receiving the vendor's request for a hearing, the Director will serve on the vendor a notice of hearing that includes the date, time and place of the hearing.

5.4.2.f. The hearing will be recorded and an official record prepared. Within 10 working days of the conclusion of the hearing, the Director will issue and serve on the vendor, a written decision either confirming or reversing the suspension.

5.4.3. A vendor may appeal a decision of the Director to the Secretary of the Department of Administration. The appeal must be in writing and served on the Secretary no later than 5 working days of receipt of the Director's decision.

5.4.4. The Secretary, or his or her designee, will schedule an appeal hearing and serve on the vendor, a notice of hearing that includes the date, time and place of the hearing. The appeal hearing will be recorded and an official record prepared. Within 10 working days of the conclusion of the appeal hearing, the Secretary will issue and serve on the vendor a written decision either confirming or reversing the suspension.

5.4.5. Any notice or service related to suspension actions or proceedings must be provided by certified mail, return receipt requested.

5.5. Vendor Debarment. The Director may debar a vendor on the basis of one or more of the grounds for debarment contained in W. Va. Code § 5A-3-33d or if the vendor has been declared ineligible to participate in procurement related activities under federal laws and regulation.

5.5.1. Debarment proceedings shall be conducted in accordance with W. Va. Code § 5A-3-33e and these rules. A vendor that has received notice of the proposed debarment by certified mail, return receipt requested, must respond to the proposed debarment within 30 working days after receipt of notice or the debarment will be instituted without further notice. A vendor is deemed to have received notice, notwithstanding the vendor's failure to accept the certified mail, if the letter is addressed to the vendor at its last known address. After considering the matter and reaching a decision, the Director shall notify the vendor of his or her decision by certified mail, return receipt requested.

5.5.2. Any vendor, other than a vendor prohibited from participating in federal procurement, undergoing debarment proceedings is permitted to continue participating in the state's procurement process until a final debarment decision has been reached. Any contract that a debarred vendor obtains prior to a final debarment decision shall remain in effect for the current term, but may not be extended or renewed. Notwithstanding the foregoing, the Director may cancel a contract held by a debarred vendor if the Director determines, in his or her sole discretion, that doing so is in the best interest of the State. A vendor prohibited from participating in federal procurement will not be permitted to participate in the state's procurement process during debarment proceedings.

5.5.3. If the Director's final debarment decision is that debarment is warranted and notice of the final debarment decision is mailed, the Purchasing Division shall reject any bid submitted by the debarred vendor, including any bid submitted prior to the final debarment decision if that bid has not yet been accepted and a contract consummated.

5.5.4. Pursuant to W.Va. Code § 5A-3-33e(e), the length of the debarment period will be specified in the debarment decision and will be for a period of time that the Director finds necessary and proper to protect the public from an irresponsible vendor.

5.5.5. List of Debarred Vendors. The Director shall maintain and publicly post a list of debarred vendors on the Purchasing Division's website.

5.5.6. Related Party Debarment. The Director may pursue debarment of a related party at the

same time that debarment of the original vendor is proceeding or at any time thereafter that the Director determines a related party debarment is warranted. Any entity that fails to provide the Director with full, complete, and accurate information requested by the Director to determine related party status will be presumed to be a related party subject to debarment.

5.6. Damages.

5.6.1. A vendor who fails to perform as required under a contract shall be liable for actual damages and costs incurred by the state.

5.6.2. If any commodities delivered under a contract have been used or consumed by a spending unit and on testing the commodities are found not to comply with specifications, no payment may be approved by the Spending Unit for the merchandise until the amount of actual damages incurred has been determined.

5.6.3. The Spending Unit shall seek to collect damages by following the procedures established by the Office of the Attorney General for the collection of delinquent obligations.

Credits

History: Filed 4-1-19, eff. 4-1-19; Filed 4-16-21, eff. 5-1-21.

Current through register dated May 7, 2021. Some sections may be more current. See credits for details.
W. Va. C.S.R. § 148-1-5, WV ADC § 148-1-5

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EXHIBIT B To:
REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317):

Prevailing Wage Determination

[ ] – Not Applicable Because Contract Not for Construction

[ ] – Federal Prevailing Wage Determination on Next Page

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

State of West Virginia
Centralized Request for Quote
Service - Misc

Proc Folder:	2072354		**Reason for Modification:**
Doc Description:	INFORMAL DISPUTE RESOLUTION PROCESS		ADDENDUM 1 TO PROVIDE ANSWERS TO VENDOR QUESTIONS
Proc Type:	Central Master Agreen ent		
Date Issued	**Solicitation Closes**	**Solicitation No**	**Version**
2026-10-05	2026-10-15 13:30	CRFQ 0513 FLC2700000001	2

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Customer Code:	181854
Vendor Name:	Michigan Peer Review Organization (dba iMPROve Health)
Address:	625 Kenmoor Ave. SE
Street:	Suite 350, PMB 47995
City:	Grand Rapids
State:	MI **Country:** U.S. **Zip:** 49546-2395
Principal Contact:	Leland A. Babitch, MD, MBA (President & CEO)
Vendor Contact Phone:	248-465-7400 **Extension:**

FOR INFORMATION CONTACT THE BUYER
Crystal G Hustead
(304) 558-2402
crystal.g.hustead@wv.gov

Vendor Signature X **FEIN#** 38-2536610 **DATE** October 12, 2026

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION
THE STATE OF WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WEST VIRGINIA OFFICE OF THE INSPECTOR GENERAL (OIG), OFFICE OF HEALTH FACILITY LICENSURE AND CERTIFICATION (OHFLAC), IS SOLICITING BIDS TO OBTAIN AN OPEN-END CONTRACT TO CONDUCT AN INFORMAL DISPUTE RESOLUTION PROCESS PER THE ATTACHED DOCUMENTS. ***QUESTIONS REGARDING THE SOLICITATION MUST BE SUBMITTED IN WRITING TO CRYSTAL.G.HUSTEAD@WV.GOV PRIOR TO THE QUESTION PERIOD DEADLINE CONTAINED IN THE INSTRUCTIONS TO VENDORS SUBMITTING BIDS***

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Informal dispute resolution review -LVL1 LTC	10.00000	EA	$350.00	$3,500.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:

Additional fee for face to face review, versus desk and/or telephone review, per deficiency. Additional fees for face to face will be assumed by requesting facility. The independent Review Organization shall enter a separate agreement with the facility. Note: All travel costs must be assumed by the requesting facility.

