HIway Adoption and Utilization Support (HAUS) Services

Overview of the services offered through the HAUS initiative and potential benefits to your organization

Available to ACOs, CPs, CSAs

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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.
I. Brief Overview of Mass HIway

II. Why HAUS? The ACO, CP, CSA Perspective

III. HAUS Services Project Overview
   - Capabilities Evaluation
   - Project Management
   - Use Case Development
   - HIway Direct Messaging Enrollment
   - Process Mapping Training and Facilitation to support Workflow implementation

IV. Why HAUS? The Mass HIway Regulations Perspective

HAUS is a free service offered by the Mass HIway and EOHHS. It is a separate program from MassHealth’s DSRIP TA Vendor services (will not use TA cards for HAUS services)
**Mission:** 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

**HIway Adoption and Utilization Support (HAUS) Services**
- Assistance for eligible organizations in the deployment of HIE to enhance care coordination
The ACO shall implement policies and procedures to increase its capabilities to share info among providers involved in patients’ care*:  

- Increase connection rates of affiliated providers to the Mass HIway
- Adopt interoperable certified EHR technologies and enhance interoperability

The ACO shall facilitate communication between Patient and Patient’s Providers and among such Providers for example, through the use of the Mass HIway including elements such as Event Notification Protocols to ensure key providers** and individuals involved in a patient’s care are notified of admission, transfer, discharge, and other care events

*   Patient = Attributed Member  

** Key providers include patient’s PCP, BH provider if any, and LTSS provider if any (e.g. Personal Care Attendant)
Section 2.7  Information Technology Requirements
for Behavioral Health CPs & Long Term Services and Support CPs

The CP shall

**Develop policies and procedures**

- for **information sharing**, EHR utilization, and **Mass HIway** connection with ACOs, MCOs and other providers who serve the patients*

**Ensure all exchanges of patient information are secure and HIPAA compliant**

**CPs can use the Mass HIway for data exchange, including**

- Comprehensive Assessment
- BH Person-Centered Treatment Plan
- LTSS Care Plan
- other information to support transitions of care

* Patient = Assigned and Engaged Enrollee
The plan must describe how the investments or programs will help foster integration of patients’ care with MCOs, ACOs and primary care providers.

- Include info sharing protocols for exchange of a patient’s comprehensive assessment and Individual Care Plan including use of the Mass HIway for secure data exchange.

CSA shall ensure all exchanges of patient info are secure.

* Patient = ICC-Engaged Member
Why HAUS? Key Healthcare Documents to Share

Key documents to be securely exchanged between ACOs, CPs and CSAs to support Member-Centered Care Planning

<table>
<thead>
<tr>
<th>Document</th>
<th>Sharing partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comprehensive Assessment</td>
<td>ACOs, BH and LTSS CPs, CSAs</td>
</tr>
<tr>
<td>Patient-Centered Treatment Plan</td>
<td>ACOs and BH CPs</td>
</tr>
<tr>
<td>LTSS Care Plan</td>
<td>ACOs and LTSS CPs</td>
</tr>
<tr>
<td>Individual Care Plan</td>
<td>ACOs and CSAs</td>
</tr>
</tbody>
</table>
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
- Support enrollment, onboarding, and utilization of HIE and/or Mass HIway
- Develop HIE Technology and Workflow Project Plan
- Track progress and mediate barrier resolution
- Facilitate process mapping to incorporate HIE into the workflows
- Provide training for workflow process mapping
The HIway Account Management Team

Front-line HAUS support to help you get enrolled, connected, and using Direct Messaging

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Account Manager
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Account Manager
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Liz Reardon
Account Manager
reardon@masstech.org
HAUS Services Project Overview

Hlway Account Managers assist with a Capabilities Evaluation

**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 Hlway

**Develop HIE Technology and Workflow Project Plan**
# HAUS: Capabilities Evaluation

Hiway Account Managers will complete the Capabilities Evaluation

This documented is intended to be used by the Hiway Account Manager to gather information about the organizations/trading partners involved in a HAUS project. This document will be used to complete some sections of the HIE Use Case Planning Form which will serve as the project charter.

**Project Name:**
This documented is intended to be used by the Hiway Account Manager to gather information about the organizations/trading partners involved in a HAUS project. This document will be used to complete some sections of the HIE Use Case Planning Form which will serve as the project charter.

