Mass HIway 101

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

February 2019
Today's Presenter

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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 and using the Mass HIway

5. Mass HIway Regulations and Connection Requirement

6. HIway Adoption and Utilization Support (HAUS) Services
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 25,000+ HIway Users

**HIway Sponsored Services**
- Market Led Event Notification Service (ENS)

**HIway Adoption and Utilization Support (HAUS) Services**
- Assistance for eligible organizations in the deployment of HIE to enhance care coordination
- On-site/remote training and support for staff to use Mass HIway and update associated workflows
Who is connected to the Mass HIway?

An interactive Mass HIway Connections Map is available on Mass HIway website*.
It includes over 1,400 participants across the care continuum.

* Find the map on the Mass HIway website: [www.masshiway.net](http://www.masshiway.net). Under the Resources drop-down menu, select HIway Connections Map. The map is maintained in partnership with MeHI, the Massachusetts eHealth Institute.
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
- Care plans
- Treatment plans

**Quality Reporting**
- Reporting of clinical quality measures (CQMs)

**Public Health Reporting***
Securely comply with reporting regulations for the Massachusetts Department of Public Health (DPH)
- 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)

* There is no cost for a HIway connection that is used exclusively for DPH reporting.
Mass HIway team is working with Orion Health to migrate the current HIway participants to a new 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 PD 2.0**
- 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

**Current HIway participants that have not yet migrated to 2.0**
- Declaration of Identity (DOID) and Health Care Organization (HCO) forms must be returned no later than February 19th 2019
- HIway 1.0 will be decommissioned in May 2019
Hlway 2.0 - Features

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

Hlway 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 from HIway 1.0 to HIway 2.0 is in process for all HIway participants, and has been completed for all clinical gateway nodes
- 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
- Sunsetting activities for HIway 1.0 will start after all participants are migrated
- All existing HIway 1.0 participants must be migrated to HIway 2.0 by May 15th, 2019
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5. Mass HIway Regulations and Connection Requirement

6. HIway Adoption and Utilization Support (HAUS) Services
Connectivity Options

User types

- Physician practice
- Hospital
- BH, Long-term care 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
## 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>Organization</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></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**
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:**

PresaurgicalTestingCenter@direct.abchospital.masshiway.net

**Third-party HISP Direct email addresses:**

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

- Provides destination addresses for Direct messaging (i.e. Direct email address)
- Allows providers to search for both In-state and out-of-state Direct addresses
- 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 trading partners who utilize the Mass HIway for Direct Messaging
- 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 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
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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 and updated medications list to patient’s PCP  
• Hospital ED requests a patient’s medical record from a PCP  
• PCP sends a CCD or C-CDA with problems, allergies, medications, and immunizations (PAMI) to a hospital caring for their patient  
• Community Partner sends a care plan to a PCP for review and approval |
| **Payer Case Management**            | • 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) |
| **Public Health Reporting 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

Referral Summary of Care

PCP at a private practice using direct.HIwayTrustedVendor.com

Consult note

Specialist at a hospital using direct.xxxx.masshiway.net
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1. **Ask your EHR vendor** if they are connected to, or able to connect to, the HIway
   If you need assistance with step 1, or don’t have an EHR, skip to step 2 (Contact us)

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

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

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**The Massachusetts Health Information Highway (Mass HIway)**

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

*Email for general inquires:* [MassHIway@state.ma.us](mailto:MassHIway@state.ma.us)

*Email for technical support:* [MassHIwaySupport@state.ma.us](mailto:MassHIwaySupport@state.ma.us)

*Website:* [www.MassHIway.net](http://www.MassHIway.net)
Mass HIway - Account Management Team

Front-line Mass HIway support to get you enrolled, connected, and using Direct Messaging

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

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Welcome to the
Massachusetts Health Information Hlway

Home > How to Join > Steps to Enroll

Mass Hlway Steps to Enroll

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

1. The Policies and Procedures (version 4) document outlines conditions and terms that apply to all Mass Hlway 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 Hlway network. It defines the roles and responsibilities of each party. This is the document that needs to be signed and returned.

