



The Mass HIway Connection Requirement: *Overview of the Year 1 requirement*

May 2017



Today's presenters



Michael Chin, MD

Mass Health Senior Policy Analyst

*Assistant Professor, Department of Family Medicine & Community Health,
University of Massachusetts Medical School*

Michael.Chin@umassmed.edu



Murali Athuluri *Lead Mass Hlway Account Manager*

Executive MBA with Value Measurement in Healthcare, Harvard Business School

mathuluri@maehc.org

This presentation has been reviewed and approved by the Mass Hlway,
and the presenters are acting as authorized representatives of the Mass Hlway.

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 Hlway.



Mass Hlway webinars



- Past webinars and presentations are available on the Hlway website www.masshiway.net
- Go to “News and Events” and then select “Events”

The screenshot shows the homepage of the Mass Hlway website. The header includes the logo and the text "Welcome to the Massachusetts Health Information Hlway". A navigation menu is visible with the following items: Home, About, Services, Resources, News and Events, How to Join, Patients and Families, and Contact Us. The "News and Events" menu is highlighted with a red box, and its sub-menu is open, showing "Events", "In the News", and "Newsletters". The "Events" sub-menu item is also highlighted with a red box. Below the navigation, the breadcrumb trail reads "Home > News and Events > Events". The main content area is titled "Mass Hlway Events and Education" and contains the following text:

In person event:

- Friday, May 12, 2017, 10:00 AM-12:00 PM: Mass Hlway Event Notification Service Stakeholder Session in Holyoke, MA. Register [here](#).

Webinars listed below are held from 12:00-1:00 PM, Thursdays:

- May 18, 2017: Mass Hlway Connection Requirement Attestation Overview (Acute Care Hospitals). Register [here](#).
- June 8, 2017: Improving Care Coordination by Leveraging Mass Hlway Direct Messaging. Register [here](#).
- June 22, 2017: Mass Hlway 101. Register [here](#).
- June 29, 2017: Mass Hlway Event Notification Service Update. Register [here](#).

If there is a particular topic you want to learn more about, email us at masshiway@state.ma.us. For other health IT education and events, visit the Massachusetts eHealth Institute's [event calendar](#).

On Demand Presentations

- Mass Hlway Regulations Overview (April 2017): [PDF](#) \ [Video](#)
- Mass Hlway Guide to the Provider Directory: [PDF](#) \ [Video](#)



**This presentation was developed by staff from EOHHS, Mass Hlway,
and the Mass Hlway Account Management Team**

About the MA Hlway Account Management Team:

- Massachusetts eHealth Collaborative (MAeHC) was selected by EOHHS through an open bid process to serve as the Mass Hlway's Account Management team.
- Working in partnership with the Mass Hlway, our team delivers outreach, education, and on site user support services to the provider community and participants, with a goal of increasing adoption and effective utilization of the Mass Hlway across the Commonwealth.
- The Mass Hlway Account Management Team includes:
 - Mark Belanger
 - Murali Athuluri
 - Len Levine
 - Jennifer Monahan
 - Kelly Luchini



If your organization is interested in connecting to the Mass Hlway contact any member of the Mass Hlway Account Management Team:

- ✓ Enrollment
- ✓ Onboarding
- ✓ Addressing
- ✓ Connection steps
- ✓ Use case identification
- ✓ Exchanging with your trading partners



Murali Athuluri
Lead Hlway Acct. Manager
(781) 296-3857
mathuluri@maehc.org



Len Levine
LLevine@maehc.org



Kelly Luchini, PMP
Kluchini@maehc.org



Jennifer Monahan
JMonahan@maehc.org



Get Started



Using the Mass HIway is as easy as 1-2-3!

1. **Ask your 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. **Exchange** with your trading partners!

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



- 1. Introduction to the Mass HIway and the Mass HIway Regulations**
- 2. Overview of the HIway connection requirement**
- 3. Year 1 of the HIway connection requirement**
- 4. Conclusion**



What is the Mass Hlway?



