Mass HIway 101

Introduction to participating in the statewide health information exchange for the Commonwealth of Massachusetts

September 2018
Today’s Presenters

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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.
1. Introduction to the Mass HIway

2. Overview of HIway Direct Messaging and the Provider Directory

3. Use Case Development

4. Getting connected to the Mass HIway

5. Mass HIway Regulations and Connection Requirement

6. HIway Adoption and Utilization Support (HAUS) Services
About the Mass HIway

Mass HIway, the Massachusetts statewide Health Information Exchange (HIE), connects healthcare providers to improve care coordination, and provides the connectivity needed for public health and quality reporting.

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 21,000+ HIway Users

**HIway-Sponsored Services**
- State-wide Event Notification Service (ENS) - anticipated to launch in 2019

**HIway Adoption and Utilization Support (HAUS) Services**
- Assistance for eligible organizations in the deployment of HIE to enhance care coordination
An interactive Mass HIway Participant Map is available on Mass HIway website*. It includes over 1,400 participants across the care continuum.

Hospitals
Ambulatory Practices
Community Health Centers
Behavioral Health
Long-Term Post-Acute Care
Social Services
PCPs
Specialists

* Find the map on the Mass HIway website: [www.masshiway.net](http://www.masshiway.net). Under the Resources drop-down menu, select Participant List. The map is maintained in partnership with MeHI, the Massachusetts eHealth Institute.
The HIway is ‘content agnostic,’ and does not restrict message types

<table>
<thead>
<tr>
<th>Patient clinical information</th>
<th>Quality reporting</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Summary of Care / Transition of Care Record (TOC)</td>
<td>• Reporting of clinical quality measures (CQMs)</td>
</tr>
<tr>
<td>• Request for Patient Care Summaries</td>
<td></td>
</tr>
<tr>
<td>• Discharge Summaries</td>
<td></td>
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<tr>
<td>• Referral Summary Information</td>
<td></td>
</tr>
<tr>
<td>• Specialist Consult Notes</td>
<td></td>
</tr>
<tr>
<td>• Progress Notes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Patient clinical alerts</th>
<th>Public Health Reporting*</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Emergency Department Notification</td>
<td>Securely comply with reporting regulations for the Massachusetts Department of Public Health (DPH)</td>
</tr>
<tr>
<td>• Mortality Notification</td>
<td>• Massachusetts Immunization Information System (MIIS)</td>
</tr>
<tr>
<td>• Transfer Notification</td>
<td>• Electronic Lab Reporting (ELR)</td>
</tr>
<tr>
<td>• Disposition Notification (admit/discharge)</td>
<td>• Syndromic Surveillance (SS)</td>
</tr>
<tr>
<td></td>
<td>• Massachusetts Cancer Registry (MCR)</td>
</tr>
<tr>
<td></td>
<td>• Opioid Treatment Program (OTP)</td>
</tr>
<tr>
<td></td>
<td>• Childhood Lead Poisoning Prevention Program (CLPPPP)</td>
</tr>
<tr>
<td></td>
<td>• Occupational Lead Poisoning Registry (Adult Lead)</td>
</tr>
</tbody>
</table>

* There is no cost for a HIway connection that is used exclusively for DPH reporting.
HIway 2.0 Migration

The HIway team at EOHHS is working with Orion Health to implement and operate a new Mass HIway Direct Messaging System, known as “HIway 2.0”

HIway 2.0 is based on Orion Health Communicate
- EHNAC/DirectTrust accredited, cloud-based, multi-tenant, Software as a Service solution
- ONC 2015 Edition certified Direct Project, Edge Protocol, and XDR/XDM product

HIway 2.0 introduces a new Provider Directory
- Follows Healthcare Provider Directory (HPD) recommendations
- This standardizes the format and simplifies uploads

Benefits of the HIway 2.0 upgrade
- Leverages national standards for Direct Messaging (didn’t exist when HIway launched in 2012)
- Makes it easier for organizations to connect to the Mass HIway
- Simplifies how providers connect to other providers via the Mass HIway
DirectTrust Certification

- Using DigiCert secure certificates, HIway 2.0 is accredited by Electronic Healthcare Network Accreditation Commission (EHNAC) to join DirectTrust certified HISPs