**Project ID:**

**Project Description:**

**Evaluation Date:**

AMs should focus on completing the fields in the orange sections prior to and during the exploratory call.

<table>
<thead>
<tr>
<th>Section 1 - Organization Details</th>
<th>Partner 1</th>
<th>Partner 2</th>
<th>Partner 3</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send/ Receive or Both</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Organization name</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Organization type</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Sites</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Sites participating in this project</td>
<td></td>
<td></td>
<td>This is a workflow implementation consideration.</td>
<td></td>
</tr>
<tr>
<td>Number of staff participating in this project</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Main contact for IT related questions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact Address</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact email</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact phone</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section 2 - General IT Infrastructure</th>
<th></th>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>EHR system information</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EHR System Vendor</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EHR product</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EHR vendor's Health Information Service Provider (HISP)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What is the status of your EHR's Direct Messaging: Not Available/Available/Planned/ Implemented?</td>
<td></td>
<td></td>
<td>AM should confirm that it is a Mass Hiway trusted HISP, and that connections have been established between HISPs</td>
<td></td>
</tr>
<tr>
<td>Is there one address for the organization, or do staff, sites, or departments each have their own?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are you a Mass Hiway Participant? What is your Mass Hiway Direct address?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If not a current Mass Hiway Participant, are you planning to implement a Hiway connection?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hiway connection type (XDR, LAND/Communicate/webmail)?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary HISP used for this project (EHR vendor HISP or Mass Hiway)?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Direct Address(es) to be used for the project.</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section 3 - Health Information Exchange</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>What patient health record information can be SENT from within the EHR using Direct Messaging?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What is the format of this data?</td>
<td></td>
<td></td>
<td>C-CDA? Other?</td>
<td></td>
</tr>
</tbody>
</table>

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HIway Account Managers provide team and project management support

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
Hlway Account Managers provide team and project management support, including the development of a HIE Technology and Workflow Project Plan.
HAUS Services Project Overview

Hlway Account Managers provide Use Case Development Support

- 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 Hlway

Develop HIE Technology and Workflow Project Plan
BH CP: HIE Use Case opportunities

- PCP sends Medical History to CP to include in a Comprehensive Assessment for the patient, e.g. Medications in C-CDA document of the patient*

- CP sends completed Comprehensive Assessment for the patient to ACO, MCO and other state agencies providing services to the patient, e.g. DMH Case Manager

- CP sends Person-Centered Treatment Plan to patient’s PCP or PCP Designee for approval and PCP responds

- CP sends Person-Centered Treatment Plan to ACO or MCO, and other state agencies providing services to the patient, e.g. DMH Case Manager

* Patient = Assigned and Engaged Enrollee
LTSS CP: Use Case opportunities

• ACO or MCO sends Comprehensive Assessment to LTSS Community Partner for review by the CP Care Coordinator and development of an LTSS Care Plan

• CP sends LTSS Care Plan to patient’s PCP or PCP designee for approval and PCP responds

• CP sends LTSS Care Plan to members of the patient’s care team or state agencies that provide services to the patient, e.g. EOE

* Patient = Assigned and Engaged Enrollee

CSA: Use Case opportunities

• CSA sends Comprehensive Assessment to patient’s PCP*

• CSA sends patient’s Individual Care Plan to patient’s PCP

* Patient = ICC-Engaged Member
Example HIE Use Case for Care Coordination

**Patient and CP Scenario:**
1. Patient is assigned to CP for services
2. Patient meets with CP staff to inform Comprehensive Assessment
3. Patient’s PCP contributes medical history and needs to inform Comprehensive Assessment
4. CP team completes Comprehensive Assessment

**Information Flows:**
A. BH CP sends a Direct message requesting patient’s medical history and needs for Comprehensive Assessment
B. PCP sends the patient’s Medical History (C-CDA document) to the BH CP via the Mass Hiway

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**A. Direct message requesting patient’s medical history and needs**

**BH Community Partner**
direct.BHorg.Masshiway.net

**Primary Care Physician**
xxxx.allscriptsdirect.net
Patient and CP Scenario:
1. Patient works with CP Care Coordinator to develop their LTSS Care Plan (Plan is based on needs identified in Comprehensive Assessment)
2. CP Care Coordinator sends LTSS Care Plan to patient’s PCP for review and approval
3. Patient and CP Care Coordinator work on Care Plan and update based on needs of patient

Information Flows:
A. CP Care Coordinator sends patient’s LTSS Care Plan to PCP for approval
B. PCP reviews care plan and sends final approved LTSS Care Plan back to CP Care Coordinator
HAUS Services Project Overview

HLway Account Managers assist enrollment in the Mass HLway

**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**

**Develop HIE Technology and Workflow Project Plan**

**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 HLway
Hlway Account Managers assist enrollment in the Hlway’s secure methods for transmitting patient healthcare information between providers.