The Mass Hlway is the statewide, state-sponsored Health Information Exchange (HIE) operated by the Executive Office of Health and Human Services (EOHHS).

- **Mission:** The mission of the Mass Hlway is to enable health information exchange by health care providers and other Mass Hlway Users regardless of affiliation, location or differences in technology.
- **The Mass Hlway has two core functions:**
 - **Function #1 – Hlway Direct Messaging:**
i.e., a secure method of sending a transmission from one Mass Hlway User to another, where the Hlway does not use, analyze or share information in the transmissions
 - **Function #2 – Hlway-Sponsored Services:**
i.e., services such as the forthcoming state-wide Event Notification Service (ENS), where the Hlway may use, analyze, and/or share the minimal amount of information necessary to conduct the service, on behalf of Hlway Participants
- **The Mass Hlway does not currently function as a clinical data repository**
- **The Mass Hlway provides health information exchange across the state:**
 - Over 1,000 Hlway Participants, including organizations across the care continuum (including hospitals from 60+ organizations, ambulatory providers, long-term care facilities)



Hlway Direct Messaging offers a secure method for transmitting messages between Hlway Users for a wide variety of use cases

- **In April 2017, over 7 million Hlway Direct Messages were transmitted per month**
 - This included over 200,000 Provider-to-Provider transmissions (an 18% increase from April 2016)
- **Mass Hlway Direct Messaging allows secure transmission of information to support a wide variety of use cases, within several categories.**
 - Use case categories include: Public Health Reporting, Provider-to-Provider Communications, Payer Case Management, Quality Reporting (as per the Mass Hlway Policies & Procedures)
- **Hlway Users can connect to the Mass Hlway by one of several connectivity options. This has supported broad participation in the Mass Hlway.**
 - Hlway Participants can connect to the Mass Hlway by several methods:
 - Direct EHR connection
 - a Local Access for Network Distribution (LAND) appliance connection
 - a Hlway Trusted Health Information Service Provider (HISP)
 - a Webmail connection, which does not require an EHR
 - As a result of the multiple connectivity options the Mass Hlway currently works with more than 44 EHR vendors, 23 HISPs, and 7 integration engines, through 13 deployment variations.



The main purpose of the Mass Hlway Regulations is to:

- Establish requirements for organizations that use the Mass Hlway
- Implement the state statutory requirement for providers to connect to the Mass Hlway (which is referred to in this presentation as the *Hlway connection requirement*)
- Establish the mechanism to allow patients to opt-in and opt-out of the Mass Hlway
- **The regulations require that information be transmitted via Hlway Direct Messaging in compliance with applicable federal and state privacy laws and implementing regulations, and thereby aligns the use of Hlway Direct Messaging with other modes of transmission (e.g., sending information by fax or phone).**
- **The Mass Hlway Regulations went into effect on February 10, 2017.**
- **In March 2017, EOHHS and the Mass Hlway released supporting documents related to the Mass Hlway Regulations:**
 - [Mass Hlway Regulations Summary](#)
 - [Mass Hlway Regulations FAQs](#)
 - [Mass Hlway Policies & Procedures \(version 3\)](#)
 - [Mass Hlway Fact Sheet for Patients](#)
- **In April 2017, the Hlway hosted a *Mass Hlway Regulations Overview* (via webinar)**



- 1. Introduction to the Mass Hlway and the Mass Hlway Regulations**
- 2. Overview of the Hlway connection requirement**
- 3. Year 1 of the Hlway connection requirement**
- 4. Conclusion**



The Hiway connection requirement is implemented using a phased-in approach.

The phased-in approach has four aspects:

- 1. Three types of Provider Organizations (i.e., Acute Care Hospitals, Large & Medium Medical Ambulatory Practices, Community Health Centers) have connection dates that are specified in the regulations.**

EOHHS anticipates that Provider Organizations which are not specified in the regulations will be required to connect at a future date, with future guidance providing at least one year notice for affected organizations to connect.

