Today’s Speakers

Kelly A. Luchini, PMP
Mass HIway Account Management Team
Massachusetts eHealth Collaborative

Jessica L. Hatch, MS, CNL, RN
Mass HIway Account Management Team
Massachusetts eHealth Collaborative
Today’s presentation goals are:

- To have an understanding of Mass HIway Direct Secure Messaging service and the current progress
- To define what the Mass HIway Provider Directory (PD) can do for you
- To provide Massachusetts healthcare providers with information to help them access and use the PD
- To cover basic process questions:
  - How to access addresses
  - How to set up addresses
  - How to keep addresses current
- To review your questions
Interactive Session

Please use the webinar’s questions function to submit a question or comment to discuss during the presentation.

Or feel free to contact us directly after the presentation, we will provide complete contact information on the final slide and distribute this presentation via e-mail.
What is the Mass HIway?

The Mass HIway is the statewide Health Information Exchange (HIE) providing secure, electronic transport of health-related information between health care organizations and providers regardless of affiliation or technology.

The Mass HIway offers two services:

1. **Direct Messaging** - Secure point-to-point transport of electronic patient health information among healthcare organizations and authorized government agencies for purposes of patient treatment, payment, or operations.

2. **Query and Retrieve** – **Relationship Listing Service (RLS)** for locating healthcare organizations that hold records for a particular patient. **Medical Record Request (MRR)** service for initiating a query for a patient’s records. → early adopter phase

The Mass HIway is not a clinical data repository HIE and holds no clinical information. The Mass HIway is also not the state health insurance exchange known as the Health Connector.
Mass HIway 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

**Patient clinical alerts:**

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

**Public Health Reporting:**

- Securely comply with reporting regulations for the department of public health

**Quality reporting:**

- Information for calculation and reporting of clinical quality measures
Mass DPH Registries & other state Applications connected with Mass HIway:

- 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)
- E-Referral

In Testing:

- Prescription Monitoring Program (PMP)

For those submitting to DPH Contact DPH registry for program specific guidelines for specific data and format required.
There are currently 650+ participant organizations signed up for the HIway.

- The full participant list is available at http://masshiway.net/HPP/Resources/ParticipantList/index.htm

The Provider Directory contains over 7,000 addresses (department and individual level addresses included)

- The latest Provider Directory extracts are available at the Mass HIway website http://masshiway.net/HPP/Services/ProviderDirectory/index.htm. You will need to sign up to receive monthly notifications of PD extract updates
**13 Month HIway Transaction Activity**

4,910,774 Transactions* exchanged in March (2/21 to 3/20/2016**)

50,159,860 Total Transactions* exchanged inception to date

* Note: Includes all transactions over Mass HIway, both production and test

** Note: Reporting cycle is through the 20th of each month.
13 Month HIway Production Transaction Trends by Use Case Type

88% of HIway activity in March* was for production transactions

- Public Health Reporting
  March:
  88% of production volume
  78 senders, 78 receivers

- Quality Data Reporting
  March:
  8% of production volume
  5 senders, 1 receiver

- Payer Case Management
  March:
  1% of production volume
  4 senders, 3 receivers

- Provider Org to Provider Org
  March:
  4% of production volume
  188 senders, 186 receivers

* Note: Reporting cycle is through the 20th of each month.
How can you connect?