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

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

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

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

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

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

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

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

Account Manager will provide training and workflow support

* 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.
A Service Manager, with support from your Account 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
                   Executive Office of Health and Human Services
                   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></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>HISP Name: Orion Health on behalf of Mass Hiway</td>
<td>Telephone: +1 800 905 9151</td>
<td></td>
</tr>
<tr>
<td>Address: Evans Office Complex, Building C, Suite C-100, 7350 East Evans Rd, Scottsdale, Arizona 85260</td>
<td>Account #: 080088</td>
<td></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>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>□ HIPAA covered entity</td>
<td></td>
</tr>
<tr>
<td>□ HIPAA Business Associate</td>
<td>Other HIPAA Entity: Health-care organization that treats protected health information with privacy and security protections that are equivalent to those required by HIPAA.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Applicant Name</th>
<th>Personal Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td>Personal Email:</td>
</tr>
<tr>
<td>Date of Birth:</td>
<td></td>
</tr>
<tr>
<td>Work Address:</td>
<td>Work Phone:</td>
</tr>
<tr>
<td>Title:</td>
<td>Work Email:</td>
</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, request a Direct Certificate and declare under penalty of perjury under the laws of the United States.
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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

The Mass HIway is a secure statewide Health Information Exchange that allows your healthcare providers to safely and quickly send your health information to where it is most needed.

Doctors or nurses can care for you better when they have important information about your health. The Mass HIway is designed to make this safer and faster. The goal is better care coordination and quality for you and your family.

What is the Mass HIway?

- Mass HIway is the statewide health information exchange (HIE). Healthcare providers can use the Mass HIway to quickly and securely send and receive your health information to better coordinate your care.
- The Mass HIway is managed by the Commonwealth of Massachusetts Executive Office of Health and Human Services (EOHHS).

How does the Mass HIway protect my information?

The Mass HIway has security measures in place to protect your information that aren’t true of current methods, like fax, mail, or portable media like a CD or USB (mass drive), such as:

- Using a special code so that only authorized providers can read the information sent over the Mass HIway (this is known as encrypting data).
- Establishing policies and procedures that authorize the Mass HIway to suspend HIway participants as necessary to prevent unauthorized use of the Mass HIway.
- Overseeing who has access to the Mass HIway and who has used it for a patient’s healthcare.

How can the Mass HIway help me?

- If you were discharged from a hospital, the Mass HIway can be used by the hospital to send your doctor a note about your hospital stay so that he or she is up to date about healthcare that you have received.
- If you get tests done, the doctor can use the Mass HIway to send the results to other members of your healthcare team, like your specialist. This helps them coordinate your care. It can also save time and money by reducing the need for repeat tests.
- If you have a chronic condition your health insurer may manage care using the Mass HIway to communicate with your doctors to coordinate your care and help you stay healthy.
- Not all of your healthcare providers may be using the Mass HIway yet. There may be more benefits to you as more healthcare organizations use the Mass HIway.

Who can use the Mass HIway and why?

- Currently the Mass HIway may only be used by healthcare organizations (like doctors’ offices, hospitals, public health agencies, and health insurers).
- The Mass HIway can only be used for information sharing as allowed by federal and state privacy laws.
- You still need to give special permission for providers to request and receive certain sensitive information. You can speak to your healthcare provider about what information is sent over the Mass HIway.

Can I request my medical record from the Mass HIway?

- No. A patient’s medical record is not part of the Mass HIway system. Talk to your provider for information about how to obtain your medical records.

Want more information?

- Talk with your doctor or their office staff about how they are using the Mass HIway.
- Visit [www.masshiway.net](http://www.masshiway.net), email us at masshiway@state.ma.us, or call us at 1-855-MA-HIway (626-4529) and press 3.
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.

<table>
<thead>
<tr>
<th>Provider organization</th>
<th>First year the requirements apply</th>
<th>Submit by July 1, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute Care Hospitals</td>
<td>2017</td>
<td>Year 3 Attestation Form</td>
</tr>
<tr>
<td>Large and Medium Medical Ambulatory Practices</td>
<td>2018</td>
<td>Year 2 Attestation Form</td>
</tr>
<tr>
<td>Large Community Health Centers</td>
<td>2018</td>
<td></td>
</tr>
<tr>
<td>Small Community Health Centers</td>
<td>2019</td>
<td>Year 1 Attestation Form</td>
</tr>
</tbody>
</table>
The statutory requirement that provider organizations implement “interoperable EHR systems” that connect to the Mass HIway will be fulfilled by implementing HIway Direct Messaging.

