

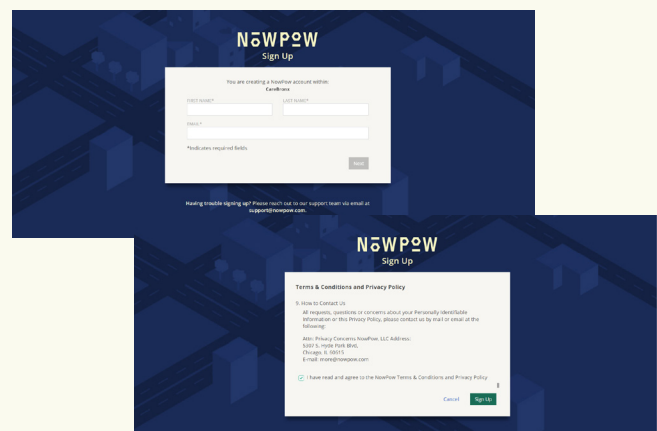
NowPow COVID-19 Product Updates

Updated 5/18/20

Extending Care

Rapid Sign-On (NEW)

NowPow has created a rapid sign-on link that enables you to activate new NowRx users (e.g., care providers, temporary workers or volunteers) by simply texting or emailing them a secure link—or embedding the link on your Intranet. This allows users to quickly sign up for NowRx access (on a tablet, desktop or smartphone). Once in our platform, they can access a short training video to quickly learn how to make referrals. Contact your account manager to get your secure link.



COVID-19 Impact Screening & Condition Algorithms (NEW)

To facilitate identifying needs and connecting more people to the right Vital Emergency Resource (VER) services, we created a COVID-19 Impact Screening. This evidence-based screening helps users quickly assess needs and automatically maps those needs to optimal VER services—from bereavement support to economic hardship to public benefits application assistance—that have been verified as operational during the COVID-19 crisis. Contact your account manager to gain access to the screening.

We also created two new condition algorithms for COVID-19 so you can easily create one-click HealtheRx's for individuals who are identified as having unmet needs related to the adverse effect of the crisis. There is both a high-risk algorithm for those with acute needs and a lowrisk algorithm for those with less emergent needs.

COVID-19 Impact Screening Exit Screening

Food & Nutrition

Think about the past year. Did you ever worry that your food would run out before you got the money to buy more?

- ☐ Sometimes; food is a concern for me/my household
- ☐ Often; food is a constant concern for me/my household
- ☐ Food is not a concern for me/my household
- ☐ I choose not to answer this question

Think about the past year. Did the food you buy usually last until you had enough money to buy more?

- ☐ Almost never; food is a constant concern for me/my household
- ☐ Sometimes; food is a concern for me/my household
- ☐ Food is not a concern for me/my household
- ☐ I choose not to answer this question

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COVID-19 Impact Screening Exit Screening

Child Care & Parenting Support

Do you want help caring for children, or paying for care related to children? Please check all that apply.

- ☐ I don't need any help
- ☐ I get all the help I need
- ☐ Yes, help caring for a new baby
- ☐ Yes, help caring for a child/children
- ☐ Yes, help paying for care related to a child/children
- ☐ I choose not to answer this question

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Ensuring Referral Quality

Alert Banner

NowPow has created a customizable alert banner that appears within the tool to notify users that services are being updated to reflect changes related to COVID-19. Clicking "Learn More" takes the user to the NowPow COVID-19 webpage for up-to-date information (<https://www.nowpow.com/covid19-user>). Contact your account manager to customize your banner.



COVID-19 Service Status & Verification Date (NEW)

Our NowPow team is rapidly and repeatedly confirming the service availability due to COVID-19 of the VER services in our directory. A pink COVID-19 status tag is displayed on each service and updated when new information becomes available. You can see when an organization's services have last been updated by looking at the COVID-19 Status Verification Date on its Service Information Page. This date is listed under the Give us feedback section of the service detail page. All services' statuses will be "Pending Verification" until NowPow has attempted to verify their status. The COVID-19 status will be visible within the eRx tab, eRx PDFs, Service search, Service detail page, and when making referrals through the Patients tab.

The screenshot shows a dropdown menu for "COVID-19 Status" with the following options: COVID-19 Status: Regular Operations, COVID-19 Status: Delivery, COVID-19 Status: Pickup, COVID-19 Status: Phone/Virtual, COVID-19 Status: Service Unavailable, COVID-19 Status: Pending Verification, and COVID-19 Status: Unable to Verify. Below the dropdown is a "Give us feedback" section with a "Request an Update" button and a "Verification Date: In Progress" status. The "COVID-19 Status Date: April 21, 2020" is also displayed.

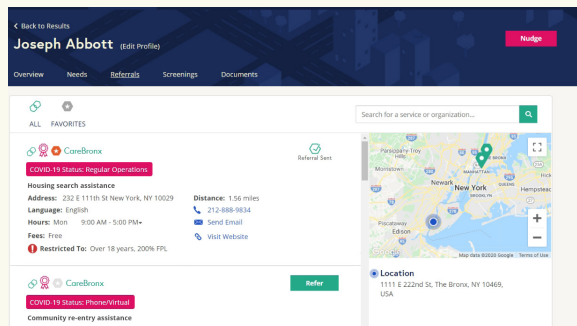
COVID-19 Status Filter

The COVID-19 Status filter allows users to select the specific COVID-19 statuses they are interested in seeing. The COVID-19 Status filter is available on the eRx and Services tabs. Users will not see services tagged with **COVID-19 Status: Unavailable** or **COVID-19 Status: Unable to Verify** generate on an eRx. In order to see these services, the user will need to select the statuses using the COVID-19 Status filter.

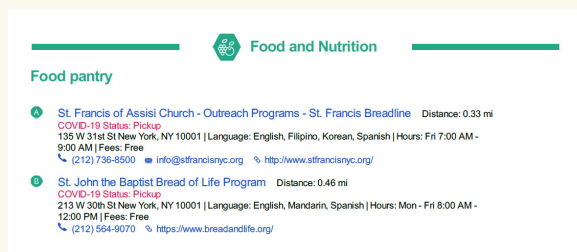
Create New HealthRx

The screenshot shows the "Create New HealthRx" form with a section titled "ADD FILTERS". Below this section, there are several filter options: Fee Structure, Other Public, Male, Language, 100% FPL or Below, Hours, Special Populations, Accessibility, Transportation, Other, Targeted Condition, and COVID-19 Status. The COVID-19 Status filter is currently set to "COVID-19 Status: Pending Verification". Below the filters, there is a section for "Age or Date of Birth" with a text input field containing "44" and a "Years" dropdown menu. There is also a "Max Distance" dropdown menu set to "10 mile".

Referrals made via Patients tab



eRx PDF



Explaining Data

COVID-19 Analytics (NEW)

Within NowPow's native reporting environment the embedded portal provides on-demand measure and metric reports at the Individual (patient/member and user), organization or site, and enterprise levels. User generated data can be used to understand outcomes and assess initiatives to inform workflows, interventions and referral partnerships and resource supply and demand.

Due to our COVID-19 rapid resource updating, regional resource availability reporting has been added to share with other community stakeholders.

View our interactive **COVID-19 Maps** to track how community resource availability is changing over time by ZIP code. These hyperlocal maps currently focus on the nation's hardest hit areas.

Visit www.nowpow.com/covid19-user for up-to-date information, and contact your account manager with any questions.

Service search

