



JAYNE'S PRACTICE MANAGEMENT & BILLING CONSULTING SERVICES LLC

THIRD-PARTY PRODUCTION | RIGHTS & RESPONSIBILITIES

Operational accountability • Secure delivery • Transparent performance

01 CLIENT ORGANIZATION RIGHTS

▣ DEFINED WORK

Written work types, exclusions, volumes and deliverables.

◆ MEASURABLE SERVICE

Agreed QA, throughput, TAT and escalation metrics.

◇ TRANSPARENT REPORTING

Production logs, exceptions, corrections and trends.

▣ SECURE HANDLING

Role-based access and appropriate PHI protections.

02 CLIENT ORGANIZATION RESPONSIBILITIES

SYSTEM READINESS

Provide lawful access, credentials and current policies.

COMPLETE WORK QUEUES

Supply legible records, priorities and work assignments.

TIMELY DECISIONS

Resolve queries, escalations and payer-policy changes.

FINANCIAL & CLINICAL CONTROL

Retain provider decisions, payer contracting and final approvals.

03 PERFORMANCE GOVERNANCE

A Statement of Work should define case mix, production units, quality sampling, error severity, turnaround clocks, rework rules, reporting cadence, and exclusions. Baselines and targets are agreed after data validation. Neither collections nor payer acceptance is guaranteed. Changes in volume or scope may require written change control.

04 PRIVACY, WORKFORCE & TECHNOLOGY

Use approved systems, minimum-necessary access where applicable, MFA, secure transfer, and prompt escalation of suspected incidents. A HIPAA Business Associate Agreement is required where the relationship qualifies. Automation or AI-assisted processing requires prior documented approval, appropriate safeguards and human oversight; no PHI in unapproved public AI tools.

05 QUALITY CONCERNS & ACKNOWLEDGMENT

Report material errors, missing records and workflow blockers through designated escalation contacts. Corrective actions, credits if any, staffing, transition assistance, termination and data return are governed by the executed services agreement and SOW.

Client organization / service lane: _____

Client representative / signature / date: _____

Consultant representative / signature / date: _____

This acknowledgment supplements but does not replace the services agreement, SOW, applicable BAA, or required legal review.