**User types**
- Physician practice
- ACO
- BH CP, LTSS CP, CSA and other providers
- Public health
- Health plans

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

**HIE Services**
## Comparing Methods of PHI Exchange for Transitions of Care

<table>
<thead>
<tr>
<th>Feature / Benefit / Issue</th>
<th>Fax</th>
<th>sFTP</th>
<th>Secure email</th>
<th>HLway webmail</th>
<th>HLway to HISP</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cost</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost</td>
<td>Higher</td>
<td>Higher</td>
<td>Low</td>
<td>Low</td>
<td>Varies by EHR</td>
</tr>
<tr>
<td><strong>Recipient</strong></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Universal Provider Address Book</td>
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<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Vetted Sending/Receiving providers</td>
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<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Specific Recipients</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Delivery certainty (fax #, spam filter, file size issues)</td>
<td>Limited</td>
<td>Yes</td>
<td>Limited</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Delivery Receipt</td>
<td>Fax # only</td>
<td>On request</td>
<td>On request</td>
<td>Yes (HLway 2.0)</td>
<td>Varies by EHR</td>
</tr>
<tr>
<td><strong>Message</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintains structured data of C-CDA</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Intro Message</td>
<td>Yes</td>
<td>Detached</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Attachments</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Data size</td>
<td>Low</td>
<td>High</td>
<td>Medium</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td><strong>Receiver</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Potential automated upload of C-CDA data</td>
<td>No</td>
<td>No</td>
<td>No</td>
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<td>Yes</td>
</tr>
<tr>
<td>Potential manual upload of C-CDA data</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Possible “One click” patient info reconciliation</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Security</strong></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Secure message</td>
<td>No</td>
<td>Yes</td>
<td>User action</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Secure receiving environment</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Security risk of moving locally stored files</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Failure risk due to human intervention</td>
<td>Higher</td>
<td>Higher</td>
<td>Higher</td>
<td>Low</td>
<td>No</td>
</tr>
</tbody>
</table>
Hiway Account Managers facilitate process improvement through process mapping

- Conduct Capabilities Evaluation
- Identify key staff for project and oversight of project team
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Develop HIE Technology and Workflow Project Plan
Hlway Account Managers facilitate optimizing the use of HIE into clinical workflows

<table>
<thead>
<tr>
<th>Entities</th>
<th>Start</th>
<th>Activities and Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient</td>
<td>Visits ACO Provider</td>
<td>Treat Patient</td>
</tr>
<tr>
<td>BH CP Therapist</td>
<td>Sends CCDA</td>
<td>Reconcile CCDA</td>
</tr>
<tr>
<td>NP</td>
<td>Triage</td>
<td>Prepare Patient</td>
</tr>
<tr>
<td>RN</td>
<td>Reconcile CCDA</td>
<td>Instruct Patient</td>
</tr>
<tr>
<td>ACO Affiliated Provider</td>
<td></td>
<td>Discharge</td>
</tr>
<tr>
<td>Doctor</td>
<td></td>
<td>Treat Patient</td>
</tr>
<tr>
<td>EHR</td>
<td>Process CCDA</td>
<td>Retrieve Record</td>
</tr>
<tr>
<td></td>
<td>Retrieve Record</td>
<td>Update Record</td>
</tr>
<tr>
<td></td>
<td>Update Record</td>
<td>Retrieve Record</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Process CCDA</td>
</tr>
</tbody>
</table>

- Red circle: Non-Value-Add
- Yellow circle: Bottleneck
- Green circle: Improvement Opportunity
Hlway Account Managers facilitate optimizing the use of HIE into clinical workflows

