The Mass HIway
Connection Requirement
*Year 1 to Year 3*

February 2019
Today’s Presenters and Panelists

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

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 Regulations and Connection Requirement

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Getting connected to the Mass HIway

HIway Adoption and Utilization Support (HAUS) Services
Mass HIway is operated by EOHHS, the Executive Office of Health and Human Services.

EOHHS contracts with two primary vendors to operate and maintain the HIway:

- Orion Health provides platform implementation and technical support services.
- MeHI, the Massachusetts eHealth Institute, supports providers with:
  - Account management, consulting services, and outreach and education.

Goals of the Mass HIway:

- To provide a stable, secure, and cost-effective HIE platform.
- To increase the adoption and effective use of HIE across the state.
Enable health information exchange by healthcare providers and other HIway users 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 Provider Directory**
- Provider Directory listing in-state and out-of-state providers connected to HIE
- Contains information for 25,000+ HIway Users

**Current HIway Initiatives**
- Market Led Event Notification Service (ENS) (in development)

**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
Reliable way to track and manage the process of sending clinical information to outside care providers when a patient is discharged.

Multiple use cases for integration between medical centers, practices, and departments, including sending CCD and ADT notifications, reports, clinical documents, and ultrasound referrals.

Care coordination improvements for:
- a) Patients with behavioral health needs,
- b) Patient in detox or inpatient SUD treatment who experience a medical emergency, or
- c) Patients requiring Section 12 emergency psychiatric evaluation.

Read the spotlight stories on the MeHI website or view the recorded Care Coordination webinar on the Mass HIway website.
An interactive Mass HIway Connections Map is available on Mass HIway website.* It includes over 1,400 participants across the care continuum

* Find the map on the Mass HIway website: www.masshiway.net. Under the Resources drop-down menu, select HIway Connections Map. The map is maintained in partnership with MeHI, the Massachusetts eHealth Institute.
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HIway Adoption and Utilization Support (HAUS) Services
Purpose of the Mass HIway Regulations

Establishes requirements for organizations that use the Mass HIway

Implements state requirement for providers to connect to Mass HIway, which is referred to as the HIway Connection Requirement

Establishes mechanism to allow patients to opt-in and opt-out of Mass HIway

Updated regulations went into effect on February 10, 2017

- Require information be transmitted via HIway Direct Messaging in compliance with applicable federal and state privacy laws and implementing regulations

Supporting documentation available on Mass HIway website

Mass HIway Regulations Summary
Mass HIway Regulations FAQs
Mass HIway Policies & Procedures (version 4)
Mass HIway Fact Sheet for Patients
Mass HIway Education Webinars
Define important requirements for the use of HIway Direct Messaging

Aligns HIway Direct Messaging with other modes of transmission like fax or phone

- In compliance with applicable federal and state privacy laws and regulations
- For example, HIPAA, 42 CFR Part 2, M.G.L. Chapter 93H

HIway users have option to implement a local opt-in and opt-out process

- This option applies to the organization’s use of HIway Direct Messaging

HIway users have option to distribute 1-page Mass HIway Fact Sheet for Patients

- If this option is applied, the fact sheet released in March 2017 should be used
HLway Connection Requirement requires providers to connect to the Mass HLway as set forth in M.G.L. Chapter 118I, Section 7, and as detailed in the Mass HLway Regulations (101 CMR 20.00)

The table below shows the year by which organizations must connect to the HLway

The organizations must subsequently attest to their connection between June 1 and July 31 of each year

<table>
<thead>
<tr>
<th>Provider Organization</th>
<th>First Year The Requirements Apply</th>
<th>Submit By July 31, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute Care Hospitals</td>
<td>2017</td>
<td>Year 3 Attestation Form</td>
</tr>
<tr>
<td>Large and Medium Medical Ambulatory Practices</td>
<td>2018</td>
<td>Year 2 Attestation Form</td>
</tr>
<tr>
<td>Large Community Health Centers</td>
<td>2018</td>
<td></td>
</tr>
<tr>
<td>Small Community Health Centers</td>
<td>2019</td>
<td>Year 1 Attestation Form</td>
</tr>
</tbody>
</table>
Organizations that need to connect

Section 20.06 of the Mass HIway Regulations provides the definitions of the Provider Organizations that have HIway connection dates specified in the regulations

