

Pricing Document

January 2026 v1.0

1. Introduction

This document sets out the pricing structure for CareLoop Health, a remote monitoring and symptom management platform for people living with Severe Mental Illness (SMI), specifically psychosis and schizophrenia.

The CareLoop Service is provided as a cloud-hosted managed service. Pricing comprises of;

- A one-off implementation and set-up fee
- A recurring annual licence.

All prices are exclusive of VAT unless otherwise stated.

2. Implementation and Set-Up

An implementation and set-up fee is payable to support mobilisation prior to live use of the CareLoop Service. Implementation is required before operational use and is time-limited.

Implementation typically takes 2–3 months, depending on the agreed service scope, local readiness, and technical configuration requirements.

2.1 Implementation and set-up scope

The implementation and set-up fee covers:

- Project initiation and mobilisation
- Configuration of CareLoop Service to agreed clinical pathways and workflows

- Configuration of alerting and triage settings aligned to local practice
- Information governance, clinical safety and assurance documentation and input
- Education and promotion collateral
- Initial onboarding and training for staff
- Go-live preparation and early operational support

2.2 Electronic Patient Record integration

The CareLoop Service can be used as a standalone platform or can be integrated into an Electronic Patient Record (EPR) system.

Where the Buyer uses an EPR system for which CareLoop Health already provides a supported integration, (currently this applies to Access Rio), there is no additional integration fee payable to CareLoop Health.

Where the Buyer uses an EPR system for which CareLoop Health does not currently provide a supported integration, or where bespoke integration is required due to local configuration or workflow requirements, additional integration activity may be required. Any such integration activity is subject to a separate technical scoping exercise and agreement of scope and pricing prior to commencement.

2.3 Pricing

The Implementation and set-up fee is invoiced upfront, following contract award, and prior to commencement of implementation activities.

The implementation and set-up fee is charged once per service deployment. Additional implementation fees may be charged in the case of a material change in service scope requiring further mobilisation, which would be discussed and agreed in advance with the Buyer.

CareLoop Health does not control the commercial terms of third-party EPR suppliers. Any fees charged by EPR vendors for interfaces, APIs, or changes to their systems are outside the scope of CareLoop Service pricing and remain the responsibility of the Buyer unless otherwise agreed.

2.4 Fees

Item	Price (£)
Implementation and set-up	<u>£25,000</u>

3. Annual Platform Licence (Recurring)

The CareLoop Service is provided under an annual platform licence. The licence grants the Buyer's relevant Trust services, staff and eligible Patients access to the CareLoop Service for a 12-month period.

The licence enables use of the CareLoop Service within the agreed service scope, and for the agreed licence period. The CareLoop Service may be offered and provided to all eligible Patients within that scope during the licence period.

3.1 The annual licence covers:

- Access to the CareLoop Service, including the Patient mobile application, clinician dashboard and automated Early Warning Sign notifications
- Active monitoring of Patient symptoms and adherence through the Patient mobile application
- Notification of personalised Early Warning Signs, with operational follow-up support to prompt timely review
- Technical and User support for all applicable Trust staff
- Onboarding, training and technical support for applicable Patients
- Platform hosting, maintenance and updates
- Usage and service-level reporting

3.2. Pricing basis – Eligible Patient Population

The licence fee is calculated using the number of eligible Patients currently within the services in scope. The Eligible Patient Population is defined as: The number of patients within an agreed service or set of services who meet the clinical criteria for the CareLoop Service. This is calculated as part of the Implementation and Set-up, and may be revised if additional services are added

to the scope.

Clinical criteria, unless otherwise agreed;

- Aged 16 years and over
- Primary diagnosis of psychosis, schizophrenia or schizoaffective disorder
- Able to provide informed consent

3.3. Annual licence fee

An annual non-refundable license fee is charged in accordance with the table below. The annual platform licence fee is invoiced at the licence start date, and at the start of each subsequent annual licence period for the duration of the contract.

Eligible Patient Population	Annual platform licence (£)
Up to 100	£50,000
101 – 200	£100,000
201 – 300	£150,000
301 – 400	£200,000
401 – 500	£250,000
501 – 600	£300,000
601 – 700	£350,000
701 – 800	£400,000
801 - 900	£450,000
901 - 1000	£500,000

3.4. Licence start date

The annual platform licence runs for a **12-month period** from the agreed licence start date, as defined within the Call Off Contract, which is normally two to three months after the commencement of implementation and set-up.

3.5. Review and renewal

Prior to the end of each annual term, CareLoop Health and the Buyer will review:

- Eligible Population and service scope
- Reporting data on uptake, utilisation and adoption
- Any material service or pathway changes

This ensures ongoing alignment with clinical need, service delivery, and Eligible Patient Population coverage.

4. Invoicing Terms

Invoices are issued in accordance with the agreed pricing and are payable within 30 days of the invoice date, unless otherwise agreed in writing.

The Implementation and Set-up fee is invoiced upfront, following contract award, and prior to commencement of implementation activities, unless otherwise agreed.

CareLoop Health reserves the right to charge interest on overdue amounts in line with applicable legislation.