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

**Connectivity options**
- EHR connects directly
- EHR connects through LAND Appliance
- Browser access to webmail inbox

**HIE Services**
- Additional connection
- Vendor HISP
<table>
<thead>
<tr>
<th>EHR Vendors Connected or Implementing</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADS</td>
</tr>
<tr>
<td>Allscripts</td>
</tr>
<tr>
<td>Amazing Charts</td>
</tr>
<tr>
<td>Aprima</td>
</tr>
<tr>
<td>Athenahealth</td>
</tr>
<tr>
<td>BayCIS/ehana/AMS</td>
</tr>
<tr>
<td>Care at Hand</td>
</tr>
<tr>
<td>Carelogic</td>
</tr>
<tr>
<td>Cerner</td>
</tr>
<tr>
<td>CPSI</td>
</tr>
<tr>
<td>Credible</td>
</tr>
<tr>
<td>Dentrix</td>
</tr>
<tr>
<td>Eaglesoft Clinician</td>
</tr>
<tr>
<td>eClinicalWorks</td>
</tr>
<tr>
<td>EMA Modernizing Medicine</td>
</tr>
<tr>
<td>eMDs</td>
</tr>
<tr>
<td>encite</td>
</tr>
<tr>
<td>EPIC</td>
</tr>
<tr>
<td>Flatiron (oncologyEHR)</td>
</tr>
<tr>
<td>GE Centricity</td>
</tr>
<tr>
<td>gEHRiMed</td>
</tr>
<tr>
<td>Greenway</td>
</tr>
<tr>
<td>HealthWyse</td>
</tr>
<tr>
<td>HermesIQ</td>
</tr>
<tr>
<td>Homecare Homebase</td>
</tr>
<tr>
<td>InterSystems</td>
</tr>
<tr>
<td>LMR</td>
</tr>
<tr>
<td>Lytec</td>
</tr>
<tr>
<td>MatrixCare</td>
</tr>
<tr>
<td>McKesson</td>
</tr>
<tr>
<td>Medflow</td>
</tr>
<tr>
<td>MEDITECH</td>
</tr>
<tr>
<td>MediTouch</td>
</tr>
<tr>
<td>MedNet Medical Solutions</td>
</tr>
<tr>
<td>Netsmart</td>
</tr>
<tr>
<td>Nextech</td>
</tr>
<tr>
<td>NextGen</td>
</tr>
<tr>
<td>OCHIN (Epic)</td>
</tr>
<tr>
<td>Office Practum</td>
</tr>
<tr>
<td>Point N Click</td>
</tr>
<tr>
<td>PointClickCare</td>
</tr>
<tr>
<td>Practice Fusion</td>
</tr>
<tr>
<td>Practice Partners</td>
</tr>
<tr>
<td>Quest</td>
</tr>
<tr>
<td>Siemens</td>
</tr>
<tr>
<td>SMART</td>
</tr>
<tr>
<td>Soarian</td>
</tr>
<tr>
<td>Spring Charts</td>
</tr>
<tr>
<td>STC</td>
</tr>
<tr>
<td>Unitcare</td>
</tr>
<tr>
<td>WebOMR</td>
</tr>
<tr>
<td>Zoll ePCR</td>
</tr>
</tbody>
</table>
Mass HIway HISP Connections

- 23 Private HISPgs connected successfully and can exchange with Mass HIway Participants
- ~7,000 addresses now available in the Mass HIway provider directory

**Note:** Transactions between or among private HISPgs are not visible to Mass HIway and do not go through Mass HIway.

**Example:** Exchange between athenahealth & surescripts
What is the Mass HIway PD?

The Mass HIway Provider Directory (PD) is a searchable directory of individual and organizational healthcare providers.

What PD is for:

- Provides destination addresses for Direct messaging (i.e. Direct email address)
- Stores the specific details such as organization name, provider first name, last name, specialty, contact information, NPI and personal/organizational email address along with the Direct email address

If you would like to figure out what organizations/individuals to exchange information with, what data to exchange, and how - this is best done through discussions with your high priority information trading partners - Your Mass HIway Account Manager can help you broker these discussions
How to set up Mass HIway Direct Addresses (1 of 2)

Planning for Address Setup:

- Examine your current patient information flows in and out of your organization
- Determine how you would like your organization, departments and providers to be represented to others
- Assess your vendors’ (EHR, Integration Engine) capabilities to send and receive and any specific routing information they require
- Your Mass HIway Account Manager will help you and can provide addressing conventions used by current Mass HIway participants

Adding Users and Addresses:

- Access Administrators from your organization are accountable for authenticating and authorizing your organization’s users
- Access Administrators submit Address information using the HIway Directory Provider Upload File (.xls).
- Your Mass HIway Account Manager will help you every step of the way
How to set up Mass HIway Direct Addresses

Participant requests and Mass HIway provides the domain name by organization:

- Domain name **direct.ParticipantA.masshiway.net**

Participant provides Organizational, Department, and/or individual level addresses:

- Organizational Direct Address **Participant.A@direct.ParticipantA.masshiway.net**
- Department Direct Address **medical.records@direct.ParticipantA.masshiway.net**
- Individual Provider Direct Address **firstname.lastname.npi1234@direct.ParticipantB.masshiway.net**
- Note: Webmail boxes can have multiple users who access a single account

Participant provides minimal data set with addresses to aid others in searching for and finding addresses including alternative contact for verification (e.g., Phone #)
Mass HIway Direct Address examples

Mass HIway HISP – Individual Address:

Endpoint

Murali.Athuluri@direct.outreachdemo.masshiway.net

Domain

Mass HIway HISP – Organization Address:

QDC@direct.maehc.masshiway.net / testing1@direct.eohhs.masshiway.net

Mass HIway HISP – Departmental Direct email address:

IT@direct.eohhs.masshiway.net or eohhs.it@direct.eohhs.masshiway.net

Participant provides minimal data set with addresses to aid others in searching for and finding addresses including alternative contact for verification (e.g., Phone #)
Third Party HISP Direct Addresses

Third-Party HISP Direct addresses examples:

john.smith@practicename.eclinicaldirect.com
john.smith.x@xxxx.direct.athenahealth.com
John.smith@XXXX.circlehealthdirect.org

Direct Messages between Mass HIway Participants use the Mass HIway.