<table>
<thead>
<tr>
<th>Entities</th>
<th>Start</th>
<th>Activities and Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient</td>
<td>Visits ACO Provider</td>
<td>Triage → Doctor Needed? → Yes → Prepare Patient → Instruct Patient → Discharge</td>
</tr>
<tr>
<td>BH CP Therapist</td>
<td>Sends CCDA</td>
<td>Triage → Doctor Needed? → No → Treat Patient</td>
</tr>
<tr>
<td>NP</td>
<td>Triage</td>
<td>Reconcile CCDA → Yes → Prepare Patient → Instruct Patient → Discharge Send CCDA</td>
</tr>
<tr>
<td>RN</td>
<td>Reconcile CCDA</td>
<td>Yes → Prepare Patient → Instruct Patient → Discharge Send CCDA</td>
</tr>
<tr>
<td>ACO Affiliated Provider</td>
<td></td>
<td>No → Treat Patient</td>
</tr>
<tr>
<td>Doctor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EHR</td>
<td>Process CCDA, Retrieve Record</td>
<td>Update Record → Retrieve Record → Process CCDA</td>
</tr>
</tbody>
</table>

HAUS: Process Mapping Training and Facilitation
Implement state requirement for providers to connect to Mass HIway, which is referred to as the *HIway Connection Requirement*

Regulations establish requirements for organizations that use the Mass HIway

Establish 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 4)
- Mass HIway Fact Sheet for Patients
- Mass HIway Education Webinars
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 will phase in over 4 years

1. The interoperability requirements get 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 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
HAUS-Terms of Participation

The Mass HIway, the Commonwealth’s state-sponsored health information exchange (HIE), is offering HIway Adoption and Utilization Support or “HAUS” services to MassHealth Accountable Care Organizations (ACOs), Community Partners (CPs), and Community Service Agencies (CSAs), or other organizations approved by EOHHS in partnership with MassHealth, to assist organizations’ transition to secure, electronic exchange of health information to improve care coordination among providers.

Organizations that opt to participate in HAUS will be assigned a dedicated HIway Account Manager that will provide project management and consulting services to support the organization’s connection to the Mass HIway (if not already connected) and the implementation of a care coordination use case with another organization. These services are offered to assist organizations improve electronic exchange of health information, and each participating provider organization shall remain solely responsible for compliance with all state and federal requirements, including compliance with the HIway connection requirement under the Mass HIway Regulations (102 CMR 20.00).

Services provided under HAUS are offered to participating organizations without charge. Organizations may incur charges that are not part of the HAUS program services. Participating organizations shall be solely responsible for any internal financial obligations incurred during the participation in the HAUS program. Services may be discontinued by EOHHS at any time due to lack of available funding, a change in EOHHS policy direction, or as a result of insufficient engagement on the part of the participating organization.

Participating organizations are required to identify another organization (trading partner) that is committed to working with them on the identified care coordination use case. Both parties will identify a project lead within their organization that will serve as the primary contact for the HIway Account Manager. These project leads will be responsible for the following activities:

- Work closely with the HIway Account Manager to identify organizational staff that will be part of the project team
- Ensure that all tasks assigned to staff within the organization are completed in accordance with the project plan timeline
- Work with the HIway Account Manager and project team to complete the HI Use Case Planning Form. This form will serve as the project charter
- Work with HIway Account Manager to update the HI Technology and Workflow Project Plan and share risks as they are identified

Please list the care coordination use case your organization plans to implement, along with your identified trading partner, project lead and the authorized signatory in the table below. These Terms of Participation should be signed by a member of the organization’s leadership team (e.g. CEO, COO, and Executive Director).

| Brief description of care coordination use case |  |
| Trading partner organization |  |
| Project Lead name | Title | E-mail | Phone number |  |
| Project Sponsor |  |  |  |
| Chief Operating Officer |  |  |  |
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)
Thank you!

