ORACLE

Oracle Financial Services

Oracle Health Insurance Cloud Services
Service Description and Metrics

Effective Date: 8-September-2022

TABLE OF CONTENTS

RETIRED SKUs & METRICS   **26**

METRIC DEFINITIONS

"1K Hosted Insurance Plan Members" is defined as one thousand Insurance Plan Members. A Hosted Insurance Plan Member is an active individual member in Your health plan product offerings processed by the Oracle Health Insurance Cloud Service. Individuals who are active members of multiple health plan product offerings processed through the Oracle Health Insurance Cloud Service shall only be deemed to be a single Insurance Plan Member. Your use of the Oracle Health Insurance Cloud Service to process Your health plan product offerings for former members (i.e., inactive members) shall not be counted for subscription purposes.

"Application Deployment" is defined as a deployment of software component(s) that provides the functional capabilities of the Oracle Cloud Service without the requirement of provisioning an additional Environment.

"Instance" is defined as a single Customer Deployment of the Oracle Cloud Service. For details of deployment specific to an Oracle Cloud Service, please refer to the service descriptions/ entitlements associated with that service.

GLOSSARY

"Oracle Health Insurance Cloud Service(s)" is defined as a generic Cloud Service that refers to one or more of the following Cloud Services:

- Oracle Health Insurance Claims Administration Cloud Service
- Oracle Health Insurance Policy Administration Cloud Service
- Oracle Health Insurance Claims and Policy Administration Cloud Service, SMB

"Database Storage" is defined as the total space allocated at the operating system level for database operations, not including database executables.

"Non-Production Environment" is defined as an Environment provided to You as part of the Oracle Cloud Services that may be used for functional testing and validating changes in the configuration prior to promotion to the Production Environment, recreating events and duplicating issues occurring in the Production Environment, and for development and training purposes. Non-Production Environments may not be used for production purposes or for performance or stress testing, and any service levels, performance targets and disaster recovery described for the applicable Oracle Cloud Service are not applicable to Non-Production Environments, please refer to the service description associated with that service. One enviroment can host multiple Application Deployments up to the limits defined in the service description.

"Production Environment" is defined as an environment provided to You as part of the Oracle Cloud Service that is designed for daily commercial use and production operations of live data. Unless otherwise specified, a single Production Environment is provided for the Oracle Cloud Service. One environment can host multiple Application Deployments up to the limits defined in the service description.

"Hosted Transaction" is defined as one business transaction as represented by a combination of the following:

- Claims transactions
- Policy activities
- Insurance Gateway exchange steps

Oracle Health Insurance Claims Administration Cloud Service – Per 1K Hosted Insurance Plan Members

Part #: B94499

Users of the Oracle Health Insurance Claims Administration Cloud Service are authorized to access the following functionalities:

- Set up Claims Benefit Configuration,
- Claims Intake, Claims Reserving, match Referrals and Authorizations,
- Automated Claims Administration and benefit calculation, accumulators, claims Financials/Settlement, Subrogation & Salvage, Appeals/Grievances & Legal, Claims Case Management, Claims Documents
- Set up Service Provider Contracts & Fee Schedules (i.e. claims pricing), Claims Intake, Episode of care detection, duplicate detection
- Automated pricing and pricing adjudication, provider based accumulators, callouts to external editors
- Set up configurable rules and callouts to Claims systems

Usage Limits: The Oracle Health Insurance Claims Administration Cloud Service is subject to the following usage limits:
- A maximum number of 1K Hosted Insurance Plan Members as specified in Your order.
- A maximum of six (6) Hosted Transactions per Hosted Insurance Plan Member per month.
- If the number of hosted transactions exceeds the maximum, service performance may be adversely affected and Oracle is not responsible for resulting performance issues, including missed service levels. If desired, You may purchase additional Hosted Insurance Plan Members to meet transactional volume requirements.

- For each subscription to this Oracle Cloud Service, Oracle will provision 2 Environments: 1 Production Environment and 1 Non-Production Environment.
    - o The Production Environment is provisioned with one Production Application Deployment.
    - o The Non-Production (Staging) Environment is provisioned with one Non-Production Application Deployment.
    - o Additional Production and Non-Production Application Deployments may be purchased for an additional charge.
- If You purchase both Oracle Health Insurance Policy Administration Cloud Service and Oracle Health Insurance Claims Administration Cloud Service, a maximum of 1 Production and 1 Non-Production Environment will be provisioned across both.
- Production to Non-Production Environment refreshes may be provided, at Your request, no more than once per quarter provided that the database and file storage sizes of the Non-Production Environment are equal to or greater in size than the Production Environment database and file storage.

- The following limits apply for Application Deployments on each provisioned Environment within this Oracle Cloud Service. If this threshold is exceeded, additional Non-Production Environments must be purchased.

SIZE	MAXIMUM NUMBER OF APPLICATION DEPLOYMENTS PER PRODUCTION AND NON-PRODUCTION ENVIRONMENT
XS/S	3
M	8
L / XL	16

- The following database storage limits apply for this Oracle Cloud Service, these limits are per Production and Non-Production Environment. If this threshold is exceeded, additional storage must be purchased.

