Guide to Using
Mass HIway Webmail

April 21, 2016
Today’s Speaker

Murali Athuluri
*Mass HIway Account Management Team*
Massachusetts eHealth Collaborative
Today's presentation goals are:

• What is the Mass HIway?
• When is webmail right for you?
• What is the purpose of webmail?
• How do we use webmail?
• How do we access provider DIRECT addresses?
• How do we search for a webmail address?
• Review frequently asked questions (FAQs)
• Q&A
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
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.
Direct Secure Messaging – User to User Push

Provider Directory

<table>
<thead>
<tr>
<th>Provider name</th>
<th>Local name</th>
<th>Institution</th>
<th>Direct address</th>
<th>Certificate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smith, Marilyn M</td>
<td>Smith, Marilyn</td>
<td>Hospital B</td>
<td><a href="mailto:Marilyn.Smith@HospB.masshighway.net">Marilyn.Smith@HospB.masshighway.net</a></td>
<td>58&amp;HTU</td>
</tr>
<tr>
<td>Smith, Marilyn M</td>
<td>Smith, Mary</td>
<td>Highland Primary Care</td>
<td><a href="mailto:Marilyn.Smith@HPC.masshighway.net">Marilyn.Smith@HPC.masshighway.net</a></td>
<td>93T$@N</td>
</tr>
</tbody>
</table>

1. Consent

2. Lookup Provider Address*

3. Send Record

* Optional and may vary from EHR vendor to vendor
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

**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

**Patient clinical alerts:**
- Emergency Department Notification
- Mortality Notification
- Transfer Notification
- Disposition Notification (admit/discharge)
## 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>
</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.

<table>
<thead>
<tr>
<th>Month</th>
<th>Transactions (000's)</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 2015</td>
<td>1,626</td>
<td>12%</td>
</tr>
<tr>
<td>Apr 2015</td>
<td>1,815</td>
<td>8%</td>
</tr>
<tr>
<td>May 2015</td>
<td>1,964</td>
<td>9%</td>
</tr>
<tr>
<td>Jun 2015</td>
<td>2,148</td>
<td>7%</td>
</tr>
<tr>
<td>Jul 2015</td>
<td>2,293</td>
<td>26%</td>
</tr>
<tr>
<td>Aug 2015</td>
<td>2,888</td>
<td>-6%</td>
</tr>
<tr>
<td>Sep 2015</td>
<td>2,713</td>
<td>19%</td>
</tr>
<tr>
<td>Oct 2015</td>
<td>3,217</td>
<td>21%</td>
</tr>
<tr>
<td>Nov 2015</td>
<td>3,890</td>
<td>18%</td>
</tr>
<tr>
<td>Dec 2015</td>
<td>4,589</td>
<td>-7%</td>
</tr>
<tr>
<td>Jan 2016</td>
<td>4,277</td>
<td>20%</td>
</tr>
<tr>
<td>Feb 2016</td>
<td>5,135</td>
<td>-4%</td>
</tr>
<tr>
<td>Mar 2016</td>
<td>4,911</td>
<td>-</td>
</tr>
</tbody>
</table>
13 Month HIway Production Transaction Trends by Use Case Type

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

HIE Services
- webmail
- Vendor HISP
Mass HIway provides the 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 and the ability to submit transactions to public health reporting registries such as MIIS.

**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 a 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. McKesson (RelayHealth)
14. Medicity
15. MyHealthProvider (Mercy Hospital)
16. NextGen Share
17. NHHIO
18. SES
19. Surescripts
20. UpDox
21. 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-May</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>IICA-Direct</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Initiated</td>
</tr>
</tbody>
</table>
Webmail is a browser based secure email service for exchanging administrative and clinical transactions among various Participants of Mass HIway

Why Webmail?
• No EHR
• Replace email, faxes
• Quick solution for DPH submissions such as CLPPP, Cancer Registry etc.