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### Appendix A 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 (per node)</td>
</tr>
<tr>
<td>Tier 1</td>
<td>1a</td>
<td>Large hospitals/Health Systems</td>
<td>$2,500</td>
<td>$15,000</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>
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<tr>
<td></td>
<td>2e</td>
<td>Ambulance and Emergency Response</td>
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<td></td>
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<tr>
<td></td>
<td>2f</td>
<td>Business associate affiliates</td>
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<td></td>
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<tr>
<td></td>
<td>2g</td>
<td>Local government/Public Health</td>
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<tr>
<td></td>
<td>2h</td>
<td>MassHealth ACO, CP, or CSA Technical Integrator (see 14.1.1)</td>
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</tr>
<tr>
<td>Tier 3</td>
<td>3a</td>
<td>Small LTC (&lt;500 licensed beds)</td>
<td>$500</td>
<td>$2,500</td>
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<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>
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<tr>
<td></td>
<td>4b</td>
<td>Home health, LTSS</td>
<td></td>
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<tr>
<td></td>
<td>4c</td>
<td>Small FQHCs (&lt;10 licensed providers)</td>
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<td></td>
<td>4d</td>
<td>Small ambulatory practices (3-9)</td>
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<td></td>
<td>4e</td>
<td>Community Service Agency (CSA)</td>
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<tr>
<td></td>
<td>4f</td>
<td>CP or CSA management-only entity</td>
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<tr>
<td>Tier 5</td>
<td>5a</td>
<td>Very Small ambulatory practices (1-2)</td>
<td>$25</td>
<td>$60</td>
</tr>
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</table>
Mass HIway Direct Messaging (Webmail or direct connections) — Secure and can be integrated

**PROS**
- Address Book already established; no need to hunt down destination
- Can be sent to one specific recipient
- Successful Delivery Receipt (with HIway 2.0)
- Can include intro message to recipient and attachments to aid Transition of Care
- Sending and receiving entities have been vetted with Direct Messaging
  - You don’t have to worry that your or their email client will block receipt
- All messages are secure
- No failure risk due to human intervention, e.g. no need to add subject line
- Maintains structured data of C-CDA
- “One Click” to update Problem, Medication, or Allergy lists of patient possible

**CONS**
Only if webmail connection is used:
- EHR may lack manual upload capability to accept C-CDAs sent via Webmail
- Extra steps to move files from patient’s chart to webmail and vice versa
- Security risk as it requires locally stored files for movement
Secure Email – **Not so secure and can’t be readily integrated**

**PROS**
- Fairly inexpensive universal use of email, which can be accessed anywhere
- Can be sent to one specific recipient, and “Read Receipt” can often be included
- Can include intro message to recipient and attachments to aid Transition of Care
- Maintains structured data of C-CDA
- “One Click” to update Problem, Medication, or Allergy lists of patient possible

**CONS**
- No universal address book; must look-up destination
- If integrated into email client, sender has to act to make emails secure
  - Security risks of human error, e.g. mistyping of email address
  - Failure risk due to human intervention, e.g. to add meaningful subject line
- Lacks reliability of receipt or opening
  - To avoid hacking, spam filters may reroute emails to junk or spam mailboxes
  - Emails with inappropriate wording or large attachments may be blocked
- Receiving EHR may lack manual upload capability to accept C-CDAs
- Extra steps to move files from patient’s chart to email and vice versa
  - Security risk as it requires locally stored files for movement
Comparing Methods of PHI Exchange for Transitions of Care

Secure Transfer Protocol (sFTP) – More secure but can’t be readily integrated

**PROS**

- More than one user typically included in package
- Large data capacity
- Web-based applications can be accessed anywhere
- Maintains structured data of C-CDA
- “One Click” to update Problem, Medication, or Allergy lists of patient possible

**CONS**

- Can be costly
- Maintenance to organize folders, remove old files, stay under storage limit, ...
- Establish and maintain login credentials for receiver to pull down files
- Extra steps to move files from patient’s chart to sFTP and vice versa
- Security risk of needing to have locally stored files for movement
- Receiving EHR may lack manual upload capability to accept C-CDA
- No easy means to include intro message with data for Transition of Care
  - Would need to write note to recipient as separate file
  - May not be seen prior to downloading of files on the receiving end
Electronic Facsimile (eFax) – **Least secure and can’t be integrated**

**PROS**
- Universal use of traditional fax line
- Can include *intro cover letter message* to recipient to aid Transition of Care
- Web-based applications can be *accessed anywhere*

**CONS**
- No universal address book; must look-up destination
- Security risks of human error, e.g. mistyping of destination fax number
- Sending to fax number potentially *leaves data in unsecure environment*
- No guarantee of receipt by intended recipient
- Recipient can’t integrate non-structured data into EHR without manual entry
  - Extra steps required to file in patient’s chart: scan, upload, file of printed fax
  - No “One Click” option to update Problem, Medication, Allergy lists of patient
- Can be *pricey*; BAA for HIPAA-compliance typically not included in base price
  - Page limit; additional costs for pages sent/received over this limit
  - Potential *extra cost for multiple users* limits workflow flexibility/coverage
- Alternative of having login credentials shared creates *security issue*