

To: MemorialCare Community Physicians

From: MemorialCare Medical Foundation Leadership

Date: March 19, 2020

Subject: Zoom Sign Up

The below steps outline how to sign up for Zoom as an independent provider. The minimum HIPAA-compliant plan you can purchase is \$200 for a monthly subscription for up to 10 licenses. A BAA must be completed with Zoom before the service will be HIPAA-compliant.

- 1) Navigate to the Zoom Healthcare homepage: <https://zoom.us/healthcare>
- 2) Click on Contact Sales
- 3) Fill out the form and a sales representative will get with you – make sure to mention that you'd like a HIPAA-compliant account
- 4) The Zoom Sales Team will get back to you and confirm you'd like a BAA/MSA. Sign these and return.
- 5) Upon receipt of the contracts, Zoom will update your account to be HIPAA-compliant. This process can take around 4 hours, but given demand, it may take longer. Zoom is giving healthcare clients priority, but their resources are spread thin at this time.

Once your account is HIPAA-compliant, your phone, video, and chat conversations made from licensed accounts will be secure.

You can access Zoom resources on the Support page here: <https://support.zoom.us/hc/en-us>