

Commonwealth of Massachusetts
Executive Office of Health and Human Services



Mass HIway Provider Directory Webinar

May 5, 2016



Today's Speakers



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Massachusetts eHealth Collaborative



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Presentation Goals



Today's presentation goals are:

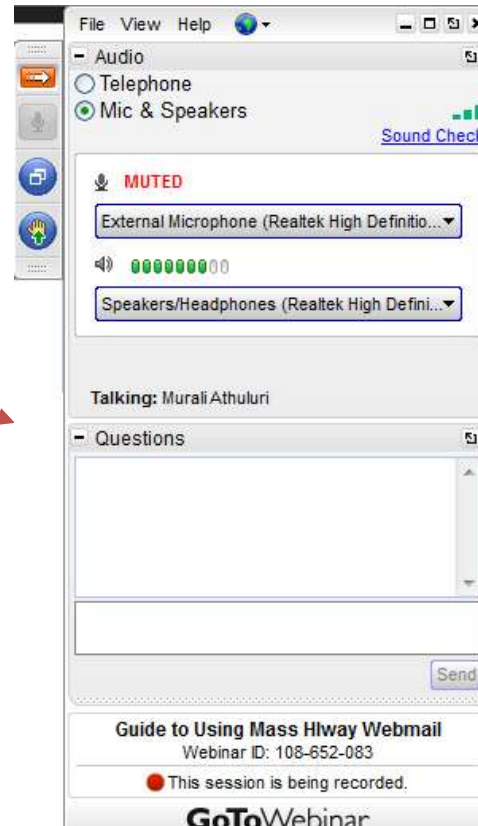
- To have an understanding of Mass HIway Direct Secure Messaging service and the current progress
- To define what the Mass HIway Provider Directory (PD) can do for you
- To provide Massachusetts healthcare providers with information to help them access and use the PD
- To cover basic process questions:
 - How to access addresses
 - How to set up addresses
 - How to keep addresses current
- To review your questions



Interactive Session



Please use the webinar's questions function to submit a question or comment to discuss during the presentation



Or feel free to contact us directly after the presentation, we will provide complete contact information on the final slide and distribute this presentation via e-mail



What is the Mass Hlway?



The Mass Hlway is the statewide Health Information Exchange (HIE) providing secure, electronic transport of health-related information between health care organizations and providers regardless of affiliation or technology.

The Mass Hlway offers two services:

1. **Direct Messaging** - Secure point-to-point transport of electronic patient health information among healthcare organizations and authorized government agencies for purposes of patient treatment, payment, or operations.
2. **Query and Retrieve** – *Relationship Listing Service (RLS) for locating healthcare organizations that hold records for a particular patient. Medical Record Request (MRR) service for initiating a query for a patient's records. → early adopter phase*

The Mass Hlway is not a clinical data repository HIE and holds no clinical information. The Mass Hlway is also not the state health insurance exchange known as the Health Connector.



What can you send?



Mass Hlway is “content agnostic,” and does not restrict message types

Patient clinical information:

- Summary of Care / Transition of Care Record (TOC)
- Request for Patient Care Summaries
- Discharge Summaries
- Referral Summary Information
- Specialist Consult Notes
- Progress Notes

Quality reporting:

- Information for calculation and reporting of clinical quality measures

Patient clinical alerts:

- Emergency Department Notification
- Mortality Notification
- Transfer Notification
- Disposition Notification (admit/discharge)

Public Health Reporting:

- Securely comply with reporting regulations for the department of public health



Public Health Registry Connectivity



Mass DPH Registries & other state Applications connected with Mass Hlway:

- Massachusetts Immunization Information System (MIIS)
- Electronic Lab Reporting (ELR)
- Syndromic Surveillance (SS)
- Massachusetts Cancer Registry (MCR)
- Opioid Treatment Program (OTP)
- Childhood Lead Poisoning Prevention Program (CLPPP)
- Occupational Lead Poisoning Registry (Adult Lead)
- E-Referral

In Testing:

- Prescription Monitoring Program (PMP)

For those submitting to DPH Contact DPH registry for program specific guidelines for specific data and format required.



