



## Mass Hlway Newsletter

November 2019

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

### Update: New Hlway Regulations/Market-based ENS Initiative

On October 4, the amended Mass Hlway Regulations ([101 CMR 20.00](#)) went into effect. The amendment adds a regulatory structure to implement Hlway-facilitated Services, allowing the Hlway to leverage market-based solutions such as Event Notification Services (ENS). This amendment also defines the rules for the market-based ENS Initiative, including certification standards relative to data use, privacy, security, and integrity.

Under the Mass Hlway Regulations, Acute Care Hospitals are currently required to submit Admission, Discharge, and Transfer (ADT) data to a Certified ENS vendor by January 1, 2020. However, EOHHS is contemplating a three month delay for providers to meet this requirement by April 1, 2020. Any delay will be communicated to all providers via an Administrative Bulletin.

The Hlway hopes the ENS initiative will facilitate improved healthcare delivery, quality, and coordination by allowing providers to subscribe to any **one** Certified ENS vendor (while allowing for subscriptions to more than one ENS vendor) and receive notifications resulting from ADTs received by any Certified ENS vendor.

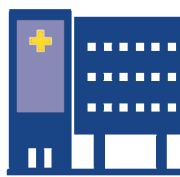
### Connection Requirements 2020

For 2020, the [Mass Hlway Regulation](#) (101 CMR 20.00) requires all Acute Care Hospitals, Community Health Centers, and Medium/Large Medical Ambulatory Practices to connect to and use the Mass Hlway. These organizations must meet the requirement by **December 31, 2019** and must submit an attestation to the Mass Hlway next summer. If a Provider Organization cannot meet the specified requirement, it must complete an HIE Exception Form for review and consideration by the Mass Hlway.

**All organizations are required to meet the Connection Requirement by December 31, 2019.**



**Acute Care Hospitals** are in Year 4 and must send AND receive information



**Large Community Health Centers and Medium/Large Medical**



**Small Community Health Centers** are in Year 2 and must send OR receive

over the Mass Hlway as part of provider-to-provider communication use cases. These orgs are subject to penalties if they do not attest next summer to meeting the Year 4 requirement. Next summer, these orgs must submit Year 4 attestation forms.

**Ambulatory Practices** are in Year 3 and must send AND receive information over the Mass Hlway as part of provider-to-provider communications use cases. Next summer, these orgs must submit Year 3 attestation forms.

information over the Mass Hlway as part of a provider-to-provider communications use case. Next summer, these orgs must submit Year 2 attestation forms.

## 2020 Connection Requirement Webinar

### Need assistance?

Join the Mass Hlway team for an upcoming 2020 Connection Requirement Webinar to learn more about the process and requirements for your organization.

**Tuesday, December 3, 2019**  
**12-1 p.m.**

[Register Here](#)

### Additional resources:

Webinar: Connection Requirements and Attestation Forms

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

Webinar: Improving Care Coordination by Using Mass Hlway Direct Messaging

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

### For more information:

[Hlway Connections Map](#)

[HIE Toolkit](#)

[Hlway Adoption and Utilization Support \(HAUS\) Services](#)

## HIT Council Meeting Summary

The [Health Information Technology \(HIT\) Council meeting](#) was held on November 4, 2019. Council members received an update on the Market-based ENS Initiative, including a summary of the draft certification criteria.

The Hlway presented an overview of submissions for the 2019 Connection Requirement: 137 Attestation Forms and 55 Health Information Exchange Exception Forms were received by October 30. Of the attestations, 43 came from Acute Care Hospitals, 34 came from Community Health Centers, and 60 came from Medium/Large Medical Ambulatory Practices.

The achievements of the Hlway's Provider Education, Outreach, and Consulting Services were highlighted, including:

- Transition from Hlway 1.0 to 2.0 was completed on schedule with few issues, and

252 participants completed the migration of 316 connections. The Account Management and Outreach & Education teams provided support via webinars, email blasts, personalized emails, phone calls, and hard copy final notices sent to all providers.

- Execution of the Provider Directory (PD) 2.0 implementation project, to improve the PD 2.0 Maintenance Template, and clarify the process of adding provider details to the directory.
- Delivery of Hlway Adoption and Utilization Support (HAUS) Services to aid organizations in connecting to the Hlway and improve their HIE workflows, via one-on-one support, webinars, and workshops.

The Council discussed the Governor's healthcare bill (H. 4134) and key changes affecting Health Information Exchange and the HIT Council. The Council also talked about the Hlway strategic plan, which prioritizes services and initiatives to pursue and the best approach to implementation.

[Learn more about the Governor's healthcare bill](#)

The next HIT Council meeting will take place on February 3, 2020.

## Reminder to Set Up Challenge and Response Questions in Webmail

Communicate Webmail, the Mass Hlway's secure webmail solution, is a messaging exchange system that enables users to search for the Direct Addresses of thousands of providers and securely send patient information to any of these providers.

