



2022

PROFESSIONAL SERVICES

Professional Services

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Introduction

We provide professional services in blocks at a time. The minimum is a ten (10) hour block of time at \$125.00 per hour. This is the one of the most competitive, if not the most competitive, professional services rate for this type of work.

The money will be deposited and kept in the Digital Business Law Group's ("DBLG") trust account for each client. If we help you complete the task in less hours, then the money remaining in your trust account is guaranteed to be returned to you within ten (10) days. DBLG functions as a fiduciary for 3Lions Publishing, Inc. ("3LP").

However, if the project takes more time than you expected you will need to purchase an additional ten (10) hours and update your trust account with DBLG before we continue with the engagement.

Example

Assume you need help getting through the Security Rule's Contingency Standard, even though 3LP provides a Contingency Framework for you as part of our Subscription in our Curated Content Library, you may not have a clear understanding, expertise, or bandwidth to complete it without some help.

Providing professional services can be an efficient and effective way to provide assistance. Purchase of additional hours is always optional. Many of our clients have struggled with remediation for their mature compliance program¹, and we make these services available to fill that gap. With a mature compliance program² your organization may reduce the amount of a civil monetary penalty ("CMP") levied by OCR if you meet the requirements of the HIPAA Safe Harbor Act. The Safe Harbor Act requires use of recognized best practices, like NIST best practices which is used to provide privacy and security best practices for all U.S. government agencies.

Delivery

The delivery of services will be performed by a subject matter expert ("SME") on the Rule in question (Privacy, Security, Breach Notification etc.). Our SMEs are trained using the most rigorous certification process in the industry. An SME must perform well enough to meet 3LP's high standards for acceptable completion of the program.

¹ See the data sheet on this topic

² Ibid

All professional services delivery is conducted virtually through GoToMeeting, which has robust screen sharing and other functionality that securely facilitates the learning process. When a client purchases a block of hours the client is driving the project. 3LP staff is available to answer questions, and to anticipate and provide guidance for further remediation efforts.

For purposes of the proposed Privacy Rule, 3LP developed a complete professional service offering where 3LP drives the project to ensure success. We call this offering our Enterprise MVP Jumpstart (“Jumpstart”).³ With the latter, 3LP drives the project with a rigorously developed methodology in a 40-hour time frame over an approximate three (3) week elapsed time frame.⁴ We address the three most insidious and disruptive requirements of the proposed Rule with your staff participating in the process. For example, one of the deliverables of the Jumpstart is training key organizational stakeholders on our Enterprise MVP solution. Blocks of hours provide meaningful assistance to improving the maturity of your program as needed.

However, the following list of deliverables are only available via the Jumpstart for the proposed Privacy Rule:

1. Modifications to process diagrams and ensuring that our legal/process frameworks are not broken by same.
2. Education for inside/outside counsel to better understand the legal standards promulgated and the impact of same on healthcare process decisions.
3. One-on-One interviews with key stakeholders.
4. Training of an internal project manager outside of group training.
5. A facilitated session to arrive at consensus among key stakeholders.

When purchasing blocks of hours, we do not provide these deliverables. The reason is if your organization starts making changes to vetted legal/process decisions then we can no longer guarantee the validity of the entire solution. **When you make these kinds of changes, through a purchase of blocks of time, it becomes your responsibility to ensure the solution remains valid and legally defensible.**

Block of Hours

Hours can be purchased, excluding the instance mentioned above related to the Jumpstart, for any compliance issue that a particular client may be struggling with. Often, because our curated content is vast, we have remediation documents available

³ See the data sheet by the same name.

⁴ Ibid.

that a client may not be aware of. Further, many clients struggle with what a Mature Compliance Program (“Program”) means. Therefore, the process of instituting a Program can be disconcerting and overwhelming.

Clients often do not understand how the pieces of the puzzle fit together. Having a Program does not mean that your organization has met the Compliance Equation[®] for each requirement of every rule. Full compliance is an aspiration goal that you may never obtain because of material changes to the law, material changes to your operational environment (e.g., through a merger or acquisition) or material changes to your environment introduced via enhanced and potentially disruptive technology.

If you know you need hours, then you should schedule them ASAP when you become aware of the deliverables you want to achieve. We cannot promise that delivery will commence as soon as hours are scheduled. This will depend on staff availability review and execution of a professional services contract and other factors. If you purchase a block of ten (10) hours do not assume that they will be delivered in a linear fashion consecutively over the time period. Although, the goal is to deliver the hours as quickly as possible, a 10-hour block of time may take fifteen (15) to twenty hours to deliver. Often clients only have a vague understanding of their needs; therefore, requirement clarification and definition could impede progress in a manner that is self-evident.

Invoicing

Detailed line-item invoices kept by 3LP on the work performed are presented to the client for review at the end of the calendar month. The invoice must be approved by the client before 3LP will request a transfer of funds from DBLG’s trust. Invoices are payable upon receipt, with sufficient time allowed for dispute resolution.