**Acute Care Hospital:**
Hospitals licensed under M.G.L. c111 s.51, and the teaching hospital of UMass Medical School

- For a list of Health Care Facilities Licensed or Certified by the DPH*, click [here](#)

**Medical Ambulatory Practice:**
Organization that includes licensed providers who provide primary or specialty outpatient health care

- *Large Medical Ambulatory Practice:* more than 50 licensed providers
- *Medium Medical Ambulatory Practice:* 10 to 50 licensed providers
- *Small Medical Ambulatory Practice:* less than 10 licensed providers

**Community Health Center (CHC):**
Federally Qualified Health Center (FQHC) or a FQHC look-alike (as defined by HRSA), or an organization that files cost reports as a CHC, as requested by the Health Policy Commission

- *Large CHC:* 10 or more licensed providers
- *Small CHC:* less than 10 licensed providers

* This list is referred to as the *Massachusetts Licensed or Certified Health Care Facility/Agency Listing* in Section 20.06 of the regulations.
How to determine the organization size?

Mass HIway Regulations Section 20.06 provides detailed definitions

**Licensed Providers are limited to include**
- Medical doctors, doctors of osteopathy, nurse practitioners, and physician assistants

**Licensed Providers are defined as providers who provide services to patients, on behalf of the Provider Organization, regardless of employment status**

**The Number of Licensed Providers** is the number of providers who provided services in June prior to the first year the organization is required to connect to the Mass HIway

**Required HIway connection dates are defined for certain Provider Organizations**
- Acute Care Hospitals, Large & Medium Medical Ambulatory Practices, Community Health Centers

(Connection dates are not yet defined for other types of provider organizations, such as Nursing Homes, Dental Clinics, Behavioral Health Entities, Small Medical Ambulatory Practices, Solo Practices, other)
The statutory requirement that Provider Organizations implement “interoperable EHR systems” that connect to the Mass HIway will be fulfilled by implementing HIway Direct Messaging

How organizations must fulfill the HIway Connection Requirement is phased in over 4 years

1. The connection requirement gets progressively stricter in each year of implementation
2. Organizations that don’t meet the requirement are subject to penalties starting in Year 4
3. The 4 year phase-in period is based on when the Provider Organizations must be connected

<table>
<thead>
<tr>
<th>Organization Type</th>
<th>Year 1</th>
<th>Year 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute Care Hospital</td>
<td>2017</td>
<td>2020</td>
</tr>
<tr>
<td>Large and Medium Medical Ambulatory Practices</td>
<td>2018</td>
<td>2021</td>
</tr>
<tr>
<td>Large Community Health Centers</td>
<td>2018</td>
<td>2021</td>
</tr>
<tr>
<td>Small Community Health Centers</td>
<td>2020</td>
<td>2022</td>
</tr>
</tbody>
</table>

Provider types not yet specified in the regulations are anticipated to be required to connect at a future date. Guidance to the affected providers will be provided with at least one year notice.
The 4 year phase-in approach progressively encourages providers to use the Mass HIway for Provider-to-Provider communications via bi-directional exchange of health information.

**Progressive HIway Connection Requirements**

**Year 1**  
Send or receive HIway Direct Messages for at least one use case  
- Can be from any use case category listed below

**Year 2**  
Send or receive HIway Direct Messages for at least one use case  
- Must be a Provider-to-Provider Communications use case

**Year 3**  
Send HIway Direct Messages for at least one use case, and Receive HIway Direct Messages for at least one use case  
- Both must be Provider-to-Provider Communications use cases

**Year 4**  
Meet Year 3 requirement, or be subject to penalties if requirement isn’t met  
- Penalties go into effect in the applicable Year 4 (e.g. Jan 2020 for Acute Care Hospitals)

**Additional ENS Requirement for Acute Care Hospitals Only**

Send Admission Discharge Transfer notifications (ADTs) to HIway within 12 months of ENS launch

**Use Case Categories:**

1. Public Health Reporting  
2. Provider-to-Provider Communications  
3. Quality Reporting  
4. Payer Case Management
## Use Case Categories