Mass Hlway Participants



There are currently 650+ participant organizations signed up for the Hlway.

- The full participant list is available at <http://masshiway.net/HPP/Resources/ParticipantList/index.htm>

The Provider Directory contains over 7,000 addresses (department and individual level addresses included)

- The latest Provider Directory extracts are available at the Mass Hlway website <http://masshiway.net/HPP/Services/ProviderDirectory/index.htm>. You will need to sign up to receive monthly notifications of PD extract updates



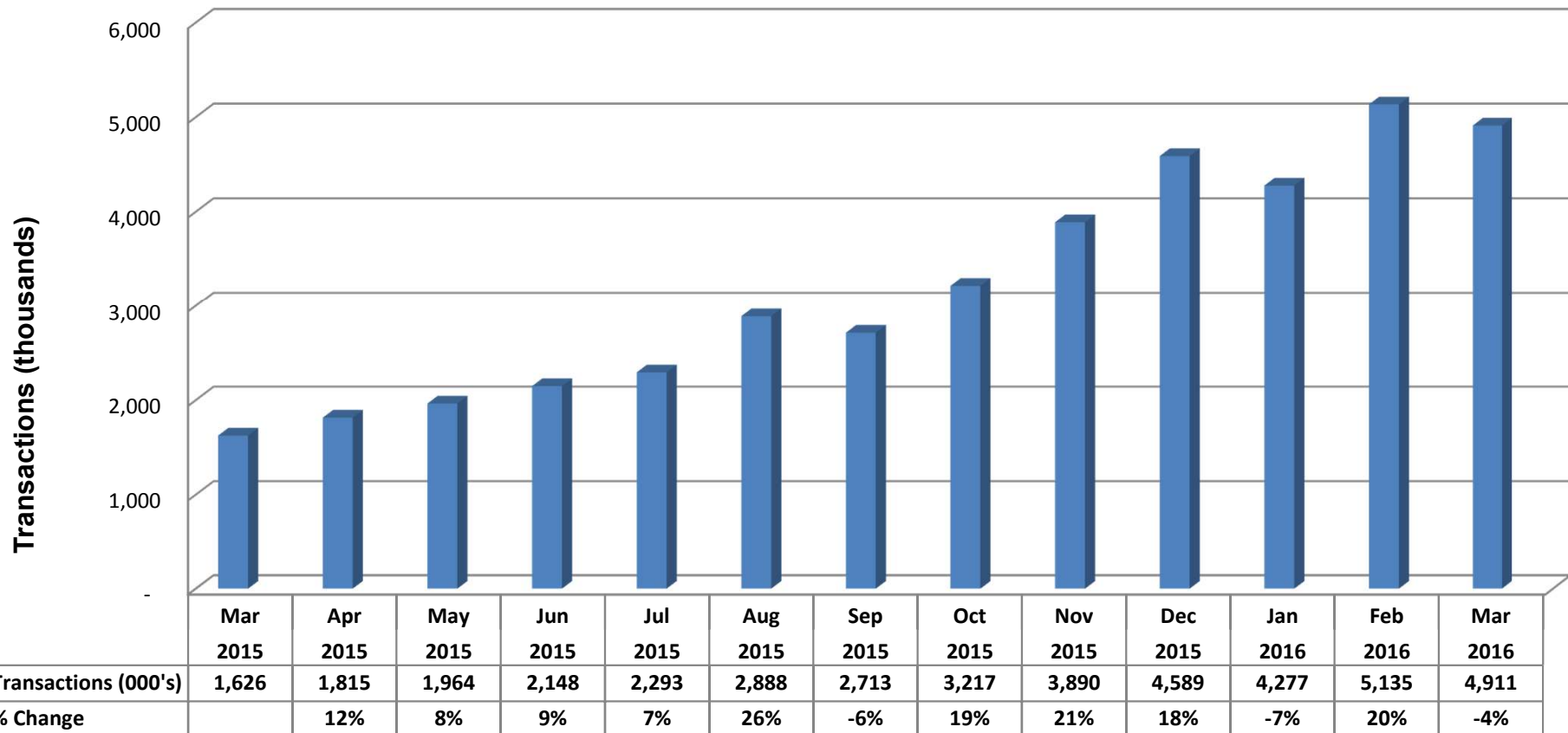
HIway Transaction Activity



13 Month HIway Transaction Activity

4,910,774 Transactions* exchanged in March (2/21 to 3/20/2016**)