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Informal Dispute Resolution review-LVL 2 LTC	10.00000	EA	$500.00	$5,000.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:

Informal Dispute Resolution review for long-term care facilities cited at Severity Level II or potential for more than minimal harm, but no actual harm, substandard quality of care, or immediate jeopardy, as defined by CMS.

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Informal Dispute Resolution review-LVL 2 Sub. Care	10.00000	EA	$500.00	$5,000.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:
Informal Dispute Resolution review for long-term care facilities cited at Severity Level II with a finding of substandard quality of care, as defined by CMS.

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Informal Dispute Resolution review-LVL 3 LTC	15.00000	EA	$650.00	$9,750.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:
Informal Dispute Resolution review for long-term care facilities cited at Severity Level III or actual harm, as defined by CMS .

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Informal dispute resolution review-Immediate Jeopardy	10.00000	EA	$800.00	$8,000.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:
Informal Dispute Resolution review for ALL facilities cited as IMMEDIATE JEOPARDY, as defined by CMS or State Regulations for programs regulated by OHFLAC.

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Informal Dispute Resolution review -Condition LVL Deficiency	15.00000	EA	$600.00	$9,000.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:
Informal Dispute Resolution review for a Condition Level Deficiency as defined by CMS. (Not an Immediate Jeopardy)

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Informal dispute resolution review -Not Invoking Penalties	40.00000	EA	$500.00	$20,000.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:

Informal Dispute Resolution review for a Standard Level Deficiency as defined by CMS or State Regulations for programs regulated by OHFLAC and not invoking state penalties.

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Informal Dispute Resolution review-Invoking Penalties	20.00000	EA	$500.00	$10,000.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:

Informal Dispute Resolution review for a Standard Level as defined State Regulations for programs regulated by OHFLAC and invoking state penalties

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Additional fee for telephonic review	30.00000	EA	$175.00	$5,250.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:

Additional fee for telephonic review, versus desk review, per deficiency. Note: All travel costs must be assumed by the requesting facility.

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Additional fee for face to face review	10.00000	EA	$200.00	$2,000.00

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:

Additional fee for face to face review, versus desk and/or telephone review, per deficiency. Additional fees for face to face will be assumed by requesting facility. The independent Review Organization shall enter a separate agreement with the facility. Note: All travel costs must be assumed by the requesting facility.

SCHEDULE OF EVENTS

Line	Event	Event Date
1	QUESTION DEADLINE: 10:00 AM ET	2026-10-05

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

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

State of West Virginia
Centralized Request for Quote
Service - Misc

Proc Folder:	2072354
Doc Description:	INFORMAL DISPUTE RESOLUTION PROCESS
Proc Type:	Central Master Agreement
Reason for Modification:	ADDENDUM 1 TO PROVIDE ANSWERS TO VENDOR QUESTIONS

Date Issued	Solicitation Closes	Solicitation No	Version
2026-10-05	2026-10-15 13:30	CRFQ 0513 FLC2700000001	2

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Customer Code:

Vendor Name :

Address :

Street :

City :

State : **Country :** **Zip :**

Principal Contact :

Vendor Contact Phone: **Extension:**

FOR INFORMATION CONTACT THE BUYER
Crystal G Hustead
(304) 558-2402
crystal.g.hustead@wv.gov

Vendor Signature X **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION
THE STATE OF WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WEST VIRGINIA OFFICE OF THE INSPECTOR GENERAL (OIG), OFFICE OF HEALTH FACILITY LICENSURE AND CERTIFICATION (OHFLAC), IS SOLICITING BIDS TO OBTAIN AN OPEN-END CONTRACT TO CONDUCT AN INFORMAL DISPUTE RESOLUTION PROCESS PER THE ATTACHED DOCUMENTS. ***QUESTIONS REGARDING THE SOLICITATION MUST BE SUBMITTED IN WRITING TO CRYSTAL.G.HUSTEAD@WV.GOV PRIOR TO THE QUESTION PERIOD DEADLINE CONTAINED IN THE INSTRUCTIONS TO VENDORS SUBMITTING BIDS***

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Informal dispute resolution review -LVL1 LTC	10.00000	EA		

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:
Additional fee for face to face review, versus desk and/or telephone review, per deficiency. Additional fees for face to face will be assumed by requesting facility. The independent Review Organization shall enter a separate agreement with the facility. Note: All travel costs must be assumed by the requesting facility.

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Informal Dispute Resolution review-LVL 2 LTC	10.00000	EA		

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:
Informal Dispute Resolution review for long-term care facilities cited at Severity Level II or potential for more than minimal harm, but no actual harm, substandard quality of care, or immediate jeopardy, as defined by CMS.

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Informal Dispute Resolution review-LVL 2 Sub. Care	10.00000	EA		

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:
Informal Dispute Resolution review for long-term care facilities cited at Severity Level II with a finding of substandard quality of care, as defined by CMS.

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Informal Dispute Resolution review-LVL 3 LTC	15.00000	EA		

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:
Informal Dispute Resolution review for long-term care facilities cited at Severity Level III or actual harm, as defined by CMS .

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Informal dispute resolution review-Immediate Jeopardy	10.00000	EA		

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:
Informal Dispute Resolution review for ALL facilities cited as IMMEDIATE JEOPARDY, as defined by CMS or State Regulations for programs regulated by OHFLAC.