**Provider-to-Provider Communications**
- **Allowed in Year 1**
- **Required in Years 2 to 4**
  - Hospital sends a discharge summary to a Skilled Nursing Facility (SNF) or Long Term/Post Acute Care (LTPAC) facility
  - Primary Care Provider (PCP) sends a referral notice to a specialist
  - Specialist sends consult notes and updated medications list to patient’s PCP
  - Hospital ED requests a patient’s medical record from a PCP
  - PCP sends a CCD or C-CDA with problems, allergies, medications, and immunizations (PAMI) to a Hospital caring for their patient
  - Community Partner sends a care plan to a PCP for review and approval

**Payer Case Management**
- **Allowed in Year 1**
  - ACO sends quality metrics to a payer
  - Provider sends lab results to a payer
  - Provider sends claims data to payer

**Quality Reporting**
- **Allowed in Year 1**
  - Provider sends clinical data to Business Associate for quality metrics analysis
  - Provider sends quality metrics to Business Associate for report preparation

**Public Health Reporting**
- **Allowed in Year 1**
  - to DPH
    - Massachusetts Immunization Information System (MIIS)
    - Syndromic Surveillance (SS)
    - Opioid Treatment Program (OTP)
    - Childhood Lead Paint Poison Prevention Program (CLPPP)
  - to other agencies
    - Occupational Lead Poisoning Registry (Adult Lead)
    - Children’s Behavioral Health Initiative (CBHI)
Example Use Case: Hospital Discharges to PCP

Hospital sends patient discharge CCDA to PCP at a private practice

Patient Scenario:
1. Patient discharged from Emergency Department of Hospital
2. Discharge CCDA is sent via Mass HIway
3. Patient sees PCP for follow up care, PCP has access to Meds prescribed during discharge

Information Flows:
A. Hospital informs PCP that patient is in ED via point to point interface
B. PCP sends critical information to Hospital ED via the Mass HIway
C. Hospital sends PCP discharge summary via the Mass HIway
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**Mass HIway Regulations FAQs**

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HIway Adoption and Utilization Support (HAUS) Services
Mass HIway Regulations FAQs provide Questions & Answers related to:
a) The Mass HIway Regulations, and b) The attestation process

The Mass HIway Regulations FAQs is available on the Mass HIway website
1. Background about the Mass HIway Regulations and M.G.L. Chapter 118I
2. The HIway connection requirement: who and when
3. The HIway connection requirement: how organizations fulfill the requirement
4. Penalties for non-compliance with the HIway connection requirement
5. The opt-in opt-out mechanism for the Mass HIway
6. The requirements regarding Electronic Health Records (EHRs)
7. The Mass HIway Policies & Procedures
8. FAQs regarding Community Health Centers
9. FAQs regarding Medical Ambulatory Practices
10. Other FAQs
Question 2.9

If a healthcare organization consists of multiple Provider Organizations that each have a required HIway connection date, may the organization use a single Attestation Form for multiple Provider Organizations?

Answer*

Each Acute Care Hospital and each Large Community Health Center must complete a separate Attestation Form even if the Acute Care Hospital or Community Health Center is part of a larger healthcare organization.

* However, in 2019, if a healthcare organization includes multiple Medium or Large Medical Ambulatory Practices that have required HIway connection dates, then these Medium or Large Medical Ambulatory Practices can be included in a single Year 2 Attestation Form if each of the practices (a) use the same instance of an EHR installation, and (b) use the same Direct address domain name.

If both of these criteria are met, then each of the Medium or Large Medical Ambulatory Practices that are being included in the Attestation Form should be listed as a “sub-organization” in Question 7 of the Attestation Form.

The Mass HIway may require Medical Ambulatory Practices to submit separate Attestation Forms as it deems necessary.

Organizations can contact the Mass HIway with questions regarding whether multiple practices can be included in a single Attestation Form.
**Section 3 – How Organizations Fulfill the Connection Requirement**

**Question 3.2**

What is the definition of a Use Case in the HIway Connection Requirement?

**Answer***

101 CMR 20.04 defines a Use Case as a narrative that describes how to accomplish a business goal that can be implemented between two or more organizations. Categories of Use Cases include:

- Provider to Provider Communications (e.g., Acute Care Hospital sending discharge summary to primary care provider)
- Quality Reporting
- Public Health Reporting (e.g., sending immunization information to the state Department of Public Health)
- Payer Case Management

Fulfilling the HIway Connection Requirement involves sending and/or receiving HIway Direct Messages for a Use Case. A technical connection to the HIway without using that connection is not sufficient to meet the requirement.