HIway 2.0 connects with 25+ In-State and 120+ Out-of-State HISPs

ONC 2015 Edge Protocol Certification

- Supports compliance with Promoting Interoperability and Meaningful Use programs

Native support for multi-recipient messaging (included with Communicate Direct device)

Single-use certificate support

- For all connection types improves security and increases interoperability with HISPs

Standardized XDR Direct Messaging

- Easily integrates with EHR systems to handle messaging directly from systems providers

Federal Bridge Certification Authority (FBCA) compliance

- Allows message exchange with federal agencies that require FBCA compliance
Migration to Mass HIway 2.0 is in progress

Mass HIway 2.0 is a member of DirectTrust and is connected to many private HISPs. This offers a rich network for HIway Direct Messaging to MA providers.
Production Operations started July 2018

- Migration activities from HIway 1.0 to HIway 2.0 are in progress for clinical gateway nodes and for participants
- All new onboarding will be done directly onto HIway 2.0
- HIway 1.0 will operate in maintenance-only mode, with no enhancements or upgrades until it will sunset in 2019
- Sun-setting activities for HIway 1.0 will commence after Participants’ migration completes
- All existing HIway 1.0 Participants will be migrated to HIway 2.0 by Q1 2019
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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 Appliance
- EHR connects via HISP (Health Information Service Provider)
- User connects via webmail

**HIE Services**
Example of Direct Messaging

Data holder sends patient information to recipient

**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</td>
<td><a href="mailto:Marilyn.Smith@direct.HospitalB.masshiway.net">Marilyn.Smith@direct.HospitalB.masshiway.net</a></td>
</tr>
<tr>
<td>Smith, Marilyn M</td>
<td>Smith, Mary</td>
<td>HPC Primary Care</td>
<td><a href="mailto:Marilyn.Smith@direct.HPC.masshiway.net">Marilyn.Smith@direct.HPC.masshiway.net</a></td>
</tr>
</tbody>
</table>

1. **Patient Visit**

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

3. **Send message**

Specialist  PCP  Hospital A  

Hospital B
Direct Messaging

Direct Messaging is encrypted email sent to secure Direct email addresses

Individual Direct email address:

Endpoint: Jane.Doe@direct.xyzrehabcenter.masshiway.net

Organization Direct email address:

XYZRehab@direct.xyzrehabcenter.masshiway.net

Departmental Direct email address:

PresurgicalTestingCenter@direct.abchospital.masshiway.net

Third-Party HISP Direct email addresses:

john.smith@practicename.eclinicaldirect.com
john.smith.x@xxxx.direct.athenahealth.com
johnsmith@xxxxx.allscriptsdirect.net
johnsmith@xxxxx.circlehealthdirect.org
Purpose of the Mass HIway PD

- Provides destination addresses for Direct messaging (i.e. Direct email address)
- In-state and out-of-state Direct addresses (requires HIway 2.0)
- 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 25,000+ 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

Participants can get on the distribution list by emailing us at masshiway@state.ma.us
Manual Entry

- If your EHR allows it, you can directly enter a Direct address manually.

Mass HIway Webservice

- Integrates Provider Directory into the internal workflows via your EHR system
- The Webservice allows you to search and retrieve Direct addresses
- Webservice is also available for the Mass HIway COMMUNICATE connection

Within Webmail

- Mass HIway Secure Webmail has a provider lookup function

Request access to Mass HIway PD Extract (CSV/Excel) file

- to integrate the PD into your EHR directories (vendor dependent)
- Vendors and HIway users can request to be qualified for the extract
- They will receive a monthly notification and password to download the extract from: masshiway.net/HPP/Services/ProviderDirectory/index.htm
Agenda

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## What are Use Cases?