Size	Number of Hosted Insurance Plan Members (in thousands 'K')	Database Storage
XS	200-999	512 GB
S	1000-1,999	2 TB
M	2,000-4,999	4 TB
L	5,000-9,999	10 TB
XL	10,000-20,000	12 TB

Disaster Recovery and Service Availability Level:

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SYSTEM AVAILABILITY
4 HOURS	1 HOUR	99.7%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.The RTO and RPO do not apply to customizations or third-party software.

Third Party Web Sites, Platforms and Services

This Oracle Health Insurance Cloud Service may enable You to link to, transmit Your Content or Third-Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle

does not control, and Oracle is not responsible for such third-party Web sites or platforms or services. You bear all risks associated with access to and use of such third-party Web sites, platforms, and services and are solely responsible for entering into separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement) that is transmitted to such third parties.

Data Protection

The Oracle Health Insurance Cloud Service undergoes an annual assessment performed by a 3rd party auditor against the HIPAA Privacy Rule, HIPAA Security Rule, and HITECH Breach Notification Rule.

The Oracle Health Insurance Claims Administration Cloud Service undergoes an annual assessment using the criteria set forth in paragraph 1.26 of the American Institute of Certified Public Accountants (AICPA) Guide Reporting on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality or Privacy (SOC 2®) for the suitability of the design and operating effectiveness for the security, availability, and confidentiality principles.

Your Obligations:
- You are responsible for provisioning and maintenance of all application administrator and User accounts for Your Users within this Oracle Cloud service, including:
    o provisioning of accounts for Oracle as required for support
    o management of password policies and complexity
- You are responsible for implementing, enabling and configuring all user entity controls applicable to Your HIPAA related requirements and Your use of the OHI Cloud Services, including:
    o Limitations in the security model for Oracle Business Intelligence ("BI") Publisher, and associated required training.
    o Limitations in the security model for Oracle Insurance Gateway, and associated required training.
    o Users authorized by You to access OHI Cloud Services have a unique and individual account provisioned in order to enable appropriate audit trails
- You are responsible for placing ePHI only in those environments that are identified for production use.
- You are responsible for the performance and data classification of your configuration of the OHI Cloud Services.
- You are responsible for developing any additional integrations beyond what is delivered out of the box.
- You are responsible for requesting and coordinating service upgrades within 90 days of the latest generally available ("GA") version release.

Data Retention

The following data retention categories apply by default. All data retention periods are subject to deviation based on customer specification and statutory compliance requirements in local jurisdictions.

Data elements that exceed their configured retention period are promptly removed or otherwise rendered inaccessible via automated process.

Modifications to retention periods can be made at the time of service activation or at any point there after via a service request in MyOracle Support ("MOS") portal.

Modifications to retention periods may be made by Oracle at any time to remain in compliance with statutory requirements.

CLASSIFICATION	DESCRIPTION	DEFAULT RETENTION PERIOD
Health/Financial Data	PHI information, Accounting records, and other financial data.	7 years
Operational Data	Internal technical non-PHI, non-financial data associated with processing.	7 years
PHI Audit Logs	Audit logs of protected health information.	7 years
Application Logs	Technical log messages associated with the operation of the software.	90 days
Database Logs	Technical log messages associated with operation of the database.	90 days

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Global Business Unit Cloud Service Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

ORACLE HEALTH INSURANCE POLICY ADMINISTRATION CLOUD SERVICE

Oracle Health Insurance Policy Administration Cloud Service – Per 1K Hosted Insurance Plan Members

Part #: B94501

Users of Oracle Health Insurance Policy Administration Cloud Service are authorized to access the following functionalities:

- Product & Plan Configuration, Group Setup, Insured/Member Administration,
- Pricing (i.e premium calculation),
- Policy Issuance / Group Enrollment, Reinsurance, Policy Recordkeeping
- Membership and enrollment maintenance

Usage Limits: The Oracle Health Insurance Policy Administration Cloud Service is subject to the following usage limits:

- The maximum number of 1K Hosted Insurance Plan Members as specified in Your order.
    - A maximum of five (5) Hosted Transactions per Hosted Insurance Plan Member per month.
    - If the number of hosted transactions exceeds the maximum, service performance may be adversely affected and Oracle is not responsible for resulting performance issues, including missed service levels. If desired, You may purchase additional Hosted Insurance Plan Members to meet transactional volume requirements.
- For each subscription to this Oracle Cloud Service, Oracle will provision 2 Environments x: 1 Production Environment and 1 Non-Production Environment.
    - o The Production Environment is provisioned with one Production Application Deployment.
    - o The Non-Production (Staging) Environment is provisioned with one Non-Production Application Deployment.
    - o Additional Production and Non-Production Application Deployments may be purchased for an additional charge.
- If You purchase both Oracle Health Insurance Policy Administration Cloud Service and Oracle Health Insurance Claims Administration Cloud Service, a maximum of 1 Production and 1 Non-Production Environment will be provisioned across both.

- Production to Non-Production Environment refreshes may be provided, at Your request, no more than once per quarter provided that the database and file storage sizes of the Non-Production Environment are equal to or greater in size than the Production Environment database and file storage.
- The following limits apply for Application Deployments on each provisioned Environment within this Oracle Cloud Service. If this threshold is exceeded, additional Non-Production Environments must be purchased.

SIZE	MAXIMUM NUMBER OF APPLICATION DEPLOYMENTS PER PRODUCTION AND NON-PRODUCTION ENVIRONMENT
XS/S	3
M	8
L / XL	16

- The following database storage limits apply for this Oracle Cloud Service, these limits are per production and non-production Environment. If this threshold is exceeded, additional storage must be purchased.

