

**Commonwealth of Massachusetts**  
Executive Office of Health and Human Services



## **Mass HIway Provider Directory**

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# Today's Presenters



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This presentation has been reviewed and approved by the Mass Hlway, and the presenters are acting as authorized representatives of the Mass Hlway.

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## Introduction to the Mass Hlway

Mass Hlway Direct Messaging

Provider Directory 2.0

Hlway Adoption and Utilization (HAUS) Services



**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 Hlway users and other healthcare providers regardless of affiliation, location, or differences in technology**

## Hlway Direct Messaging

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

## Hlway 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 Hlway and update associated workflows

## Hlway Provider Directory

- Provider Directory listing in-state and some out-of-state providers connected to HIE
- Contains information for 25,000+ Hlway Users

## Current Hlway Initiatives

- Market-based Event Notification Service (ENS) (in development)



Introduction to the Mass Hlway

## **Mass Hlway Direct Messaging**

Provider Directory 2.0

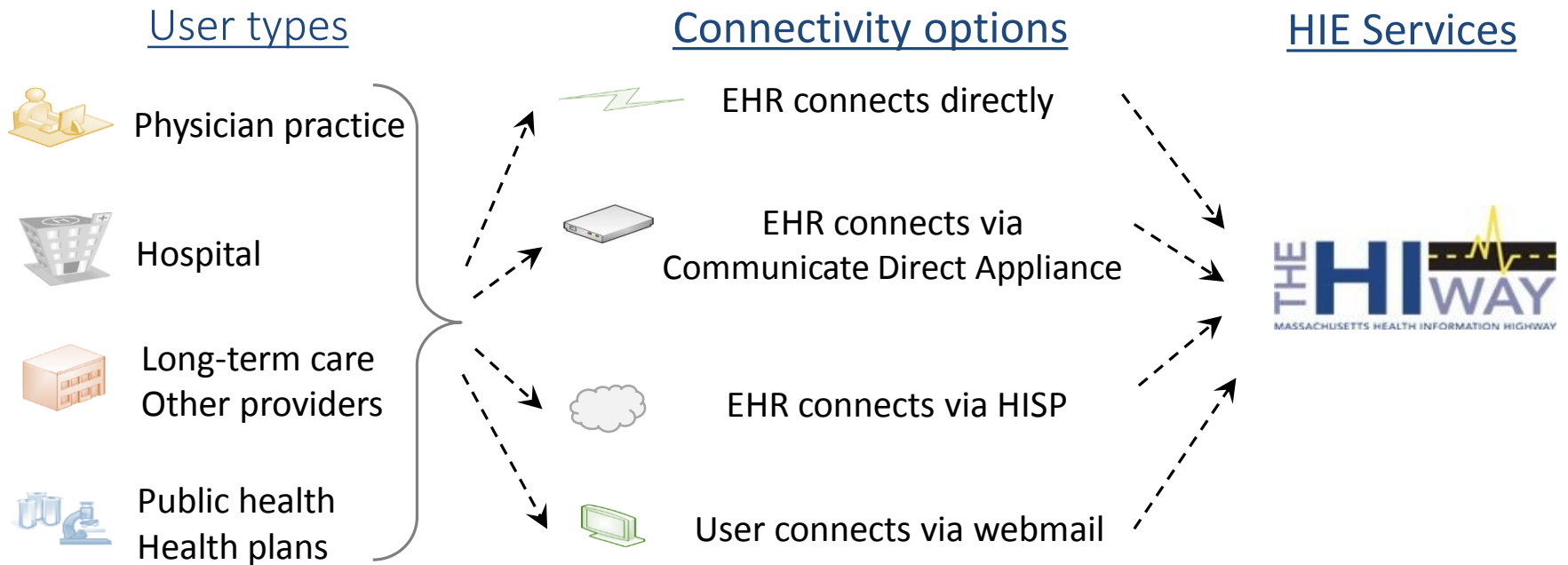
Hlway Adoption and Utilization Support (HAUS) Services



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 Hlway Policies & Procedures)





# Mass HIway 2.0



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.