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

1. The connection requirement gets progressively stricter in each year of implementation

2. Organizations that don’t meet the requirement are subject to penalties starting in Year 4

3. The 4 year phase-in period is based on when the provider organizations must be connected

<table>
<thead>
<tr>
<th>Organization type</th>
<th>Year 1</th>
<th>Year 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
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 complete a form detailing the reasons they were unable to meet the requirement.
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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
- Training on how to use Direct Messaging services and workflow implementation

Three tracks available to receive HAUS Services

- HAUS for MassHealth Accountable Care Organizations (ACOs), Community Partners (CPs), and Community Service Agencies (CSAs), in partnership with MassHealth
- HAUS for other healthcare organizations that need to connect to the Mass HIway for the purposes of meeting the regulations
- HIway participants interested in using Direct Messaging to support care coordination
To learn more, visit the MassHiway.net website

- Select Resources for additional info, or News and Events for on demand presentations
- 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 inquiries: MassHIway@state.ma.us
Email for technical support: MassHIwaySupport@state.ma.us
Website: www.MassHIway.net
Reasons to connect
Attestations
Pricing rates
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)
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…”
# 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>
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<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Annual Services Fee</td>
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<td>Annual Services Fee +</td>
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<td>LAND (per node)</td>
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<td>Annual Services Fee</td>
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<td>Webmail (per mailbox)</td>
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<tr>
<td>Tier 1</td>
<td>1a</td>
<td>Large hospitals/Health Systems</td>
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<tr>
<td>Tier 1</td>
<td>1b</td>
<td>Health plans</td>
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<tr>
<td>Tier 1</td>
<td>1c</td>
<td>Multi-entity HIE or Technical Integrator (see 14.1.1)</td>
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<td>$60</td>
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<tr>
<td>Tier 1</td>
<td>1d</td>
<td>Commercial imaging centers &amp; labs</td>
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<tr>
<td>Tier 2</td>
<td>2a</td>
<td>Small hospitals</td>
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<tr>
<td>Tier 2</td>
<td>2b</td>
<td>Large ambulatory practices (50+ licensed providers)</td>
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<tr>
<td>Tier 2</td>
<td>2c</td>
<td>Large LTCs (500+ licensed beds)</td>
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<tr>
<td>Tier 2</td>
<td>2d</td>
<td>Ambulatory Surgery Centers</td>
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<td>Tier 2</td>
<td>2e</td>
<td>Ambulance and Emergency Response</td>
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<td>$60</td>
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<tr>
<td>Tier 2</td>
<td>2f</td>
<td>Business associate affiliates</td>
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<tr>
<td>Tier 2</td>
<td>2g</td>
<td>Local government/Public Health</td>
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<td>Tier 2</td>
<td>2h</td>
<td>MassHealth ACO, CP, or CSA Technical Integrator (see 14.1.1)</td>
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<td>$10,000</td>
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<tr>
<td>Tier 3</td>
<td>3a</td>
<td>Small LTC (&lt;500 licensed beds)</td>
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<tr>
<td>Tier 3</td>
<td>3b</td>
<td>Large behavioral health (10+ licensed providers)</td>
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<tr>
<td>Tier 3</td>
<td>3d</td>
<td>Large FQHCs (10+ licensed providers)</td>
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<td>Tier 3</td>
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<td>Medium ambulatory practices (10-49 licensed providers)</td>
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<td>Tier 4</td>
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<td>Tier 4</td>
<td>4b</td>
<td>Home health, LTSS</td>
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<tr>
<td>Tier 4</td>
<td>4c</td>
<td>Small FQHCs (&lt;10 licensed providers)</td>
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<tr>
<td>Tier 4</td>
<td>4d</td>
<td>Small ambulatory practices (3-9)</td>
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<tr>
<td>Tier 4</td>
<td>4e</td>
<td>Community Service Agency (CSA)</td>
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<td>Tier 4</td>
<td>4f</td>
<td>CP or CSA management-only entity</td>
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<td>Very Small ambulatory practices (1-2)</td>
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