Size	Number of Hosted Insurance Plan Members (in thousands 'K')	Database Storage
XS	200-499	512 GB
S	500-1,499	1 TB
M	1,500-2,499	1 TB
L	2,500-7,999	4 TB
XL	8,000-20,000	8 TB

Disaster Recovery and Service Availability Level:

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SYSTEM AVAILABILITY
4 HOURS	1 HOUR	99.7%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.The RTO and RPO do not apply to customizations or third-party software.

Third Party Web Sites, Platforms and Services

This Oracle Health Insurance Cloud Service may enable You to link to, transmit Your Content or Third-Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control, and Oracle is not responsible for such third-party Web sites or platforms or services. You bear all risks associated with access to and use of such third-party Web sites, platforms, and services and are solely responsible for entering into separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement) that is transmitted to such third parties.

Data Protection

The Oracle Health Insurance Cloud Service undergoes an annual assessment performed by a 3rd party auditor against the HIPAA Privacy Rule, HIPAA Security Rule, and HITECH Breach Notification Rule.

The Oracle Health Insurance Policy Administration Cloud Service undergoes an annual assessment using the criteria set forth in paragraph 1.26 of the American Institute of Certified Public Accountants (AICPA) Guide Reporting on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality or Privacy (SOC 2®) for the suitability of the design and operating effectiveness for the security, availability, and confidentiality principles.

Your Obligations:
- You are responsible for provisioning and maintenance of all application administrator and User accounts for Your Users within this Oracle Cloud service, including:
    - provisioning of accounts for Oracle as required for support
    - management of password policies and complexity
- You are responsible for implementing, enabling and configuring all user entity controls applicable to Your HIPAA related requirements and Your use of the OHI Cloud Services, including:
    - Limitations in the security model for BI Publisher and associated required training.
    - Limitations in the security model for Oracle Insurance Gateway and associated required training.
    - Users authorized by You to access OHI Cloud Services have a unique and individual account provisioned in order to enable appropriate audit trails
- You are responsible for placing ePHI only in those environments that are identified for production use.
- You are responsible for the performance and data classification of your configuration of the OHI Cloud Services.
- You are responsible for developing any additional integrations beyond what is delivered out of the box.
- You are responsible for requesting and coordinating service upgrades within 90 days of the latest GA version release.

Data Retention

The following data retention categories apply by default. All data retention periods are subject to deviation based on customer specification and statutory compliance requirements in local jurisdictions.

Data elements that exceed their configured retention period are promptly removed or otherwise rendered inaccessible via automated process.

Modifications to retention periods can be made at the time of service activation or at any point there after via a service request in My Oracle Support portal.

Modifications to retention periods may be made by Oracle at any time to remain in compliance with statutory requirements.

CLASSIFICATION	DESCRIPTION	DEFAULT RETENTION PERIOD
Health/Financial Data	PHI information, Accounting records, and other financial data.	7 years

Operational Data	Internal technical non-PHI, non-financial data associated with processing.	7 years
PHI Audit Logs	Audit logs of protected health information.	7 years
Application Logs	Technical log messages associated with the operation of the software.	90 days
Database Logs	Technical log messages associated with operation of the database.	90 days

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Global Business Unit Cloud Service Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

ORACLE HEALTH INSURANCE CLAIMS AND POLICY ADMINISTRATION CLOUD SERVICE, SMB

Oracle Health Insurance Claims and Policy Administration Cloud Service, SMB – Per 1K Hosted Insurance Plan Members

Part #: B94503

Users of Oracle Health Insurance Claims and Policy Administration Cloud Service, SMB are authorized to access the following functionality:

- Set up Claims Benefit Configuration,
- Claims Intake, Claims Reserving, match Referrals and Authorizations,
- Automated Claims Administration and benefit calculation, accumulators, claims Financials/Settlement, Subrogation & Salvage, Appeals/Grievances & Legal, Claims Case Management, Claims Documents
- Set up Service Provider Contracts & Fee Schedules (i.e claims pricing), Claims Intake, Episode of care detection, duplicate detection
- Automated pricing and pricing adjudication, provider based accumulators, callouts to external editors
- Set up configurable rules and callouts to Claims systems
- Automated process flow for authorization validation
- Set up capitated contracts and Service Provider Contracts for capitation and other non-fee for service arrangements
- Automated Value-Based Payments calculation
- Product & Plan Configuration, Group Setup, Insured/Member Administration,
- Pricing (i.e premium calculation),
- Policy Issuance / Group Enrollment, Reinsurance, Policy Recordkeeping
- Membership and enrollment maintenance
- Set up capitated contracts and Service Provider Contracts for capitation and other non-fee for service arrangements

Usage Limits: The Oracle Health Insurance Claims and Policy Administration Cloud Service, SMB is subject to the following usage limits:

- The maximum number of 1K Hosted Insurance Plan Members as specified in Your order.
  - A maximum of five (5) hosted transactions per Hosted Insurance Plan Member per month.
  - If the number of hosted transactions exceeds the maximum, service performance may be adversely affected and Oracle is not responsible for resulting performance issues, including missed service levels. If desired, You may purchase additional Hosted Insurance Plan Members to meet transactional volume requirements.
- For each subscription to this Oracle Cloud Service , Oracle will provision 2 Environments: 1 Production Environment and 1 Non-Production Environment.
  - o The Production Environment is provisioned with one Production Application Deployment.
  - o The Non-Production (Staging) Environment is provisioned with one Non-Production Application Deployment.
  - o Additional Production and Non-Production Application Deployments may be purchased for an additional charge.
- Production to Non-Production Environment refreshes may be provided, at Your request, no more than once per quarter provided that the database and file storage sizes of the Non-Production Environment are equal to or greater in size than the Production Environment database and file storage.