* EOHHS expects Provider Organizations to use HIway Direct Messaging, to the extent feasible, for all instances of info sharing that are a part of the implemented Use Case, regardless of the number of HIway Direct Messages transmitted as part of the Use Case.

However, in 2019, using HIway Direct Messaging for all instances of info sharing that are part of the Use Case is not required. In some Use Cases, Provider Organizations may use HIway Direct Messaging for some instances of info sharing, while using alternate methods (e.g., fax or mail) for other instances. For example, a hospital might send discharge summaries to Department X at Nursing Home A via HIway Direct Messaging, while sending discharge summaries to Department Y at Nursing Home A via fax.

Implementation of a Use Case involves using HIway Direct Messaging as part of an ongoing workflow. Using HIway Direct Messaging in a pilot project or testing phase of using HIway Direct Messaging is not considered a fully implemented Use Case. Also see question 3.3.
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HIway Adoption and Utilization Support (HAUS) Services
The Attestation Forms collect two key areas of information

1. How the organization met its HIway Connection Requirement
   Attestation questions include:
   o On the Year 1 form: The category of the use case?
     (1) Public health reporting  (3) Quality reporting
     (2) Provider-to-provider communications  (4) Payer case management
   o Describe the use case
   o Approximate number of HIway Direct Messages per month for the use case

2. Whether the organization has an EHR, and if so, how its EHR connects to the HIway
   Attestation questions include:
   o Name and version of the EHR?
   o Is the EHR an ONC Certified Health IT Product?
   o How is the organization connecting to the HIway?
     Options include:  (1) EHR directly to HIway, (2) EHR via a HISP, or (3) via Mass HIway webmail

* Organizations that don’t meet their connection requirement must complete a form detailing the reasons they were unable to meet the requirement.
The Attestation Forms are available on the Mass HIway website: www.masshiway.net

Online attestation must be completed in one sitting by July 31, 2019. Suggested completion steps:

1. To access the forms, go to the “Resources” drop-down menu and select “Participant Forms”
2. Download the PDF version to prepare the answers
3. When ready to submit online, click on the link for “Click here to access the online version...”
Attestation Form Year 1
Mass HIway Connection Requirement

2019 Form; Updated January 2019

Purpose: This Attestation Form shall be completed by Small Community Health Centers in order to report compliance with the first year of the HIway connection requirement, which is the statutory requirement that Provider Organizations connect to the Mass HIway in accordance with the Mass HIway Regulations (105 CMR 20). The Mass HIway is the Commonwealth's statewide, state-sponsored health information exchange. Instructions for this form appear as endnotes on pages 7 and 8.

An authorized individual at the Provider Organization should complete and submit an attestation by the date specified in the instructions. The authorized individual is an individual who is authorized by the Provider Organization to act on its behalf on this matter. Provider Organizations should contact the Mass HIway at MassHIwayAttestation@state.ma.us if they have questions regarding this Attestation Form or if their organization does not meet the 2019 Mass HIway connection requirement.

This form is for preparation purposes only. Submissions must be made through the online webform.

### Section A: Provider Organization Information

1. **Legal Name of the Provider Organization:** (Example: George Washington Hospital)

2. **Provider Organization Address:** (Please include practice address, not administrative or billing address)

   - **Street:**
   - **City:** ____________________  **State:** ___________  **Zip:** ___________

3. **Massachusetts Tax ID (TIN):** ________________

4. **Organization National Provider Identifier (NPI):** ____________________

4a. **Practice Type:** *(Licensed providers are limited to medical doctors, doctors of osteopathy, nurse practitioners, and physician assistants)*

   - [ ]

5. **Provider Organization’s Direct address domain(s):** *

   Separate entries with a semicolon (";"). (Example: Domain A; Domain B; Domain C)

6. **Name of parent company or organization (if applicable):**

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**Note:** You need to complete an online attestation!