Murali.Athuluri@direct.joesprimarycare.masshiway.net
john.smith@direct.cityhospital.Masshiway.net

Direct Messages between Third Party HISPs and Mass HIway Participants use the Mass HIway.

Murali.Athuluri@direct.outreachdemo.masshiway.net
johnsmith@xxxxx.allscriptsdirect.net

Direct Messages between two Third Party HISPs do not travel on the Mass HIway.

john.smith@practicename.eclinicaldirect.com
johnsmith@xxxxx.allscriptsdirect.net
How to Access Provider Directory

Ways to Access Addresses:

- **Manual Entry**
  - If your EHR allows it, you may directly enter a known address manually

- **Webservices**
  - Participants looking to integrate PD into internal workflows via their EHR system can use our PD Webservice to search and retrieve provider/organization/department direct address
  - PD Webservice is also available for LAND connection

- **Within Webmail**
  - Mass HIway Secure Webmail has a provider lookup function

- **By using manual PD Extract (CSV/Excel) file**
  - If your EHR has directories, they may be integrated with Mass HIway PD (vendor dependent)
  - Mass HIway distributes PD to participating participants and vendors upon request by issuing a monthly notification and password – You may then download the PD extract from Mass HIway website [http://masshiway.net/HPP/Services/ProviderDirectory/index.htm](http://masshiway.net/HPP/Services/ProviderDirectory/index.htm)

You may get on the Provider Directory distribution list by emailing us at masshiwaysupport@state.ma.us
Visit [www.masshiway.net](http://www.masshiway.net) for the latest information, resources and to sign up for our newsletter!
Getting Data Out

There are currently two ways to access the Provider Directory:

- Within the EHR system. This requires that the EHR vendor call the secure Mass HIway web service or consume the file.
- Within a Webmail account.

Mass HIway provides a monthly file to Participants and their vendors. It is a standardized form that recipients need to import. It’s not meant to serve as a standalone file that lists Mass HIway addresses. In other words, it is not like a phone book. Provider Directory Extracts are password protected. If you are a Mass HIway Participant and would like to be on the email distribution list to receive the password for monthly extracts, contact us at 1.855 MA HIway (624-4929) option 2 or masshiway@state.ma.us. Please note, Participants using Internet Explorer 8 may experience a delay in download.

- April Provider Directory Extract for Participants
- April Provider Directory Extract for HISPs
- March Provider Directory Extract for Participants
- March Provider Directory Extract for HISPs
You can download the Provider Directory in excel format from the Mass HIway website: [http://masshiway.net/HPP/Services/ProviderDirectory/index.htm](http://masshiway.net/HPP/Services/ProviderDirectory/index.htm)

Mass HIway provides a monthly file to Participants and their vendors. It is a standardized form that recipients need to import. It’s not meant to serve as a standalone file that lists Mass HIway addresses. In other words, it is not like a phone book. Provider Directory Extracts are password protected. If you are a Mass HIway Participant and would like to be on the email distribution list to receive the password for monthly extracts, contact us at 1.855 MA HIway (624-4929) option 2 or masshiway@state.ma.us. Please note, Participants using Internet Explorer 8 may experience a delay in download.

- November Provider Directory Extract for HISP's
- November Provider Directory Extract for Participants
- October Provider Directory Extract for Participants
- October Provider Directory Extract for HISP's

**HISP PD** contains only Mass HIway Direct addresses and is used by 3rd Party HISP members to so they can download and populate their respective systems with Mass HIway member addresses.

**Participant PD** contains all Direct addresses available in Mass HIway including 3rd Party HISP Direct addresses.
Accessing the Provider Directory: Webmail Auto-complete Look Up

Start typing in the “To” field. List of the top ten matches will be displayed.
Accessing the Provider Directory: Webmail Advanced Search

Accessed through Webmail interface and allows search by first/last name, etc.
How to submit data into PD?