- 2. The three types of Provider Organizations have an initial “Year 1” connection requirement between 2017 and 2019.**
- 3. How Provider Organizations fulfill the Hiway connection requirement is phased-in over four years, with penalties for not meeting the requirement beginning in Year 4.**
- 4. The statutory requirement that providers implement “interoperable EHR systems” that connect to the Mass Hiway is fulfilled by implementing Hiway Direct Messaging.**



Section 20.06 of the Mass HIway Regulations provide the definitions of the Provider Organizations that have HIway connection dates specified in the regulations.

- **Acute Care Hospital:**
 - hospital licensed under M.G.L. c111 s.51 , and the teaching hospital of UMass Medical School
 - see the *List of Health Care Facilities Licensed or Certified by the Division* available [here](#).*
- **Medical Ambulatory Practice:**
 - an organization that includes licensed providers who provide primary or specialty outpatient health care
 - *Large Medical Ambulatory Practice:* more than 50 licensed providers
 - *Medium Medical Ambulatory Practice:* 10 to 50 licensed providers
 - *Small Medical Ambulatory Practice:* less than 10 licensed providers
- **Community Health Center (CHC):**
 - A Federally Qualified Health Center (FQHC) or a FQHC look-alike (as defined by HRSA), or
 - An organization that files cost reports as a CHC, as requested by the Health Policy Commission
 - *Large CHC:* 10 or more licensed providers
 - *Small CHC:* less than 10 licensed providers

*This list is referred to as the *Massachusetts Licensed or Certified Health Care Facility/Agency Listing* in Section 20.06 of the Regulations



Section 20.06 of the Mass HIway Regulations provides details regarding the definitions that are mentioned in the previous slide. These details include the following:

- **Licensed providers:** For the definitions in Section 20.06 of the regulations, *licensed providers* are limited to include medical doctors, doctors of osteopathy, nurse practitioners, or physician assistants.
- **How to calculate the number of licensed providers:** For the purposes of the regulations, the number of licensed providers that a Provider Organization has is calculated based on the number of licensed providers that provide health care services to patients on behalf of the provider organization in the month of June prior to that organization's initial required connection date to the Mass HIway, regardless of employment status.



The HIway connection requirement follows a four-year phased-in approach that progressively encourages use of the Mass HIway for Provider-to-Provider communications and bi-directional exchange of health information.

How Provider Organizations connect:

- Year 1: Send or receive HIway Direct Messages for **at least one use case**.
The use case may be within **any category** of use cases.
- Year 2: Send or receive HIway Direct Messages for **at least one use case that is within the Provider-to-Provider Communications category** of use cases.
- Year 3: **Send** HIway Direct Messages for at least one use case, **and also receive** HIway Direct Messages for at least one use case. Both of these uses cases should be within the **Provider-to-Provider Communications category** of use cases.
- Year 4: The provider organization may be **subject to penalties**, if that organization has not met the requirements established in this section. Penalties do not take effect until Year 4 of the connection requirement (i.e., in January 2020, at the earliest).

Acute Care Hospitals: In addition to using HIway Direct Messaging, Acute Care Hospitals are also required to send Admission Discharge Transfer notifications (ADTs) to the Mass HIway within 12 months of the ENS' launch as a part of the HIway connection requirement.



- 1. Introduction to the Mass Hlway and the Mass Hlway Regulations**
- 2. Overview of the Hlway connection requirement**
- 3. Year 1 of the Hlway connection requirement**
- 4. Conclusion**



Year 1 Attestation Form: Who, When, How



In 2017, Acute Care Hospitals are the only provider organizations required to connect to the Mass Hlway and to submit the Year 1 Attestation Form. Other organizations have these requirements in later years.

- **Who & When:** Provider organizations that have Hlway connection dates that are specified in the regulations are required to submit a Year 1 Attestation Form by July 1st after their initial Hlway connection requirement.

