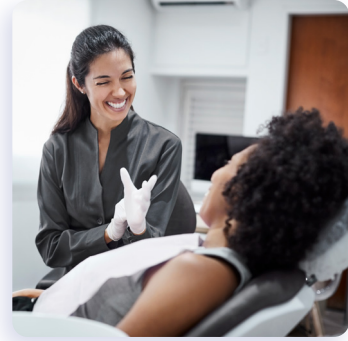




# A Complete Compliance Solution



PCIHIPAA™



OfficeSafe<sup>®</sup>

2021

# A Letter from our CEO

When we launched PCIHIPAA in 2012, we set out to solve a problem that was facing many healthcare providers. HIPAA, OSHA, and Payment Card Industry compliance (PCI) is confusing. And not understanding the law or the risks could cripple a practice. In addition, cyber-attacks were escalating, and medical and dental offices just weren't prepared. We set out to provide easy and affordable solutions that delivered peace of mind for our clients. We knew we could help.

Our original hypothesis was correct. What we've learned over the last 10 years, is that HIPAA, OSHA, and PCI compliance are daunting tasks, even for the well-educated and informed. It's almost impossible for Office Managers and Doctors to successfully run a business, and simultaneously stay on top of the legal requirements, cyber-security risks, employee trainings, and other safeguards required by law. Unfortunately, you as a smaller medical practice, are held to the same standards as a hospital or a large provider group. And they employ entire departments dedicated to this stuff. Even so, we still read every day about another ransomware attack, cyber-hack, or major fine. It's not if it's going to happen, it's when.

At PCIHIPAA, we are dedicated to your success. Compliance is a culture you must lead, adopt, and work on. That's our specialty. We provide that added layer of protection for every practice we serve. Whether you are looking to update your policies and procedures, train your employees, execute Business Associate Agreements, or complete a HIPAA Risk Assessment, we can help.

Our clients rely on us for quick answers. And they get them without a big automated international runaround. When you call PCIHIPAA, we'll answer the phone and get you the answers you need.

As you read through our 2021 offerings, please remember that perhaps the most important thing you'll receive when you decide to enroll, is peace of mind. For you, for your patients, and for your practice. That's something you deserve.



Jeff Broudy,  
*Founder and Chief Executive Officer*

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# HIPAA Trainings

At the heart of HIPAA compliance is the training. The reason that HIPAA trainings are so important is that each member of the practice, whether clinical or non-clinical, part-time or full, is responsible for protecting patient data. Consequently, effective training is not only about checking an annual box but very much about actually educating all members of the team in how their day to day activities matter.

The PCIHIPAA HIPAA training module is the premier educational product. Used by thousands of practices, our entirely online training consists of interactive lessons and quizzes which all employees are able to complete on their own timeline thereby keeping the office open for patients. Furthermore, the trainings are not painful to sit through! We've all been part of those dreadful workplace trainings where the only thing you learn is exactly how long a minute can feel. Our trainings are useful, interactive, and always up to date.



**Entirely online provides flexibility AND accountability**



**CE certified training**



**Employees acknowledge annual training fulfillments and produce quiz scores**



**Optional trainings included for HIPAA Officer Certification and other areas of deeper learning**

**“With PCIHIPAA we don’t have to look for someone to do our annual trainings and spend a ton of money on those, we can now do all of our required trainings online for no extra charge.”**

*– Yana Embury, Director of Operations, Dental Company of Leesburg*

# Other HIPAA Compliance Requirements

HIPAA compliance is much more than an annual training and a dusty binder. HIPAA requires significant technical and organizational measures. Yet 86% of independent medical and dental practices incorrectly believe that HIPAA compliance is satisfied by occasional trainings and a binder alone.

Furthermore, many practices are falsely led to believe that their IT provider or even malpractice policy is providing the necessary safeguards.

The truth is that HIPAA is an extremely complicated, constantly changing series of healthcare laws that require dedicated attention. Hospital systems and large physician groups will dedicate an entire department to achieving compliance to virtually the same laws that apply to a neighborhood dentist.

**OfficeSafe360 achieves the same results as a major hospital compliance department at about the same cost as the average electric bill.**

**Through OfficeSafe360, you will receive:**

- HIPAA Compliant Business Associate Agreements to properly indemnify your practice
- Patient Privacy Forms & Authorizations
- Emergency Planning
- HIPAA Policies & Procedures
- Email encryption
- Data backup

24-7

Email us, call us, text us at  
any time to get answers

# OSHA Trainings

While HIPAA is designed to protect patients, OSHA is principally designed to protect employees. With the pandemic, OSHA and workplace safety has suddenly become a topic of front-page news. The resulting complexity in legal compliance at both the federal and state levels is unprecedented. Are you in a state with a mask mandate? What about vaccines for employees? How does this relate to patients? And most of all, what needs to be documented to avoid future penalty?

Our OSHA trainings are second to none. Totally online and interactive, the OfficeSafe OSHA module simultaneously provides compliance and real education without requiring the practice to take a pause in seeing patients.

Additionally, OfficeSafe provides complimentary CE accreditation for its trainings. This means that accredited practice members can effectively feed two birds with one seed (we try to keep our metaphors a little more health positive than the alternative.)