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SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Informal Dispute Resolution review -Condition LVL Deficiency	15.00000	EA		

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:
Informal Dispute Resolution review for a Condition Level Deficiency as defined by CMS. (Not an Immediate Jeopardy)

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Informal dispute resolution review -Not Invoking Penalties	40.00000	EA		

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:
Informal Dispute Resolution review for a Standard Level Deficiency as defined by CMS or State Regulations for programs regulated by OHFLAC and not invoking state penalties.

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Informal Dispute Resolution review-Invoking Penalties	20.00000	EA		

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:
Informal Dispute Resolution review for a Standard Level as defined State Regulations for programs regulated by OHFLAC and invoking state penalties

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Additional fee for telephonic review	30.00000	EA		

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:
Additional fee for telephonic review, versus desk review, per deficiency. Note: All travel costs must be assumed by the requesting facility.

INVOICE TO		SHIP TO	
OHFLAC		OFFICE OF INSPECTOR GENERAL	
1900 KANAWHA BLVD E		1900 KANAWHA BLVD EAST	
SUITE 825		BLDG 6, SUITE 817	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Additional fee for face to face review	10.00000	EA		

Comm Code	Manufacturer	Specification	Model #
80122001			

Extended Description:
Additional fee for face to face review, versus desk and/or telephone review, per deficiency. Additional fees for face to face will be assumed by requesting facility. The independent Review Organization shall enter a separate agreement with the facility. Note: All travel costs must be assumed by the requesting facility.

SCHEDULE OF EVENTS

Line	Event	Event Date
1	QUESTION DEADLINE: 10:00 AM ET	2026-10-05

SOLICITATION NUMBER: CRFQ FLC2700000001
Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[ ] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[✓] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[ ] Other

Description of Modification to Solicitation:

1. To provide answers to vendor questions

No other changes

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

CRFQ FLC2700000001
Addendum 1-Answer to Vendor Questions

Q1: What does the State require for Vendor Customer Code under the VENDOR section on this form?

A1. The vendor customer code is the number assigned to a company's registration in WVOasis.gov. and used to login to the Vendor Self Service portal.

Q2. Certain requirements in the CRFQ (Complete Solicitation Documents) state that this contract is for Informal Dispute Resolution (IDR) and other requirements state Independent Informal Dispute Resolution (IIDR).Please specify whether this is a quote for IDR, IIDR, or both?

A2. This Centralized Request for Quote is for the Independent Informal Dispute Resolution (IIDR) only.

Q3. In addition, to completing, signing, and submitting the State of West Virginia Centralized Request for Quote Service – Misc form
(i.e., Final CRFQ 0513 FLC2700000001_1 WV CRFQ FORM), what else does the bidder need to submit with its bid? Does the Bidder need to submit the following items or are the following items only requirements of the selected Vendor? Please be specific.

- Verification of valid registered nurse license for at least one individual employed by the vendor and to be used in the review process with its bid?
- Resumes for all individuals employed by the vendor who will be involved in the review process with its bid??
- Verification of URAC certification with its bid?
- Proof of Commercial General Liability Insurance and Professional/Malpractice/Errors and Omission Insurance with its bid?
- Sample reports with the bid?
- Completed and signed General Terms and Conditions (i.e., page 26 of the CRFQ FLC2700000001_Complete Solicitation Documents) with its bid?
- Addendum Acknowledgement Form with its bid?
- Written response to: Section 11 Miscellaneous of the CRFQ FLC2700000001_Complete Solicitation Documents with its bid?
- Completed and signed HIPAA Business Associate Addendum (pages 38-45 of the CRFQ FLC2700000001_Complete Solicitation Documents) with its bid?

  Completed and signed Federal Funds Addendum (pages 48-53 of the CRFQ FLC2700000001_Complete Solicitation Documents) with its bid?

A3. All documents should be provided with bid response to ensure timely contract award; the documents must be provided upon request.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: FLC2700000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[ ]	Addendum No. 6
[ ]	Addendum No. 2	[ ]	Addendum No. 7
[ ]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Michigan Peer Review Organization (dba iMPROve Health)
Company



Authorized Signature

October 12, 2026
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

Professional Licensing

Once you are logged into your MiPLUS account, you can apply for a license, submit a request, or view existing records, by clicking on the word "Licenses".

Licensed Professional Information:
Registered Nurse 4704217899

Licensee Detail

License Type:
Registered Nurse

License Number:
4704217899

Name:
Laura Ann Caldwell

License Issue Date:
07/21/1998

License Expiration Date:
07/21/2027

License Status:
Active

County:
Mecosta

<--- Click to view Public Documents

Attachment List

Type	Name
No records found.	

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DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF PROFESSIONAL LICENSING
P.O. BOX 30670
LANSING, MI 48909-8170

STATE OF MICHIGAN - DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BOARD OF NURSING
REGISTERED NURSE
LICENSE

LAURA ANN CALDWELL

LICENSE NO.	EXPIRATION DATE	
4704217899	07/21/2027	25183013024

LAURA ANN CALDWELL
10691 Birchwood Court
Stanwood, MI 49346

COMPLAINT INFORMATION:
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GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BOARD OF NURSING

REGISTERED NURSE
LICENSE

LAURA ANN CALDWELL

LICENSE NO.	EXPIRATION DATE	
4704217899	7/21/2027	25183013024

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Licensed Professional Information:
Registered Nurse 4704195733

Licensee Detail

License Type:
Registered Nurse

License Number:
4704195733

Name:
Darla K Detroyer

License Issue Date:
06/15/1994

License Expiration Date:
06/15/2027

License Status:
Active

County:
St. Clair

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Attachment List

Type	Name
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DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF PROFESSIONAL LICENSING
P.O. BOX 30670
LANSING, MI 48909-8170

STATE OF MICHIGAN - DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BOARD OF NURSING
REGISTERED NURSE
LICENSE

DARLA K DETROYER

LICENSE NO.	EXPIRATION DATE	
4704195733	06/15/2027	25161053145

DARLA K DETROYER
13355 Burt Rd
Riley, MI 48041

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GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BOARD OF NURSING

REGISTERED NURSE
LICENSE

DARLA K DETROYER

LICENSE NO.	EXPIRATION DATE	
4704195733	6/15/2027	25161053145

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Bailey Brokmeyer, BA, CLSS-HC, CI, SMQT

Profile

Bailey Brokmeyer serves as Managing Director of Informal Dispute Resolution (IDR) and Independent Informal Dispute Resolution (IIDR) services at iMPROve Health, where she leads the management and oversight of IDR/IIDR operations across all contracted states. She has gained more than 15 years of experience in long-term care (LTC) and regulatory compliance under the Code of Federal Regulations (CFR), including over a decade of direct experience conducting IDR/IIDR reviews. Ms. Brokmeyer is recognized for her thorough and detail-oriented approach to evaluating compliance with federal requirements.

