Introductions

Today’s speakers

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Massachusetts eHealth Collaborative
Mass HIway Program Management

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Lead Service Manager
Mass HIway Business Operations
Please use the webinar’s chat 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.
Agenda

• A Brief Overview of Mass HIWay and the Progress to date
• What is LAND appliance?
• How does a LAND work?
• When is LAND right for you?
• What are the LAND transport options?
• How do we access provider DIRECT addresses?
• How are the devices monitored?
• Review frequently asked questions (FAQs)
• Q&A
What is the Mass HIway?

The Massachusetts Health Information Highway (Mass HIway) is the statewide Health Information Exchange (HIE) providing secure electronic transport of electronic health information among health care organizations 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.
### Provider Directory

<table>
<thead>
<tr>
<th>Provider name</th>
<th>Local name</th>
<th>Institution</th>
<th>Direct address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smith, Marilyn M</td>
<td>Smith, Marilyn</td>
<td>Hospital B</td>
<td><a href="mailto:Marilyn.Smith@direct.HospitalB.masshighway.net">Marilyn.Smith@direct.HospitalB.masshighway.net</a></td>
</tr>
<tr>
<td>Smith, Marilyn M</td>
<td>Smith, Mary</td>
<td>Highland Primary Care</td>
<td><a href="mailto:Marilyn.Smith@direct.HPC.masshighway.net">Marilyn.Smith@direct.HPC.masshighway.net</a></td>
</tr>
</tbody>
</table>

1. Consent

2. Look up Provider Address (optional – depends on EHR vendor)

3. Send message

- Specialist
- PCP
- Hospital A
- Hospital B
What can you send?

The 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)

**Quality reporting:**
- Information for calculation and reporting of clinical quality measures

**Public Health Reporting:**
- Securely comply with reporting regulations for the Mass. Department of Public Health
- 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
# Care Continuum

<table>
<thead>
<tr>
<th>Hospitals/Health Systems</th>
<th>Ambulatory</th>
<th>Long-Term &amp; Post-Acute</th>
</tr>
</thead>
<tbody>
<tr>
<td>~58 organizations</td>
<td>&gt;450 organizations/providers</td>
<td>~90 organizations</td>
</tr>
<tr>
<td>Majority of MA hospitals ranging from large health systems and medical centers to single-site community hospitals</td>
<td>Primary care providers and specialists across a broad range of medical services</td>
<td>Range of services and organization types including but not limited to: Area Agency on Aging (AAA) Aging Service Access Point (ASAP), Skilled Nursing Facilities (SNF), nursing homes, Inpatient Rehabilitation Facilities (IRF), home health, palliative care, and hospice</td>
</tr>
<tr>
<td>Health centers and clinics providing medical, emotional, behavioral, and additional social services</td>
<td>Urgent care and minute clinics</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** 10+ additional orgs include Labs, Payers, Imaging Centers, and Quality Reporting service
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

Your account manager will assist you in operationalizing the Provider Directory, identifying who of your trading partners are in the Mass HIway Community today and how to engage additional trading partners to exchange on the HIway
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.
88% of HIway activity in March* was for production transactions

* Note: Reporting cycle is through the 20th of each month.
Connectivity Options

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

**Connectivity options**
- EHR connects directly
- EHR connects through LAND Appliance
- webmail

**HIE Services**
- Vendor HISP
Connectivity Options

Mass HIway provides following connection options

**DIRECT** connection can interface directly with the Participant’s EHR or SMTP message sending service. DIRECT uses XDR and/or SMTP/SMIME and is the most robust connection option allowing for seamless integration into a Participant’s system with proper configuration.

**LAND** is a network based hardware appliance that is physically installed in the Participant’s infrastructure to seamlessly exchange transactions over the HIway with multiple integration options. LAND is Orion’s Rhapsody integration engine software in an appliance form.

**Webmail** provides for communication on the Mass HIway through a web browser, such as Internet Explorer or Firefox. Users log into a website to receive and send messages manually. The user interface looks very much like modern online mail sites (e.g. Outlook email) and has many of the same capabilities such as user alerts. Attachment files can also be sent through webmail and the communications are secure.