50,159,860 Total Transactions* exchanged inception to date



* Note: Includes all transactions over Mass HIway, both production and test

** Note: Reporting cycle is through the 20th of each month.

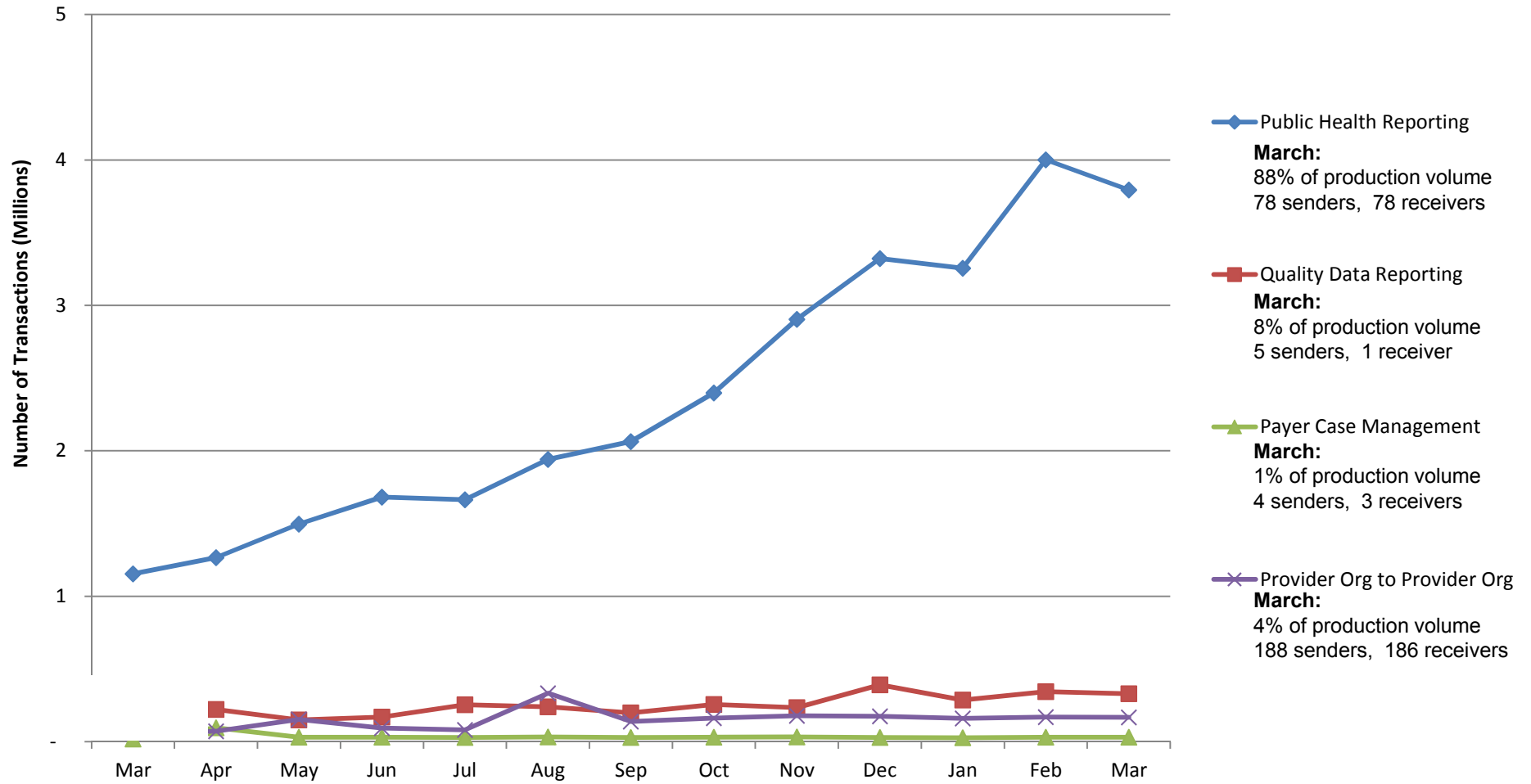


HIway Transaction Analysis



13 Month HIway Production Transaction Trends by Use Case Type

88% of HIway activity in March* was for production transactions







* Note: Reporting cycle is through the 20th of each month.



How can you connect?



User types

-  Physician practice
-  Hospital
-  Long-term care
Other providers
Public health
Health plans
-  Ancillary services

Connectivity options



EHR connects directly



EHR connects through
LAN Appliance



Browser access to
webmail inbox

Additional connection

Vendor HISP

HIE Services





EHR Vendors Connected or Implementing



- ADS
- Allscripts
- Amazing Charts
- Aprima
- Athenahealth
- BayCIS/ehana/AMS
- Care at Hand
- Carelogic
- Cerner
- CPSI
- Credible
- Dentrix
- Eaglesoft Clinician
- eClinicalWorks
- EMA Modernizing Medicine
- eMDs
- encite
- EPIC
- Flatiron (oncologyEHR)
- GE Centricity
- gEHRiMed
- Greenway
- HealthWyse
- HermesIQ
- Homecare Homebase
- InterSystems
- LMR
- Lytec
- MatrixCare
- McKesson
- Medflow
- MEDITECH
- MediTouch
- MedNet Medical Solutions
- Netsmart
- Nextech
- NextGen
- OCHIN (Epic)
- Office Praxium
- Point N Click
- PointClickCare
- Practice Fusion
- Practice Partners
- Quest
- Siemens
- SMART
- Soarian
- Spring Charts
- STC
- Unitcare
- WebOMR
- Zoll ePCR



Mass Hlway HISP Connections



Note: Transactions between or among private HISPs are not visible to Mass Hlway and do not go through Mass Hlway.

Example: Exchange between athenahealth & surescripts