Provider Organization	Date of the “Year 1” Hlway connection requirement	Due date of the Year 1 Attestation Form
Acute Care Hospitals	February 10, 2017	July 1, 2017
Large and Medium Medical Ambulatory Practices	January 1, 2018	July 1, 2018
Large Community Health Centers	January 1, 2018	July 1, 2018
Small Community Health Centers	January 1, 2019	July 1, 2019

- **How:** Year 1 Attestation Forms should be submitted to the Mass Hlway (via email at: MassHlwayAttestation@state.ma.us)
- The Year 1 Attestation Form (&instructions) are available on the [Mass Hlway web page](#) in two places (i.e., as Appendix B in the [Hlway Policies & Procedures \(version 3\)](#) and as [a stand-alone PDF document](#))



Year 1 Attestation Form



- The Year 1 Attestation Form is available at the Mass Hlway website: www.masshiway.net
- Go to “Resources” and then select “Participant Forms”

The screenshot shows the website header with the logo and the text "Welcome to the Massachusetts Health Information Hlway". Below the header is a navigation menu with the following items: Home, About, Services, Resources, News and Events, How to Join, Patients and Families, and Contact Us. The "Resources" menu item is highlighted with a red box. A dropdown menu is open under "Resources", listing the following options: Use Cases & Success Stories, Participant List, HISP and Vendor Participants, Meaningful Use, and Participant Forms. The "Participant Forms" option is highlighted with a red box. Below the navigation menu, the breadcrumb trail reads "Home > Resources > Participa". The main content area shows a heading "Mas s Hlway Participant D" followed by a list of bullet points. The first bullet point is partially visible and includes the text "Mass Hlway Policies & Pro" and "ensure it is used in a safe,". The second bullet point is fully visible and includes the text "Provider Organizations with required dates for connecting to the Mass Hlway must submit information regarding 1) whether or not they have an EHR, and 2) how their EHR, if any, connects to the Mass Hlway. Acute Care Hospitals will attest to completing the connection requirement using the PDF [Mass Hlway Attestation Form](#). Future attestations will be completed in an online format. Details are forthcoming. Please review the form for instructions." The third bullet point is partially visible and includes the text "The Mass Hlway Change Control Board has released approved dates for anticipated, required Mass Hlway maintenance for 2017. Click [here](#) for a printable schedule. Please note that even though these dates are scheduled, it does not mean that maintenance will need to occur. All effort will be made by the Mass Hlway to adhere to these".



Year 1 Attestation Form: What



The Year 1 Attestation Form is two pages long, and must be used by provider organizations that have a Hlway connection requirement date. The form will provide information about how the organization met the requirement, their EHR (if they have one), and how they connect to the Mass Hlway.

The Year 1 Attestation Form collects the following information:

1. How the organization met the Year 1 Hlway connection requirement:

- **The Year 1 requirement:** To send or receive Hlway Direct Messages for at least one use case (The use case may be within any category of use cases)
- **Questions on the attestation form include:**
 - The use case is within what category of use cases?
Categories include: (1) Provider-to-Provider Communications, (2) Payer Case Management, (3) Quality Reporting, (4) Public Health Reporting, (5) Other
 - Describe the use case
 - Approximate # of Hlway Direct Messages per month for the use case

2. Describe whether or not the organization has an EHR (and if so, how does it connect to the Hlway):

- **Questions on the attestation form include:**
 - Name and version of the EHR?
 - Is the EHR an ONC Certified Health IT Product?
 - How is the organization connecting to the Hlway?
Options include: (1) EHR directly to Hlway, (2) EHR via a HISP, or (3) via Mass Hlway webmail



Year 1 Attestation Form



The Year 1 Attestation Form is available here:

http://www.masshiway.net/HPP/cs/groups/hpp/documents/document/b3jt/x3ll/~edisp/attestation_form_year1.pdf

Attestation Form Year 1 Mass HIway Connection Requirement



Purpose: This attestation form shall be completed by Provider Organizations in order to report compliance with the statutory requirement that Provider Organizations implement fully interoperable electronic health record systems that connect to the Mass HIway. (Mass HIway Regulations). The Mass HIway is the Commonwealth's state-wide, state-sponsored health information exchange. Instructions for this form appear as footnotes.

