



Mass Hiway Newsletter

April 2019

For more information, visit www.masshiway.net
Refer a colleague to sign up for the newsletter [here](#)

HIT Council Meeting

The HIT Council meeting will be held on Monday, May 6, 2019, from 3:30-5pm at One Ashburton Place, Boston. Stay tuned for updates from the meeting in the May Mass Hiway newsletter.

Hiway Webmail Application Support

Have Hiway questions? Not sure where to turn? Check out some of the most commonly asked questions from healthcare providers to our Hiway team:

- *I'm having technical issues accessing or changing my Webmail account. What should I do?*
 - Contact the Mass Hiway support team for problems such as password reset, message delivery issues, or to change/delete an account.
 - Phone: **1-855-MA-Hiway (624-4929) option 2**
 - Email: MassHiwaySupport@state.ma.us.
- *I am using Webmail. How do I find a provider's Mass Hiway Direct address?*
 - There are three ways to find a provider's Hiway Direct address:
 - Search for a provider's name using the "Show Provider Search" option in the upper right corner of a new Webmail message.
 - Search for the organization the provider works for using the "Show Provider Search" to return a list of all department and individual direct addresses for that organization. The Hiway Connections Map on the Mass Hiway website lists all organizations with Mass Hiway Direct addresses:
<http://masshiway.net/HPP/Resources/HiwayConnectionsMap/index.htm>.
 - Contact Mass Hiway Support at the number listed above.
- *How can I schedule a Mass Hiway Webmail user training session at my organization?*
 - Send a request to MassHiway@state.ma.us.

More questions? Contact the Hiway team directly:



MassHiway@state.ma.us



1-855-MA-Hiway
(Options: 1 = Enrollment, 2 = Support, 3 = Information)

2019 Connection Requirement

For 2019, the [Mass Hlway Regulations](#) (101 CMR 20.00) require all Acute Care Hospitals, all Community Health Centers, and all Large and Medium Medical Ambulatory Practices to connect to and use the Mass Hlway. These organizations must have met the requirements by January 1, 2019 and must submit an attestation to the Mass Hlway between June 1 and July 31, 2019. If a Provider Organization cannot meet the specified requirement, it must complete an Exception Form for review and consideration by the Mass Hlway.



Acute Care Hospitals are required to both send AND receive information over the Mass Hlway to support a provider-to-provider communications use case, and must submit their Year 3 Attestation Forms.



Large Community Health Centers and Large and Medium Medical Ambulatory Practices must either send OR receive information as part of a provider-to-provider communications use case and submit their Year 2 Attestation Forms.



Small Community Health Centers are required to submit a Year 1 Attestation Form and use the Mass Hlway to support any qualified use case (provider-to-provider communications, public health reporting, quality reporting, OR payer case management).

The following resources can help your organization implement a provider-to-provider communications use case with a trading partner and be prepared to meet this requirement:

Webinar: HAUS for Providers Who Need to Meet the 2019 Connection Requirement

[Webinar Slides \(PDF\)](#)

Webinar: Mass Hlway Connection Requirement

[Webinar Slides \(PDF\)](#)

Webinar: Care Coordination using HIE and Mass Hlway

[Webinar Slides \(PDF\)](#)

For more information:

Hlway Connections Map

HIE Toolkit

Hlway Adoption and Utilization Support (HAUS) Services

The 2019 Mass Hlway Attestation Forms and Exception Form are now available [here](#). The PDF forms are for planning purposes only. All Provider Organizations must submit attestations using the online version of these forms (which will become available later this spring).

Hlway 2.0 Migration Almost Complete

The migration to Hlway 2.0 is almost complete, and time is running out for participants to upgrade to the new platform.

The anticipated shutdown for Mass Hlway 1.0 is **May 31, 2019.**

Participants who have not yet migrated must take immediate action to avoid discontinuation of their Hlway connection. If you have not yet migrated, please contact Hlway2.0Migration@state.ma.us to request assistance from an Account Manager.

For more information and instructions:

[Hlway 2.0 Migration Webinar](#)

[Hlway 2.0 Tutorial for Completing Required Forms](#)

Process Improvement Workshops



Join the Massachusetts eHealth Institute for a free Process Improvement Workshop to improve Meaningful Use (MU), Health Information Exchange (HIE), or other clinical care practices. MeHI will present practical ideas for effective team-building, coaching, understanding perspectives and personality traits, facilitating process-mapping, and other process improvement and change management topics.

The goal of the Workshop is to provide you with broadly applicable tools to improve your MU and HIE practices and workflows. The content is people and process-oriented, and only touches lightly on technical aspects. You'll engage in discussions to share your own experiences, team-building

activities to get to know the other participants, and hands-on exercises to select and address process challenges of the group's interest.

Organizations that need to meet the 2019 Hlway Connection Requirement are encouraged to take advantage of the Workshop to improve and streamline their HIE efforts. The Workshop may also help you identify where the Connection Requirement criteria overlap with MU objectives or other quality improvement programs.

Each Process Improvement Workshop consists of **two in-person sessions** presented at MeHI's Weiss Conference Center in Westborough, MA. A light breakfast and lunch will be served.

As the first session prepares you for the second, we advise you to attend both sessions. We also encourage you to attend with multiple people from your organization.

May Workshop

Friday, May 10th 9:30am-3:00pm and
Friday, May 17th 9:30am-3:00pm

[Register Here](#)

June Workshop

Friday, June 14th 9:30am- 3:00pm and
Friday, June 28th 9:30am-3:00pm

[Register Here](#)

Useful Webinars

HAUS Services

[Hlway Adoption and Utilization Support \(HAUS\)](#) Services are provided by EOHHS through the Mass Hlway. The goal of

2019 Connection and Attestation Requirements

Learn about the specific connection and attestation requirements your

HAUS is to help organizations implement HIE and leverage secure Direct Messaging to share healthcare information, such as discharge summaries, summaries of care, and referrals.

Target audience: Providers who need to meet the 2019 Hlway requirement, MassHealth Accountable Care Organizations, Community Partners, and Community Service Agencies.

HAUS Services Webinar recording

HAUS Services Webinar slides (PDF)

organization will need to meet in 2019.

Target audience: Providers who need to meet the 2019 Hlway requirement. This includes all Acute Care Hospitals, all Community Health Centers, and Large and Medium Medical Ambulatory Practices.

2019 Connection and Attestation Requirements Webinar recording

2019 Connection and Attestation Requirements Webinar slides (PDF)

HIT in the News



[MEDITECH](#) expands EHR subscription offering beyond critical access hospitals

Healthcare IT News

[ONC chief](#) Don Rucker on the current state and 'next frontier' of interoperability

Healthcare IT News

[Epic, Cerner](#) and others reveal just how their EHRs are interoperable



[Health IT solution](#) providers collaborate to improve patient matching



[VA teams up](#) with DirectTrust to improve interoperability



[ONC:](#) Hospitals Provide Health Data Access, But Many Don't Use It

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