The PDF version can be used to prepare the answers for your online attestation, but the PDF file cannot be submitted.
Section 3 – How Organizations Fulfill the Connection Requirement

**Question 3.8**
What must an organization do if it does not meet its 2019 HIway Connection Requirement?

**Answer***
Instead of completing an online Attestation Form, an authorized representative of the Provider Organization is required to complete an online EXCEPTION FORM by July 31, 2019 that includes:

a) Legal name of the organization
b) Street address for the organization
c) Type of organization (Acute Care Hospital, Large/Medium Medical Ambulatory Practice, Large/Small Community Health Center)
d) Reason for not complying with the HIway connection requirement
e) The EMR/EHR system(s) that your Provider Organization is using, including name(s) and version number(s)
f) Brief description of the organization’s plan to comply with the requirement (The plan should include an estimated timeline)
g) Contact info of person(s) at the organization (including names, phone number, email address and title/role for each contact)

* The Mass HIway may contact the organization to discuss that organization’s plans to comply with its 2019 HIway connection requirement.

If an organization did not meet its Year 1 HIway connection requirement in 2018, it is still expected to meet the Year 2 requirement in 2019 and submit a Year 2 HIway Attestation Form by July 31, 2019. Likewise, if an organization did not meet its Year 2 requirement in 2018, the organization is still expected to meet its Year 3 requirement in 2019 and submit a Year 3 HIway Attestation Form by July 31, 2019.

As required by M.G.L. c. 118I, Section 8, the Mass HIway Regulations (101 CMR 20.13-20.16) establish penalties for not meeting the HIway connection requirement. These penalties begin in Year 4 of a Provider Organization’s HIway connection requirement.
Section 8 – FAQs regarding Community Health Centers

Question 8.3
If a single Community Health Center has one or more satellite locations or school-based satellite clinics, does each satellite location need to submit a separate Attestation Form?

Answer
The satellites do not need to submit a separate Attestation Form (also see question 2.6)
Section 9 – FAQs regarding Medical Ambulatory Practices

Question 9.4

If a medical practice is providing both specialty inpatient and specialty outpatient healthcare services within the facilities of an Acute Care Hospital, is this practice considered a Medical Ambulatory Practice?

Answer*

The practice is not considered a Medical Ambulatory Practice for the purpose of the Mass HIway Regulations if the following two criteria are met:

a) majority of patients, to whom the practice delivers services, receive services within an Acute Care Hospital’s facilities, and

b) practice uses the same instance of an EHR system installation as the Acute Care Hospital

If the practice and the hospital both use an EHR system made by the same vendor, but they use different instances of an EHR system installation, then this criterion has not been met.

* For example, consider the case of a medical practice that consists of a group of emergency room physicians that exclusively cares for patients within the facilities of an Acute Care Hospital’s emergency department, and this medical practice uses the same instance of the Acute Care Hospital’s EHR system. In this case the medical practice of emergency room physicians is not considered a Medical Ambulatory Practice for the purpose of the regulations because: (1) all the patients they care for are receiving services within the Acute Care Hospital’s facilities, and (2) the physicians in this medical practice use the same instance of an EHR system implementation as the Acute Care Hospital. Since this medical practice of emergency room physicians is not considered to be a Medical Ambulatory Practice for the purposes of the regulations, then at this time, it does not have a required HIway connection date and it is not required to submit an Attestation Form.
Comply with the HIway Connection Requirement (which was required by Jan 1, 2019)

Submit Attestation Form through the Mass HIway website by July 31, 2019

Mass HIway will send a confirmation email notification

Contact the HIway with questions and comments

- To ask questions about the connection requirement, email MassHIway@state.ma.us, with subject line “Connection Requirement”

- To ask questions about the attestation process, email MassHIway@state.ma.us, with subject line “Attestation Form”

- Confirmation of your attestation and other communications related to the attestation process will come from this email address: MassHIwayAttestation@state.ma.us
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HIway Adoption and Utilization Support (HAUS) Services
1. **Ask your EHR vendor** if they are connected to, or able to connect to, the HIway. If you need assistance with step 1, or don’t have an EHR, skip to step 2 (Contact us)

2. **Contact us.** We will connect you with a Mass HIway Account Manager to get your organizations enrolled and connected.

3. **Develop and deploy a Use Case to exchange** with your trading partners!