An authorized individual at the applicable Provider Organization should complete this attestation form, then print, sign, and email the completed form to the Mass HIway at MassHIwayAttestation@state.ma.us by the dates specified in the instructions.¹

1. Name of the Provider Organization:²
2. Street Address of the Provider Organization:³
3. Provider Organization Tax ID (TIN):⁴
4. Description of the Use Case that has been implemented to meet the Year 1 connection requirement:
 - a) Descriptive name for the Use Case:⁵
 - b) Date that the Use Case was implemented (MM/YYYY):⁵
 - c) Category of Use Case (select only one):⁷

<input type="checkbox"/> Provider to Provider Communications	<input type="checkbox"/> Quality Reporting
<input type="checkbox"/> Payer Case Management	<input type="checkbox"/> Public Health Reporting
<input type="checkbox"/> Other (please specify)	
 - d) Does this Use Case involve the Provider Organization sending a HIway Direct Message, or receiving a HIway Direct Message, or both? (Select only one of the three following options):

<input type="checkbox"/> The Use Case involves the Provider Organization <u>sending, but not receiving</u> a HIway Direct Message.
<input type="checkbox"/> The Use Case involves the Provider Organization <u>receiving, but not sending</u> a HIway Direct Message.
<input type="checkbox"/> The Use Case involves the Provider Organization <u>both sending and receiving</u> a HIway Direct Message.
 - e) Name of the other entity (or entities) participating in the exchange of information for the Use Case:⁸

Please check the box below, to confirm that you have coordinated with the other entity (or entities) for this Use Case, in order to establish that the other entity is receiving and able to use the transmission.

The Provider Organization attests that the work flow or process for this Use Case has been coordinated with the other entity (or entities) listed in 4(e).
 - f) Describe the scope of the activity addressed by the Use Case: ⁹
 - g) Describe the scope of the organization(s) involved in the Use Case: ¹⁰
 - h) Approximate expected message volume per month. ¹¹

5. EMR / EHR system that the Provider Organization is currently using:
 - a) Is your Provider Organization using an Electronic Medical Record (EMR) or an Electronic Health Record (EHR) system for the Use Case described in the previous question (yes / no):¹²

If the answer to question 5a is "yes", then answer questions 5b through 5e:
 - b) Name of the EMR / EHR system:¹³
 - c) Version of the EMR / EHR system:¹⁴
 - d) How is the EMR / EHR system connecting to the Mass HIway (please select only one):

<input type="checkbox"/> directly to the Mass HIway
<input type="checkbox"/> via a HISP other than the Mass HIway
 - e) Is the EMR / EHR system an ONC Certified Health IT Product (yes / no):¹⁵

If the answer to question 5a is "no", then answer question 5f:
 - f) How is your Provider Organization connecting to the Mass HIway (please select all that apply):

<input type="checkbox"/> via Mass HIway Webmail
<input type="checkbox"/> via some other method (please specify)
6. Contact information for the person(s) at the Provider Organization if the Mass HIway has technical or operational questions regarding this Attestation form:¹⁶
 - a) First/Last Name and Title: _____
Phone: _____ Email address: _____
Role in relation to the Mass HIway: _____
 - b) First/Last Name and Title: _____
Phone: _____ Email address: _____
Role in relation to the Mass HIway: _____
 - c) First/Last Name and Title: _____
Phone: _____ Email address: _____
Role in relation to the Mass HIway: _____
7. Signature:

As an authorized representative of the Provider Organization listed in Question #1, above, I attest that I am authorized to complete and submit this Attestation Form, that I have read the questions, and that the information submitted is true and correct.¹⁷

 - a) Signature: _____
 - b) First and Last Name, printed: _____
 - c) Title: _____
 - d) Date signed: _____ Month: ____ Day of Month: ____ Year: ____
 - e) Work phone #: _____
 - f) Email address: _____





The following slides walk through each of the questions on the Year 1 Attestation Form

1. Name of the Provider Organization: ____

- *Example: George Washington Hospital*

2. Street Address of the Provider Organization: ____

- Please provide the street address of the Provider Organization
- In some cases, the street address may be different than the address of the administrative offices of the Provider Organization

3. Provider Organization Tax ID (TIN): ____

- This information is needed to help identify the Provider Organization that is completing the attestation form.



