

<p>Improve patient outcomes Expedite Maximus, families, hospital staff and specialist collaboration for patient care with real-time video communications.</p>	<p>Maximize your resources Utilizes resources and hardware you already have to expand our outreach, making the SIS assessment process easier.</p>	<p>Boosts safe communications Fosters collaboration and face-to-face meetings, with participants in any location.</p>
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What is Zoom?

Zoom is a video and telephone conference bridge that allows multiple people to conduct meetings in easy and secure environment.

Why is Maximus using Zoom?

Zoom allows Maximus to continue our assessment processes while maintaining the social distance measures protecting everyone’s safety. Zoom saves everyone time by allowing for easier scheduling by eliminating a lot of the logistics associated with scheduling a Level II assessment, such as time spent preparing for assessment, the drive time, and onsite meeting preparation.

<p>Timely internal communications with everyone needed to complete an assessment ensuring quality turnaround times.</p>	<p>Consultations connect families, physicians, patients, and specialists for assessments</p>
<p>Progressive health education and preventative care for high-risk populations.</p>	<p>Provide virtual behavioral and mental health in 1-1 or group sessions that patients may join from their homes.</p>

Is Zoom safe?

In short, yes. Maximus only uses Zoom HIPAA-compliant accounts for our assessments. Zoom ensures HIPAA compliance by applying mandatory account settings to healthcare customers’ accounts, which nearly eliminates the ability to send PHI to Zoom. They do not have access to identifiable health information, and we protect and encrypt all audio, video, and screen-sharing data.

<p>Compliance and security Multi-layer security with AES-256 encryption</p>	<p>Secure Accessibility for all Zoom never has access to PHI and does not persistently store information that is transmitted.</p>
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Things you need before you start:

- ✓ To use Zoom video chat, an application is required using a desktop computer or the Zoom mobile app available to download from the Google Play store or Apple App Store.



- ✓ Each meeting has a unique 9, 10, or 11-digit number called a meeting ID that will be provided to you by the SIS assessor required to join a Zoom meeting.




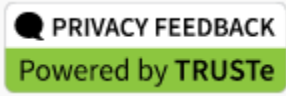
Joining a Zoom Meeting using a Mobile App or Computer

1. Joining through the mobile app or computer (**preferred method**). The Maximus assessor will provide you with a hyperlink via email to join the meeting. It will look like this: <https://zoom.us/j/123456789?pwd=bkZQSTZ1VUc3cXZrOTBCZG1HdDJDUT09>
 - Enter the unique password provided to you by the Maximus assessor when prompted.
2. Another way to join a video meeting is to open a web browser (Google Chrome, Mozilla Firefox, Microsoft Edge, Safari, etc.).
 - Go to the website join.zoom.us
 - Enter the unique 9, 10, or 11-digit meeting ID provided to you by the SIS assessor
 - Click *Open Zoom Meetings (PC)* or *Open zoom.us (Mac)* and the associated prompts to open the Zoom meeting.
 - Enter the unique password provided to you by the SIS assessor when prompted.

Joining a Zoom Meeting Using Telephone Only

3. **If you are joining via telephone only**, you will need the teleconferencing number phone number (877.853.5247)
 - You will be prompted to enter the unique 9, 10, or 11-digit meeting ID provided to you by the SIS assessor, then hit #.
 - Enter the unique password provided to you by the SIS assessor when prompted.

Zoom’s Security and Privacy Certifications

			
<p>SOC 2 (Type II) Trust Services Principles</p>	<p>FedRAMP (Moderate) Federal Risk and Authorization Management Program View Certificate</p>	<p>EU/US Privacy Shield Swiss/US Privacy Shield Data Privacy Practices</p>	<p>Certified Privacy Practices and Statements</p>