NOWPOW Q&A

The following Q&A stems from our January OneCity Health Partner Webinar, where partners had questions on NowPow. The questions were lightly edited for clarity.

Why do we only get one log in for NowPow, when we have staff in multiple locations?

Given the breadth of the OneCity Health Performing Provider System (PPS) network and interest among partners to obtain access to this software, at this time, we are offering one license to each partner organization. We will be actively monitoring utilization of the software in the coming months and are identifying opportunities to make additional licenses available for partners.

Will NowPow be the source of future referrals? The Phase III Comprehensive Schedule B also mentions GSI, what is that used for? Will CBOs be asked to utilize GSI?

NowPow is being rolled out as a tool to enable social service referrals. GSI is a care planning tool that does not have the capability to make social service referrals.

Our Phase III Comprehensive Schedule B metrics include the requirement to use NowPow to make client referrals. Will the PPS provide a list of partner providers who will be accepting referrals via NowPow?

At this time, the NowRx version is the version of NowPow that is being made available. This version includes access to the comprehensive social service directory, recommendations for types of referrals based on conditions, and the ability to send recommended organizations directly to patients / clients. Sending recommendations to patients / clients will be considered “referrals” as it relates to the Phase III contract metrics. As part of our phased approach to implementing NowPow, future iterations will allow for referrals directly to other organizations.