4. Description of the Use Case that has been implemented to meet the Year 1 connection requirement:

- a) Descriptive name for the Use Case: _____
- b) Date that the Use Case was implemented (MM/YYYY): _____
- c) Category of Use Case (select only one):
 - Provider to Provider Communications
 - Payer Case Management
 - Quality Reporting
 - Public Health Reporting
 - Other (please specify) _____
- d) Does this Use Case involve the Provider Organization sending a HIway Direct Message, or receiving a HIway Direct Message, or both? (Select only one of the three following options):
 - The Use Case involves the Provider Organization sending, but not receiving a HIway Direct Message.
 - The Use Case involves the Provider Organization receiving, but not sending a HIway Direct Message.
 - The Use Case involves the Provider Organization both sending and receiving a HIway Direct Message.



e) Name of the other entity (or entities) participating in the exchange of information for the Use Case: _____

Please check the box below, to confirm that you have coordinated with the other entity (or entities) for this Use Case, in order to establish that the other entity is receiving and able to use the transmission.

The Provider Organization attests that the work flow or process for this Use Case has been coordinated with the other entity (or entities) listed in 4(e).

f) Describe the scope of the activity addressed by the Use Case: _____

g) Describe the scope of the organization (s) involved in the Use Case: _____

h) Approximate expected message volume per month. _____



5. EMR / EHR system that the Provider Organization is currently using:

- a) Is your Provider Organization using an Electronic Medical Record (EMR) or an Electronic Health Record (EHR) system for the Use Case described in the previous question (yes / no)

If the answer to question 5a is "yes", then answer questions 5b through 5e:

- b) Name of the EMR / EHR system: _____.
- c) Version of the EMR / EHR system: _____.
- d) How is the EMR / EHR system connecting to the Mass Hlway (please select only one):
- directly to the Mass Hlway
 - via a HISP other than the Mass Hlway
- e) Is the EMR / EHR system an ONC Certified Health IT Product (yes / no): _____

If the answer to question 5a is "no", then answer questions 5f:

- f) How is your Provider Organization connecting to the Mass Hlway (please select all that apply):
- via Mass Hlway Webmail
 - via some other method (please specify) _____



Year 1 Attestation Form: Q#6 & #7



6. **Contact information** for the person(s) at the Provider Organization if the Mass HIway has technical or operational questions regarding this Attestation form: (up to 3 persons may be listed)

7. **Signature:** As an authorized representative of the Provider Organization listed in Question #1, above, I attest that I am authorized to complete and submit this Attestation Form, that I have read the questions, and that the information submitted is true and correct.



Year 1 Attestation Form: Process



- Questions about the Year 1 Attestation Form should be sent via email to: MassHlway@state.ma.us, with the subject line of *"Year 1 Attestation Form"*
- Completed Year 1 Attestation Forms should be sent via email to: MassHlwayAttestation@state.ma.us
- The Mass Hlway will send an email notification confirming receipt of the Year 1 Attestation Form.



- 1. Introduction to the Mass Hlway and the Mass Hlway Regulations**
- 2. Overview of the Hlway connection requirement**
- 3. Year 1 of the Hlway connection requirement**
- 4. Conclusion**



Past Hlway webinars are available on the Mass Hlway website:

- Go to the Mass Hlway website at www.masshiway.net
- Then, go to “*News & Events*” and next select “*Events*”

Upcoming Mass Hlway events and webinars:

- **Mass Hlway Webinars:** (all webinars are Thursdays, noon-1pm)
 - June 8, 2017: Improving Care Coordination by Leveraging Mass Hlway Direct Messaging
 - June 22, 2017: Mass Hlway 101
 - June 29, 2017: ENS Update for the community



Thank you!