# What type of documents can you send?



## 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

### Patient clinical alerts

- Emergency Department Notification
- Mortality Notification
- Transfer Notification
- Disposition Notification (admit/discharge)

### 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.



Introduction to the Mass HIway

Mass HIway Direct Messaging

## **Provider Directory 2.0**

HIway Adoption and Utilization Support (HAUS) Services



**The Mass Hlway Provider Directory (PD) is a searchable directory of individual and organizational Direct Addresses. This includes published addresses of Mass Hlway participants and users of other DirectTrust Member HISPs.**

## **Purpose of the Mass Hlway PD (PD 2.0)**

- Allows providers to increase Direct Messaging use for care coordination by having access to other Providers' Direct Addresses in Massachusetts
- Provides destination addresses for Direct Messaging (i.e. Direct Addresses)
- Provides identification details to search for the Direct Address of specific providers, such as organization name, provider name, contact info, and NPI

## **What's new with PD 2.0**

- Expands list of clinicians and other providers who participate in HIE
- Enhances features for easier searching of providers and their Direct Addresses, such as: provider type, specialties, credentials, demographics, service locations

## **Account Manager will assist you in operationalizing the Mass Hlway PD (PD 2.0)**

- Identifies whom of your trading partners are in the Mass Hlway community
- Advises how to engage additional trading partners to exchange on the Hlway



## Within PD 2.0 there are two distinct data sets

### DirectTrust Addresses (PD 2.0 Extract)

- Maintained by DirectTrust
- Compilation of Direct Addresses submitted by HISPs that participate in DirectTrust, including the Mass Hlway

### Mass Hlway Direct Addresses (Hlway Participant Extract)

- Maintained by the Mass Hlway
- The Hlway submits this data set to DirectTrust for incorporation into PD 2.0
- Provided upon request to obtain the Direct Addresses of all Hlway participants



## How to obtain access to PD 2.0 and the two types of extracts

### Hiway Webmail User

- Access all provider information included in PD 2.0 through the “Provider Search” function when you create a new message within webmail
- This functionality is available now and includes both Hiway and DirectTrust participants

### Other Hiway Participant (XDR Direct or Connect Devices)

- Download the PD 2.0 Extract
- A new extract with updated information will be made available every month so that this data can be loaded into your internal systems

### Healthcare org that uses DirectTrust accredited HISP other than the Mass Hiway

- Request the Hiway Participant Extract
- A new extract with updated information will be made available on demand so that this data can be loaded into your internal systems

### DirectTrust accredited HISPs and Vendors

- The Mass Hiway exports Provider Directory updates to DirectTrust each month
- The best way to get Direct Addresses for Hiway participants is to access the DirectTrust Provider Directory export



## Accessing PD 2.0 Extract and best practices for use

### Downloading PD 2.0 Extract

- Hlway Participant Access Administrators and PD contacts receive a monthly email with the password for that month's extract
- Link to download extract is included in email, or visit the [PD 2.0 webpage](#) at any time

### Best Practices for Using PD 2.0

- When searching for a Direct Address, examine all available information for the healthcare provider to whom you need to send information:
  1. Use a minimum of two identity-specific items to search for the individual, such as: First and Last Name (treat as one item), NPI, and Specialty
  2. Review as many other items as available to corroborate the identity, such as: Organizational Name, Physical Address, Phone Number, and Fax Number

### DirectTrust Data is Provided "As-is"

- Mass Hlway does not validate the accuracy or completeness of DirectTrust information, and you may find:
  - Missing, incomplete, and/or inconsistently formatted fields
  - Duplicate NPIs and/or Direct Addresses
  - Other data variances
- Users should coordinate with potential trading partners prior to sending messages
- DirectTrust is actively working to enforce standards to improve data validity