She earned a Bachelor of Arts in Criminal Justice and Psychology and holds multiple professional credentials, including Certified Life Safety Specialist for Health Care Managers (CLSS-HC), Certified Investigator (CI), and State Surveyor Minimum Qualifications Test (SMQT) certification for nursing homes. She is also a Certified Texas Contract Manager (CTCM) and a Qualified Intellectual Disabilities Professional (QIDP).

Professional Experience

Managing Director, IDR/IIDR Services, 2024-Present
iMPROve Health, Grand Rapids, MI

- Directs all IDR/IIDR services in all contracted states
- Oversees all timeframes and reports as required by contracts
- Directs and manages all key personnel for all projects

Program Manager, DR/IIDR Services, 2023-2024
iMPROve Health, Grand Rapids, MI

- Assisted the Managing Director and Project Specialist with administrative tasks needed to support contracts, including secondary review of cases prior to submission.
- Provided guidance to direct reports and mentors.
- Tracked performance measures and engaged in quality assurance measures to improve processes.
- Ensures services are provided within the URAC accreditation program.

IDR Reviewer, 2017-2023
iMPROve Health, Grand Rapids, MI

- Ensures regulatory obligations are managed in compliance with state and federal regulations while conducting analytical and impartial reviews of deficiencies/violations in certain LTC facilities (ICF/IIDs, nursing facilities, and assisted living facilities) regarding disputed health and/or life safety code deficiencies/violations and licensure action; this includes review of treatment programs to determine the safety and effectiveness of the regimen
- Prepares professional reports that document IDR review decision-making process to ensure compliance is maintained
- Conducts telephone and/or face-to-face conferences

IDR Reviewer, 2014-2017
Texas Health & Human Services, Austin, TX

- Ensured regulatory obligations were managed in compliance with state and federal regulations while conducting analytical and impartial reviews of deficiencies/violations in certain LTC facilities (ICF/IIDs, nursing facilities, and assisted living facilities) regarding disputed health and/or life safety code deficiencies/violations and licensure action; this included review of treatment programs to determine the safety and effectiveness of the regimen
- Prepared professional reports that documented IDR review decision-making process to ensure compliance was maintained
- Conducted telephone and/or face-to-face conferences

Director of Medical Records, 2012-2014
Department of Aging and Disability Services, Austin, TX

- Day-to-day supervision of eight direct reports.
- Tasked with the hiring process for prospective employees and performance evaluations of direct reports.
- Managed the daily operations of the recordkeeping system for >300 ICF/IID residents.
- Provided oversight of Facility policy/procedures, record requests, data tracking, plans of correction, and audits.
- HIPAA Coordinator, member of Human Rights Committee and a backup for direct supervisor.
- Chaired Statewide Active Records Committee and Records Workgroup.

Lead Qualified Intellectual Disability Professional, 2011-2012
Department of Aging and Disability Services, Austin, TX

- Managed caseload and provided continuous training and oversight to other QIDPs at Austin State Supported Living Center
- Planned, facilitated, and conducted necessary paperwork and follow-up associated with Personal Support Plan meeting and addendum meetings for individualized plans
- Advocated on behalf of persons served and provided family liaison services
- Provided administrative support to QIDP Coordinator by following up on PST recommendations, continuous education/supervision of other QIDPs, and in-service/training documentation
- Supported continuous compliance with ICF-MR regulations and DOJ settlement agreement; helped gather, track, and implement plans of correction

Qualified Intellectual Disability Professional, 2009-2011
Department of Aging and Disability Services, Austin, TX

Education

- **Bachelor of Arts**
  Sam Houston State University, Huntsville, TX

Certifications

- Certified Texas Contract Manager (CTCM)
- Certified Investigator (CI)
- State Surveyor (SMQT) for Nursing Homes
- Certified Life Safety Specialist for Health Care Managers (CLSS-HC)

Technical Training

- The Centers for Disease Control and Prevention (CDC) Nursing Home Infection Preventionist Training Course, 2019

Charlene R. Beyah, JD, BSN, RN

Profile

Charlene Beyah serves as the Corporate Compliance Officer at iMPROve Health, where she chairs the Compliance Committee and oversees adherence to the organization's Compliance and Ethics Plan.

In her role as Program Manager of Arbitration, Ms. Beyah manages the full arbitration process under the No Surprises Act (NSA), including the recruitment and training of arbiters and oversight of final payment determinations. She also supports contract administration and collaborates closely with internal teams to ensure compliance and operational efficiency.

Ms. Beyah also represents iMPROve Health, an active member of the National Association of Independent Review Organizations (NAIRO), by serving as Secretary on its Executive Committee.

