

limeade

Contract number: K1124

Washington State HCA PEB Division
Schedule C – Business Requirements -
Eligibility and Data Integration:

Limeade

Activity Points Import
Data Integration
Finalized

Updated December 11, 2014

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Schedule A – Statement of Work	Schedule C – List of Deliverables	Program	Vendor
#8 Individual Action Plans From Outside Vendors	Business Requirements – Eligibility and Data Integrations	Diabetes Prevention Program - DPCA	TPA
#8 Individual Action Plans From Outside Vendors	Business Requirements – Eligibility and Data Integrations	Diabetes Control Program - DPCA	TPA
#8 Individual Action Plans From Outside Vendors	Business Requirements – Eligibility and Data Integrations	Quit for Life - Smoking Cessation Program - Alere	TPA

SUMMARY

This document describes the integration between TPA (on behalf of the Washington State HCA PEB Division PEB Division) and Limeade to award points for participation in Individual Action Plans (activities) managed by TPA. All information for this integration and definitions are up to date as of 9/18/2014 and meet the requirements outlined in Section 8 (Individual Action Plans from outside Vendors) of the Contract Addendum, Schedule A – Statement of Work.

DEFINITIONS

Action = Event completed by a Member. This could include the start of Activity, end of Activity or incremental sessions of the Activity.

Activity = Incentive Event created on SmartHealth Portal to track Member Individual Action Plans (Activities).

Completion of Activity = Action by a Member that signifies the completion of an activity and awarding points.

Consumer Portal = Platform that Members are moved to when they are terminated via the Termination File. The Consumer Portal is a generic platform that allows terminated Members to still access their personal information, Well-being Assessment answers, and any personal goals they may have created. The Members will not have access to any SmartHealth Activities regardless if they had participated or not. The Consumer Portal is Limeade branded and there will not be any SmartHealth branding.

Dimension = The component parts of a whole-person well-being model, statistically validated as separate predictors of health-well-being and productivity outcomes. Examples of Dimensions include Healthy Blood Sugar and Heart Health.

Eligibility File = Limeade's standard import file for updating eligibility for the SmartHealth Wellness Program and Portal and Members' demographic data.

Financial Incentive = Award given to SmartHealth Eligible Members as outlined by Washington State HCA PEB Division PEB Division.

Full File = File contains all Members that have completed an action between the SmartHealth Wellness Program start date and end date.

Incentive Event / Challenge = Limeade's terminology for an Activity.

Incentive File = Limeade's standard import file for awarding points.

Max Occurrence = the maximum times points can be awarded for an Activity.

Members = SmartHealth Eligible Members and Portal Access Only Members.

Portal Access Only Members = Individuals who will have access to the SmartHealth Wellness Program but are not eligible to receive the Financial Incentive.

SmartHealth Portal = Internet accessible platform that allows Members to participate in the SmartHealth Wellness Program.

SmartHealth Eligible Members = Individuals who will have access to the SmartHealth Wellness Program and are eligible to receive the Financial Incentive.

Start of Activity = Action by a Member that signifies the start of an activity and awarding points.

Termination File = Limeade's standard import file to terminate flagged Members from the SmartHealth Wellness Program and Portal.

BUSINESS RULES

Eligibility for the Activities

1. SmartHealth Eligible Members - Subscribers
 - 1.1. Group Benefit Enrolled Subscribers
 - 1.2. Non-Medicare COBRA Subscribers
 - 1.3. Non-Medicare Retirees
 - 1.4. Self-Pay Subscribers on Leave Without Pay (LWOP) Status
 - 1.5. Surviving Dependents of former employees deceased in the line of work
 - 1.5.1. Must be 13 and older. Subscribers under 13 will not be included on Eligibility File (SmartHealth Wellness Program) per COPPA.
2. Portal Access Only Members – Dependents
 - 2.1. Spouses/ Same Sex Domestic Partners (SSDP) of SmartHealth Eligible Members enrolled on Subscriber's account.

Member's SmartHealth Program and Portal eligibility will be determined by the Eligibility File received from Washington State HCA PEB Division (see Washington State HCA PEB Division Schedule C – Business Requirements – Eligibility and Data Integrations - Finalized document). All Members included on the Eligibility File prior to the import of the Incentive File will be awarded points for their actions as indicated on the Incentive File.