## HIway Participant Extract Maintenance

- PD 2.0 makes it easier to find providers with whom your providers in your organization need to share health information
- A Provider Directory can become outdated when organizations change contact information, or when providers join or leave
- The Account Management team works with the HIway participants to maintain the HIway Participant Extract
- Maintenance of the HIway Participant Extract will also ensure that the content of PD 2.0 remains aligned with Mass HIway participation



# Updating PD 2.0: What We Need



Form	Specification Sheet	Instructions
Legal Entity Form	Legal Entity Form Spec	Enter information about your organization and its sub-organizations (if applicable). This form asks for details such as legal names, aliases, and contact information.
Organization Template	Organization Template Spec	Enter information about your organization as a whole. This information will be tied to each individual listed in the Provider Template. To avoid double data entry, some information will auto populate from the Legal Entity Form.
Provider Template	Provider Template Spec	Enter details for each user and/or department in your organization with whom others can securely exchange information. List all individual providers and their direct addresses, NPI numbers, practice addresses, facility locations, et cetera.

## To download the forms:

- [For organizations without sub orgs](#)
- [For organizations with sub orgs to list separately](#)

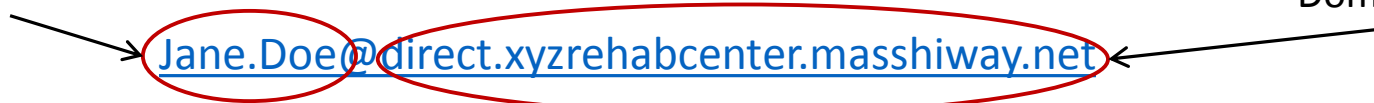




## Direct email address options for Provider Template

### Individual Direct email address:

Endpoint



Domain

### Departmental Direct email address:

[PresurgicalTestingCenter@direct.abchospital.masshway.net](mailto:PresurgicalTestingCenter@direct.abchospital.masshway.net)

### Organization Direct email address:

[XYZRehab@direct.xyzrehabcenter.masshway.net](mailto:XYZRehab@direct.xyzrehabcenter.masshway.net)



## First Update

- For the first PD 2.0 update, fill out the entire forms for all providers that need to be included in PD 2.0
- Organizations should complete separate templates for each domain
  - The domain is that which lives to the right of the “@” symbol in your Direct Address

## Subsequent Maintenance

- For future maintenance, you can update the form only when your provider information changes
- Maintenance updates don’t need to include information for all providers, just the ones whose information has changed

## Where to submit

- Submit completed forms to [MassHIway@state.ma.us](mailto:MassHIway@state.ma.us)
- If you need assistance completing the forms, contact the Mass HIway: 1-855-MA-HIway (Option 2) or [MassHIway@state.ma.us](mailto:MassHIway@state.ma.us)



**In addition to PD 2.0, your organization may use its own Trading Partner Directory (TP Directory), which is an internal Provider Directory that is limited to only include providers with whom your organization partners to provide care to shared patients.**

- Using a TP Directory can simplify finding the correct Direct Address of the regular trading partners
- With regular updates to PD 2.0, you can rely on the information to update your TP Directory information
- Even if you use your own TP Directory, we still request that you provide the PD 2.0 updates
- Leveraging PD 2.0 to update your TP Directory can support successfully meeting the HIway Connection Requirement, as well as Meaningful Use and Promoting Interoperability incentive programs



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## **Hlway 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**

