

Barnestorm Customization Policies

Barnestorm prioritizes development to ensure that high priority updates can be completed on time. High priority updates include:

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

Because of our focus on high priority updates, we limit software customization development to items that:

- would be most used by all of our customers,
- do not require extensive development time,
- do not require database changes, and
- are not already existing in the software in another area.

This policy does not affect our normal support by phone and chat—this applies only to requests for software changes and customization.

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.

To email requests, use customersupport@barnestorm.com. Any requests emailed directly to staff members will be discarded.

Policy for Software Change Requests that Apply to All Customers

Some customization requests benefit all customers; these requests will move up in our 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. These non-essential updates will be scheduled according to development availability. If you provide your email address with the request, you will receive an email update when the item is completed and published.

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.

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. Customizations will be performed only upon approval of a development fee and with a signed Custom Development Agreement.