- The following limits apply for Application Deployments on each provisioned Environment within this Oracle Cloud Service. If this threshold is exceeded, additional Non-Production Environments must be purchased.

SIZE	MAXIMUM NUMBER OF APPLICATION DEPLOYMENTS PER PRODUCTION OR NON-PRODUCTION ENVIRONMENT
XXS / XS / S	3
M	8

- The following database storage limits apply for this Oracle Cloud Service, these limits are per production and non-production Environment. If this threshold is exceeded, additional storage must be purchased.

Size	Number of Hosted Insurance Plan Members (in thousands 'K')	Database Storage
XXS	50 - 199	512 GB
XS	200 - 499	512 GB
S	500 - 999	2 TB
M	1,000 – 2,000	4 TB

Disaster Recovery and Service Availability Level:

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SYSTEM AVAILABILITY
4 HOURS	1 HOUR	99.7%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.The RTO and RPO do not apply to customizations or third-party software.

Third Party Web Sites, Platforms and Services

This Oracle Health Insurance Cloud Service may enable You to link to, transmit Your Content or Third-Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control, and Oracle is not responsible for such third-party Web sites or platforms or services. You bear all risks associated with access to and use of such third-party Web sites, platforms, and services and are solely responsible for entering into separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement) that is transmitted to such third parties.

Data Protection

The Oracle Health Insurance Cloud Service undergoes an annual assessment performed by a 3rd party auditor against the HIPAA Privacy Rule, HIPAA Security Rule, and HITECH Breach Notification Rule.

The Oracle Health Insurance **Claims and Policy Administration** Cloud Service, SMB undergoes an annual assessment using the criteria set forth in paragraph 1.26 of the American Institute of Certified Public Accountants (AICPA) Guide Reporting on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality or Privacy (SOC 2®) for the suitability of the design and operating effectiveness for the security, availability, and confidentiality principles.

Your Obligations:
- You are responsible for provisioning and maintenance of all application administrator and User accounts for Your Users within this Oracle Cloud service, including:
  - provisioning of accounts for Oracle as required for support
  - management of password policies and complexity
- You are responsible for implementing, enabling and configuring all user entity controls applicable to Your HIPAA related requirements and Your use of the OHI Cloud Services, including:
  - Limitations in the security model for BI Publisher, and associated required training.
  - Limitations in the security model for Oracle Insurance Gateway, and associated required training.
  - Users authorized by You to access OHI Cloud Services have a unique and individual account provisioned in order to enable appropriate audit trails
- You are responsible for placing ePHI only in those environments that are identified for production use.
- You are responsible for the performance and data classification of your configuration of the OHI Cloud Services.
- You are responsible for developing any additional integrations beyond what is delivered out of the box.
- You are responsible for requesting and coordinating service upgrades within 90 days of the latest GA version release.

Data Retention

The following data retention categories apply by default. All data retention periods are subject to deviation based on customer specification and statutory compliance requirements in local jurisdictions.

Data elements that exceed their configured retention period are promptly removed or otherwise rendered inaccessible via automated process.

Modifications to retention periods can be made at the time of service activation or at any point there after via a service request in My Oracle Support portal.

Modifications to retention periods may be made by Oracle at any time to remain in compliance with statutory requirements.

CLASSIFICATION	DESCRIPTION	DEFAULT RETENTION PERIOD
Health/Financial Data	PHI information, Accounting records, and other financial data.	7 years
Operational Data	Internal technical non-PHI, non-financial data associated with processing.	7 years
PHI Audit Logs	Audit logs of protected health information.	7 years

Application Logs	Technical log messages associated with the operation of the software.	90 days
Database Logs	Technical log messages associated with operation of the database.	90 days

Oracle Cloud Policies and Pillar Documentation:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Global Business Unit Cloud Service Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

ORACLE HEALTH INSURANCE CLOUD SERVICES ADD-ONS

Oracle Health Insurance Claims Administration Cloud Service, Extreme Availability

Part #: B94500

Oracle Health Insurance Claims Administration Cloud Service, Extreme Availability is an option available for purchase with the Oracle Health Insurance Claims Administration Cloud Service to increase the availability target against unplanned downtime. This option is applicable only for the production environment within the Oracle Health Insurance Claims Administration Cloud Service.

Disaster Recovery and Service Availability Level:

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SYSTEM AVAILABILITY
4 HOURS	1 HOUR	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Global Business Unit Cloud Service Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Health Insurance Policy Administration Cloud Service, Extreme Availability

Part #: B94502

Oracle Health Insurance Policy Administration Cloud Service, Extreme Availability is an option available for purchase with the Oracle Health Insurance Policy Administration Cloud Service to increase the availability target against unplanned downtime. This option is applicable only for the production environment within the Oracle Health Insurance Policy Administration Cloud Service.