Retroactive Terminations and Additions

1. If a Member is included on the Incentive File as completing an action but is not currently included on the Eligibility File or has been flagged as a terminated Member on the Termination File before the Incentive File is received by Limeade, this Member will not be awarded points.
 - 1.1. Limeade will be receiving a full Incentive File. If and/or when the Member is included on the Eligibility File, the Member will be awarded points for the action when the next Incentive File is received by Limeade with this Member's details.

- 1.1.1.** The date of service reported on the Incentive File will be captured and will ensure the Member is awarded points accurately toward/for completion of Activities.

Targeting Rules

The following Activities will be targeted to the Members based on the below criteria. In addition to targeting based on health plan, Activities will also be targeted by specific dimensions that are determined by the Well-being Assessment.

Activity	Health Plan	Code on Eligibility File	Dimension
Diabetes Prevention Program - DPCA	TPA	Start with "U"	Health Blood Sugar
Diabetes Control Program - DPCA	TPA	Start with "U"	Healthy Blood Sugar
Quit for Life - Tobacco Cessation Program - Alere	TPA	Start with "U"	Smoke-Free Living

Activity Rules

All Activities will be visible in "Other Things To Do" on the homepage and on the respective dimension page (e.g., Quit for Life - Tobacco Cessation Program will be visible on the Smoke-Free Living dimension page).

The Member will be able to select the Activity and it will be moved to the "My Plan" section of their home page. The Member will then be awarded for their participation based on the below actions.

Diabetes Prevention Program - DPCA

	Action	Points	Incentive Event ID	Visible In Portal	Max Occurrence per Program Year
	Start of Activity	300	4030	No	1 Time
	Completion of Activity	200	4031	Yes	1 Time

Diabetes Control Program - DPCA

	Action	Points	Incentive Event ID	Visible In Portal	Max Occurrence per Program Year
	Completion of Activity	125	4043	Yes	3 times in 1 st 6 months and 3 times in last 6 months of the calendar year /

					no more than 4 times per calendar year
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Quit for Life - Tobacco Cessation Program - Alere

	Action	Points	Incentive Event ID	Visible In Portal	Max Occurrence per Program Year
Start of Activity	*First Session	300	4050	No	2 Times
Completion of Activity	Fifth Session	200	4051	Yes	2 Times

*First call with a Quit Coach

IMPORT

Activity Points Integration

TPA will provide to Limeade a monthly Incentive File indicating Members that have completed an action. Members eligible for the activity points will be determined by TPA based on the activity rules above. The file will include the SSN of the Member, Incentive Event ID of the action and date of completion. Limeade will use the file to award points to Members toward/for completion of activities.

Import Process

Upon receipt of the Incentive File, the Limeade import process will do the following.

1. If SSN on the Incentive File matches an eligible Member in the SmartHealth Portal and the Member has not reached the configured max occurrences for the Incentive Event.
 - 1.1. Incentive Event ID (see [Incentive File Definitions](#) below) will be added to the Member’s Incentive log.
 - 1.2. The number of points configured for the Incentive Event will be awarded to the Member.
 - 1.3. The Activity will be moved from “current” to “history” in “My Plan” on the SmartHealth Portal once the Activity is completed, except where Member can participate in more than one occurrence of the Diabetes Control Program – DPCA and the Quit for Life – Tobacco Cessation Program – Alere.
2. If SSN on the Incentive File matches an eligible Member in the SmartHealth Portal and the Member has reached the configured max occurrences for the Incentive Event.
 - 2.1. The row with the SSN will error and no data will be load.
3. If SSN on the Incentive File matches an eligible Member in the SmartHealth Portal and the Member has already been awarded the Incentive Event for the date provided on the file.
 - 3.1. The row with the SSN will error and no data will be loaded.

4. If SSN on the Incentive File matches Member in Limeade Consumer Portal (terminated records).
 - 4.1. The row with the SSN will error and no data will be loaded.
5. If employee Washington State HCA PEB Division or SSN on the Incentive File does not match an eligible Member in the SmartHealth Portal or Limeade Consumer Account (terminated records).
 - 5.1. The row with the SSN will error and no data will be loaded.