**Vendor HISP** – Mass HIway as HISP also allows its Participants to connect using vendor Health Information Service Provider (HISP). Mass HIway will review its HISP agreement with the vendor, perform necessary testing and enable the connectivity for secure transaction exchange with the respective HISP providers.
21 HISPs Connected to Mass HIway

1. Allscripts (MedAllies HISP)
2. Aprima
3. Athenahealth
4. CareAccord
5. CareConnect (NetSmart HISP)
6. Cerner
7. DataMotion
8. eClinicalWorks
9. eLINC
10. EMR Direct
11. Inpriva
12. MaxMD
13. MatrixCare
14. McKesson (RelayHealth)
15. Medicity
16. MyHealthProvider (Mercy Hospital)
17. NextGen Share
18. NHHIO
19. SES
20. Surescripts
21. UpDox
22. Wellport (Lumira HISP)

4 HISPs In Process of Connecting to Mass HIway

<table>
<thead>
<tr>
<th>HISP Vendor</th>
<th>Kickoff</th>
<th>Onboarding</th>
<th>Testing</th>
<th>HIway Prod Readiness</th>
<th>Live/Target Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASP.md</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2016-Jun</td>
</tr>
<tr>
<td>eClinicalWorks Plus</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2016-Jun</td>
</tr>
<tr>
<td>Care 360</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2016-Jun</td>
</tr>
<tr>
<td>ICA-Direct</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Initiated</td>
</tr>
</tbody>
</table>
LAND is recommended for but not limited to:

- Participants who do not have Direct compliant EHRs (e.g. 2014 CEHRT)
- Participants who require a central point of transmission for multiple systems
- Participants needing another pathway (e.g., Department of Public Health reporting)

Pros

- Participant is not responsible for appliance maintenance or installation
- Can be used for Provider to Provider communications
- Can be used for Public Health Reporting
- Handles encryption and decryption behind participant firewall

Cons

- Requires infrastructure/IT network configuration changes to enable LAND performance and availability monitoring
- Additional integration work may be needed to optimize workflow
What is a LAND Device?

Local Area Network Device (LAND)

- Server installed on Participant Internal Network
- Allows for easy connection of Participants

Provides a secure connection to the Mass HIway

Provides multiple connection methods to the device to send and receive files

Available in two sizes for Participants depending on their usage volume

- Large – HP DL360E 1U Rack Server (1TB hard-drive)
- Small – Intel DCCP847DYE (100GB hard-drive) - Typically for participants sending less than 15000 messages per month

Small LAND

Large LAND
Facilitates Secure Message Transmission

- Installed inside your network within your firewall
- Handles the signing and encryption of outbound messages
- Decrypts and verifies inbound messages
How does it work?

Process

- The LAND is delivered to the Participant pre-configured with site specifications
- Certificates and network configurations are set up on the device to the participants preferred connection method
- Requires only an outbound connection – operates in proxy or poll only mode
- LAND Polls the Mass HIway once every 30 Seconds for messages bound for participant
- Connection Methods in and out of LAND
  - Directory Drop / Directory Split
  - Web service
  - FTP
  - HTTP
- Multiple sending connections permitted, only one receiving connection permitted
**LAND Deployment to date**

**Total LAND interfaces: 209**

<table>
<thead>
<tr>
<th>Receiving Connection Method</th>
<th>Example Participant</th>
<th>Use Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directory Drop</td>
<td>Berkshire Health DPH BIDCO</td>
<td>P2P, DPH</td>
</tr>
<tr>
<td></td>
<td>Holyoke Health DPH</td>
<td>Receive only</td>
</tr>
<tr>
<td>FTP</td>
<td>Lahey Health UMASS Memorial</td>
<td>P2P, DPH</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Receive only</td>
</tr>
<tr>
<td>HTTP</td>
<td>New England Baptist</td>
<td>P2P, DPH</td>
</tr>
<tr>
<td>Web Services</td>
<td>Partners Healthcare BIDMC</td>
<td>P2P, DPH</td>
</tr>
<tr>
<td></td>
<td>Tufts Medical Center</td>
<td>Receive only</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Note: Some Participants are using multiple Sending Connection methods to interface with LAND appliance*
Setup:

- Participant sets up file share on network and provides credentials to Mass HIway
- Mass HIway configures the LAND to poll the network share
- In and Out folders are created with use case specific subfolders
- Sending
  - Messages are dropped with appropriate naming convention to the in folder
  - Messages are picked up by land and transmitted to participant or clinical node address
Receiving

- Mass HIway polls the gateway every 30 seconds
- When messages bound for the address are discovered, the LAND pulls that message down to appropriate out folder (e.g. MIIS acknowledgements come into ‘doc’ folder)
Web Services

The LAND has a Web Service in and out option that allows site to connect directly with the device and have the device forward the messages directly to the receiver

- LAND is called by using the endpoint of the device which is LANDIP:9100
- Two types of Web Services most commonly used when calling the LAND device
  - SendDocuments
  - XDR

SendDocuments:
Endpoint: [http://LANDIP:9100/servicesAPI_RhapsodyConnect.API_RhapsodyConnectHttpSoap12Endpoint](http://LANDIP:9100/servicesAPI_RhapsodyConnect.API_RhapsodyConnectHttpSoap12Endpoint)

XDR: (e.g. Meditech & Siemens EHR Vendor sites)
• The LAND device allows for providers to query the Mass HIway provider directory using a web service

• Uniform Resource Locator (URL): http://LANDIP:9100/services/ProviderDirectorySearchService?wsdl

• Requires EHR vendor or site to build a user interface (UI)
Mass HIway LAND monitoring service once every minute to provide status checks on a number of LAND components

- Remote monitoring by Mass HIway Technical Operations staff
- Daily health checks
- Integrates with the Orion Health Icinga Monitoring system
- Active monitoring of all LAND devices
- SSH (Secure Shell Protocol) connectivity to a management server.
  - This connection allows for remote troubleshooting and applying upgrades.
- Hardware metrics
- Rhapsody status
- Mass HIway support team will notify Participant (e.g., down status)
# Example LAND Monitoring Report

<table>
<thead>
<tr>
<th>Problems (6)</th>
<th>Status</th>
<th>Last check</th>
<th>Duration</th>
<th>Info</th>
<th>Output</th>
<th>Attempt</th>
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<tr>
<td>Unhandled service problems</td>
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<td>All service problems</td>
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<td>Status Map</td>
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<td>History (4)</td>
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<td>Downtime History</td>
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<td>TO Charts</td>
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<tr>
<td>TO Hostgroup</td>
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<tr>
<td>TO CustomVariable</td>
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<td>Misc (6)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Host</th>
<th>Status</th>
<th>Last check</th>
<th>Duration</th>
<th>Info</th>
<th>Output</th>
<th>Attempt</th>
</tr>
</thead>
<tbody>
<tr>
<td>E0KHS3_v1</td>
<td>UP</td>
<td>2015-05-04 13:41:16</td>
<td>6d 17h 19m 43s</td>
<td>OK</td>
<td></td>
<td>1/3</td>
</tr>
<tr>
<td>AriusTest</td>
<td>UP</td>
<td>2015-05-04 13:42:08</td>
<td>4h 11m 33s</td>
<td>OK</td>
<td></td>
<td>1/3</td>
</tr>
<tr>
<td>ChildrenTest_v2</td>
<td>UP</td>
<td>2015-05-04 13:41:14</td>
<td>1w 4d 22h 36m 10s</td>
<td>OK</td>
<td></td>
<td>1/3</td>
</tr>
<tr>
<td>Emerson_v2</td>
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<tr>
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<td>1w 0h 38m 43s</td>
<td>OK</td>
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<td>1/3</td>
</tr>
<tr>
<td>TuftsTest</td>
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<td>Holyoke_Health</td>
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<tr>
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<td>Holyoke_v2</td>
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<tr>
<td>Beverly_v2</td>
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<tr>
<td>MAO-C-Atrius</td>
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<td>AnnArabes</td>
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<td>BayCove</td>
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<td>Berkshire</td>
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<tr>
<td>BD_Plymouth</td>
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<tr>
<td>BD_Milton</td>
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</tbody>
</table>