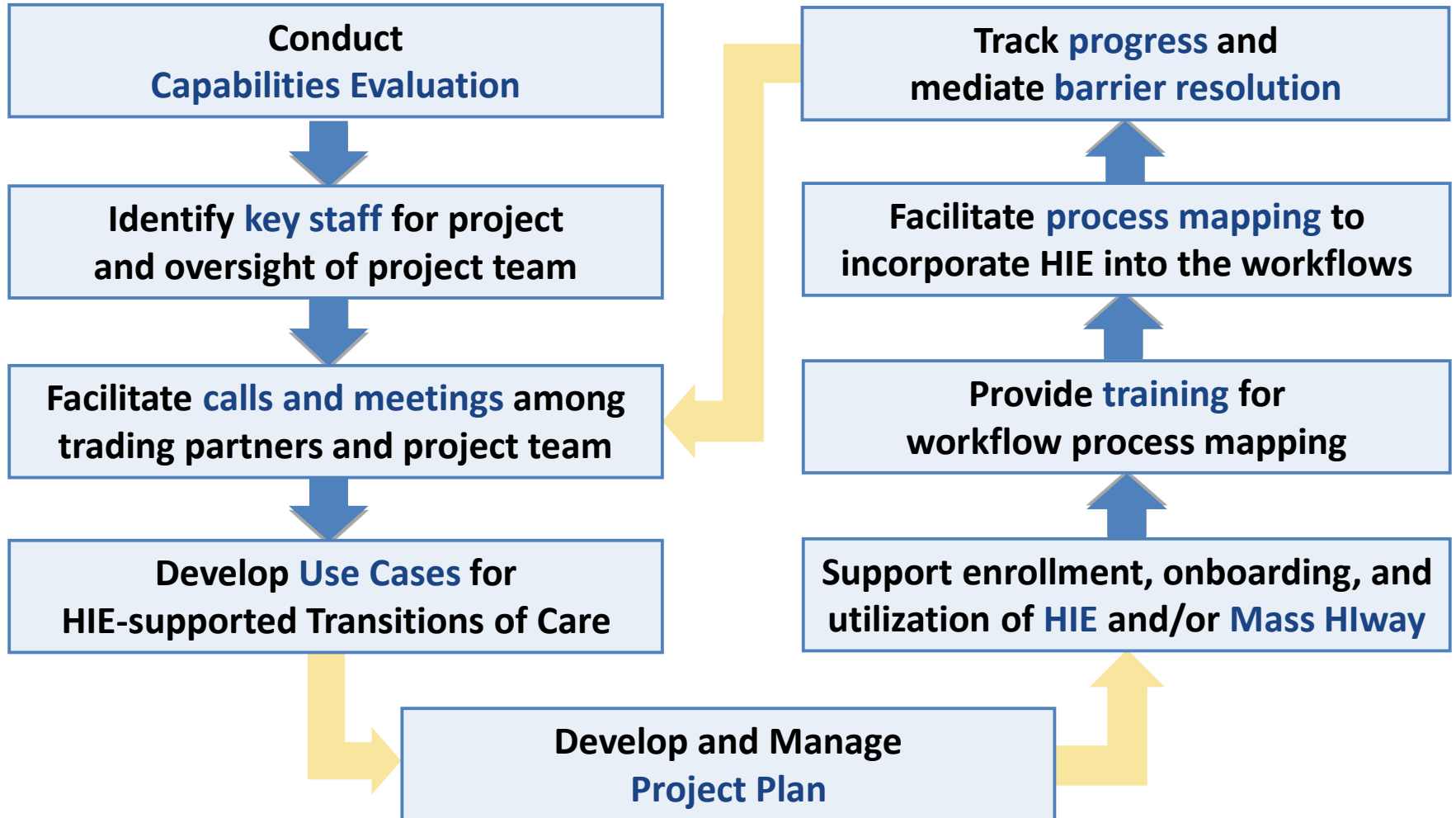
- HAUS for MassHealth Accountable Care Organizations (ACOs), Community Partners (CPs), and Community Service Agencies (CSAs), in partnership with MassHealth
- HAUS for other healthcare organizations that need to connect to the Mass HIway to meet the regulations
- HIway participants interested in using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



# HAUS Services Project Overview



Hiway Account Managers conduct the following HAUS project services





## 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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**Questions?**





## Thank you!

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