Step 1 – Fill in the Organization input form
Hlway Directory Organizational File Format V2.1

Step 2 – Fill in the Provider Directory input form
Hlway Directory Provider Upload File Format V2.17

Step 3 – Email the completed input forms to your Account Manager and/or Service Manager

If you need help filling in the forms, contact your Mass Hlway Account Management Team and/or Service team

The above forms are available on our website at the following path:
http://masshiway.net/HPP/Services/ProviderDirectory/index.htm
Mass HIway maintains the PD - Access Administrators provide additions, updates, and deletions:

- On the Provider Upload file, use the column “Entry Status” and note the entry as either an “Add”, “Update”, or “Deletion”
  - “Entry Status” is the last column in the excel table
- Participants are required to manage their entries. They should be accurate and timely
  - Mass HIway must be notified immediately for the following situations with individual addressees:
    - Termination / Suspension
    - Completion of assignment (e.g., Resident)
    - Resignation
    - Lost or suspended license
The Mass HIway Account Management Team..

- Can assist with PD uploads, Direct address strategies and PD exchanges between HISPs
- Serve as “matchmakers” for our HIE Participants and help them to find others who are ready to electronically share information about their patients
- Facilitate “face to face” communications between trading partners:
  - to operationalize and optimize processes
  - to facilitate the right information getting to the right provider at the right time
- Provide Mass HIway “educational” services
- Share lessons learned, understanding this is new technology with evolving processes
If your organization is interested in connecting to the Mass HIway or needs assistance contact the lead for the Mass HIway Account Management Team: Murali Athuluri, mathuluri@maehc.org 781-296-3857

HIway Account Management Team:

Len Levine
Jessica Hatch, RN
Kelly Luchini, PMP
Jennifer Monahan

The Mass HIway Account Manager will be your personal liaison to take you through Enrollment, Onboarding, Addressing, Connection steps, and exchanging with your trading partners

The Massachusetts Health Information Highway
1.855.MAHIWAY (1.855.624.4929) Option 1
General Support: masshiway@state.ma.us
www.masshiway.net
Open Forum Discussion / Closing

- Q&A
- Thank you!
## Massachusetts Health Information Highway (Mass HIway) Rate Card

**Effective Date – October 1, 2014**

<table>
<thead>
<tr>
<th>Tier</th>
<th>Category</th>
<th>Description</th>
<th>One-time set-up fee (per node)</th>
<th>Direct Messaging Service</th>
<th>Direct Messaging Service + Query &amp; Retrieve Service</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Annual HIE Services Fee (per node)</td>
<td>Annual HIE Services Fee + LAND (per node)</td>
</tr>
<tr>
<td>1a</td>
<td></td>
<td>Large hospitals/Health Systems</td>
<td>$2,500</td>
<td>$15,000</td>
<td>$27,500</td>
</tr>
<tr>
<td>1b</td>
<td></td>
<td>Health plans</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1c</td>
<td></td>
<td>Multi-entity HIE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1d</td>
<td></td>
<td>Commercial imaging centers &amp; labs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Annual HIE Services Fee (per node)</td>
<td>Annual HIE Services Fee + LAND (per node)</td>
</tr>
<tr>
<td>2a</td>
<td></td>
<td>Small hospitals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2b</td>
<td></td>
<td>Large ambulatory practices (50+ licensed providers)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2c</td>
<td></td>
<td>Large LTCs (500+ licensed beds)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2d</td>
<td></td>
<td>Ambulatory Surgery Centers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2e</td>
<td></td>
<td>Ambulance and Emergency Response</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2f</td>
<td></td>
<td>Business associate affiliates</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2g</td>
<td></td>
<td>Local government/Public Health</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Annual HIE Services Fee (per node)</td>
<td>Annual HIE Services Fee + LAND (per node)</td>
</tr>
<tr>
<td>3a</td>
<td></td>
<td>Small LTC (≤ 500 licensed beds)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3b</td>
<td></td>
<td>Large behavioral health (10+ licensed providers)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3d</td>
<td></td>
<td>Large FQHCs (10+ licensed providers)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3e</td>
<td></td>
<td>Medium ambulatory practices (10-49 licensed provider)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Annual HIE Services Fee (per node)</td>
<td>Annual HIE Services Fee + LAND (per node)</td>
</tr>
<tr>
<td>4a</td>
<td></td>
<td>Small behavioral health (&lt; 10 licensed providers)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4b</td>
<td></td>
<td>Home health, LTSS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4c</td>
<td></td>
<td>Small FQHCs (&lt; 10 licensed providers)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4d</td>
<td></td>
<td>Small ambulatory practices (3-9)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Annual HIE Services Fee (per node)</td>
<td>Annual HIE Services Fee + LAND (per node)</td>
</tr>
<tr>
<td>5a</td>
<td></td>
<td>Very Small ambulatory practices (1-2)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>