What is the Mass Hlway PD?



The Mass Hlway Provider Directory (PD) is a searchable directory of individual and organizational healthcare providers.

What PD is for:

- Provides destination addresses for Direct messaging (i.e. Direct email address)
- Stores the specific details such as organization name, provider first name, last name, specialty, contact information, NPI and personal/organizational email address along with the Direct email address

If you would like to figure out what organizations/individuals to exchange information with, what data to exchange, and how - this is best done through discussions with your high priority information trading partners - Your Mass Hlway Account Manager can help you broker these discussions



How to set up Mass Hlway Direct Addresses (1 of 2)



Planning for Address Setup:

- Examine your current patient information flows in and out of your organization
- Determine how you would like your organization, departments and providers to be represented to others
- Assess your vendors' (EHR, Integration Engine) capabilities to send and receive and any specific routing information they require
- Your Mass Hlway Account Manager will help you and can provide addressing conventions used by current Mass Hlway participants

Adding Users and Addresses:

- Access Administrators from your organization are accountable for authenticating and authorizing your organization's users
- Access Administrators submit Address information using the *Hlway Directory Provider Upload File (.xls)*.
- Your Mass Hlway Account Manager will help you every step of the way



How to set up Mass Hlway Direct Addresses



Participant requests and Mass Hlway provides the domain name by organization:

- Domain name direct.ParticipantA.masshiway.net

Participant provides Organizational, Department, and/or individual level addresses:

- Organizational Direct Address Participant.A@direct.ParticipantA.masshiway.net
- Department Direct Address medical.records@direct.ParticipantA.masshiway.net
- Individual Provider Direct Address
firstname.lastname.npi1234@direct.ParticipantB.masshiway.net
- Note: Webmail boxes can have multiple users who access a single account

Participant provides minimal data set with addresses to aid others in searching for and finding addresses including alternative contact for verification (e.g., Phone #)



Mass Hlway Direct Address examples



Mass Hlway HISP – Individual Address:

Endpoint → Murali.Athuluri@direct.outreachdemo.masshiway.net ← Domain

Mass Hlway HISP – Organization Address:

QDC@direct.maehc.masshiway.net / testing1@direct.eohhs.masshiway.net

Mass Hlway HISP – Departmental Direct email address:

IT@direct.eohhs.masshiway.net or eohhs.it@direct.eohhs.masshiway.net

Participant provides minimal data set with addresses to aid others in searching for and finding addresses including alternative contact for verification (e.g., Phone #)



Third Party HISP Direct Addresses



Third-Party HISP Direct addresses examples:

john.smith@practicename.eclinicaldirect.com

john.smith.x@xxxx.direct.athenahealth.com

John.smith@XXXX.circlehealthdirect.org

Direct Messages between Mass Hlway Participants use the Mass Hlway.

Murali.Athuluri@direct.joesprimarycare.masshway.net

john.smith@direct.cityhospital.Masshway.net

Direct Messages between Third Party HISPs and Mass Hlway Participants use the Mass Hlway.

Murali.Athuluri@direct.outreachdemo.masshway.net

johnsmith@xxxxx.allscriptsdirect.net

Direct Messages between two Third Party HISPs do not travel on the Mass Hlway.

john.smith@practicename.eclinicaldirect.com

johnsmith@xxxxx.allscriptsdirect.net





How to Access Provider Directory



Ways to Access Addresses:

- **Manual Entry**
 - If your EHR allows it, you may directly enter a known address manually
- **Webservices**
 - Participants looking to integrate PD into internal workflows via their EHR system can use our PD Webservice to search and retrieve provider/organization/department direct address
 - PD Webservice is also available for LAND connection
- **Within Webmail**
 - Mass Hlway Secure Webmail has a provider lookup function
- **By using manual PD Extract (CSV/Excel) file**
 - If your EHR has directories, they may be integrated with Mass Hlway PD (vendor dependent)
 - Mass Hlway distributes PD to participating participants and vendors upon request by issuing a monthly notification and password – You may then download the PD extract from Mass Hlway website <http://masshiway.net/HPP/Services/ProviderDirectory/index.htm>

You may get on the Provider Directory distribution list by emailing us at masshiwaysupport@state.ma.us



Mass Hlway Website PD access



Visit www.masshiway.net for the latest information, resources and to sign up for our newsletter!





Mass HIway PD access (2)



Skip to main content

THE HIWAY
MASSACHUSETTS HEALTH INFORMATION HIGHWAY

Welcome to the
Massachusetts Health Information HIway

Home About Services Resources News and Events How to Join Patients and Families

Contact Us

- Connection Methods
- Provider Directory**
- Direct Messaging
- Query & Retrieve Services
- Public Health Reporting

Pharmacy
Prescription Medication
TAKE 1 TABLET TWICE
DAY AS NEEDED



Mass Hlway PD access (3)



Getting Data Out

There are currently two ways to access the Provider Directory:

- Within the EHR system. This requires that the EHR vendor call the secure Mass Hlway web service or consume the file.
- Within a Webmail account.