Note 1: A row failure will not cause the whole file to fail. Any rows that match number 1 above will still be loaded.

Note 2: Depending on frequency of the file transmission, it may up to 60 days for Activities to be updated on the SmartHealth Portal.

Note 3: Incentive Files provided by TPA will be stored securely and can be used to research customer service issues.

FTP Transmission and Delivery

Item	TPA
FTP Setup	
FTP Host	TPA
FTP Server	filetransfer.cambiahealth.com
FTP Folder	/from_Cambia
File Frequency	Monthly
PGP Encryption	No – Not Required on SFTP
Limeade Pickup	22 nd of the Month at 1:45AM Pacific, Starting 2/22/15
File Name	SOW_ TPA _Import.csv

Note: Username and Password of FTP Portal will be provided.

Incentive File Definitions

The Incentive File will contain the following columns for identification of the Members and Incentive Event to be awarded. See [Incentive File](#) Layout. Incentive File will be formatted utilizing the following guidelines.

1. Incentive File will be comma-delimited format (.csv).
2. SSN is required.
 - 2.1. If SSN cannot be provided, points and completion of the action cannot be updated for the Member.
3. Incentive File will be full file.
 - 3.1. The Incentive Event can only be awarded once per date (see 3, [Import Process](#) above) or per the max occurrence (see 2, [Import Process](#) above).

4. Incentive Event ID's.

Activity	Action	Incentive Event ID	Reportable Activities Reference
Diabetes Prevention Program - DPCA	First Class	4030	5.2
Diabetes Prevention Program - DPCA	Any Ninth Class	4031	5.2
Diabetes Control Program - DPCA	Each Session	4043	5.3
Quit for Life - Tobacco Cessation Program - Alere	First Session	4050	5.2
Quit for Life - Tobacco Cessation Program - Alere	Fifth Session	4051	5.2

5. Reportable Activities.

5.1. For Activities that have the same action for the start and completion of an Activity, only one action is reported on the Incentive File.

5.2. For Activities that have a start and completion Activity, no actions will be reported on the Incentive File that fall between those two actions.

5.3. Specific to Diabetes Control.

5.3.1. Only 3 actions will be reported on the Incentive File during the 1st 6 months of the calendar year.

5.3.2. Only 3 actions will be reported on the Incentive File during the 2nd 6 months of the calendar year.

6. Date – Required.

6.1. The date will be the actual date of service, when the action was completed. This is required for accurately reporting actions completed by Members in relation to the Financial Incentive deadline.

7. Limeade utilizes column header name parsing.

7.1. Column header required to match per the [Incentive File](#) layout.

7.2. Columns can be in any order.

8. Character fields should not contain commas (,) given that the record format is comma delimited. If a data field contains a comma, the data should be enclosed by quotes (“ ”), as follows: “123 Street Road, Apt. 5”

9. Dates: all Month/Day/Year format (MM/DD/YYYY). Date fields that contain invalid dates will be rejected during the load process and will not be updated.

10. The following individuals will receive file summary notifications and/or can assist with file errors.

Name	Email	Contact Phone Number	Email/Support
TBD			Email/Support
			Email/Support

- 10.1. Notification will show invalid headers included on the file.
 - 10.1.1. Warning Message: Warning: In this job, these reader columns are not mapped and ignored: <headers>.
- 10.2. Notification will show a count of successful records.
 - 10.2.1. Updates.
- 10.3. Notification will show a count of unsuccessful records.
 - 10.3.1. Failed.
- 10.4. Notification will detail the row number and GUID when applicable (Limeade unique system ID) of the following Members indicated below.
 - 10.4.1. Successfully awarded (updated) the Incentive Event.
 - 10.4.2. Unsuccessful due to:
 - 10.4.2.1. Member not found in the eligible SmartHealth Portal population.
 - 10.4.2.1.1. Error Message: Unable to award Incentive points, unable to find employee.
 - 10.4.2.2. Member is currently in the consumer account (has been terminated).
 - 10.4.2.2.1. Error Message: Unable to award Incentive points, employee was deleted.
 - 10.4.2.3. Member has already been awarded Incentive Event for the date submitted on the file.
 - 10.4.2.3.1. Error Message: Incentive Event ID XXXX does not allow same day duplicate and this import event dated XXX X XXXX. 12:00AM is duplicate #2.
 - 10.4.2.4. Member has reached the max occurrences that can be awarded the Incentive Event.
 - 10.4.2.4.1. Error Message: Incentive Event XXXX has maximum occurrence of X. Adding this event would exceed the maximum.