Pros
• Functions resemble common modern Internet web browser based email applications (e.g. Outlook)
• Easy to install, no dependency on EHR vendors

Cons
• Webmail is “stand alone” and not integrated with EHR

Participants who would like to send or receive clinical and patient information such as Transition of Care securely on an as needed basis and who do not have EHRs or whose EHR is not ready for a DIRECT or LAND connection
URL: https://www.masshiway.hhs.state.ma.us/concerto/Login.htm
Accessing the Provider Directory: Webmail Auto-complete Look Up

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

Accessed through Webmail interface and allows search by first/last name, etc.
Webmail – Adding Attachments

From: James Bush <james.bush@direct.outreachdemo.mashiway.net>
To: 
Cc: 
Subject: 

Message:

Attachments

Hiway Test CCD.pdf
(application/pdf) 78.2 kB

Send
Save as Draft
Last saved about a minute ago

Attachments

Browse...
Continuity of Care Document:
- Patient Name
- Transitioning Provider/Contact
- Procedures
- Encounter Diagnosis
- Immunizations
- Labs
- Vitals
- Smoking Status
- Functional Status/ADLs
- Demographics
- Care Plan
- Care Team
- Discharge Instructions
- Problem List
- Medication List
- Allergies
Webmail – Utilizing Attachments

If you download an attachment you are responsible for using appropriate safeguards to prevent improper use and/or disclosure of any personal identifying information (PII) including patient protected health information (PHI). You also agree not to use or disclose PII or PHI contained in a downloaded attachment other than as permitted or required by applicable law.

TESTFIRST, Testlast  Born 24-Apr-2010  Gender Male
Address 505 Nashua Rd, ...., Lowell MA 01851, USA

eClinicalWorks / ClinicalDocument.xml (CDA Document) 102.3 kb

Download

Download as PDF

View printable version

TESTFIRST, Testlast
Male / 5y 11m, 24-Apr-2010 (DOB)  
83741 (eClinicalWorks)  
505 Nashua Rd  
...., Lowell, MA, USA, 01851  
975-957-4300

PROBLEMS

<table>
<thead>
<tr>
<th>Type</th>
<th>Condition</th>
<th>ICD Code</th>
<th>Onset Dates</th>
<th>Condition Status</th>
<th>SNOMED Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment</td>
<td>Permanent junctional reciprocating tachycardia</td>
<td>427.0</td>
<td>2015.02.03</td>
<td>Active</td>
<td>07198005</td>
</tr>
</tbody>
</table>

ALLERGIES

<table>
<thead>
<tr>
<th>Substance</th>
<th>Reaction</th>
<th>Event Type</th>
<th>Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acetaminophen</td>
<td>Unknown</td>
<td>Drug Allergy</td>
<td>03 Feb, 2015</td>
<td>Active</td>
</tr>
</tbody>
</table>

ENCOUNTERS

<table>
<thead>
<tr>
<th>Encounter</th>
<th>Location</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alena Ashenbren MD Pediatrics LLC</td>
<td>505 Nashua Road Suite 5 Dracut, MA</td>
<td>02 Nov, 2015</td>
</tr>
</tbody>
</table>
Webmail – Notification of Message

From: Mass HIway Notifications <notifications@mashhiway.net>
To: Athuluri, Murali
Cc: 
Subject: You have new secure mail from <plymouthgi@direct.myzyaccess.com>

A new secure mail from <plymouthgi@direct.myzyaccess.com> has been delivered to your murali.athuluri@direct.outreachdemo.mashhiway.net mailbox.

You can log in to Direct Secure Mail at https://www.mashhiway.net/concerto/Login.htm to read your mail.
1. Select the message from the inbox to view the message
2. Click the ‘recycle bin’ icon on the top right hand corner to move the message to Trash folder
3. Enter the trash folder, select the message, click the ‘recycle bin’ a second time
Click on the ‘move’ arrow icon and Select the destination folder using the drop down shown below
1. Click on the ‘Tools’ icon at the bottom left corner of your inbox
2. Select the option you would like to perform – Out of office, Message Rules or Group
Key Features of Webmail Summarized

- View Messages and send messages
- Provider Directory Search
- Searching for messages in a folder
- Notifications to corporate email
- Folders and sub-folders
- Rules-based filing of messages into folders
- Auto-response messages (out of office)
Mass HIway provides Domain name e.g.: direct.outreachdemo.masshiway.net

How do you want others to see you on the HIway (example/possible address)

Organization: orgname@direct.outreachdemo.masshiway.net
Department: deptname@direct.outreachdemo.masshiway.net
Individual: murali.athuluri@direct.outreachdemo.masshiway.net (Webmail pattern)

Shared versus Single User Webmail

• Webmail “boxes” can have shared access for multiple users or single users

Webmail Access:

• Each authorized user will be issued a user name and password

Webmail Notification:

• One authorized user can receive Mass HIway Webmail notifications

Start Simple:

• Minimize Accounts / Mailboxes

• Who handles your emails and faxes today? How do they distribute them?
• Fill out provider and organizational forms
• Determine desired domain name
• Determine structure of the webmail box (how many separate inboxes and how many users will have log in credentials?)
• Once that information is gathered, participant is on boarded onto the webmail platform
• Service manager will distribute log in credentials for the webmail box
• Service manager will instruct participant to send a loopback test message to ensure proper connectivity to the MA HIway
• After test is complete, participant is live in production on the MA HIway
# Massachusetts Health Information Highway (Mass HIway) Rate Card

**Effective Date – October 1, 2014**

## Tier 1

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>One-time set-up fee (per node)</th>
<th>Annual HIE Services Fee (per node)</th>
<th>Annual HIE Services Fee + LAND (per node)</th>
<th>Annual HIE Services Fee Webmail (per mailbox)</th>
<th>Annual HIE Services Fee (per node)</th>
<th>Annual HIE Services Fee + LAND (per node)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1a</td>
<td>Large hospitals/Health Systems</td>
<td>$2,500</td>
<td>$15,000</td>
<td>$27,500</td>
<td>$60</td>
<td>$30,000</td>
<td>$42,500</td>
</tr>
<tr>
<td>1b</td>
<td>Health plans</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1c</td>
<td>Multi-entity HIE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1d</td>
<td>Commercial imaging centers &amp; labs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Tier 2

<table>
<thead>
<tr>
<th>Tier 1</th>
<th>Category</th>
<th>Description</th>
<th>One-time set-up fee (per node)</th>
<th>Annual HIE Services Fee (per node)</th>
<th>Annual HIE Services Fee + LAND (per node)</th>
<th>Annual HIE Services Fee Webmail (per mailbox)</th>
<th>Annual HIE Services Fee (per node)</th>
<th>Annual HIE Services Fee + LAND (per node)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2a</td>
<td>Small hospitals</td>
<td></td>
<td>$1,000</td>
<td>$10,000</td>
<td>$15,000</td>
<td>$60</td>
<td>$17,500</td>
<td>$22,500</td>
</tr>
<tr>
<td>2b</td>
<td>Large ambulatory practices (50+ licensed providers)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2c</td>
<td>Large LTCS (500+ licensed beds)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2d</td>
<td>Ambulatory Surgery Centers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2e</td>
<td>Ambulance and Emergency Response</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2f</td>
<td>Business associate affiliates</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2g</td>
<td>Local government/Public Health</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
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## Tier 3

<table>
<thead>
<tr>
<th>Tier 3</th>
<th>Category</th>
<th>Description</th>
<th>One-time set-up fee (per node)</th>
<th>Annual HIE Services Fee (per node)</th>
<th>Annual HIE Services Fee + LAND (per node)</th>
<th>Annual HIE Services Fee Webmail (per mailbox)</th>
<th>Annual HIE Services Fee (per node)</th>
<th>Annual HIE Services Fee + LAND (per node)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3a</td>
<td>Small LTC (&lt; 500 licensed beds)</td>
<td></td>
<td>$500</td>
<td>$2,500</td>
<td>$4,500</td>
<td>$60</td>
<td>$4,750</td>
<td>$6,750</td>
</tr>
<tr>
<td>3b</td>
<td>Large behavioral health (10+ licensed providers)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3c</td>
<td>Large FQHCs (10+ licensed providers)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3d</td>
<td>Medium ambulatory practices (10-49 licensed providers)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
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## Tier 4

<table>
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<th>Category</th>
<th>Description</th>
<th>One-time set-up fee (per node)</th>
<th>Annual HIE Services Fee (per node)</th>
<th>Annual HIE Services Fee + LAND (per node)</th>
<th>Annual HIE Services Fee Webmail (per mailbox)</th>
<th>Annual HIE Services Fee (per node)</th>
<th>Annual HIE Services Fee + LAND (per node)</th>
</tr>
</thead>
<tbody>
<tr>
<td>4a</td>
<td>Small behavioral health (&lt; 10 licensed providers)</td>
<td></td>
<td>$25</td>
<td>$175</td>
<td>$250</td>
<td>$60</td>
<td>$275</td>
<td>$350</td>
</tr>
<tr>
<td>4b</td>
<td>Home health, LTSS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4c</td>
<td>Small FQHCs (&lt; 10 licensed providers)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4d</td>
<td>Small ambulatory practices (3-9)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
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## Tier 5

