

## Barnestorm Policy for Customization Requests

### **Barnestorm Policy for Customization Requests**

Effective June 2, 2011

Due to upcoming billing and specification changes to Medicaid and Medicare, Barnestorm is changing the way we process customer requests for software customization. Up until this point, we've used the "Tracker" system to take requests ranging from custom reports to custom screens to point-of-care changes. Some customers are submitting far more requests than others, which affects our development process and limits the time we have available to complete high priority updates, which include:

- Updates related to billing
- Medicare and/or Medicaid requirements
- Auditor requests
- Payment and monetary issues.

Please keep in mind that these new policies will affect only a few customers—most of our customers use Barnestorm software as it is intended to be used and have for many years. Also, these policy changes do not affect our normal support by phone and chat—they only applies to requests for software changes and customization.

Our standard Barnestorm Support Policy is available at:

<http://help.barnestorm.biz/index.php?pg=policy>

Please feel free to let us know if you have questions about the new policies or about specific customization requests you have. We will be calling or emailing customers with requests in the Tracker system that will be affected by the new policies.

### **New Policy for Submitting Software Change Requests**

All software change requests must be submitted via our Help page:

<http://help.barnestorm.biz>

This page is also available within Barnestorm at the Help button.

Any requests emailed directly to Jeff or other staff members will be discarded.

### **New Policy for Software Change Requests that Apply to All Customers**

Some customization requests benefit all customers; these requests will move up in our

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priority list, rated based on the number of customers who will use the customization and the criticality of the function to day-to-day home health business.

Customizations that apply to multiple customers will be scheduled on our development calendar and will occur only after all Medicare and Medicaid changes and billing and payment changes are complete.

### **New Policy for Software Change Requests that Apply to One Customer Only**

Some customization requests are customer-specific, meaning that only one customer will use the changes. This is where we're focusing efforts to streamline our development process. Therefore, Barnestorm will address new and existing customer-specific customization requests with a Custom Development Agreement that provides the option to purchase software customizations. Barnestorm will make a time estimate and assign a price value for the change; these items will be outlined on a Custom Development Agreement. Your agency Director will have the opportunity to review the estimate/agreement and make a decision as to whether to go forward with the customization. A signed Custom Development Agreement will be required before customizations will be added to the development calendar.

Customizations that apply to one customer only will be scheduled on our development calendar and will occur only after all Medicare and Medicaid changes, all billing and payment changes, and changes that benefit all customers. Again, these customizations will be performed only upon approval of a development fee and with a signed Custom Development Agreement.

These policies are effective immediately.

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle50669.aspx>