Incentive File Layout

Column Order	Column header name	Required or Optional	Data type	Notes
1	SSN	Required	Character (12)	SmartHealth Eligible Member = Subscriber SSN Portal Access Only Member = Dependent SSN
2	IncentiveEventID	Required	Integer	ID of Incentive Event (Activity) to be awarded
3	Date	Required	Date	Date of Action Completion

Import File Error Process

1. Limeade will provide file summary notification after Incentive File upload completes via email detailing successful and failure rows to the individuals outlined in section 10 under Incentive File Definitions.
 - 1.1. Error outlined in section 10.4.2.1 under Incentive File Definitions will be the only error that requires action.
2. TPA will verify within 3 business days if the SSN was an error.
 - 2.1. If there was an error with the SSN provided on the Incentive File, TPA will provide an updated Incentive File.
 - 2.1.1. Limeade will load the updated Incentive File within one business day of receipt.
 - 2.2. If there was not an error with the SSN, Limeade will notify Washington State HCA PEB Division of the error row to verify eligibility of the Member in question.
3. Upon request from TPA, Limeade can provide the SSN of the rows that failed within 1 business day.
4. Limeade will provide Washington State HCA PEB Division monthly updates of Incentive File success/failures.

TESTING PROCESS

Timeline

Acceptance testing will be completed in accordance with the mutually agreed upon Implementation Plan and will meet all requirements as more fully set forth in the Implementation Plan Deliverable in Schedule C, List of Deliverables.

Task Name	Duration	Start	Finish
TPA Start/Completion File Testing	18 days	Mon 10/6/14	Wed 10/29/14
Incentive File #1 from TPA	8 days	Mon 10/6/14	Wed 10/15/14
Review test feed #1	3 days	Wed 10/15/14	Fri 10/17/14
Incentive File #2 from TPA	4 days	Mon 10/20/14	Thu 10/23/14
Review test feed #2	3 days	Thu 10/23/14	Mon 10/27/14
Limeade Testing Sign Off	1 day	Wed 10/29/14	Wed 10/29/14
TPA Sign Off	1 day	Wed 10/29/14	Wed 10/29/14
Limeade sends Sign Off documentation to Washington State HCA PEB Division	1 day	Thurs 10/30/14	Thurs 10/30/14

Process – Testing File Transmission

1. Scope
 - 1.1. This procedure outlines the required actions to be taken by Limeade.
 - 1.2. This procedure outlines the required actions to be taken by TPA.
2. Definitions Testing – Formal end-to-end review and sign-off on expected secure data transfer between TPA and Limeade.
3. Responsibility
 - 3.1. Strategic Account Director
 - 3.2. Solution Engineer
 - 3.3. Engagement Specialist
 - 3.4. TPA
4. Procedure (TPA Hosted)
 - 4.1. TPA places file on FTP site.
 - 4.2. Solution Engineer confirms ability to retrieve and decrypt (as applicable) file.
 - 4.3. Solution Engineer confirms ability to post file as applicable.
 - 4.4. TPA confirms ability to retrieve and decrypt as applicable.

- 4.5. Solution Engineer and TPA troubleshoot as necessary.
- 4.6. Repeat steps 4.1 – 4.5 as necessary.