Mass Hlway provides a monthly file to Participants and their vendors. It is a standardized form that recipients need to import. It's not meant to serve as a standalone file that lists Mass Hlway addresses. In other words, it is not like a phone book. Provider Directory Extracts are password protected. If you are a Mass Hlway Participant and would like to be on the email distribution list to receive the password for monthly extracts, contact us at 1.855 MA Hlway (624-4929) option 2 or masshiway@state.ma.us. *Please note, Participants using Internet Explorer 8 may experience a delay in download.*

- [April Provider Directory Extract for Participants](#)
- [April Provider Directory Extract for HISPs](#)
- [March Provider Directory Extract for Participants](#)
- [March Provider Directory Extract for HISPs](#)



Provider Directory Access via Excel



You can download the Provider Directory in excel format from the Mass Hlway website:

<http://masshiway.net/HPP/Services/ProviderDirectory/index.htm>

Mass Hlway provides a monthly file to Participants and their vendors. It is a standardized form that recipients need to import. It's not meant to serve as a standalone file that lists Mass Hlway addresses. In other words, it is not like a phone book. Provider Directory Extracts are password protected. If you are a Mass Hlway Participant and would like to be on the email distribution list to receive the password for monthly extracts, contact us at 1.855 MA Hlway (624-4929) option 2 or masshiway@state.ma.us. Please note, Participants using Internet Explorer 8 may experience a delay in download.

HISP PD contains only Mass Hlway Direct addresses and is used by 3rd Party HISP members to so they can download and populate their respective systems with Mass Hlway member addresses

- [November Provider Directory Extract for HISPs](#)
- [November Provider Directory Extract for Participants](#)
- [October Provider Directory Extract for Participants](#)
- [October Provider Directory Extract for HISPs](#)

Participant PD contains all Direct addresses available in Mass Hlway including 3rd Party HISP Direct addresses

HIWAY	HIWAY USE	Mailing Address									
EMSRCD	MEMIDNUM	Provider's Direct Address	Employed By Organization	Gender	Language	Address line 1	Address line 2	City	State	Zip	National Provider ID/NPI
HIE	GROUPTST	murali.athuluri@direct.outreachdemo.masshiway.net	Outreach Demo		EN	860 Winter St		Waltham	MA	2451	999999999

Organization's Primary/Physical Address					Provider's Name										
Address line 1	Address line 2	City	State	Zip	Provider's Primary/Notification Email	Last	First	Middle	Prefix	Suffix	Role/Provider Type	Specialty	Status	Phone Number	Fax Number
860 Winter St		Waltham	MA	2451	mathuluri@maehc.org	Demo	Outreach				STAFF	USPC	ACTIVE	800-555-1234	



PD Access in Webmail (1 of 2)



Accessing the Provider Directory: Webmail Auto-complete Look Up

Start typing in the “To” field. List of the top ten matches will be displayed.

The screenshot shows a webmail composition window. The 'From' field is filled with 'Testing1 Cmipa <testing1.cmipa@direct.cmipa.masshiway.net>' and a 'Show Provider Search' link. The 'To' field is empty, and a dropdown menu is open below it, showing a '+ Add Recipient' button. The 'Cc' field also has a '+ Add Cc Recipient' button. The 'Subject' field is empty. The 'Message' field is a large text area with a rich text editor toolbar above it, including buttons for Bold (B), Italic (i), Underline (u), Bulleted List, Numbered List, Link, and Paragraph. The 'Attachments' section shows a 'Browse...' button and the text 'No file selected.'. At the bottom, there are 'Send', 'Save as Draft', and 'Discard' buttons.



PD Access in Webmail (2 of 2)



Accessing the Provider Directory: Webmail Advanced Search

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

Provider Search [More Options](#) ▶

Provider Search [Less Options](#) ▼

Specialty
Facility
Organization
Location



How to submit data into PD?



