Mass HIway Webmail

February 2020
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The information provided in this presentation is for general information purposes only, and in no way modifies or amends the statutes, regulations, and other official statements of policy and procedure that govern access to and use of the Mass HIway.
Introduction to the Mass HIway

Mass HIway Direct Messaging and Provider Directory

HIway Webmail Overview and Demo

HIway Adoption and Utilization (HAUS) Services
About the Mass HIway

Massachusetts Health Information HIway (Mass HIway) promotes health information exchange (HIE) by healthcare providers and HIway participants through a variety of policy and technical levers.

The Mass HIway is a program within the Massachusetts Executive Office of Health and Human Services

- The EOHHS and the HIway are advised by the Health Information Technology Council made up of consumer, provider, legal and policy, and technology stakeholders

EOHHS contracts with two primary vendors to operate HIway Direct Messaging and offer technical assistance:

- Orion Health provides Direct Messaging implementation and technical support services
- MeHI, the Massachusetts eHealth Institute, supports providers with
  - Account management, consulting services, and outreach and education
Enable health information exchange by HIway users and other healthcare providers regardless of affiliation, location, or differences in technology

**HIway Direct Messaging**
- Secure method of sending transmissions from one HIway user to another
- HIway connection for Massachusetts Public Health Reporting
- *HIway does not use, analyze, or share information in the transmissions and does not currently function as a clinical data repository*

**HIway Adoption and Utilization Support (HAUS) Services**
- Assistance for eligible organizations in the deployment of HIE to enhance care coordination
- On-site/remote training and support for staff to use Mass HIway and update associated workflows

**HIway Provider Directory**
- Provider Directory listing in-state and some out-of-state providers connected to HIE
- Contains information for 20,000+ HIway Users

**Current HIway Initiatives**
- Market-based Event Notification Service (ENS) (in development)
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HIway Adoption and Utilization Support (HAUS) Services
**Secure method for transmitting messages between providers for wide variety of use cases**

**Supported Use Case Categories**
- Public Health Reporting
- Provider-to-Provider Communications
- Payer Case Management
- Quality Reporting (as per the Mass HIway Policies & Procedures)

**User types**
- Physician practice
- Hospital
- Long-term care
- Other providers
- Public health
- Health plans

**Connectivity options**
- EHR connects directly
- EHR connects via Communicate Direct Appliance
- EHR connects via HISP
- User connects via webmail

**HIE Services**
Mass HIway 2.0 is a member of DirectTrust and is connected to all DirectTrust member HISPs. This offers a rich network for HIway Direct Messaging to MA providers.
The HIway Direct Messaging is ‘content agnostic,’ and does not restrict message types

**Patient clinical information**
- Summary of Care / Transition of Care Record (TOC)
- Request for Patient Care Summaries
- Discharge Summaries
- Referral Summary Information
- Specialist Consult Notes
- Progress Notes
- Care Plans

**Quality reporting**
- Reporting of clinical quality measures (CQMs)

**Public Health Reporting** *
Securely comply with reporting regulations for the Massachusetts Department of Public Health (DPH)
- Massachusetts Immunization Information System (MIIS)
- Electronic Lab Reporting (ELR)
- Syndromic Surveillance (SS)
- Massachusetts Cancer Registry (MCR)
- Opioid Treatment Program (OTP)
- Childhood Lead Poisoning Prevention Program (CLPPP)
- Occupational Lead Poisoning Registry (Adult Lead)

* There is no cost for a HIway connection that is used exclusively for DPH reporting.
Mass HIway Provider Directory (PD)

Searchable directory of individual and organizational Direct email addresses. This includes published addresses of Mass Hiway participants and users of other DirectTrust Member HISPs.

**Purpose of the Mass HIway PD**
- Provides destination addresses for Direct messaging (i.e. Direct email address)
- In-state Direct addresses
- Stores the specific details such as organization name, provider name, specialty, contact info, NPI and personal/organizational email address, Direct email address

**Mass HIway PD contains over 20,000+ addresses**
- Organization, department, and individual level addresses

**Account Manager will assist you in operationalizing the Mass HIway PD**
- Identify who of your trading partners are in the Mass HIway Community
- How to engage additional trading partners to exchange on the HIway

**Webmail users have access to all providers and organizations included in the Provider Directory**
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What is HIway Webmail?

Communicate Webmail, the HIway’s secure webmail solution, is a messaging exchange system that allows users to send Direct Messages without an interoperable EHR.

**Functionality**
- Send/receive Direct Messages
- Search Provider Directory
- Share Electronic Patient Records
- Remote access
- Receive email notifications when a message is received

**Benefits**
- User friendly solution to securely send clinical information; HIPAA compliant
- New webmail accounts can be set up quickly
- Multiple users can share a single webmail inbox, supporting various workflows
- Access Provider Directory of all HIway providers
- Low cost
Communicate Account Management Portal

- Used to set up and manage your account
- Use this page to reset your password

Communicate Webmail

- Used to view and send messages securely
- Cannot log in until you create an account on the Communicate Account Management Portal
- Cannot manage account or reset password from this page
You cannot log into the Communicate Webmail Portal until you set your permanent password.