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The Massachusetts Health Information Highway (Mass HIway)

*Phone:* 1.855.MA-HIWAY (1.855.624.4929)

*Email for general inquires:* MassHIway@state.ma.us

*Email for technical support:* MassHIwaySupport@state.ma.us

*Website:* www.MassHIway.net
Front-line Mass HIway support to get you enrolled, connected, and using Direct Messaging

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

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Welcome to the
Massachusetts Health Information Highway

Mass HIway Steps to Enroll

The Mass HIway Participation Agreement Packet includes documentation that must be reviewed and signed before your organization is given access to use the Mass HIway. The Mass HIway is currently open to Massachusetts-licensed providers, health plans and legal entities, as well as business associates. Use of the Mass HIway is limited to health information exchange as allowed by law.

Unless otherwise noted, an individual who is authorized to legally bind the Participant or Participating Organization should act as signatory when required. Examples include a President, CEO, CFO, GIO, or owner of a medical practice.

The Mass HIway Participation Agreement is non-negotiable and will not be changed or adapted for special requests.

Compliance with the following set of documents is required for Participants to connect to the Mass HIway:

1. The Policies and Procedures document outlines conditions and terms that apply to all Mass HIway Participants to ensure it is used in a safe, ethical, lawful manner.

2. The Participation and Business Associate Agreement is the document that governs access and use of the services of the Mass HIway network. It defines the roles and responsibilities of each party. This is the document that needs to be signed and returned.

3. Mass HIway Legal Entity and Sub Organization File Sheet V1 document includes demographic information about the organization as well as key contact detail. For single entities, complete only the top section for "Legal Entity (Participant)". If signing on behalf of sub or member organizations, you must also completed the section labeled "Sub Organization/Member".

4. Massachusetts W-9 Form is required to certify the legal entity and to process invoices.

Please sign all the documents as outlined. You may scan and e-mail all documents to masshiway@state.ma.us. Please note, only PDFs are accepted except document number 3 (Exhibit A) which should be submitted in excel format.
Account Manager walks you through connectivity options to define best solution

Options depend on EHR capabilities and your organization’s technical architecture

- Direct XDR connection to EHR
- Communicate Direct device
- Webmail (shortened timeline to Go Live)

Account Manager will help you select Direct addresses for Mass HIway Provider Directory

Account Manager will assist you with Identity Verification (see supplementary slides)

HIway Services Team will configure and test the solution to bring your organization live

Account Manager will provide training and workflow support

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Timeline for HIway onboarding*

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<tr>
<th>Discovery</th>
<th>Implementation</th>
<th>Testing</th>
<th>Go Live</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1 – 2</td>
<td>Week 3 – 5</td>
<td>Week 6 – 8</td>
<td>Week 9</td>
</tr>
<tr>
<td>Connection type</td>
<td>Installation work</td>
<td>Loop back test</td>
<td>Migrate to production</td>
</tr>
<tr>
<td>forms/certifications</td>
<td></td>
<td>Transaction testing</td>
<td></td>
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</tbody>
</table>

* Timeline indicates typical time spent by the Mass HIway team from the time all completed requirements are obtained from the participant. Actual times vary by connection type and EHR vendor.
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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 for the purposes of meeting 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**
To learn more, visit the MassHlway.net website

- Select Resources for additional info, or News and Events for on demand presentations
- Sign up to receive the Hlway newsletters and notices
Past webinars and presentations are available on the HIway website [www.masshiway.net](http://www.masshiway.net).

- Go to “News and Events” and then select “Events”

Review these presentations to learn more about the benefits and use of the Mass HIway for Care Coordination.
Thank you!

The Massachusetts Health Information Highway (Mass HIway)

Phone: 1.855.MA-HIWAY (1.855.624.4929)

Email for general inquiries: MassHIway@state.ma.us

Email for technical support: MassHIwaySupport@state.ma.us

Website: www.MassHIway.net
Fact sheet provides key information for patients about the Mass HIway

- HIway does not function as a clinical data repository that holds electronic medical records for individuals

- Patient’s electronic health record(s) are held by provider organizations and not the Mass HIway

- **Note: Distribution of the Fact Sheet for Patients is not a requirement to use HIway Direct Messaging**
Connectivity Options

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

**Connectivity options**
- EHR connects directly
- EHR connects through Communicate Direct Device
- EHR connects via HISP (Health Information Service Provider)
- User connects via webmail

**HIE services**