25
LAND Configuration Requirements

A LAND is required to be able to talk to our monitoring service, and the Direct Gateway environment of the Mass HIway

• If your appliance is in ‘production’ environment, you must allow the monitoring and management servers plus the direct.masshiway.net host

• If your device is in ‘PRTST’ environment, you must allow the monitoring and management servers plus the direct.prtst.masshiwaystage.com host

• LAND only requires an outbound connection. There is no need to worry about inbound traffic

• Your Service manager or Account Manager can provide you with the Host, IP address and Ports required for LAND configuration
Timeline

- Participant fills out LAND appliance form as well as organizational spreadsheet and provider spreadsheet (if necessary)
- Send information in to Service Manager to get certs created
- Once LAND device is ready for installation, service manager contacts the participants technical team to up a LAND install at the data center
- Field engineer comes directly to facility to install the LAND device
- Field engineer remotely loads Mass HIway certificate onto the LAND device (if not done previously)
- After installation, service manager will work with participant to make sure they are properly connected to the Mass HIway via a round of testing
- After testing is complete, participant is live in production on the Mass HIway

<table>
<thead>
<tr>
<th>Discovery</th>
<th>On Boarding</th>
<th>Testing</th>
<th>Go Live</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1 – 2</td>
<td>Week 3 – 4</td>
<td>Week 4</td>
<td>Week 5</td>
</tr>
<tr>
<td>Forms/Domain</td>
<td>Installation</td>
<td>Testing</td>
<td>Go-live</td>
</tr>
</tbody>
</table>
# Massachusetts Health Information Highway (Mass HIway) Rate Card

**Effective Date – October 1, 2014**

<table>
<thead>
<tr>
<th>Tier</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>Annual HIE Services Fee (per node)</td>
<td>Annual HIE Services Fee + LAND (per node)</td>
<td>Annual HIE Services Fee Webmail (per mailbox)</td>
</tr>
<tr>
<td>Tier 1</td>
<td></td>
<td>Annual HIE Services Fee (per node)</td>
<td>Annual HIE Services Fee + LAND (per node)</td>
<td>Annual HIE Services Fee Webmail (per mailbox)</td>
</tr>
<tr>
<td>1a</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>Health plans</td>
<td>$2,500</td>
<td>$15,000</td>
<td>$27,500</td>
</tr>
<tr>
<td>1c</td>
<td>Multi-entity HIE</td>
<td>$2,500</td>
<td>$15,000</td>
<td>$27,500</td>
</tr>
<tr>
<td>1d</td>
<td>Commercial imaging centers &amp; labs</td>
<td>$2,500</td>
<td>$15,000</td>
<td>$27,500</td>
</tr>
<tr>
<td>Tier 2</td>
<td></td>
<td>Annual HIE Services Fee (per node)</td>
<td>Annual HIE Services Fee + LAND (per node)</td>
<td>Annual HIE Services Fee Webmail (per mailbox)</td>
</tr>
<tr>
<td>2a</td>
<td>Small hospitals</td>
<td>$1,000</td>
<td>$10,000</td>
<td>$15,000</td>
</tr>
<tr>
<td>2b</td>
<td>Large ambulatory practices (50+ licensed providers)</td>
<td>$1,000</td>
<td>$10,000</td>
<td>$15,000</td>
</tr>
<tr>
<td>2c</td>
<td>Large LTCs (500+ licensed beds)</td>
<td>$1,000</td>
<td>$10,000</td>
<td>$15,000</td>
</tr>
<tr>
<td>2d</td>
<td>Ambulatory Surgery Centers</td>
<td>$1,000</td>
<td>$10,000</td>
<td>$15,000</td>
</tr>
<tr>
<td>2e</td>
<td>Ambulance and Emergency Response</td>
<td>$1,000</td>
<td>$10,000</td>
<td>$15,000</td>
</tr>
<tr>
<td>2f</td>
<td>Business associate affiliates</td>
<td>$1,000</td>
<td>$10,000</td>
<td>$15,000</td>
</tr>
<tr>
<td>2g</td>
<td>Local government/Public Health</td>
<td>$1,000</td>
<td>$10,000</td>
<td>$15,000</td>
</tr>
<tr>
<td>Tier 3</td>
<td></td>
<td>Annual HIE Services Fee (per node)</td>
<td>Annual HIE Services Fee + LAND (per node)</td>
<td>Annual HIE Services Fee Webmail (per mailbox)</td>
</tr>
<tr>
<td>3a</td>
<td>Small LTC (&lt; 500 licensed beds)</td>
<td>$500</td>
<td>$2,500</td>
<td>$4,500</td>
</tr>
<tr>
<td>3b</td>
<td>Large behavioral health (10+ licensed providers)</td>
<td>$500</td>
<td>$2,500</td>
<td>$4,500</td>
</tr>
<tr>
<td>3d</td>
<td>Large FQHCs (10+ licensed providers)</td>
<td>$500</td>
<td>$2,500</td>
<td>$4,500</td>
</tr>
<tr>
<td>3e</td>
<td>Medium ambulatory practices (10-49 licensed providers)</td>
<td>$500</td>
<td>$2,500</td>
<td>$4,500</td>
</tr>
<tr>
<td>Tier 4</td>
<td></td>
<td>Annual HIE Services Fee (per node)</td>
<td>Annual HIE Services Fee + LAND (per node)</td>
<td>Annual HIE Services Fee Webmail (per mailbox)</td>
</tr>
<tr>
<td>4a</td>
<td>Small behavioral health (&lt; 10 licensed providers)</td>
<td>$25</td>
<td>$175</td>
<td>$250</td>
</tr>
<tr>
<td>4b (includes former 3c)</td>
<td>Home health, LTSS</td>
<td>$25</td>
<td>$175</td>
<td>$250</td>
</tr>
<tr>
<td>4c</td>
<td>Small FQHCs (&lt; 10 licensed providers)</td>
<td>$25</td>
<td>$175</td>
<td>$250</td>
</tr>
<tr>
<td>4d</td>
<td>Small ambulatory practices (3-9)</td>
<td>$25</td>
<td>$175</td>
<td>$250</td>
</tr>
<tr>
<td>Tier 5</td>
<td></td>
<td>Annual HIE Services Fee (per node)</td>
<td>Annual HIE Services Fee + LAND (per node)</td>
<td>Annual HIE Services Fee Webmail (per mailbox)</td>
</tr>
<tr>
<td>5a</td>
<td>Very Small ambulatory practices (1-2)</td>
<td>$25</td>
<td>$60</td>
<td>$60</td>
</tr>
</tbody>
</table>
FAQs Implementing the LAND