<table>
<thead>
<tr>
<th>Use Case Categories</th>
<th>Example Use Cases</th>
</tr>
</thead>
</table>
| **Provider-to-Provider Communications** | • 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 & 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 |
| **Payer Case Management**             | • ACO sends quality metrics to a payer  
• Provider sends lab results to a payer  
• Provider sends claims data to payer |
| **Quality Reporting**                 | • Provider sends clinical data to Business Associate for quality metrics analysis  
• Provider sends quality metrics to Business Associate for report preparation |
| **Public Health Reporting**           | **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) |
Transitions of Care (Referrals)

TOC from a Private Practice to Specialists at a Hospital on Mass HIway

**Patient Scenario:**
1. Patient sees PCP at Private Practice
2. PCP refers patient to a Cardiac specialist
3. Patient sees specialist
4. Patient sees PCP for follow up care

**Information Flows:**
A. PCP sends Specialist a summary of care document via the Mass HIway
B. Specialist sends PCP a consult note via the Mass HIway
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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1. **Ask your EHR vendor** if they are connected to, or able to connect to, the HIway

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](http://www.MassHIway.net)
Front-line Mass HIway support to get you enrolled, connected and using Direct Messaging

- Enrollment
- Use case identification
- Trading partner identification
- HIE best practices

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Joe Kynoch
Account Manager
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Liz Reardon
Account Manager
reardon@masstech.org
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, CIO, 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 (version 4) 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

* 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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6. HIway Adoption and Utilization Services (HAUS) Services
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

**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 3)](#)
- [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
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.
HIway Connection and Attestation Requirement

HIway Connection Requirement requires providers to connect to the Mass HIway as set forth in M.G.L. Chapter 118I, Section 7, and as detailed in the Mass HIway Regulations (101 CMR 20.00).

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

The organizations must subsequently attest to their connection by July 1 of each year.

In 2018, organizations must submit the following attestation form:

- **Acute Care Hospitals** ................................................................. Year 2 Attestation Form
- **Large & Medium Medical Ambulatory Practices + Large CHCs** ...... Year 1 Attestation Form

<table>
<thead>
<tr>
<th>Provider Organization</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute Care Hospitals</td>
<td><strong>Year 1</strong></td>
<td><strong>Year 2</strong></td>
<td><strong>Year 3</strong></td>
</tr>
<tr>
<td>Large and Medium Medical Ambulatory Practices</td>
<td>No requirement</td>
<td><strong>Year 1</strong></td>
<td><strong>Year 2</strong></td>
</tr>
<tr>
<td>Large Community Health Centers</td>
<td>No requirement</td>
<td>No requirement</td>
<td><strong>Year 1</strong></td>
</tr>
<tr>
<td>Small Community Health Centers</td>
<td>No requirement</td>
<td>No requirement</td>
<td><strong>Year 1</strong></td>
</tr>
</tbody>
</table>
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. Penalties for not meeting the HIway Connection requirement begin in Year 4 of implementation
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 4</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>2019</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
Provider Organizations must submit an online Attestation Form by July 1 of each year*

The Year 1 and Year 2 Attestation Forms collect two key areas of information

1. How the organization met its Year 1 or Year 2 HIway Connection Requirement
   Attestation questions include:
   - On the Year 1 form: The category of the use case?
     1. Public Health Reporting
     2. Provider-to-Provider Communications
     3. Quality Reporting
     4. Payer Case Management
   - Describe the use case
   - Approximate # 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:
   - Name and version of the EHR?
   - Is the EHR an ONC Certified Health IT Product?
   - 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 send the HIway an explanatory email to confirm that they didn’t meet the HIway regulations. See the supplementary slides at the end of this presentation for details.
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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

Two 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
To learn more, visit the www.MassHIway.net website
- Select Resources for additional info, or News and Events for on demand presentations,
- and sign up to receive the HIway newsletters and notices
Thank you!

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
Reasons to Connect
Identity Verification
Regulations
Attestations
Pricing Rates
Reasons to connect to the Mass HIway

Connect to Mass HIway to improve care coordination with other healthcare providers, and to implement your public health and quality reporting

✓ Participate in Healthcare Improvement Initiatives
  ▪ Meaningful Use: Transition of Care and Public Health Reporting
  ▪ Accountable Care Organization (ACO)
  ▪ CMS Delivery System Transformation Initiatives (DSTI) including DSRIP Statewide Investments to MassHealth ACOs and Community Partners (CP)
  ▪ Community Hospital Acceleration, Revitalization and Transformation Grants (CHART)
  ▪ Massachusetts Infrastructure and Capacity Building Grants (ICB)
  ▪ Patient Centered Medical Home (PCMH)