Once you have received your user name and temporary password from the Mass HIway’s service team (Orion Health), follow the next steps to set up your account:

Log in/Create your account

- Open the Communicate Account Management Portal.
  This portal is primarily used for setting up an account for the first time, setting up challenge questions, and for future password resets.
- If this is your first time logging in, enter your temporary password.
- Then you will be prompted to create a permanent password.
  Once you have set a permanent password, you can log into the Communicate Account Management Portal again with that password.
Define a permanent password

You cannot log into the Communicate Webmail Portal until you set your permanent password.

Once you have received your user name and temporary password from the Mass HIway’s service team (Orion Health), follow the next steps to set up your account:

Set your challenge questions

- From the home screen, navigate to 'self service center', and then choose 'challenge response'. The challenge response will allow you to reset your password if you ever forget it.
- You will be provided with a list of questions to choose from. Select three questions and type in suitable answers, then click 'save'. A window will appear telling you that your responses have been saved.
- As you need to answer these questions if you ever need to reset a forgotten password. Make sure to establish answers you can remember.
Logging into Communicate Webmail

Once you have set up your account, you can log into the Communicate Webmail Portal to access your inbox.

From the inbox, you can receive and send Direct Messages to exchange patient health information with other care providers.
Logging into Communicate Webmail

- Make sure to log out before closing the window, especially if using a shared workspace.

Any shared mailboxes will appear below your personal mailbox.

Compose emails, reply, reply all, and forward messages from these icons.

Create new folders, manage your address book and preferences.
Sending a Message

If you have access to any shared folders, you can choose whether to send messages from that mailbox or your personal mailbox.

Use provider search to find recipients.

Add recipients here.
Log in/Create your account

- Open the Communicate Account Management Portal.

This portal is primarily used for setting up an account for the first time, setting up challenge questions, and for future password resets.

- If this is your first time logging in, enter your temporary password.

Once you have set a permanent password, you can log into the Communicate Account Management Portal again with that password.

Log in and Use Your Webmail Account

- Once you set up your account, you can log into the Communicate Webmail Portal to access your inbox.

From the inbox, you can receive and send Direct Messages to exchange patient health information with other care providers.
Webmail Tips

**Tips:**

- Always use the [Communicate Account Management Portal](#) to reset your password.

- If you ever receive a password reset, log into the portal with your new temporary password to set a new permanent password.

- Always click the “Log out” button when finished using Webmail, especially when using shared workstations.

  If your browser is closed before you log out, other Webmail users may have trouble logging in.

- If you experience problems logging in, especially on a shared workstation, try clearing the cache, history, and cookies in your web browser.

- Check out our [Webmail Tips and Tricks](#) document for detailed instructions to help you set up your webmail account.
Visit the Mass HIway Webmail page for:

- Instructional videos
- Mass HIway Webmail Quick Reference Guide
- Webmail Training User Guide
- Webmail Tips and Tricks
- HIway webmail support contact information
  - 1-855-MA-HIway (press 2 for Support)
  - 1-866-379-7375 (After-hours password reset requests only, from 5 PM to 8:30 AM)
  - For technical support: masshiwaysupport@state.ma.us
  - For general inquiries: masshiway@state.ma.us
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HIway Adoption and Utilization Support (HAUS) Services
Mass HIway offers HAUS Services to assist organizations in the deployment of electronic health information exchange to enhance care coordination

HAUS Account Management Team will assist organizations with

- Technical Connectivity Assessment
- New or improved utilization of HIE in care coordination, through the development and implementation of HIE-supported use cases
- HIE Technology and Workflow Project Plan
- Training on how to use Direct Messaging services and workflow implementation

Three tracks available to receive HAUS Services

- HAUS for MassHealth Accountable Care Organizations (ACOs), Community Partners (CPs), and Community Service Agencies (CSAs), in partnership with MassHealth
- HAUS for other healthcare organizations that need to connect to the Mass HIway to meet the regulations
- HIway participants interested in using Direct Messaging to support care coordination
Hiway Account Managers conduct the following HAUS project services:

- **Conduct Capabilities Evaluation**
- **Identify key staff for project and oversight of project team**
- **Facilitate calls and meetings among trading partners and project team**
- **Develop Use Cases for HIE-supported Transitions of Care**
- **Track progress and mediate barrier resolution**
- **Facilitate process mapping to incorporate HIE into the workflows**
- **Provide training for workflow process mapping**
- **Support enrollment, onboarding, and utilization of HIE and/or Mass HIway**
- **Develop HIE Technology and Workflow Project Plan**
The HIway Account Management Team

Front-line HAUS support to help with enrollment, connectivity, and use of Direct Messaging

- Enrollment
- Use case identification
- Trading partner identification
- Onboarding support
- Training and workflow implementation
- HIE best practices

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Thank you!

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