



**Phone.com**  
Communicate Better®

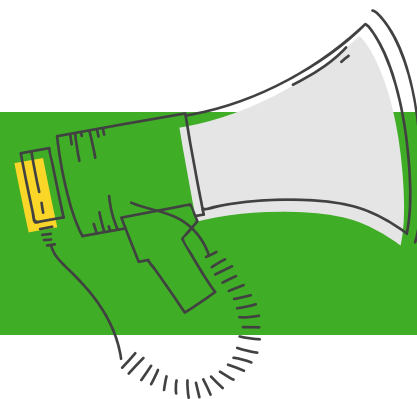
# IP VOICE AND VIDEO SOLUTIONS FOR CHANNEL PARTNERS

Your HIPAA-compliant VoIP Solutions Provider

If your organization works within healthcare, understanding the demands of HIPAA and HITECH are important. These regulations can have a direct impact on your ability to serve these customers with confidence. Voice communications includes several areas where Protected Healthcare information (PHI) may be exposed such as voicemail, call recording, fax, or SMS text

messages. Hospitals, clinics, caregivers, and businesses that support healthcare practitioners such as billing, software, and management services are all subject to audits for HIPAA compliance. That means that their phone service providers must be compliant as well.

## Enter Phone.com – your HIPAA compliant



Joel Maloff, HIPAA Compliance Officer & SVP of Strategic Partnerships, Phone.com:

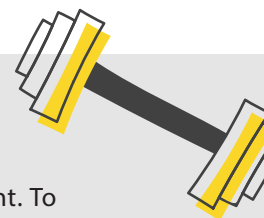
We've ensured that any patient information is encrypted and that all of our employees are trained in compliance.

## Are there risks for non-compliance? Absolutely!

Healthcare organizations – referred to as Covered Entities (CE) – risk substantial fines if found to not be compliant by a HIPAA review. Organizations that provide services to Covered Entities, such as a phone service provider or billing company – known by HIPAA as a Business Associate (BA) – can also be fined if found to be negligent. Even for small and medium-sized

Storing and recording information such as voicemails and calls make communications a compliance issue. Unlike most of the larger VoIP companies, we took the necessary steps to protect our current and future healthcare clients.

businesses that cannot afford in-house compliance officers, the risk is ever-present. To HIPAA auditors, ignorance is not an acceptable excuse. Both CEs and BA need to be aware of and responsive to HIPAA requirements. Are you and your suppliers capable of passing a HIPAA audit today?





To protect our customers from violating HIPAA laws, Phone.com offers a secure, cloud-based business phone service that is compliant with both HIPAA and HITECH guidelines.



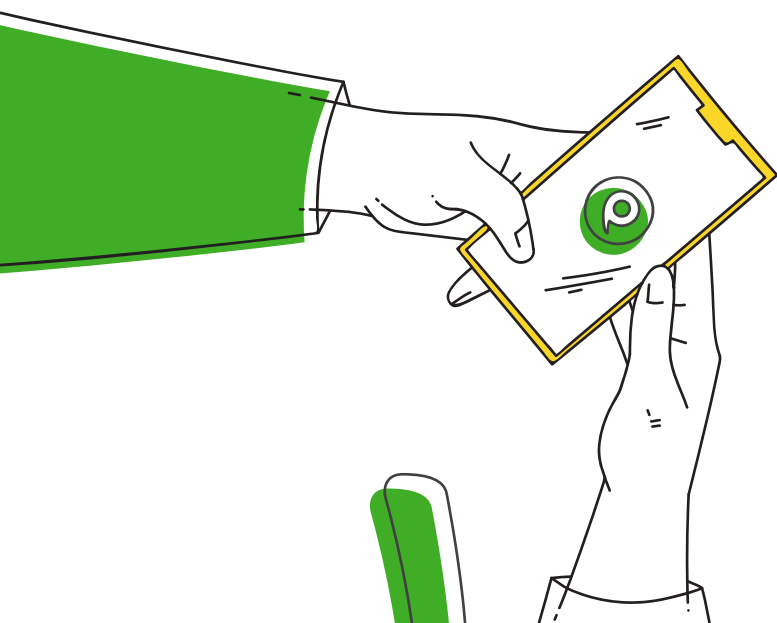
Partnering with Phone.com unlocks the door to the healthcare market for small- and medium-sized businesses. For VARs, agents, managed service providers and integrators, partnering with Phone.com puts you a step above the competition.