Disaster Recovery and Service Availability Level:

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SYSTEM AVAILABILITY
4 HOURS	1 HOUR	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Global Business Unit Cloud Service Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Health Insurance Claims and Policy Administration Cloud Service, SMB Extreme Availability

Part #: B94504

Oracle Health Insurance Claims and Policy Administration Cloud Service, SMB, Extreme Availability is an option available for purchase with the Oracle Health Insurance Claims and Policy Administration Cloud Service, SMB to increase the availability target against unplanned downtime. This option is applicable only for the production environment within the Oracle Health Insurance Claims and Policy Administration Cloud Service.

Disaster Recovery and Service Availability Level:

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SYSTEM AVAILABILITY
4 HOURS	1 HOUR	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies and Pillar Documentation:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Global Business Unit Cloud Service Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Health Insurance Authorizations Cloud Service – Per 1K Hosted Insurance Plan Members

Part #: B94505

Oracle Health Insurance Claims Authorizations Cloud Service is an option available for purchase as an add-on to the Oracle Health Insurance Claims Administration Cloud Service. This add-on service provides the following functionality to the Oracle Health Insurance Claims Administration Cloud Service environments:

- Set up configurable rules and callouts to Claims systems
- Automated process flow for authorization validation

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Global Business Unit Cloud Service Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Health Insurance Value-Based Payments Cloud Service – Per 1K Hosted Insurance Plan Members

Part #: B94506

Oracle Health Insurance Value-Based Payments Cloud Service is an option available for purchase as an add-on to either the Oracle Health Insurance Claims Administration Cloud Service or to the Oracle Health Insurance Policy Administration Cloud Service ("Base Cloud Service"). This add-on service provides the following functionality to the Base Cloud Service environments:

- Set up capitated contracts and Service Provider Contracts for capitation and other non-fee for service arrangements
- Automated Value-Based Payments calculation

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Global Business Unit Cloud Service Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Health Insurance Cloud Service, Additional Production Application Deployment

Part #: B94507

Oracle Health Insurance Cloud Service, Additional Production Application Deployment is an option available for purchase as an add-on to either the Oracle Health Insurance Claims Administration Cloud Service, the Oracle Health Insurance Policy Administration Cloud Service, or the Oracle Health Insurance Claims and Policy Administration Cloud Service, SMB ("Base Oracle Health Insurance Cloud Service"). This add-on provides an additional instance of a software component for the Base Oracle Health Insurance Cloud Service within the Production Environment.

Oracle Cloud Policies and Pillar Documentation:
Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Service Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Health Insurance Cloud Service, Additional Non-Production Application Deployment

Part #: B94508

Oracle Health Insurance Cloud Service, Additional Non-Production Application Deployment is an option available for purchase as an add-on to either the Oracle Health Insurance Claims Administration Cloud Service, the Oracle Health Insurance Policy Administration Cloud Service, or the Oracle Health Insurance Claims and Policy Administration Cloud Service SMB ("Base Oracle Health Insurance Cloud Service"). This add-on provides an additional instance of a software component to the Base Oracle Health Insurance Cloud Service within the Non-Production Environment.

Oracle Cloud Policies and Pillar Documentation:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Service Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Health Insurance Cloud Service, Additional Small Non-Production Environment

Part #: B94509

Oracle Health Insurance Cloud Service, Additional Small Non-Production Environment is an option available for purchase with the Oracle Health Insurance Cloud Service. The Additional Small Non-Production Environment is designed for non-production use such as development, product-walk-through, training and testing activities, but not for production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Small Non-Production Environment.

Usage Limits: The Oracle Health Insurance Cloud Service Additional Small Non-Production Environment is subject to usage limits as follows:

- The maximum number of Non-Production Environments as specified in Your order.
- The following database storage limits apply for this Oracle Health Insurance Cloud Service, Additional Small Non-Production Environment:

Database Storage	512 GB

- The following limits apply for Application Deployments on the Oracle Health Insurance Cloud Service, Additional Small Non-Production Environment Cloud Service.

MAXIMUM QUANTITY OF APPLICATION DEPLOYMENTS PER ENVIRONMENT
3

Oracle Cloud Policies and Pillar Documentation:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Global Business Unit Cloud Service Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Health Insurance Cloud Service, Additional Medium Non-Production Environment

Part #: B94510

Oracle Health Insurance Cloud Service, Additional Medium Non-Production Environment is an option available for purchase with the Oracle Health Insurance Claims Administration Cloud Service. The Additional Medium Non-Production Environment is designed for non-production use such as development, product-walk-through, training and testing activities, but not for production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Medium Non-Production Environment.

Usage Limits: The Oracle Health Insurance Cloud Service Additional Medium Non-Production Environment is subject to usage limits as follows:

- The maximum number of Non-Production Environments as specified in Your order.
- The following database storage limits apply for this Oracle Health Insurance Cloud Service, Additional Medium Non-Production Environment:

Database Storage	512 GB

- The following limits apply for Application Deployments on the Oracle Health Insurance Cloud Service, Additional Medium Non-Production Environment Cloud Service.

MAXIMUM QUANTITY OF APPLICATION DEPLOYMENTS PER ENVIRONMENT
8

Oracle Cloud Policies and Pillar Documentation:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Global Business Unit Cloud Service Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Health Insurance Cloud Service, Additional Large Non-Production Environment

Part #: B94511

Oracle Health Insurance Cloud Service, Additional Large Non-Production Environment is an option available for purchase with the Oracle Health Insurance Cloud Service. The Additional Large Non-Production Environment Cloud Service is designed for non-production use such as development, product-walk-through, training and testing activities, but not for production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Large Non-Production Environment.

