

Since our first product release in 1984, we have been dedicated to delivering best-in-class managed care software designed from the clinician perspective. Over the years, our company has grown and evolved as has the entire healthcare industry. We changed our name to Chordline Health in May 2022 as a part of this evolution to better represent what the company is today – a team laser focused on customer success and committed to remaining agile in the face of rapid change.

## GENERAL FAQs

### Why did the company change its names?

The healthcare industry is evolving quickly and we are responding by bringing new products and services to the market to address the needs of payers and risk-bearing providers. With this, we wanted to change our name to better reflect who we are now, our dedication to the success of our clients, and our ability to be agile.

### Is there any change in the management team?

No. There are no personnel changes associated with the name changes.

### Why did you pick Chordline?

We adopted the hummingbird as representation of our SaaS solution, ACUITYnext in 2016. As we were looking for new options for our name, we kept coming back to why we chose the hummingbird back then. They are not the biggest species of bird, but they can do so many things that larger birds simply can't do. The hummingbird's chord line is the unique wing-structure ratio that allows it to perform amazing feats of agility like hovering, flying backwards, and sideways somersaults.

For us, that extrapolates to our ability to design and release solid products based on deep domain knowledge and our ability to respond to our clients' needs faster than our competitors.

### Does the name change have anything to do with TCS being acquired?

No. The name change is not associated with any change in ownership or control.

### Is the company location changing?

No. The corporate headquarters is in Wilmington, NC.

### Are there any changes to the team supporting the company's products and services?

No. There are not personnel changes associated with the name change.

### Will Chordline still be an HCAP Partners' portfolio company?

Yes. There are no changes to ownership or operations associated with the name change.

### Has the website changed?

TCSHealthcare.com will now redirect to Chordline.com.

### Will TCS' email addresses be changing?

Yes. We will be migrating our email addresses to @chordline.com. The exact date of the transition has not been determined. For a period of time, both versions of email will be supported to allow for a smooth transition.

### If I am a vendor of TCS will my checks/payment now come from Chordline?

Not near term. Proactive communications will be made in advance of when banking information will be changing.

### When is this change effective?

The official change date is May 1, 2022.

## PRODUCT & SERVICES FAQs

### If I have a contract with TCS Healthcare, will my contract need to be amended/redone?

No. Contracts are between clients and Trinity Computer Services, TCS Healthcare was and remains an active dba of Trinity Computer Services. As contracts are updated in accordance with contract expiration dates, Chordline will be listed as the dba on the new contract.

### Will there be any changes to product offerings?

Chordline will continue to offer both the Acuity Advanced and ACUITYnext platforms as well as our analytics service offering.

### Are product names changing?

The product names will remain the same, but we have added a subline which reads “Powered by Chordline Health”.

### Does the name change include Data Smart Solutions/AHA?

Yes and no. When TCS acquired DataSmart Solutions, we created a subsidiary called Acuity Health Analytics that in effect owns the assets of the company formerly called DataSmart solutions. Chordline now performs all operations of AHA.

### Will Chordline be offering new products?

Chordline will be bringing an analytics offering to the market in Q3 of 2022 as a new product offering. This product will include health data analytics as well as dashboard visualization in support of population health programs.

## CONTACT FAQs

### Do I contact Technical Support the same way I do now?

Please use [techsupport@tcshealthcare.com](mailto:techsupport@tcshealthcare.com) to submit support tickets until further notice. Chordline will proactively communicate the change to the @chordline.com domain change to assure a smooth transition.

### Do I contact Account Management the same way I do now?

Please use [accounts@tcshealthcare.com](mailto:accounts@tcshealthcare.com) to submit support tickets until further notice. Chordline will proactively communicate the change to the @chordline.com domain change to assure a smooth transition.

### Do I contact Accounts Payable the same way I do now?

Please use [accountspayable@tcshealthcare.com](mailto:accountspayable@tcshealthcare.com) to submit support tickets until further notice. Chordline will proactively communicate the change to the @chordline.com domain change to assure a smooth transition.

### If I have any more questions, who should I contact?

Depending on the nature of your question, please use the appropriate email address above to submit any questions you may have.

*“Our new name, Chordline Health, and logo which includes the hummingbird, represent our team’s agility and unwavering commitment to go above and beyond.”*

– Deborah Keller, RN, CEO

**Our Mission:** To build healthcare technology solutions that people actually want to use.

**Our Vision:** To make a positive impact to the health and happiness of society through technology.

**Our Values:** We believe that integrity and service to others are the only true measures of success.