Professional Experience

Compliance Officer, 2018-Present
iMPROve Health, Grand Rapids, MI

- Chairs the Compliance Committee and report regularly to the Board of Directors
- Develops, implements, and oversees programs, policies, and practices designed to ensure the organization is in compliance with federal, state, and local legal and regulatory requirements, including, but not limited to, HIPAA, Federal and state laws and/or regulations related to contract compliance, fraud, and abuse
- Participates in ongoing collaboration with senior leaders in IT, HR, Finance, and Operations and consults with outside counsel as needed
- Functiosn as the Privacy Officer for the organization as defined by HIPAA
- Provides annual education to employees on the Code of Conduct, Confidentiality, and Conflict of Interest policies and procedures

Program Manager, Federal IDR, October 2025 - Present
Arbitration Coordinator, Federal IDR, October 2023 - October 2025
iMPROve Health, Grand Rapids, MI

- Manages the arbitration process for the No Surprises Act Federal and State Informal Dispute Resolution Entity (IDRE) program, including recruitment, training, and final payment determinations of both contracted and in-house arbiters
- Develops and executes strategic arbitration plan to ensure compliance with contract requirements and regulatory standards
- Assists the Director in managing the IDRE contract pursuant to the NSA and entity certification agreement
- Collaborates with the Payment Determination Coordinator and internal teams to achieve program goals and enhance operational efficiency

IDR Reviewer, 2011 - 2023
iMPROve Health, Grand Rapids, MI

- Reviewed Department of HHS/CMS Statement of Deficiencies (2567) reports
- Collaborated with IDR reviewers, analyzes and interprets 2567 reports and facility documents, and develops recommendations for submission to appropriate state agencies
- Performed payment determination of disputes under the federal IDR process
- Educated arbiters who conduct payment determinations under the federal IDR process

- Reviewed final payment determinations and ma recommendations as needed based on the federal NSA process, guidance from CMS, and recent legal rulings on the application of the dispute resolution process for certified IDREs
- Collaborated with the team and participated in meetings with CMS related to implementation and compliance with the federal IDR process

Independent Consultant, 2013-2014
Glocoms, Chicago, IL

- Conducted Federal Informal Independent Dispute Resolution (IIDR) on a contracted basis

Medicare Appeals Nurse, 2012-2014
iMPROve Health, Grand Rapids, MI

- Conducted telephonic intakes for Medicare beneficiaries who invoked their right to appeal a discharge from acute or skilled care
- Communicated with service providers of various types on Medicare beneficiaries' appeals rights
- Educated providers on appeals process and Medicare requirements
- Developed written narratives for physician review based on clinical records from care providers
- Collaborated with physician reviewers regarding acute, skilled and home care, and hospice services that were provided for Medicare beneficiary appellants
- Provided verbal and written decisions to Medicare appellants

Surveyor Monitor, 2009-2010
State of Michigan, Detroit, MI

- Managed 12 healthcare surveyors responsible for complaint investigations in metro Detroit.
- Provided guidance to healthcare surveyor nurses regarding interpretation and application of the State Operations Manual (SOM) and State of MI licensure requirements
- Reviewed and edited preliminary reports (2567) submitted by healthcare surveyors and submitted final reports to the enforcement unit for appropriate penalties
- Directed administrators, owners, and directors of nursing regarding actions needed following findings of substandard quality of care or immediate jeopardy (IJ)
- Reviewed complainant allegations requesting hearings before an administrative law judge and attended administrative hearings as needed
- Reviewed and evaluated IDR documentation submitted by facilities

Education

- **Juris Doctorate**
  Cooley Law School, Lansing, MI
- **Bachelor of Science in Nursing**
  Rutgers University College of Nursing, Newark, NJ

Certifications

- Michigan Registered Nursing License
- Licensed Attorney, admitted to New Jersey State Bar

Technical Training

- The Centers for Disease Control and Prevention (CDC) Nursing Home Infection Preventionist Training Course, 2019
- American Health Law Association seminar, 2021 Virtual Health Care Arbitration Training
- American Arbitration Association, Understanding the Stages of Arbitration and Why Each Stage is Important, March 2023

Laura Caldwell, R.N., BSN, NHA

Profile

Laura Caldwell has more than 28 years of progressive management experience in the long-term/ subacute rehabilitation industry. She has a leadership track record, overseeing the success of multiple teams of caregivers in providing quality care and satisfaction to residents and their families. As iMPROve Health's Clinical Quality Coordinator, Ms. Caldwell provides clinical support regarding IDR/IIDR disputes as needed and comprehensive second-level reviews to ensure appropriate review recommendations for compliance or non-compliance with requirements as required by the contract.

In her former role as an Informal Dispute Resolution Reviewer, Ms. Caldwell ensured the timely review of all assigned reviews and activities, conforming to all contract requirements. She also completed all data entry following CMS guidelines and timeframes, adhering to all safety and compliance regulations.

Professional Experience

Clinical Quality Coordinator 2024-Present
iMPROve Health, Grand Rapids, MI

- Provide clinical support regarding IDR/IIDR disputes
- Provides clinical oversight and completes a comprehensive second-level review to ensure appropriate review recommendations for compliance or non-compliance with requirements required by the contract

IDR/IIDR Reviewer, 2021-Present
iMPROve Health, Grand Rapids, MI

- Uses time/project management skills to ensure Informal Dispute Resolution (IDR) reviews and other assigned activities are completed on time and in accordance with contract requirements
- Completes data entry on all case reviews according to CMS guidelines/timeframes
- Stays current with regulatory updates, surveyor guidance, and Federal directives
- Adheres to all security guidelines for safe transmission of conflict of interest (COI) case reviews
- Adheres to all relevant compliance regulations (HIPAA, FISMA, URAC, CMS)
- Attends monthly conference call trainings/meetings

Nursing Home Administrator/Director of Nursing, 2018- 2022
Ascension Standish Hospital, Standish, MI

- Serves as the NHA & DON of a 5-star, 29-bed facility
- Ensures resident safety and quality of care
- Ensures family and employees satisfaction
- Maintains regulatory compliance
- Maintains budget
- Manages daily facility operations
- Assists clinical team and oversees clinical operations
- Quality Management Director
- Emergency Preparedness Director
- SNF Pandemic Planning Director
- Submits regular data to MDHHS via EMResource and NHSN data SAMS L3 Administrator

Director of Operations, 2015-2017
Fortis Management Group, Milwaukee, WI

- Oversaw 12 skilled nursing facilities with a combined 1,165 beds and 1,300 employees
- Shared oversight of the Regional Team of 12 employees
- Developed and implemented budgets for each of the facilities
- Provided fiscal accountability to Administrators for their overall operations
- Assisted in providing oversight in emergency situations
- Covered centers as Administrator in emergencies