Usage Limits: The Oracle Health Insurance Cloud Service Additional Large Non-Production Environment is subject to usage limits as follows:

- The maximum number of Non-Production Environments as specified in Your order.
- The following database storage limits apply for this Oracle Health Insurance Cloud Service, Additional Large Non-Production Environment:

Database Storage	512 GB

- The following limits apply for Application Deployments on the Oracle Health Insurance Cloud Service, Additional Large Non-Production Environment.

MAXIMUM QUANTITY OF APPLICATION DEPLOYMENTS PER ENVIRONMENT
16

Oracle Cloud Policies and Pillar Documentation:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Global Business Unit Cloud Service Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Health Insurance Cloud Service, Additional 2 TB Production Storage

Part #: B94512

Oracle Health Insurance Cloud Service, Additional 2 TB Production Storage is an option available for purchase with any of the Oracle Health Insurance Cloud Services. This Cloud Service option increases the storage capacity per month for a single Production Environment. Storage will be assigned to the database.

Oracle Cloud Policies and Pillar Documentation:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Global Business Unit Cloud Service Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Health Insurance Cloud Service, Additional 2TB Production Storage for Extreme Availability

Part #: B94513

Oracle Health Insurance Cloud Service, Additional 2 TB Production Storage for Extreme Availability is an option available for purchase with any of the Oracle Health Insurance Cloud Services. The Oracle Health Insurance Cloud Service, Additional 2 TB Production Storage for Extreme Availability increases the storage capacity within a single Production Environment of an Oracle Health Insurance Cloud Service when Oracle Health Insurance Cloud Service, Extreme Availability is in place. Storage will be assigned to the database.

Oracle Cloud Policies and Pillar Documentation:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Global Business Unit Cloud Service Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts..

Oracle Health Insurance Cloud Service, Additional 2 TB Nonproduction Storage

Part #: B94514

Oracle Health Insurance Cloud Service, Additional 2 TB Nonproduction Storage Cloud Service is an option available for purchase with any of the Oracle Health Insurance Cloud Services that increases the storage capacity per month for a single Nonproduction Environment. Storage will be assigned to the database.

Oracle Cloud Policies and Pillar Documentation:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Global Business Unit Cloud Service Pillar Documentation*, which are part of Your Service Specifications and may be viewed at www.oracle.com/contracts.

Oracle Insurance Claims Administration Cloud Service – Per 1K Hosted Insurable Entities

Retired Part #: B88156

Users of the Oracle Insurance Claims Administration Cloud Service are authorized to access the following functionality:

- Claims Benefit Configuration, Service Provider Contracts & Fee Schedules (claims pricing), Claims Intake, Claim Assignment/Scheduling & Work Queues, Claims Reserving, Referral & Authorizations, Automated Claims Adjudication, Claims Financials/Settlement, Subrogation & Salvage, SIU, Appeals/Grievances & Legal, Claims Case Management, Claims Documents, and Business Intelligence & Reporting.

Usage Limits: The Oracle Insurance Claims Administration Cloud Service is subject to the following usage limits:
- a maximum number of 1K Hosted Insurable Entities, as specified in Your order.
- Oracle will provision two (2) Environments for this Cloud Service: one Production Environment and one Non-Production (Staging) Environment.
- Oracle will perform quarterly Production to Non-Production (Staging) Environment refreshes.
- The following usage limits apply based on the total number of licensed metric (1K Hosted Insurable Entities) per Environment:

Usage Limits by Metric (1K Hosted Insurable Entities)	Database Storage		File Storage	
	Production	Staging	Production	Staging
Up to 250K Hosted Insurable Entities (Extra Small)	250 GB	250 GB	250 GB	250 GB
>250K - 500K Hosted Insurable Entities (Small)	1 TB	1 TB	250 GB	250 GB
>500K – 1M Hosted Insurable Entities (Medium)	2 TB	2 TB	250 GB	250 GB
>1M – 4M Hosted Insurable Entities (Large)	4 TB	4 TB	250 GB	250 GB
>4M – 8M Hosted Insurable Entities (Extra Large)	6 TB	6 TB	250 GB	250 GB

Disaster Recovery and Service Availability Level:

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

Oracle Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Insurance Claims Administration Cloud Service	4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.The RTO and RPO do not apply to customizations or third-party software.

Data Protection:

The Oracle Insurance Claims Administration Cloud Service undergoes an annual assessment performed by a 3rd party auditor against the HIPAA Privacy Rule, HIPAA Security Rule, and HITECH Breach Notification Rule.