**Bloodborne Pathogens Annual Training**



**Hazard Communications Annual Training**



**COVID Training**



**Multiple trainings with CE accreditation**

**“PCIHIPAA is worth every penny to keep HIPAA and OSHA in compliance. It is easy to use and the staff is extremely helpful and knowledgeable.”**

*– Casey Kalz, Practice Manager, Park Cities Cosmetic Surgery*

More than a Breakroom Poster

# Other OSHA Compliance Requirements

Like HIPAA, OSHA compliance is misunderstood by the great majority of independent practices. How could it not? After all, OSHA and workplace safety is a complicated series of constantly changing laws. Larger organizations are able to bring in whole legal teams and create fancy departments to satisfy compliance for virtually the same laws that regulate a community pediatrician.

## This is why PCIHIPAA created OfficeSafe OSHA.

In addition to providing the best possible training and poster, OfficeSafe provides a safe and secure online portal for comprehensive OSHA compliance:

- Bloodborne Pathogen & HazCom Plans
- Safety Data Sheets E-Binder with pre-populated sheets for more than 2,000,000 products and chemicals
- State By State Requirements
- OSHA Self-Inspection

## Actual Liability Protection

Additionally, PCIHIPAA provides for a one time \$25,000 liability coverage for any client who has achieved compliance in our portal yet experiences a fine. It's an easy guarantee for us to make, after all, in nearly 10 years of continuous operation, with more than 4,000 active clients, not one single PCIHIPAA client has ever received a fine.

4000 x 10 x 0

4,000 clients  
10 years in service  
0 OSHA fines ever paid

# Cyber Liability Protection



**You are more likely to need cyber security insurance than malpractice insurance over the course of a medical career.**

Ransomware, hacking, data breach – words like these were probably never on your mind when it came to your job in the medical world. Maybe they still aren't. Unfortunately, they have to be.

Millions of cyber criminals are trying to break into your system every day. Many of them have already been successful. You may think that your practice is too small for a hacker to care but you would be sadly mistaken. More and more practices are shut down or held hostage every year – and the ransom, usually paid in Bitcoin, is growing.

**No security system can be foolproof because the incentive to break down the security is so lucrative.**

**PCIHIPAA provides a one of a kind Cyber Security response policy.**

- A \$250,000 cyber security insurance policy
- A full incident response team inclusive of legal support, forensics support, and general guidance
- OfficeSafe ID Identity Protection offers the highest standard of online identity protection

**“We feel so secure and protected with PCIHIPAA. Thank you for peace of mind for the security of protecting our patients and office.”**

*– Combs P, Office Administrator*

# Audit Response

You can do everything right; you can do your trainings and have every policy and procedure up to date; you can cross every 't' and dot every 'i' – and still, you can be audited. Being audited by OSHA, HHS, or any other regulatory body is disruptive. They dangle heavy fines over your head and pour with a fine toothed comb over all of your documentation. It is not uncommon for practices which are undergoing audit to retain an expensive healthcare lawyer if for nothing else than peace of mind.

**Audit Response is included at no additional charge for our OfficeSafe360 clients. Any OfficeSafe360 client hit with an audit receives:**



# PCI Compliance

PCI Compliance is one of those business nuisances that become such a time suck that many people became willfully non-compliant and just pay the monthly fine. It's hard for us to blame them as the questionnaire alone can take hours provided they have all of the answers, which rarely happens. Fast forward two weeks later, dozens of emails exchanged with third parties, hundreds of Google searches into the definition of phrase "TLS Protocol Session Renegotiation Security Vulnerability" and "SSL poodle" and they give up.

## Let PCIHIPAA take over your PCI compliance

Not only will we take care of the dreaded questionnaire, but we will also complete your quarterly IP Security Scan and provide the resulting certificates to your merchant processor (and we will make sure that they remove any PCI fees.)

PCI compliance is both a bother and a direct cost. While the majority of PCIHIPAA services are all about mitigating risk and future cost, PCI compliance is one of those areas where PCIHIPAA provides an immediate cash flow positive impact. Not to mention the time and hassle it will free up.



**Eliminate all PCI  
noncompliance fees**

**Offload the dreaded PCI  
Compliance Questionnaire**

# OfficeSafe Pay

OfficeSafe Pay is a unique combination of services ultimately allowing PCIHIPAA clients to achieve the highest standards in credit card processing security with the most favorable processing fees all while achieving maximum flexibility.

Many practices need to accept payments in the office, on the web, or on the go. Our software flexes with your practice and helps you securely manage payments all in one place while securing the lowest possible processing payment:

## 0% Credit Card Processing Cash Discount Program

There are new rules where you can keep 100% of what you charge patients. Eliminate 100% of your credit card processing fees with our Cash Discount Program

## EMV Certified Terminals

Select from a variety of Free EMV compliant terminals to accelerate patient checkout and protect you against non-EMV chargebacks and fraud. In addition, as a healthcare provider you are entitled to “healthcare rates” or “0% rates.” OfficeSafe Pay saves you time and money, while keeping you compliant.

