

POLICY: It is the policy of NARBHA to have a consistent approach to charging organizations for the use of NARBHA's telemedicine system (NARBHAnet).

- A. An organization that is a NARBHA Responsible Agency or that connects to NARBHAnet for more than 75 hours per year and/or uses any of the Tier 2 Services listed in Internal Policy 2724 is charged an annual per-site fee based on cost-sharing and determined each year by the NARBHA Finance Department. These organizations are paying members of NARBHAnet through Provider Support or the Greater Arizona Telemedicine Consortium (GATC); their fee structure is governed by Internal Policy 2724.
- B. Organizations that are not NARBHA Responsible Agencies, that connect to NARBHAnet less than 75 hours per year and that do not use any of the Tier 2 Services listed in [Internal Policy 2724](#) may connect to NARBHAnet on a per-use basis, as described below.

PROCEDURES:

- A. NARBHA Headquarters Room and/or Video Endpoint Equipment Use
 1. Use of NARBHA's videoconferencing rooms and room videoconferencing equipment by outside organizations is subject to availability of rooms, network resources, and telemedicine staff, and to the discretion of NARBHA Management.
 2. Requests for use of videoconferencing equipment at NARBHA headquarters are submitted in writing to the NARBHA Telemedicine Staff and must include the requestor's and technical contact's names, telephone numbers, and email addresses, as well as a billing address. A copy of an approved Purchase Order or letter authorizing payment from the requesting organization must be emailed or faxed to the NARBHA Telemedicine Staff prior to the connection.
 3. Users of NARBHA videoconferencing endpoint equipment and NARBHA videoconference rooms are charged according to the fee schedule in Item H below.
 4. Video room availability to outside users and usage fees at other connected video sites are at the discretion of each individual video site. An agreement on room use and fee, if any, must be arranged by the requesting agency with the outside video site prior to the connection of any requested video meeting.

- B. Videoconference Connections
1. NARBHAnet centralized videoconferencing equipment is available to connect outside organizations to NARBHAnet sites and connected networks, subject to availability of network resources, bandwidth, and telemedicine staff.
 2. These connections are charged a per-use fee as described in Attachment A to this policy.
 3. Organizations connecting to NARBHAnet on a per-use basis sign the NARBHA "Pay as you Go" contract, renewable annually.
 4. "Pay as you Go" users are billed monthly by NARBHA.
- C. NARBHA telemedicine staff provides this policy to users prior to arranging any connection or NARBHA headquarters room/equipment use.
- D. NARBHA may choose to demonstrate or test the use of the equipment to potential purchasers of network time by setting up demonstration or test connections at no charge. NARBHA is responsible for securing an agreement for the demonstration with any participating network sites.
- E. NARBHA videoconferencing fees and documentation are waived for state and federal agencies. At the discretion of NARBHA Management, NARBHA videoconferencing fees and documentation may be waived for NARBHA stakeholders. This decision is made by the Director of Administrative Services/Deputy Director and/or the Chief Financial Officer. In the absence of these officers, the decision is made by the person in charge of the organization. On these occasions, the requesting agencies, including state agencies, are billed for any long-distance charges and other real costs incurred by NARBHA for the videoconference.
- F. Cancellations, No-Shows, and Failed Videoconferences:
1. Any videoconference or scheduled NARBHA headquarters room use, including videoconferences or room uses for which charges have been waived, cancelled less than twenty-four (24) hours in advance by the meeting requestor (if not a paying member of NARBHAnet as described in "Policy" Section A, above) will incur a cancellation charge of \$50.00 to the meeting requestor. If invited sites request to cancel their participation in a videoconference, the meeting requestor is not charged for those cancellations.
 2. If a requestor schedules a NARBHA headquarters meeting room and does not cancel the request, and if no participants attend the scheduled meeting, the requestor will be charged the full meeting fee.
 3. Any requestor site that changes its response to a videoconference invitation within 24 hours of the meeting will be charged a \$30.00 late fee.
 4. Scheduled videoconferences and uses of NARBHA headquarters rooms

may be cancelled by NARBHA at any time in order to accommodate a clinical service, or for any meeting deemed urgent by NARBHA's CEO or a NARBHAnet site CEO. (See NARBHA Internal Policy [5303 Prioritization of Use of Telemedicine System](#)). Conferences cancelled for such reasons will be rescheduled as soon as possible. The meeting requestor is not charged for these cancellations.

5. In the event a videoconference fails due to equipment or connection problems, the requestor is not charged for the conference and the conference will be rescheduled as soon as possible.
- G. Requestors are responsible for all non-network charges, including long-distance charges and any outside bridging charges.
1. If an off-network site dials the video call through the phone system, that site will be billed by its long-distance carrier. If NARBHA dials the video call through the phone system, the off-network site will be billed by NARBHA based on NARBHA's long-distance charges for the call. Long-distance charges for video connections are generally at least six times the cost of a long-distance phone call.
 2. Based on the policies of other networks, additional charges could be incurred for connections using affiliated network sites within Arizona (e.g., Community Partnership of Southern Arizona, Arizona Council and Foundation for Human Services Providers, the University of Arizona, or Cenpatico).
 3. Connections made from NARBHAnet to non-network locations may be subject to remote sites' far-end long-distance, bridging, and/or internet connection charges, as well as remote-site room and equipment charges, in addition to the charges described in this policy.
- H. Charges:
1. For for-profit organizations, the base charge for one (1) hour increment of time is \$50.00 for the use of the NARBHA room only or \$110.00 for the use of the NARBHA room and a single videoconference connection. Network use beyond the one-hour base will be charged in 30-minute increments. For nonprofit organizations, the base charge for one (1) hour increment of time is \$25.00 for the use of the NARBHA room only or \$85.00 for the use of the NARBHA room and a single videoconference connection. Network use beyond the one-hour base will be charged in 30-minute increments. Each conference includes a thirty (30) minute pretest hookup time at no additional charge other than long- distance fees.
 2. For more than one video connection or for any video connection that does not involve use of a NARBHA video room by outside groups, see [Attachment A](#) to this policy.

I. Additional Charges:

1. In-room NARBHA staff facilitation throughout the conference is billed at the rate of \$30.00 per hour, per staff member during regular business hours, and \$45.00 per hour, per staff member outside regular business hours.
2. The charge for recording a videoconference is \$20.00 per DVD. Requestor is solely responsible for informing all videoconference participants that the meeting is being recorded.
3. Peripheral equipment (document camera, computer, VCR, DVD Player/Recorder, wireless mouse, projector, etc.) is available upon request at no additional charge. Requestor is responsible for specifying his/her needs when requesting a conference.
4. Faxing, copying, distribution of agendas or other meeting materials, refreshments, beverages, communications with meeting participants, or any other incidentals are NOT included as services associated with the purchase of network time. If these support services are required, special arrangements may be made with each individual site for an additional charge.
5. There is a \$50.00 cleaning charge per site if the NARBHA conference room is not left clean (removal of trash, papers, food, etc.) and returned to the condition in which it was found. Furniture and equipment are not to be moved without express permission from NARBHA Telemedicine Staff.

J. The Director of Administrative Services/Deputy Director reviews and approves requests from organizations requesting use of NARBHA's telemedicine equipment.

ATTACHMENTS:

Attachment A: [Fee-For-Service Videoconferencing through NARBHA](#)

APPROVED:

Mick Pattinson, Ph.D. 11/12/10
Chief Executive Officer DATE