Oracle Cloud Policies:

Your order for these Oracle Cloud Services is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Insurance Policy Administration Cloud Service – Per 1K Hosted Insurable Entities

Retired Part #: B88155

Users of the Oracle Insurance Policy Administration Cloud Service are authorized to access the following functionality:

- Product & Plan Configuration, Group Setup, Insured/Member Administration, Quotation: Rating (risk evaluation) & Pricing (premium calculation), New Business & UW, Policy Issuance / Group Enrollment, Premium Billing & Collections, Commissions, Reinsurance, Policy Recordkeeping & Other Transactions (lapse/reinstatement, surrenders, amendments, cash/investment – unitization / transfers / rebalancing, payouts & renewals), Policy Documents, Business Intelligence & Reporting

Usage Limits: The Oracle Insurance Policy Administration Cloud Service is subject to the following usage limits:
- a maximum number of 1K Hosted Insurable Entities as specified in Your order.
- Oracle will provision two (2) environments for this Cloud Service: one Production Environment and one Non-Production (Staging) Environment.
- Oracle will perform Production to Non-Production (Staging) Environment refreshes quarterly.
- The following usage limits apply based on the total number of licensed metric (1K Hosted Insurable Entities) per Environment:

Usage Limits by Metric	Database Storage	File Storage

(1K Hosted Insurable Entities)	Production	Staging	Production	Staging
Up to 250K Hosted Insurable Entities (Extra Small)	250 GB	250 GB	250 GB	250 GB
>250K - 500K Hosted Insurable Entities (Small)	1 TB	1 TB	250 GB	250 GB
>500K – 1M Hosted Insurable Entities (Medium)	2 TB	2 TB	250 GB	250 GB
>1M – 4M Hosted Insurable Entities (Large)	4 TB	4 TB	250 GB	250 GB
>4M – 8M Hosted Insurable Entities (Extra Large)	6 TB	6 TB	250 GB	250 GB

Disaster Recovery and Service Availability Level:

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

Oracle Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Insurance Policy Administration Cloud Service	4 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.The RTO and RPO do not apply to customizations or third-party software.

Data Protection:

The Oracle Insurance Policy Administration Cloud Service undergoes an annual assessment performed by a 3rd party auditor against the HIPAA Privacy Rule, HIPAA Security Rule, and HITECH Breach Notification Rule.

Oracle Cloud Policies:

Your order for these Oracle Cloud Services is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Insurance Claims Administration Cloud Service – Per 1K Hosted Insurable Entities

Retired Part #: B87198

Users of the Oracle Insurance Claims Administration Cloud Service are authorized to access the following functionality:

- Claims Benefit Configuration, Service Provider Contracts & Fee Schedules (claims pricing), Claims Intake, Claim Assignment/Scheduling & Work Queues, Claims Reserving, Referral & Authorizations, Automated Claims Adjudication, Claims Financials/Settlement, Subrogation & Salvage, SIU, Appeals/Grievances & Legal, Claims Case Management, Claims Documents, and Business Intelligence & Reporting

Usage Limits: The Oracle Insurance Claims Administration Cloud Service is subject to the following usage limits:

- a maximum number of 1K Hosted Insurable Entities, as specified in Your order.
- Oracle will provision three (3) Environments for this Cloud Service: one Production Environment and two Non-Production Environments.
- Oracle will perform quarterly Production to Non Production Environment refreshes.
- The following usage limits apply based on the total number of licensed metric (1K Hosted Insurable Entities) per Environment:

Usage Limits by Metric	Database Storage			File Storage		
(1K Hosted Insurable Entities)	Production	Staging	Test	Production	Staging	Test
Up to 250K Hosted Insurable Entities (Extra Small)	1 TB	1 TB	1 TB	250 GB	250 GB	250 GB
>250K - 500K Hosted Insurable Entities (Small)	2 TB	2 TB	2 TB	250 GB	250 GB	250 GB
>500K – 1M Hosted Insurable Entities (Medium)	4 TB	4 TB	4 TB	250 GB	250 GB	250 GB
>1M – 4M Hosted Insurable Entities (Large)	12 TB	12 TB	12 TB	250 GB	250 GB	250 GB
>4M – 8M Hosted Insurable Entities (Extra Large)	16 TB	16 TB	16 TB	250 GB	250 GB	250 GB

Disaster Recovery and Service Availability Level:

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

Oracle Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Insurance Policy Administration Cloud Service	12 hours	4 hours	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.The RTO and RPO do not apply to customizations or third-party software.

Oracle Cloud Policies:

Your order for these Oracle Cloud Services is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Insurance Policy Administration Cloud Service – Per 1K Hosted Insurable Entities

Retired Part #: B87197

Users of the Oracle Insurance Policy Administration Cloud Service are authorized to access the following functionality:
- Product & Plan Configuration, Group Setup, Insured/Member Administration, Quotation: Rating (risk evaluation) & Pricing (premium calculation), New Business & UW, Policy Issuance / Group Enrollment, Premium Billing & Collections, Commissions, Reinsurance, Policy Recordkeeping & Other Transactions (lapse/reinstatement, surrenders, amendments, cash/investment – unitization / transfers / rebalancing, payouts & renewals), Policy Documents, Business Intelligence & Reporting

Usage Limits: The Oracle Insurance Policy Administration Cloud Service is subject to usage limits based on:
- a maximum number of 1K Hosted Insurable Entities as specified in Your order.
- Oracle will provision three environments for this Cloud Service: one Production Environment and two Non-Production Environments.
- Production to Non-Production Environment refreshes will be performed quarterly.
- The following usage limits apply based on the total number of licensed metric (1K Hosted Insurable Entities) per Environment:

Usage Limits by Metric (1K Hosted Insurable Entities)	Database Storage			File Storage		
	Production	Staging	Test	Production	Staging	Test
Up to 250K Hosted Insurable Entities (Extra Small)	1 TB	1 TB	1 TB	250 GB	250 GB	250 GB