Step 1 – Fill in the Organization input form

[Hlway Directory Organizational File Format V2.1](#)

Step 2 – Fill in the Provider Directory input form

[Hlway Directory Provider Upload File Format V2.17](#)

Step 3 – Email the completed input forms to your Account Manager and/or Service Manager

If you need help filling in the forms, contact your Mass HIway Account Management Team and/or Service team

The above forms are available on our website at the following path:

<http://masshiway.net/HPP/Services/ProviderDirectory/index.htm>



How to keep addresses current



Mass Hlway maintains the PD - Access Administrators provide additions, updates, and deletions:

- On the Provider Upload file, use the column “Entry Status” and note the entry as either an “Add”, “Update”, or “Deletion”
 - “Entry Status” is the last column in the excel table
- Participants are required to manage their entries. They should be accurate and timely
 - Mass Hlway must be notified immediately for the following situations with individual addressees:
 - Termination / Suspension
 - Completion of assignment (e.g., Resident)
 - Resignation
 - Lost or suspended license



How can the Account Management Team help?



The Mass Hlway Account Management Team..

- Can assist with PD uploads, Direct address strategies and PD exchanges between HISPs
- Serve as “matchmakers” for our HIE Participants and help them to find others who are ready to electronically share information about their patients
- Facilitate “face to face” communications between trading partners:
 - to operationalize and optimize processes
 - to facilitate the right information getting to the right provider at the right time
- Provide Mass Hlway “educational” services
- Share lessons learned, understanding this is new technology with evolving processes



Getting Started...



If your organization is interested in connecting to the Mass Hlway or needs assistance contact the lead for the Mass Hlway Account Management Team: Murali Athuluri, mathuluri@maehc.org 781-296-3857

Hlway Account Management Team:



Len Levine



Jessica Hatch, RN



Kelly Luchini, PMP



Jennifer Monahan

The Mass Hlway Account Manager will be your personal liaison to take you through **Enrollment, Onboarding, Addressing, Connection steps, and exchanging with your trading partners**

The Massachusetts Health Information Highway

1.855.MAHIWAY (1.855.624.4929) Option 1

General Support: masshiway@state.ma.us

www.masshiway.net



Open Forum Discussion / Closing



- **Q&A**
- **Thank you!**



Appendix – Rate Card



Massachusetts Health Information Highway (Mass HIway) Rate Card

Effective Date – October 1, 2014

Tier	Category	Description	One-time set-up fee (per node)	Direct Messaging Service			Direct Messaging Service + Query & Retrieve Service	
				Annual HIE Services Fee (per node)	Annual HIE Services Fee + LAND (per node)	Annual HIE Services Fee Webmail (per mailbox)	Annual HIE Services Fee (per node)	Annual HIE Services Fee + LAND (per node)
Tier 1	1a	Large hospitals/Health Systems	\$2,500	\$15,000	\$27,500	\$60	\$30,000	\$42,500
	1b	Health plans						
	1c	Multi-entity HIE						
	1d	Commercial imaging centers & labs						
Tier 2	2a	Small hospitals	\$1,000	\$10,000	\$15,000	\$60	\$17,500	\$22,500
	2b	Large ambulatory practices (50+ licensed providers)						
	2c	Large LTCs (500+ licensed beds)						
	2d	Ambulatory Surgery Centers						
	2e	Ambulance and Emergency Response						
	2f	Business associate affiliates						
	2g	Local government/Public Health						
Tier 3	3a	Small LTC (< 500 licensed beds)	\$500	\$2,500	\$4,500	\$60	\$4,750	\$6,750
	3b	Large behavioral health (10+ licensed providers)						
	3d	Large FQHCs (10+ licensed providers)						
	3e	Medium ambulatory practices (10-49 licensed providers)						
Tier 4	4a	Small behavioral health (< 10 licensed providers)	\$25	\$175	\$250	\$60	\$275	\$350
	4b (includes former 3c)	Home health, LTSS						
	4c	Small FQHCs (< 10 licensed providers)						
	4d	Small ambulatory practices (3-9)						
Tier 5	5a	Very Small ambulatory practices (1-2)	\$25	\$60	\$60	\$60	\$90	\$90