<table>
<thead>
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<th>Category</th>
<th>Description</th>
<th>One-time set-up fee (per node)</th>
<th>Annual HIE Services Fee (per node)</th>
<th>Annual HIE Services Fee + LAND (per node)</th>
<th>Annual HIE Services Fee Webmail (per mailbox)</th>
<th>Annual HIE Services Fee (per node)</th>
<th>Annual HIE Services Fee + LAND (per node)</th>
</tr>
</thead>
<tbody>
<tr>
<td>5a</td>
<td>Very Small ambulatory practices (1-2)</td>
<td></td>
<td>$25</td>
<td>$60</td>
<td>$60</td>
<td>$60</td>
<td>$90</td>
<td>$90</td>
</tr>
</tbody>
</table>
Can I access webmail from anywhere?

- Yes. Webmail is accessible using the secured URL as long as there is internet access.

Is there a web browser limitation?

- Webmail is best viewed using Firefox and can be accessed using Internet explorer or Safari. Work is in progress for Chrome browser.

How do I set up a shared webmail mailbox when adding users?

- If you are using one mailbox for multiple users, you may specify this in the Provider Directory Provider Upload File under “Shared Mailbox Address”. This option is only available to webmail providers.

Who should I contact for add/update existing users on my shared mailbox?

- Sent email request to MassHIwaySupport@State.MA.US or contact your account manager directly.
FAQs:

How do I add/modify webmail notifications

• Contact the Mass HIway support mailbox masshiwaysupport@state.ma.us
  Telephone Support: 1.855.MAHIWAY (1.855.624.4929) Option 1

What is the capacity of the Mass HIway Webmail?

• Each webmail account is subject to a storage capacity limit of 10MB per message, including attachments, and 1GB for the mailbox itself.

Can I use webmail to exchange with providers on other vendor HISPs?

• Yes, webmail users can send & receive with providers on private vendor HISPs such as eClinicalWorks, athenaHealth, Nextgenshare etc. by simply selecting or typing the provider’s direct address in the ‘To’. Please see the HISP slide for all connected HISPs.
<table>
<thead>
<tr>
<th>Registry</th>
<th>Status</th>
<th>Connection Types</th>
<th>Message Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>Massachusetts Immunization Information System (MIIS)</td>
<td>Connected</td>
<td>HL7</td>
<td>LAND, Soapwebservice</td>
</tr>
<tr>
<td>Electronic Lab Reporting (ELR)</td>
<td>Connected</td>
<td>HL7</td>
<td>LAND</td>
</tr>
<tr>
<td>Syndromic Surveillance (SS)</td>
<td>Connected</td>
<td>HL7</td>
<td>SMIME, LAND, XPL</td>
</tr>
<tr>
<td>Massachusetts Cancer Registry (MCR)</td>
<td>Connected</td>
<td>CDA HL7 R2</td>
<td>LAND, HISP, Webmail</td>
</tr>
<tr>
<td>Opioid Treatment Program (OTP)</td>
<td>Connected</td>
<td>XML (only for A01s), HL7 ADT (A01, A03, A08); QRY_19</td>
<td>Direct XDR, XPL and LAND</td>
</tr>
<tr>
<td>Childhood Lead Poisoning Prevention Program (CLPPP)</td>
<td>Connected</td>
<td>.CSV, .TXT (All txt files are fixed length files)</td>
<td>Webmail</td>
</tr>
<tr>
<td>E-Referral</td>
<td>Connected</td>
<td>HL7, CCD</td>
<td>LAND, HISP</td>
</tr>
<tr>
<td>Adult Lead</td>
<td>Connected</td>
<td>HL7</td>
<td>Webmail</td>
</tr>
<tr>
<td>Prescription Monitoring Program (PMP)</td>
<td>Testing</td>
<td>HL7</td>
<td>TBD</td>
</tr>
</tbody>
</table>

*Please note that the above information is current and accurate as of 4/2016. Connection types may change and can always be confirmed by your HIway service manager*
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:

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  
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General Support: masshiway@state.ma.us  
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