Executive Director/Administrator, 2007-2015
Tendercare Green View, Alpena, MI

Director of Nursing/Assistant Director of Nursing 2001-2007
Tendercare Green View, Alpena, MI

Staff Development Coordinator 1999-2001
Tendercare Green View, Alpena, MI

Education

- **Bachelor of Science in Nursing**
  Spring Arbor University, Spring Arbor, MI

Certifications

- Nursing Home Infection Preventionist Training Course, Center for Disease Control and Prevention, November 2020
- Nursing Home Administrator, National Association of Long-Term Care Administrator Board, June 2007, #4801013488
- Registered Nurse, Alpena Community College, 1998, #4704217899

Awards

- American Healthcare Association Bronze Award, 2013
- American Healthcare Association Silver Award, 2014
- American Healthcare Association Gold Applicant, 2015
- Alpena Community College Image of Nursing Award 1996

Technical Training

- Developed program for employee recruitment and retention with a 10% turnover rate
- Developed and wrote training programs including for specialty wound care and Nurse Aides
- Received recognition from the AHCA for meeting all four quality initiatives
- Consistently had resident and family satisfaction scores over 90%

Darla Hunter-Detroyer

Profile

Darla Hunter-Detroyer brings decades of nursing experience and sound clinical and operational judgement to her position as a reviewer on iMPROve Health's Informal Dispute Resolution (IDR) team. Well-versed in federal regulatory guidelines for direct patient care, she currently focuses on reviewing deficiencies and violations in long-term care settings. Before joining iMPROve Health, Ms. Hunter-Detroyer was a skilled nursing professional who took on progressively challenging roles in nursing and long-term care environments. She has dedicated her career to exceptional collaboration and problem-solving in nursing care, employee growth and education.

Professional Experience

IDR/IIDR Reviewer, July 2024-Present
iMPROve Health, Grand Rapids, MI

- Ensures regulatory obligations are managed in compliance with state and federal regulations while conducting analytical and impartial reviews of deficiencies/violations in certain long-term care (LTC) facilities (ICF/IIDs, nursing facilities, and assisted living facilities) regarding disputed health and/or life safety code deficiencies/violations and licensure action; this includes review of treatment programs to determine the safety and effectiveness of the regimen
- Prepares professional reports that document IDR/IIDR review decision-making process to ensure compliance is maintained
- Conducts telephone and/or video conferences

Director of Nursing, 2022-2024
Regency at Shelby Township, Shelby Township, MI

- Organized, developed and directed resident care and nursing administration
- Facilitated and collaborated with ACO, Managed Care, Bundled Payment Systems, VBD and FFS
- Ensured orientation, continued training, instruction and supervision for nursing personnel
- Regularly inspected facility and nursing practices for compliance with federal and state regulations
- Executed plans of correction related to licensure and certification
- Developed and executed resident care policy and procedures
- Coordinated wound care services
- Ensured appropriate staffing ratios while meeting budgetary requirements
- Ensured development of appropriate QAPI programs
- Ensured appropriate Infection Control and Antiobiotic Stewardship measures were in place
- Coordinated appropriate staff of interdisciplinary team for MDS completion for reimbursement, quality assurance measures and surveys while reducing rehospitalizations
- Implemented successful healthcare program through professionalism, quality of care, medical teaching and patient satisfaction

Corporate Nurse Consultant, 1/2021-12/2021
Optalis Health Care, Novi, MI

- Regularly inspected and ensured facility and nursing practice for compliance with federal/state regulations
- Executed of plan of correction related to licensure and certification
- Provided continuous support and guidance to facility nursing staff
- Developed specialty programs

- Provided clinical support to four facilities, assisting with education, assessment of systems, facility surveillance and survey support
- Reviewed medical records and summarized care
- Collaborated with leadership to devise improvement initiatives for nursing satisfaction, retention and morale
- Investigated and resolved issues affecting nursing home operations and patient care
- Successfully established collaboration with local hospitals to reduce readmissions
- Effectively created specialty programs to manage chronic disease and palliative/hospice programs for advanced care planning

Director of Nursing, 01/2003 - 01/2021
Regency at Shelby Township, Shelby Township, MI

- Organized, developed and directed resident care and nursing administration
- Facilitated and collaborated with ACO, Managed Care and Bundled Payment Systems
- Ensured orientation, continued training and supervision to nursing personnel and functions
- Regularly inspected facility and nursing practice for compliance with federal and state regulations
- Executed plan of correction related to licensure and certification
- Developed and executed resident care policy and procedures
- Established and monitored infection control programs to provide a safe and sanitary environment and prevent transmission of disease and infection.
- Successfully recruited and managed nearly 200 diverse employees and eliminated agency staff as needed
- Achieved exceptionally low rate of healthcare-acquired infection
- Maintained proven success with informal dispute resolution process

Director of Nursing, 01/2003 - 01/2021
Evangelical Home-Port Huron, Port Huron, MI

- Developed positive employee relations, incentives and recognition programs to promote teamwork and mutual respect
- Collaborated with staff, management and external groups to coordinate patient care
- Evaluated nurse personnel work performance to determine wage increases and implement counseling
- Participated in management team meetings to discuss resident status, census changes and resident complaints or concerns
- Established and monitored infection control programs to provide a safe, sanitary environment to prevent transmission of disease and infection
- Performed rounds to observe care and interview staff, residents and families.
- Facilitated continuing education and training programs to drive staff competency and professional development
- Planned and assigned workload of nurses and CNAs
- Established new policies and updated existing policies to improve standard of care for patients

Education

- **Associate's Degree**
  St. Clair County Community College Completion, Port Huron, MI

Vikki Moore, RN

Profile

Vikki Moore, a reviewer on iMPROve Health's Informal Dispute Resolution (IDR) team, is a dedicated Registered Nurse (RN) with more than 20 years of experience across a wide range of healthcare settings, including extensive expertise in long-term care. She is recognized for her strong attention to detail, critical thinking abilities, and exceptional skills in multitasking and time management, enabling her to effectively solve complex clinical and operational challenges.