✓ Comply with Massachusetts Law
  ▪ Mass HIway connection satisfies Board of Registration in Medicine (BORIM)
  ▪ EHR proficiency requirement for license renewal (MGL Chapter 224)
  ▪ Requirement to connect to statewide HIE (MGL Chapter 118I)
Service Manager will work with you to initiate Identity verification process

Complete Declaration of Identity for Direct Identity Verification & Authorization Form (DOID)

- Designates individual to DigiCert, the certifying body, as an authorized representative of the organization as the Healthcare Organization’s (HCO) Administrator

Complete Communicate HCO Account Request Form(s)

- Complete appropriate connection form(s) depending on the solution(s) selected

Communicate Direct XDR HCO Account Request Form
Provides the Communicate Direct XDR supports connection for EHR systems that have integrated support for the Direct standards

Communicate Webmail HCO Account Request Form
A web-based secure mail solution within Orion Health™ Clinical Portal

Communicate Connect HCO Account Request Form (previously known as LAND device)
Secure and scalable managed device that simplifies connection to the secure messaging network to send and receive encrypted healthcare information
Identity Proofing Process

All Forms must be completed by the person serving as the HCO Administrator

Obtain a signature from a notary public for the DOID Form

- HCO Administrator must show proof of identity documents to the notary only
  Don’t submit these documents with your Mass HIway application

Complete HCO form(s) depending on the selected HIway 2.0 connection(s)

Send the signed DOID and HCO forms immediately after notary signature*

- Send using one of these methods
  
  Direct Message to:  
  HIway2.0Migration@direct.hieadmin.masshiway.net
  
  Email to:  
  HIway2.0Migration@state.ma.us
  
  Regular mail to:  
  Attention: HIway 2.0 Migration Office
  100 Hancock Street, 9th floor, Quincy, MA 02171

* DigiCert must speak with the notary within 30 days or the form becomes invalid

Incomplete forms (e.g. missing signatures or missing key organization information) will slow down the process and may require another notary signature as notary signature is only deemed valid for 30 days from the date signed.
Sample DOID Form

**DECLARATION OF IDENTITY (DOID) FORM**

**FOR DIRECT IDENTITY VERIFICATION AND AUTHORIZATION**

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Telephone: +1 860 905 9151</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address: Evans Office Complex, Building C, Suite C100, 7350 East Evans Rd, Scottsdale, Arizona 85260</td>
<td>Account #: 080008</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organization (Legal Business Name):</th>
<th>Main Telephone:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HIPAA Compliance:</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ HIPAA covered entity</td>
</tr>
<tr>
<td>☐ HIPAA Business Associate</td>
</tr>
<tr>
<td>☐ Other HIPAA Entity</td>
</tr>
</tbody>
</table>

**Applicant:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Personal Telephone:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Home Address:</th>
<th>Personal Email:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of Birth:</th>
<th>Work Address:</th>
<th>Work Phone:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Title:</th>
<th>Work Email:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

By signing this document, I hereby 1) state that I am the Access Administrator (in accordance with Section 7 of the Mass HIway Policies and Procedures) or an authorized officer of the Organization listed above and 2) agree to the attached authorization, consent a Direct Certificate and declare under penalty of perjury under the laws of the United States of America:

---

Sample HCO Form

**Communicate Direct XDR**

**HCO Account Request - Hiway 2.0 Migration**

Communicate Direct XDR supports connection for Electronic Health Record (EHR) and Electronic Medical Record (EMR) systems that have integrated support for the Direct standards.

This form should be completed by the Health Care Organization (HCO) Representative that has been identified or will be identified on the Declaration of Identity (DOID) Form for Direct Identity Verification and Authorization as “Applicant”.

**Organization Details**

Please fill out a separate form for each organization requesting access to the HIE.

<table>
<thead>
<tr>
<th>Legal Organization Name</th>
<th>Name of your HCO</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HIPAA Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ HIPAA Covered Entity</td>
</tr>
<tr>
<td>☐ HIPAA Business Associate</td>
</tr>
<tr>
<td>☐ Other HIPAA Entity</td>
</tr>
</tbody>
</table>

Health care organization that treats protected health information with the privacy and security equivalent to those required by HIPAA.

