Phreesia Client Application Assistance

In April 2020, the FCC established the COVID-19 Telehealth Program to provide $200M in funding to help qualifying healthcare providers offer telehealth services to their patients. Individual providers may qualify for awards of up to $1M to cover certain expenses and must submit their applications online.

The application and details about the program background are available on the FCC's **COVID-19 Telehealth Website**.

We believe that patient intake is a critical element of telehealth and that Phreesia may qualify as an eligible expense for funding coverage under the program. In fact, the **first set of applications** approved by the FCC included funding for virtual check-ins.

This application assistance document provides suggested text you can use to complete your application for questions related to Phreesia expenses. The document offers a framework for your answers, but you may wish to adjust the wording based on your organization's current situation and/or use of Phreesia.

Please note that information in this document may change according to new developments from the FCC.

For additional questions and support, please use the contacts below:

- For questions about the application, please reach out directly to the FCC at **EmergencyTelehealthSupport@fcc.gov**.
- For Phreesia-specific questions, please reach out to James Kirwan, Director of Market Development at **jkirwan@phreesia.com**.
- For legal guidance, please speak with your own legal counsel.

For additional information on the application:

- **COVID-19 Telehealth Website** (application portal can be found here)
- **Application and Program FAQs**
- **Application Process Details**
- **Guidance on Application**

Phreesia

Question: Medical Services To Be Provided with COVID-19 Telehealth Funding (check all that apply) – Other Services: Additional Information on Medical Services to be Provided:

Suggested Text:

We use Phreesia, a software-as-a-service (SaaS) application that allows us to automate the patient intake process, including for telehealth. Phreesia's Intake for Telehealth solution allows us to capture critical patient intake information for each telehealth visit, at scale. Patients can complete all of the components of a regular check-in process—verify their demographics, pay their copay or balance, sign consents and review any confidential information—from the comfort and privacy of their own device. The information automatically integrates into the EHR for providers to review during the telehealth visit.

Question: : If yes (to would you treat patients without COVID-19 symptoms or conditions), please explain how using COVID-19 Telehealth Program funding to treat patients without COVID-19 symptoms or conditions would free up resources that will be used to treat COVID-19.

Suggested Text:

Phreesia's Intake for Telehealth solution streamlines the registration process for all patients, including those who have COVID-19 symptoms and those who do not. Automated patient intake frees up time and resources for medical staff to treat symptomatic patients. At the same time, it reduces the risk of exposure for patients, providers and staff by minimizing face-to-face interactions, and it also allows us to screen patients for COVID-19 risk factors based on the latest CDC guidance.

Question: What are your goals and objectives for use of the COVID-19 Telehealth Program Funding?

Suggested Text:

Our goal is to improve the patient experience through automated, zero-contact intake that will enhance the safety and effectiveness of telehealth visits. This means capturing all essential patient information prior to the visit and ensuring it's available for the provider to review in the EHR. Phreesia allows us to automatically collect patients' demographics and clinical history and consents. It also enables us to capture key patient reported outcomes (PROs) and deliver clinical screenings for COVID-19 risk factors, as well as those related to social determinants of health.

Note: You may wish to remove any specific information listed above that you are not collecting.

Question: What is your timeline for deployment of the proposed service(s)?

Suggested Text:

Our Phreesia telehealth intake functionality was live as of March 13, 2020. or Our Phreesia telehealth intake functionality will go live as of [date, 2020].

Note: For post-March 13, 2020 start dates, you should include the date that you will go live with Phreesia Intake for Telehealth specifically.

Phreesia

Question: What factors/metrics will you use to help measure the impact of the services and devices funded by the COVID-19 Telehealth Program?

Suggested Text:

We will measure telehealth visits facilitated by the Phreesia Intake for Telehealth service, the number of patients screened for COVID-19 symptoms, the number of patients served with COVID-19 and without, and the degree to which COVID-19 patients can be served via telehealth.

Note: You may wish to remove any specific information listed above that you are not going to measure.

Question: Total Amount of Funding Requested

Suggested Text:

Enter the amount of your Phreesia telehealth expenses during the eligible period. Calculate by determining the monthly and prorated monthly amounts of your Phreesia subscription for the eligible time period of March 13, 2020 through September 30, 2020.

Question: Category

Suggested Text:

Information Services

Question: Description of Service(s) and/or Device(s)

Suggested Text:

We use Phreesia, a software-as-a-service (SaaS) application that allows us to automate the patient intake process, including for telehealth. Phreesia's Intake for Telehealth solution allows us to automatically collect patients' demographic information, clinical history and consents. It also enables us to capture key patient reported outcomes (PROs) and deliver clinical screenings for COVID-19 risk factors, as well as social determinants of health. Prior to the telehealth visit, the patient receives an email or text message that prompts them to begin the intake interview. Next, the patient receives information about how their telehealth visit will work, along with and a video conference link from the telehealth vendor to initiate the session. Phreesia works with key telehealth vendors (e.g., Zoom, Microsoft, Amwell) to create a seamless automated patient experience. Learn more at **https://www.phreesia.com/intake-for-telehealth/**.

Question: Total Monthly Expense

Suggested Text:

Enter the amount for your monthly recurring subscription expense for Phreesia telehealth (If on a contract with an annual fee, calculate monthly amount by dividing annual subscription by 12).

Question: Number of Months for Recurring Monthly Expenses

Suggested Text:

Enter the number of months during the eligible period that you will use Phreesia's Intake for Telehealth

Note: Recurring monthly expenses are eligible if they were purchased on or after March 13, 2020 through September 30, 2020.

Applicants are required to provide supporting documentation sufficient to show how they arrived at their costs. Supporting documentation can be attached at the top of the application.

Attach:

Supporting documentation containing proof of the annual or monthly telehealth subscription fees payable to Phreesia (e.g., invoice, contract).