What do I have to do to install the LAND device

Simply fill out the LAND appliance form and assure outbound firewall is set, a Field Engineer will come on site and install the device with your network team at a predetermined time

What size LAND should I get?

Depends on use cases and transaction volume, we recommend a small LAND for less than 15,000 transactions per month and a large LAND greater than 15,000 per month

Can we have more than one transport method

You can use Web services and directory drop simultaneously for sending, but can only have ONE outbound method set for receiving

Where can I find the LAND implementation or Use guide?

You can download the LAND Selection, implementation, and Use guide from the following link: http://masshiway.net/HPP/Resources/Documentation/index.htm
LAND device has lost power or had the power reset
The LAND devices are configured to encrypt upon losing power as a security feature, so a Mass HIway Field Engineer must log into the device to decrypt it and restart the Rhapsody engine. You will be unable to use it until this has happened. Please contact Production Support immediately if your device loses power.

Time-out error when attempting to send to my LAND
A time out error is indicates that the LAND is unable to connect to either the Internet or to the Mass HIway. Contact Production Support so that we can look into the issue to determine what might be preventing the land from talking to the Mass HIway.

“Recipient lookup” error:
If you attempt to send to your LAND and get a recipient lookup error – please verify that there are no typos in your “To Address”. Please also verify that the address you are sending to is a valid either in the Provider Directory or by contacting business operations at the receiving site.
If your organization is interested in connecting to the Mass HIway or improving Care Coordination contact the lead for the Mass HIway Account Management Team: Murali Athuluri, mathuluri@maehc.org 781-296-3857

HIway Account Management Team:

[Images of Len Levine, Jessica Hatch, Kelly Luchini, 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
Thank You