>250K - 500K Hosted Insurable Entities (Small)	2 TB	2 TB	2 TB	250 GB	250 GB	250 GB
>500K – 1M Hosted Insurable Entities (Medium)	4 TB	4 TB	4 TB	250 GB	250 GB	250 GB
>1M – 4M Hosted Insurable Entities (Large)	12 TB	12 TB	12 TB	250 GB	250 GB	250 GB
>4M – 8M Hosted Insurable Entities (Extra Large)	16 TB	16 TB	16 TB	250 GB	250 GB	250 GB

Service Level Targets:

For purposes of Disaster Recovery and System Availability Level as described in the *Oracle Cloud Hosting and Delivery Policies* referenced below, this Cloud Service has the following service level targets:

Oracle Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Insurance Policy Administration Cloud Service	12 hours	4 hours	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.The RTO and RPO do not apply to customizations or third-party software.

Data Protection:

The Oracle Insurance Policy Administration Cloud Service undergoes an annual assessment performed by a 3rd party auditor against the HIPAA Privacy Rule, HIPAA Security Rule, and HITECH Breach Notification Rule.

Oracle Cloud Policies:

Your order for these Oracle Cloud Services is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Insurance Claims and Policy Administration Additional Non-Production Environment Cloud Service – Per Instance

Retired Part #: B87274

The Oracle Insurance Claims Administration and Policy Administration Additional Non-Production Environment Cloud Service is an option available for purchase with the Oracle Insurance Claims Administration Cloud Service or the Oracle Insurance Policy Administration Cloud Service. This Additional Non-Production Environment Cloud Service is designed for non-production use such as development, product-walk-through, training and testing activities, but not for production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Non-Production Environment.

The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for Your Production Environment. The Additional Non-Production Environment may be refreshed, at your request,   no more than once per quarter provided that the storage sizes for database and file system in the Additional Non-Production Environment are equal to or larger than the storage size of the Production Environment. Performance standards and service level targets for the Oracle Insurance Claims Administration Cloud Service and/or for the Oracle Insurance Policy Administration Cloud Service are not applicable to the Additional Non-Production Environment.

Usage Limits: The Oracle Insurance Claims Administration and Oracle Insurance Policy Administration Additional Non-Production Environment Cloud Service is subject to usage limits based upon:

- a maximum number of Non-Production Environments as specified in Your order.
- the following usage limits apply per Instance as stated in Your order:

Oracle Cloud Service	Database Storage	File Storage
Additional Non-Production Instance	2TB	250 GB

Oracle Cloud Policies:

Your order for these Oracle Cloud Services is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Insurance Claims andPolicy Administration Cloud Service – Nonproduction Environment – Per Instance

Retired Part #: B88157, B88202, B88203, B88204, B88205

The Oracle Insurance Claims Administration and Policy Administration Cloud Service - Nonproduction Environment provides options available for purchase with the Oracle Insurance Claims Administration Cloud Service or the Oracle Insurance Policy Administration Cloud Service. These Nonproduction Environment Cloud Services are designed for non-production use such as development, product-walk-

through, training and testing activities, but not for production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Nonproduction Environment.

The maintenance or upgrade schedule for the additional Nonproduction Environment(s) is the same as the schedule for Your Production Environment. The additional Nonproduction Environment(s) may be refreshed, at your request, no more than once per quarter provided that the storage sizes for database and file system in the additional Nonproduction Environment(s) are equal to or larger than the storage size of the Production Environment. Performance standards and service level targets for the Oracle Insurance Claims Administration Cloud Service and/or for the Oracle Insurance Policy Administration Cloud Service are not applicable to the additional Nonproduction Environment(s).

Usage Limits: The Oracle Insurance Claims and Policy Administration Cloud Service - Nonproduction Environment offerings are subject to the following usage limits:

Usage Limits by Metric (1K Hosted Insurable Entities)	Part #	Database Storage	File Storage
Up to 250K Hosted Insurable Entities - XS	B88157	100 GB	250 GB
>250K – 500K Hosted Insurable Entities –SM	B88202	250 GB	250 GB
>500K – 1M Hosted Insurable Entities – MED	B88203	500 GB	250 GB
>1M – 4M Hosted Insurable Entities – LG	B88204	1 TB	250 GB
>4M – 8M Hosted Insurable Entities – XL	B88205	1.5 TB	250 GB

Oracle Cloud Policies:

Your order for these Oracle Cloud Services is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Insurance Claims and Policy Administration Additional 2 TB Production Storage Cloud Service

Part #: B87275

Oracle Insurance Claims and Policy Administration Additional 2 TB Production Storage Cloud Service increases the storage capacity per month for a single Production Environment of the Oracle Insurance Claims Administration Cloud Service or the Oracle Insurance Policy Administration Cloud Service. Storage will be assigned to the database.

Oracle Cloud Policies:

Your order for these Oracle Cloud Services is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Insurance Claims and Policy Administration Additional 2 TB Nonproduction Storage Cloud Service

Part #: B87276

Oracle Insurance Claims and Policy Administration Additional 2 TB Nonproduction Storage Cloud Service increases the storage capacity per month for a single Nonproduction Environment of the Oracle Insurance Claims Administration Cloud Service or the Oracle Insurance Policy Administration Cloud Service. Storage will be assigned to the database.

Oracle Cloud Policies:

Your order for these Oracle Cloud Services is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.