The Massachusetts Health Information Highway (Mass HIway)

Phone: 1.855.MA-HIWAY (1.855.624.4929)

Email for General Inquires: MassHIway@state.ma.us

Email for Technical Support: MassHIwaySupport@state.ma.us

Website: www.MassHIway.net



Appendix A:

***Selected slides from the HIway Regulations Overview,
presented at the April 2017 Mass HIway Webinar***



Use Cases for Hlway Direct Messaging



Use Case Categories	Example Use Cases
Provider-to-Provider Communications	<ul style="list-style-type: none"> • Hospital sends a discharge summary to a Skilled Nursing Facility (SNF) or Long Term/Post Acute Care (LTPAC) facility • Primary Care Provider (PCP) sends a referral notice to a specialist • Specialist sends consult notes & updated medications list to patient’s PCP • Hospital ED requests a patient’s medical record from a PCP • PCP sends a CCD or C-CDA with Problems, Allergies, Medications, and Immunizations (PAMI) to a Hospital caring for their patient
Payer Case Management	<ul style="list-style-type: none"> • ACO sends quality metrics to a payer • Provider sends lab results to a payer • Provider sends claims data to payer
Quality Reporting	<ul style="list-style-type: none"> • Provider sends clinical data to Business Associate for quality metrics analysis • Provider sends quality metrics to Business Associate for report preparation
Public Health Reporting	<ul style="list-style-type: none"> • Provider sends to DPH: <ul style="list-style-type: none"> ○ Massachusetts Immunization Information System (MIIS) ○ Syndromic Surveillance (SS) ○ Opioid Treatment Program (OTP) ○ Childhood Lead Paint Poison Prevention Program (CLPPP) • Provider sends to other agencies: <ul style="list-style-type: none"> ○ Occupational Lead Poisoning Registry (Adult Lead) ○ Children’s Behavioral Health Initiative (CBHI)



The regulations describe what information may be transmitted via HIway Direct Messaging

- Information may be transmitted via HIway Direct Messaging in compliance with applicable federal and state privacy laws and regulations (e.g., HIPAA, 42 CFR Part 2, M.G.L. Chapter 93H).
- This aligns the use of HIway Direct Messaging with other modes of transmission (e.g., sending information by fax or phone).
- Mass HIway Users have the option of implementing a local opt-in and/or opt-out process that applies to the use of HIway Direct Messaging by their organization.



The regulations describe that an **opt-in opt-out mechanism for HIway-Sponsored Services** will be implemented and operated by the Mass HIway once these services are launched by the Mass HIway.

- Opt-in by written notice: The opt-in mechanism will be fulfilled by HIway Participants informing patients through written notice how the HIway Participant intends to use HIway-Sponsored Services, and how the patient can opt-out of HIway-Sponsored Services.
- Centralized opt-out: The Mass HIway or its designee will administer a centralized opt-out system for HIway-Sponsored Services that will implement a mechanism for individuals to choose not to participate in HIway-Sponsored Services.
- Supplemental local processes: HIway Participants can elect to implement additional local opt-in and/or opt-out processes that apply to their organization's use of HIway-Sponsored Services; these additional processes must supplement and not replace the HIway's opt-in opt-out mechanism.



For patients:

- Key information for patients about the HIway is provided in the updated *HIway Fact Sheet for Patients*.
- The Mass HIway does not currently function as a clinical data repository that holds electronic medical records for individuals. Patient's electronic health record(s) are held by specific provider organizations and not the Mass HIway.

The Mass HIway: Fact Sheet for Patients



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 (flash 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 case manager can use 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 itself 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, email us at masshiway@state.ma.us, or call us at 1-855-MA-HIway (624-4929) and press 3.