## Business Associate Agreements (BAA) Available Today

According to HIPAA privacy experts, a lack of a BAA is a common violation. HIPAA and HITECH are regulations governing medical data privacy. Healthcare professionals are required to safeguard patient medical information and a compliant secure phone system is one part of that requirement. For many healthcare providers looking to rid

themselves of the high costs and imprisonment from restrictive long-term traditional phone companies, HIPAA and HITECH compliance make Phone.com the most logical choice.

### Our HIPAA and HITECH-compliant phone service includes:



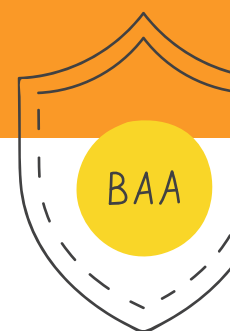
- Encryption for data in motion and at rest.

- No additional fees over Phone.com's class-leading pricing.

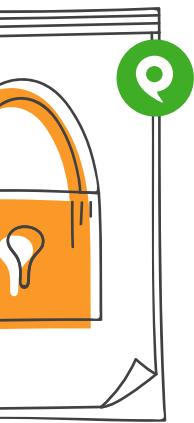
- A Phone.com app compatible on iOS and Android, soft phones on PC and Mac, and VoIP desk phones.

- Business Associate Agreements (BAA).

- No additional setup or hardware required.



Violating HIPAA laws carries the maximum penalty of \$1.5 million for all violations.



# What are Business Associate Agreements?



Business associate functions and activities include: claims processing or administration; data analysis, processing or administration; utilization review; quality assurance; billing; benefit management; practice management; and repricing.



## Who needs a BA agreement?

Based on information from the Compliance Group, the following are the most common examples of businesses from whom you will need a Business Associate Agreement:

Medical billing services, IT service providers, Practice management, Cloud storage providers, Physical storage providers, EHR providers, Accountants, Attorneys, Shredding services, VoIP phone services, and many more.

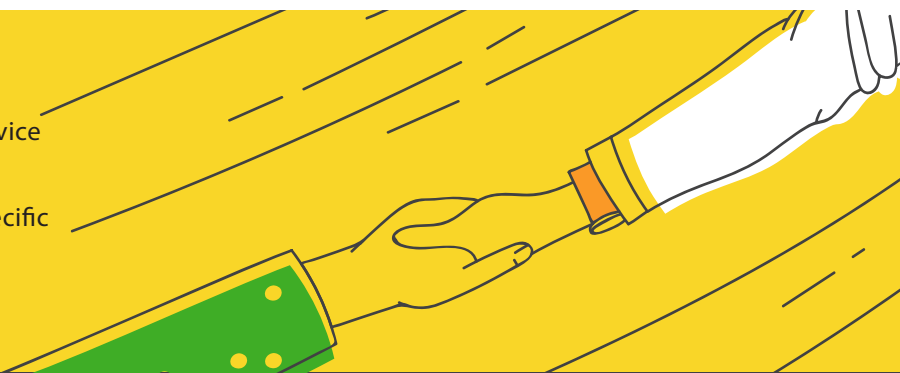


For executives who need business communications that are agile, flexible and capable of supporting onsite, remote and mobile employees, Phone.com's comprehensive cloud-based platform makes collaboration by any channel, from any location, on any device, seamless and easy.

Unlike big telcos and cable operators, Phone.com's suite of advanced unified communications services (UCaaS) offers voice, video, e-fax, conferencing, and numerous other enterprise-grade telephony services without the anchor of inflated costs, suffocating long-term contracts or obsolete technology that stifle performance and innovation.

Phone.com is the leading authority on cloud-based phone, video and messaging service for business communications.

APIs extend communications services into specific workflows with custom integrations.



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