Process – Incentive File

1. Scope
 - 1.1. This procedure outlines the required actions to be taken by Limeade and TPA.
2. Definitions Testing – Formal end-to-end review and sign-off on expected data integration between TPA and Limeade.
3. Responsibility
 - 3.1. Strategic Account Director
 - 3.2. Configuration Specialist
 - 3.3. Solution Engineer
 - 3.4. Engagement Specialist
 - 3.5. TPA.
4. Procedure (Imports)
 - 4.1. Strategic Account Director and Solution Engineer collaborate with TPA to determine testing timeline, milestones, responsible parties and revision cycles 30 days prior to launch at a minimum.
 - 4.2. TPA provides test file.
 - 4.3. Solution Engineer validates file.
 - 4.3.1. Solution Engineer validates Incentive File per the following criteria:
 - 4.3.1.1. File type = csv file
 - 4.3.1.2. Employee Washington State HCA PEB Division, SSN or email exists for all
 - 4.3.1.3. Date format is MM/DD/YYYY
 - 4.3.1.4. Solution Engineer runs Incentive File through “verify” (how many records new, updated, terminated and failed)
 - 4.3.1.5. Solution Engineer runs Incentive upload from FTP through upload
 - 4.3.1.6. Solution Engineer provides results to TPA for reconciliation
 - 4.3.1.7. Repeat 4.3.1.1 – 4.3.1.6 as needed

ACTIVITY CONFIGURATION (Portal)

Activity Names/Titles

Limeade does not strictly enforce a character limit for Activity names, but the thumbnail tiles on the homepage will truncate longer Activity names. On small mobile devices, anything more than 20 characters long may truncate. On desktop, names may start truncating after 40 characters. Limeade's best practice is to choose names 1-3 words long. For longer Activity names, it is best to lead with whatever element is most unique.

Activity Image

Activity images should be 1000x500px (horizontal in 2:1 aspect ratio) supplied in the .jpg format and compressed for the web at 70-80% quality. Our system will automatically scale these down further to the appropriate thumbnails and sizes.

Activity images should be selected/designed bearing in mind that they are primarily viewed as tiny thumbnails, sometimes have system banners over top, are shown alongside the Activity name and—when they're larger—are obscured by a gradient.

Activity Descriptions

The best Activity descriptions are concise, friendly, relevant and aspirational. Less is almost always more. If the Activity itself isn't too complex, it's easier to avoid technical, impersonal or overly detailed language.

For one-time events, two button, and verified Activities the first sentence of the description should lead with specific call to action (e.g., "Visit your dentist for a preventive checkup"). For all other Activities, it is counterproductive re-state what Members must do since the system will automatically generate this text (e.g., system text may read: "To complete this Activity, track at least 100 pushups"). Any additional description should be written to build off this text.

Activity descriptions can be as long as we need, but anything after 230 characters will truncate from the homepage Activity popup. Because of this, it is best to put the most important part of the description first.

CHANGE CONTROL PROCESS:

Pre Launch

1. All changes to the TPA Activity Points Integration document will be communicated via email with changes requested highlighted in latest version of document.
 - 1.1. The receiving party of the change request has five business days to respond and either agreeing, negotiating a change or providing revisions to request.
 - 1.2. Once all parties agree on the changes, the revised document will be distributed within two business days.

Post Launch Purpose

1. To document the required process for managing a request to make a change to the activity business requirements, Incentive Files definitions or Incentive configuration.
2. Scope
 - 2.1. This procedure outlines the required actions to be taken by the Service Team and Washington State HCA PEB Division/TPA.
3. Definitions
 - 3.1. Change control: Formal process for defining, submitting and approving requested changes to business requirements or Incentive File definitions.
4. Responsibility
 - 4.1. Limeade Service-Ops Team (which includes Strategic Account Directors, Account Managers, Solution Engineers, Implementation and Support teams).
 - 4.2. Product/Development Team
 - 4.3. Washington State HCA PEB Division
 - 4.4. TPA
5. Procedure
 - 5.1. TPA makes request to Washington State HCA PEB Division.
 - 5.2. Washington State HCA PEB Division makes formal request to a member of the Limeade Service-Ops Team, specifically Strategic Account Director or Account Manager.
 - 5.3. Limeade Service-Ops team member enters associated requirements into Limeade Feature Tracking system (a request # will be tracked along with associated fields such as Description, due date, etc.).
 - 5.4. Limeade Service-Ops team member meets with Limeade internal resources (e.g., Solution Engineer, Product, Development, etc.) to discuss business requirements and business case and determine most effective way to meet Washington HCA PEB Division business need.
 - 5.5. Limeade will review the proposed solution with Washington State PEB Division. If additional information is required from Washington State HCA PEB Division and/or TPA, Limeade Service-Ops team member will coordinate with Washington State HCA PEB Division and/or TPA to obtain additional details. Limeade Service-Ops team member will then update the requirements in the Limeade Feature Tracking system.
 - 5.6. Strategic Account Director completes Change Request form. Change Request form should include:

- 5.6.1. Change Request reference number
- 5.6.2. Change Request reference name
- 5.6.3. Requestor name and contact information
- 5.6.4. Date of Request
- 5.6.5. Business reason for requested change
- 5.6.6. Priority of requested change (1,2,3)
- 5.6.7. Requested date for change to be implemented (note that the Limeade Product Development team follows a monthly product deployment cycle where competing Change Requests are being evaluated on a monthly basis. The requested date may not be possible. Strategic Account Director will discuss with Limeade Product team and receive an approximate date when the requirement will be implemented). The date will be finalized 30 calendar days prior to when the requirement will be implemented. The final implementation date should be within 60 calendar days of the approximate date.
- 5.6.8. Description of requested change
- 5.6.9. Limeade approval signature line
- 5.6.10. Client approval signature line
- 5.7. Review request form with Washington State HCA PEB Division to ensure proposed solution meets Washington State HCA PEB Division's business requirements and to obtain approval.
- 5.8. Once approval received, Strategic Account Director will obtain appropriate Washington State HCA PEB Division's signature on Change Request form. Turnaround time from when final Change Request form is submitted to time delivered to Washington State HCA PEB Division for signature should be 5-7 business days or less depending upon priority.
- 5.9. Strategic Account Director will then obtain appropriate Limeade signature and send counter-signed document to Washington State HCA PEB Division.
- 5.10. For Washington State HCA PEB Division and/or TPA related requests, Account Manager/Strategic Account Director to meet with the Washington State HCA PEB Division and/or TPA on a monthly basis to discuss the status and priority of change requests.

ASSUMPTIONS:

- TPA will ensure that the Members on the Incentive File feed are eligible to receive points for the activity based on the business rules described above.
- In the unlikely event that incorrect data is sent on the Incentive File feed from TPA, Limeade will notify TPA and Washington State HCA PEB Division PEB Division of the issues. If significant database cleanup is required due to incorrect data, Limeade will notify Washington State HCA PEB Division PEB Division of this need and provide an estimate of the time needed to complete the work. The parties will mutually agree on the resolution approach. HCA/PEB will authorize the work in writing, then Limeade will begin working immediately to restore data integrity. Professional services fees of \$200/hour may be charged to Washington State HCA PEB Division PEB Division to resolve data integrity issues, if level of effort is greater than eight hours per incident. Limeade would be providing an additional and necessary service to ensure data integrity is restored. Limeade will follow the change control process outlined above to address this issue.
- Any changes requested by TPA or Washington State HCA PEB Division to the file definitions, layout, business requirements and/or configuration listed may result in additional time and/or professional fee and will follow change control process outlined above.

APPENDIX A

Configuration details

To be added when agreed to by Washington State HCA PEB Division and Limeade.

REVISION HISTORY

Version Number	Revision Date	Approval Date	Description	Author
1.0	8/29/2014		Initial Delivery of Draft to Washington State HCA PEB Division	Mike Berger
1.1	9/9/2014		Revision Edits	Mike Berger
2	9/12/2014		Version 2	Mike Berger
2.1	9/17/2014 and 9/18/2014		Version 2.1	Mike Berger
2.2	10/27/2014		Page 6 and 7 – Activity Rules, added points for the incentive events Page 8 – FTP Transmission Details – Added FTP Details Page 9 – Incentive File Definitions item 10 – added Contact Details	Mike Berger
2.3	12/11/2014			Nancy Board

SIGNOFF

Limeade

Signature	Printed Name/Title	Date
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Washington State HCA PEB Division

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