**“I signed up with PCIHIPAA to help my practice with HIPAA compliance. They reviewed my credit card processing statement and showed me how I was overpaying for PCI Fees, PCI Non-Compliance Fees and other credit card fees. I decided to implement their Cash Discount Program. I’m now collecting more cash payments and paying 0% on my credit card processing. I’m saving \$1,000’s per year. I highly recommend PCIHIPAA for HIPAA Compliance and credit card processing solutions.”**

*– David S. Frey DDS, Beverly Hills, CA*

# A Practice Saved

"To join PCIHIPAA 3 years ago was one of the best business decisions I have made in my 30 years of practicing medicine. Recently, I fell victim to a ransomware attack. If it was not for PCIHIPAA and the cyber security they offer I was on the verge of bankruptcy."

– Dr, Parveen Sharma MD

Dr. Parveen Sharma MD had a successful independent practice. On an average Monday, staff came into work in the morning and were unable to log into any of their computers. They rebooted the servers and then received a message on the screen that said MALWARE had taken control of the data on their servers. There were then ransom instructions that they were to pay a huge ransom in bitcoin.

As a PCIHIPAA client, Dr. Sharma knew where to turn. Not only was Dr. Sharma covered for the ransom, every single area of the mandated legal and forensic response was taken over by PCIHIPAA. This single incident resulted in \$200,000 in fees and ransom all of which were covered by PCIHIPAA.

## Cost of Ransomware: \$199,484

|          |                                      |                                                                                                            |
|----------|--------------------------------------|------------------------------------------------------------------------------------------------------------|
| Legal    | \$90,000                             | Legal representation fees                                                                                  |
|          | \$32,200                             | (plus travel \$5,000)<br>Restoration and decryption of client systems                                      |
| Forensic | \$54,250<br>155 hours<br>at \$350/hr | The forensic investigation inclusive of incident response, legal coordination, and regulatory requirements |
| Ransom   | \$3,723                              | The negotiation and payment of second ransom demand                                                        |
|          | \$13,710                             | The negotiation and payment of the ransom demand, including initial ransom payment                         |

# 2021 Features & Pricing

| Feature                              | OfficeSafe<br>HIPAA                                       | OfficeSafe<br>OSHA                                       | OfficeSafe<br>360                                         |
|--------------------------------------|-----------------------------------------------------------|----------------------------------------------------------|-----------------------------------------------------------|
| Compliance Hotline                   | ×                                                         | ×                                                        | ×                                                         |
| OfficeSafe Pay                       | ×                                                         | ×                                                        | ×                                                         |
| HIPAA Compliance Training            | ×                                                         |                                                          | ×                                                         |
| HIPAA Officer Training               | ×                                                         |                                                          | ×                                                         |
| HIPAA Policies                       | ×                                                         |                                                          | ×                                                         |
| HIPAA Privacy                        | ×                                                         |                                                          | ×                                                         |
| Data Encryption                      | ×                                                         |                                                          | ×                                                         |
| Business Associate Agreements        | ×                                                         |                                                          | ×                                                         |
| Employee Acknowledgments             | ×                                                         |                                                          | ×                                                         |
| Annual Risk Assessment               | ×                                                         |                                                          | ×                                                         |
| Incident Reporting                   | ×                                                         |                                                          | ×                                                         |
| Emergency Planning                   | ×                                                         |                                                          | ×                                                         |
| HIPAA Checklist                      | ×                                                         |                                                          | ×                                                         |
| PCI Compliance                       | ×                                                         |                                                          | ×                                                         |
| OSHA Compliance Training             |                                                           | ×                                                        | ×                                                         |
| Safety Data Sheets                   |                                                           | ×                                                        | ×                                                         |
| OSHA Self-Assessment                 |                                                           | ×                                                        | ×                                                         |
| Exposure/Incident Log                |                                                           | ×                                                        | ×                                                         |
| COVID 19 Checklist                   |                                                           | ×                                                        | ×                                                         |
| Bloodborne Pathogen Training         |                                                           | ×                                                        | ×                                                         |
| Hazard Communication Plan            |                                                           | ×                                                        | ×                                                         |
| Respiratory Protection Standard Plan |                                                           | ×                                                        | ×                                                         |
| State Specific Compliance            |                                                           | ×                                                        | ×                                                         |
| \$25,000 OSHA Guarantee              |                                                           | ×                                                        | ×                                                         |
| Cyber Liability Program              | ×                                                         |                                                          | ×                                                         |
| 1400+ hours of CE Training           | ×                                                         |                                                          | ×                                                         |
| Infection Control Training           |                                                           | ×                                                        | ×                                                         |
| Data Backup                          | ×                                                         |                                                          | ×                                                         |
| OfficeSafe ID                        | ×                                                         |                                                          | ×                                                         |
| OSHA Self-Inspection                 |                                                           | ×                                                        | ×                                                         |
|                                      | <b>\$329/mo,</b><br><b>\$229/mo</b><br>when paid annually | <b>\$129/mo,</b><br><b>\$99/mo</b><br>when paid annually | <b>\$389/mo,</b><br><b>\$289/mo</b><br>when paid annually |



# Schedule a Demo

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