An excellent communicator and natural leader, Ms. Moore excels at organizing priorities, fostering collaboration, and guiding teams toward shared goals. She maintains a clean Michigan RN license and current American Heart Association (AHA) Basic Life Support (BLS) certification.

Professional Experience

IDR/IIDR Reviewer, May 2026-Present
IMPROVE HEALTH, Grand Rapids, MI

- Conducts independent and evidence-based reviews of disputed state and federal health and/or life safety code deficiencies for certain long-term care (LTC) providers, including nursing facilities, ICF/IIDs, and assisted living facilities
- Evaluates survey findings, facility records, and supporting documentation, applying applicable state and federal regulations to develop objective, consistent, and impartial review determinations
- Prepares detailed written review reports that clearly document regulatory analysis, findings, and recommendations
- Participates in IDR/IIDR conferences with state agencies and healthcare providers

Care Manager, 2014-2026
Angel Care, Grand Blanc and Mass City, MI

- Provided excellent communication between physicians, interdisciplinary team, family, and client to obtain the best outcome
- Managed medication administration, necessity, potential side effects, and safety protocols
- Scheduled appointments and provide transportation
- Designed a care log, medication forms, and calendar to provide the best continuity of care
- Placed all possible safety devices to assist client with highest level of independence

Assistant Manager, 2017-2024
Merritt Travel Center, Mass City, MI

- Managed inventory levels, coordinated purchasing activities, and maintained stock supplies
- Administered payroll processing, staff scheduling, data management, and daily banking
- Oversaw facility operations and ensured continuity of services in the absence of leadership
- Performed administrative functions, including accounts payable and receivable management

MDS Coordinator/Care Planner/Restorative Nurse/Assistant Director of Nursing (DON),2004-2013
Bayside Village, L'Anse, MI

- Led Interdisciplinary team meetings
- Obtained highest level of reimbursement allowed under Medicare & Medicaid
- Maintained Level of Care Determination requirements for Medicaid
- Created policies and procedures
- Ensured compliance with state and federal regulations
- Supervised and evaluated nursing staff
- Provided staff education in best practice guidelines
- Achieved deficiency-free audit conducted by CMS State of Michigan survey team

MDS Coordinator/Care Planner/Assistant DON, 2001-2004
Ontonagon Memorial Hospital and Long-term Care, Ontonagon, MI

- Completed MDS assessments and care planning
- Transmitted assessments to the State of Michigan according to timelines and requirements
- Wrote plan of corrections for deficiencies and implementation of necessary corrections
- Adhered to HIPPA regulations
- Upheld state and federal regulations
- Participated in the survey process

Medicare Unit Manager/MDS Coordinator/Assistant DON, 1995-2001
Hilltop Manor, Roscommon, MI

- Managed tube feedings, lab work, Imaging, ostomy care, and wound care
- Maintained Industry best practices, provided staff, resident, and family education
- Implemented the Restorative Nursing program for this facility and worked closely with PT/OT/ST

Education

- **Associate of Science, Registered Nursing**
  Kirtland Community College, Roscommon, MI
- **Licensed Practical Nurse Certification**
  Kirtland Community College, Roscommon, MI

Training

- Word, Outlook, Power Point, CoPilot, Chat GPT, and State of Michigan software for MDS transmission.

Karen Zischke, RN

Profile

Karen Zischke, RN, brings more than 20 years of experience directing provider teams and leading compliance excellence to her position as a reviewer on iMPROve Health's Informal Dispute Resolution (IDR) team. She currently focuses on reviews of deficiencies and violations in long-term care settings. Before joining iMPROve Health, she was a dedicated registered nurse in a variety of healthcare settings. Ms. Zischke's attention to detail, critical thinking skills, and ability to multi-task and time-manage make her a skilled problem-solver. Ms. Zischke is also an excellent communicator with an innate ability to lead people, organize priorities, and reach shared goals.

Professional Experience

IDR/IIDR Reviewer, July 2024-Present
iMPROve Health, Grand Rapids, MI

- Ensures regulatory obligations are managed in compliance with state and federal regulations while conducting analytical and impartial reviews of deficiencies/violations in certain LTC facilities (nursing facilities and assisted living facilities) regarding disputed health deficiencies/violations and licensure action; this includes review of treatment programs to determine the safety and effectiveness of the regimen
- Prepares professional reports that document IDR/IIDR review decision-making process to ensure compliance is maintained
- Conducts telephone and/or video conferences

Pre-Admission Testing, Casual, 2023-2024
Munson Healthcare Manistee Hospital, Manistee, MI

- Obtained a full health assessment and medication reconciliation for incoming patients
- Completed and managed pre-admission patient charts by obtaining required paperwork, including orders, patient history and physicals, consents for procedures
- Ordered EKG or other labs based on assessment
- Flagged abnormal testing results and notified anesthesia
- Worked closely with surgical services co-workers and physician offices to ensure a smooth operative experience for the patient

Allied Health Program Coordinator & Advisor, 2021-2023
West Shore Community College, Scottville, MI

- Coordinated college's Allied Health programs and provided academic advising to students in Health Careers pathway
- Developed and modified course curriculum
- Recruited, hired, and evaluated adjunct instructors to ensure effective instruction

Administrative Nurse Manager, 2017-2021
Wellston Medical Center/Primary Health Services, Ludington, MI

- Interpreted state guidelines related to rural health care and applied them to facility policies
- Performed clinical and operational duties
- Provided training for personnel
- Recruited, supervised, and evaluated nursing staff
- Provided education to staff in best practice guidelines for all aspects of care and independently networked with numerous state-wide resources to interpret state guidelines and apply them to facility policies

Clinical Performance Specialist, 2008-2017
Upper Peninsula Health System-Portage, Hancock, MI

