



Mass Hlway Newsletter

April 2020

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

Hlway Operations During COVID-19

On March 10, Governor Charlie Baker [declared a state of emergency](#), giving the Administration more flexibility to respond to the outbreak. EOHHS would like to reassure the community that during this time, the Hlway will continue to operate the Direct Messaging System and the Hlway will continue its 24/7 monitoring. Please contact MassHlway@state.ma.us if you have any problems or questions.

The Administration will continue to update the public on developments. Individuals are encouraged to consult the [Department of Public Health](#) and the US [Centers for Disease Control and Prevention](#) websites for the up-to-date information.

The latest information and guidance regarding COVID-19 is always available at mass.gov/COVID19.

HIE Use Case Stories

The Mass Hlway, in collaboration with MeHI, develops [HIE](#) spotlight stories to showcase progress implementing Health Information Exchange throughout the Commonwealth. Spotlight stories describe an organization's challenge, how health information exchange provided an effective solution, and the impact this had on workflow efficiencies, communication, and patient care.

With assistance from the Mass Hlway, organizations have:

- Implemented new workflows to receive discharge summaries from Skilled Nursing Facilities
- Streamlined the referral process
- Improved continuity of care for patients.

These are just some of the many successful use cases implemented by healthcare organizations across the state.

We encourage healthcare providers to review past use case stories for ideas, suggestions, and recommendations for future implementation.



If you have a use case you would like the Mass Hlway and MeHI to showcase, contact MassHlway@state.ma.us.

Hlway Communicate Webmail

Hlway Communicate Webmail allows providers to securely exchange clinical information with other providers and search for the Direct addresses of thousands of Massachusetts providers.

This solution is HIPAA compliant, easy to use, and supports various workflows depending on the setting of care. New Hlway Communicate Webmail accounts can be set up quickly, and the Hlway Account Management team can provide training and support to implement webmail in your organization.

[Learn more about Hlway Communicate Webmail](#)

[View the Hlway Communicate Webmail Webinar](#)

Upcoming Webinar: Provider Directory (PD 2.0)

Join the Mass Hlway for a “Provider Directory Update” webinar to discuss how you can gain access to this valuable resource and ensure your information is listed accurately.

Tuesday, April 28, 2020
12-1pm

[Register Here](#)

Last year, the Mass Hlway migrated its clients to an enhanced version of the Massachusetts Health Information Exchange Direct Messaging platform, known as Hlway 2.0. The new platform aligns with the latest interoperability standards.

Hlway 2.0 comes with a more advanced Provider Directory (PD 2.0), which makes it easier to look up providers with whom healthcare providers and organizations may need to share health information. The directory includes information for Hlway participants, as well as providers that use Direct Messaging services through other DirectTrust accredited [HISPs](#). Given that the directory relies on information submitted by provider organizations, it is critical that all providers in organizations with a Hlway Direct Address submit to PD 2.0.

In order to improve PD 2.0’s accuracy of Mass Hlway Direct Addresses, including providers, we request that you fill in our redesigned Excel upload template. You can find the template and instructions on the [Hlway Provider Directory 2.0](#) web page under the “Download” section.

Completed **templates were due April 24th, 2020**. If you have not already submitted your completed template, please email the completed template to MassHlway@state.ma.us with subject line “Provider Directory” as soon as possible.

Please review the new Provider Directory specifications to ensure all required information is provided by your organization, so it can be included in the next PD 2.0 update.

We appreciate your assistance ensuring that PD 2.0 is accurate and robust; this will enable the Commonwealth’s increased adoption of secure HIE.

If you have questions regarding this process, or the template, please contact your HIway Account Manager or send an email to MassHIway@state.ma.us. You can also call **1-855-MA-HIway** and press 1 to be put you in touch with your Account Manager.

HIT in the News

EHR INTELLIGENCE
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[VA delays EHR](#) modernization deployment due to Coronavirus outbreak

Healthcare IT News

[COVID-19 pandemic](#) opens up new frontiers for health data privacy

EHR INTELLIGENCE
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[MGMA urges ONC](#) to slow down implementation of strategic plan

HIT INFRASTRUCTURE
xtelligent HEALTHCARE MEDIA

[Video API](#) powers telemedicine companies during COVID-19

HIT CONSULTANT

[How location technology](#) can ensure the safety of healthcare workers

FierceHealthcare
A FierceMarkets Publication

[AHIP calls for CMS](#) to delay mandatory new Medicare Advantage requirements due to COVID-19

HIT CONSULTANT

[Athenahealth launches](#) COVID-19 dashboards tracking lab test orders and high-risk patients

HIT INFRASTRUCTURE
xtelligent HEALTHCARE MEDIA

[Interoperability platform](#) ensures access to COVID-19 patient data

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