<table>
<thead>
<tr>
<th>Address</th>
<th>Street Address</th>
<th>Address Line 2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>City</td>
<td>Postal Code</td>
</tr>
<tr>
<td></td>
<td>State</td>
<td>Country</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Main Telephone for the HCO</th>
<th>Country code - Area code - Phone number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Preferred Direct Email Domain</th>
<th>Name Your Production Domain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mass HIway Direct Address format for the Production Environment:</td>
<td>direct.yourdomain.mashhiway.net</td>
</tr>
<tr>
<td>Mass HIway Direct Address format for the Development Environment:</td>
<td>development.yourdomain.mashhiway.net</td>
</tr>
<tr>
<td>Mass HIway Direct Address format for the Test Environment:</td>
<td>test.yourdomain.mashhiway.net</td>
</tr>
</tbody>
</table>

(you can keep your current domain address or provide a new one if you prefer)
Support resources related to the Mass HIway Regulations include:

- **Mass HIway Regulations Summary** (Feb 2017)
- **Mass HIway Fact Sheet for Patients** (Feb 2017)
- **Mass HIway Regulations FAQs** (Version 2 released in Apr 2018)
- **Mass HIway Polices & Procedures** (Version 4 became effective in Dec 2017)

**Year 1 and Year 2 Attestation Forms**

- Online attestation forms available since May 2018 (for online submission)
- Updated PDF versions released in Apr 2018 (for attestation preparation only)
The Attestation Forms are available on the Mass HIway website: www.masshiway.net

The online attestation must be completed in one sitting. 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...”
Provider Organizations that don’t meet their connection requirement must send the HIway an explanatory email to confirm that they did not meet the HIway regulations.

The explanatory email must include the following information:

- Identifying/contact information
- Information about their EMR/EHR
- Reason for not meeting with the connection requirement
- Brief description and estimated timeline of the organization’s plan to comply with the connection requirement

The email must be sent to:
- MassHlwayAttestation@state.ma.us

Organizations that provide an explanatory email, should not submit an online Attestation Form.
# Mass HIway Pricing Rates

**Massachusetts Health Information Highway Rate Card effective December 1, 2017**

<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>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Annual Services Fee</td>
</tr>
<tr>
<td>Tier 1</td>
<td>1a</td>
<td>Large hospitals/Health Systems</td>
<td></td>
<td>$2,500</td>
</tr>
<tr>
<td></td>
<td>1b</td>
<td>Health plans</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1c</td>
<td>Multi-entity HIE or Technical Integrator (see 14.1.1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1d</td>
<td>Commercial imaging centers &amp; labs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tier 2</td>
<td>2a</td>
<td>Small hospitals</td>
<td>$1,000</td>
<td>$10,000</td>
</tr>
<tr>
<td></td>
<td>2b</td>
<td>Large ambulatory practices (50+ licensed providers)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2c</td>
<td>Large LTCs (500+ licensed beds)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2d</td>
<td>Ambulatory Surgery Centers</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2e</td>
<td>Ambulance and Emergency Response</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2f</td>
<td>Business associate affiliates</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2g</td>
<td>Local government/Public Health</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2h</td>
<td>MassHealth ACO, CP, or CSA Technical Integrator (see 14.1.1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tier 3</td>
<td>3a</td>
<td>Small LTC (&lt;500 licensed beds)</td>
<td>$500</td>
<td>$2,500</td>
</tr>
<tr>
<td></td>
<td>3b</td>
<td>Large behavioral health (10+ licensed providers)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3d</td>
<td>Large FQHCs (10+ licensed providers)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3e</td>
<td>Medium ambulatory practices (10-49 licensed providers)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tier 4</td>
<td>4a</td>
<td>Small behavioral health (&lt;10 licensed providers)</td>
<td>$25</td>
<td>$175</td>
</tr>
<tr>
<td></td>
<td>4b</td>
<td>Home health, LTSS</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4c</td>
<td>Small FQHCs (&lt;10 licensed providers)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4d</td>
<td>Small ambulatory practices (3-9)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4e</td>
<td>Community Service Agency (CSA)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4f</td>
<td>CP or CSA management-only entity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tier 5</td>
<td>5a</td>
<td>Very Small ambulatory practices (1-2)</td>
<td>$25</td>
<td>$60</td>
</tr>
</tbody>
</table>