- Abstracted IQR and OQR records for Core Measures and maintained a 99% or above accuracy rate for detail and compliance
- Directed healthcare team to document and adhere to requirements, developed and implemented processes to ensure positive results in publicly reported quality data
- UPHS Portage was recognized and published as a Top Performer for achieving effective communication among doctors, administration, licensing entities
- UPHS Portage support staff was recognized and published for high scores in Core Measures
- Coordinated all aspects of the Physician Peer Review Committee
- Reviewed medical records from all departments, monitoring compliance to ensure criteria of established best practice guidelines are adhered maintained
- Interpreted regulations about Quality Measures set forth by the Joint Commission
- Provided input/processes to medical staff that resulted in positive results

Director of Nursing, 2003-2008
Bayside Village, L'Anse, MI

- Collaborated with staff, management, and external groups to coordinate patient care
- Performed rounds to observe care and interview staff, residents, and families
- Established new policies and updated existing policies to improve the standard of care for patients
- Achieved deficiency-free audit conducted by CMS State of Michigan survey team

Director of Nursing,1999-2003
Cypress Manor, Hancock, MI

- Collaborated with staff, management, and external groups to coordinate patient care
- Performed rounds to observe care and interview staff, residents, and families
- Established new policies and updated existing policies to improve the standard of care for patients
- Participated in conducting mock surveys at facilities owned by the corporation around the United States to assist for state survey preparations
- Achieved deficiency-free audit conducted by CMS State of Michigan survey team

Education

- **Associate of Science**, Science of Nursing
  Finlandia University, Hancock, MI

Licensure

- Michigan Registered Nurse
- Florida Registered Nurse
- Certified AHA BLS Provider

Certificate Number: IRC010026

CERTIFICATE OF AWARD

in recognition of

Michigan Peer Review Organization d/b/a iMPROve Health
625 Kenmoor Ave, Suite 350
Grand Rapids, Michigan 49546-2395

for compliance with

Independent Review Organization 6.0: Comprehensive Review Accreditation Program

is awarded

Full Accreditation

Effective from 11/01/2025 through 11/01/2028

Shawn Griffin, MD
President & Chief Executive Officer

ACCREDITED

URAC accreditation is assigned to the organization and address named in this certificate and is not transferable to subcontractors or other affiliated entities not accredited by URAC.

URAC accreditation is subject to the representations contained in the organization's application for accreditation. URAC must be advised of any changes made after the granting of accreditation. Failure to report changes can affect accreditation status.

This certificate is the property of URAC and shall be returned upon request.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 09/27/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Patricia Brandemihl	
RSC Insurance Brokerage Inc/Brown & Brown Inc 26026 Telegraph Road Suite 100 Southfield MI 48033	PHONE (A/C, No, Ext): (248) 355-1414	FAX (A/C, No): (248) 304-0877
	E-MAIL ADDRESS: patty.brandemihl@bbrown.com	

INSURED	INSURER(S) AFFORDING COVERAGE	NAIC #
Michigan Peer Review Organization, DBA: iMPROVe Health MPRO 625 Kenmoor Ave SE Suite 350 PMB 47995 Grand Rapids MI 49546-2395	INSURER A : Selective Insurance Group	12752
	INSURER B : Accident Fund National Insurance Company	12305
	INSURER C : Scottsdale Indemnity Company	15580
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES **CERTIFICATE NUMBER:** 26-27 REV MI Master **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	[X] COMMERCIAL GENERAL LIABILITY [ ] CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: [X] POLICY [ ] PRO-JECT [ ] LOC [ ] OTHER:			S2773410	10/01/2026	10/01/2027	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG [ ]	$ 1,000,000 $ 1,000,000 $ 10,000 $ 1,000,000 $ 2,000,000 $ 2,000,000 $
A	AUTOMOBILE LIABILITY [ ] ANY AUTO [ ] OWNED AUTOS ONLY [ ] SCHEDULED AUTOS [X] HIRED AUTOS ONLY [X] NON-OWNED AUTOS ONLY			S2773410	10/01/2026	10/01/2027	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) [ ]	$ 1,000,000 $ $ $ $
A	[X] UMBRELLA LIAB [X] OCCUR EXCESS LIAB [ ] CLAIMS-MADE [ ] DED [X] RETENTION $ 10,000			S2773410	10/01/2026	10/01/2027	EACH OCCURRENCE AGGREGATE [ ]	$ 8,000,000 $ 8,000,000 $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N: N If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		100058752	10/01/2026	10/01/2027	[X] PER STATUTE [ ] OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000
C	Cyber Liability			EKS3592613	10/01/2026	10/01/2027	Aggregate	$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Certificate holder is added as Additional Insured (General Liability) with respect to work/services performed/products supplied by Named Insured as per written contract/agreement.

Professional Liability (10/1/23-10/1/24) LHM792002 - Landmark American (NAIC #33138) - $1m/$3m with $25k retention

Professional Liability (10/1/23-10/1/24) 107326004 - Travelers Casualty & Surety NAIC#19046) - $3m/$3m with $50k retention

CERTIFICATE HOLDER

State of West Virginia OIG-OHFLAC
408 Leon Sullivan Way
Charleston WV 25301-1713

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Richard D. Farris

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AGENCY CUSTOMER ID: 00019394

LOC #:

ADDITIONAL REMARKS SCHEDULE

Page ____ of ____

AGENCY	NAMED INSURED
RSC Insurance Brokerage Inc/Brown & Brown Inc	Michigan Peer Review Organization, DBA: iMPROVe Health MPRO
POLICY NUMBER	
CARRIER / NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 **FORM TITLE:** Certificate of Liability Insurance: Notes

Errors & Omissions
Travelers Casualty & Surety Company of America
Policy # 107326004
Limits: $3,000,000 Limit
Deductible: $50,000

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Additional Named Insureds

Other Named Insureds

iMPROVe Health	Doing Business As
iMPROVe Health MPRO	Doing Business As
MPRO	Doing Business As

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