In order to reset a forgotten password via the self-service function within webmail, users must answer three challenge questions. The instructions to set up these challenge and response questions are outlined below. Please remember to choose questions with answers you can easily remember.

To set your challenge questions:

1. Log onto the [Communicate Account Management Portal](#). If this is your first time logging on with a temporary password, you will be prompted to enter a permanent one. If you already set a permanent password, log on with that password and you'll be taken to the home screen.
2. From the home screen, navigate to "self service center," and then choose "challenge response." You'll be provided with a list of questions to choose from. Select three questions and type in your answers, then click "save."
3. A window will appear telling you that your responses have been saved.

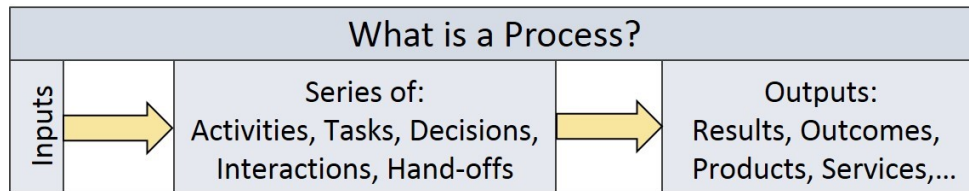


The [Communicate Account Management Portal](#) is used to manage passwords, challenge questions, and other settings. To access your webmail inbox, log into [Communicate Webmail](#) using your permanent password.

[Learn more about Hlway Webmail and setting up an account](#)

## Process Improvement Toolkit

The new [Process Improvement Toolkit](#) on the Massachusetts eHealth institute (MeHI) website describes the Bottleneck Resolution Method (BRM), a practical strategy to improve service and administrative processes. The target audience is the healthcare community.



The BRM method can increase the quantity and quality of what a business produces and decrease costs. Improvements can free up resources that can be reinvested in growing the business. BRM enables a culture that increases profitability, boosts impact, and enhances employee development. For instance, BRM can be used to improve care coordination through Health Information Exchange.

[Review the Process Improvement Toolkit](#)

### Interested in Hands-on Process Improvement Training?

Join MeHI for a free Change Management and Process Improvement Workshop to improve Health Information Exchange (HIE), Meaningful Use (MU), and other clinical care practices.

The workshop will provide you with broadly applicable tools to improve your HIE and MU practices and workflows. 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 address process challenges of interest to the group.

The workshop consists of **two in-person sessions** at MeHI's conference center in Westborough, Massachusetts. A light breakfast and lunch will be served. The first session prepares you for the second, so we advise you to attend both.

**Thursday, January 23, 2020**  
9:30-3:00pm

**Thursday, January 30, 2020**  
9:30-3:00pm

[Register Here](#)

## HAUS Services

The [Mass Hlway](#) offers Hlway Adoption and Utilization Support (HAUS) Services to assist organizations in the effective deployment of HIE to enhance care coordination. There are three tracks available to receive HAUS Services:

- HAUS for MassHealth Accountable Care Organizations (ACOs), Community Partners (CPs), and Community Service Agencies (CSAs),
- HAUS for healthcare organizations that need to meet the Hlway Connection Requirement per the Mass Hlway Regulations (101 CMR 20.00), and
- HAUS for healthcare organizations that want to use Direct Messaging to support care coordination between healthcare providers

Organizations participating on any track will receive HAUS Services free of charge. If you would like to utilize HAUS Services for help meeting the Connection Requirement for 2020, please contact the Mass Hlway Account Management team at [masshiway@state.ma.us](mailto:masshiway@state.ma.us).

For more information about HAUS services:

HAUS Services Website

HAUS Services Webinar Recording

HAUS Services Webinar Slides

## HIT in the News

**EHR INTELLIGENCE**  
xtelligent HEALTHCARE MEDIA

[Can an EHR add-on](#) reduce clinician burnout, cut mouse clicks?

**Healthcare IT News**

[Patients still facing](#) big obstacles getting their own health data

**Healthcare IT News**

[The impact of digital](#) transformation in hospital care

**EHR INTELLIGENCE**  
xtelligent HEALTHCARE MEDIA

[Patient identity management:](#) a patient safety concern

**Modern Healthcare**  
The leader in healthcare business news, research & data

[If smartphones can connect](#) us to the world, why can't our EHRs?

**FierceHealthcare**  
A FierceMarkets Publication

[AMA calls EHR fixes](#) a 'national imperative' after doctors give F for usability

Mass Hlway | [masshiway@state.ma.us](mailto:masshiway@state.ma.us) | [www.masshiway.net](http://www.masshiway.net)

Executive Office of Health and Human Services

Commonwealth of Massachusetts

100 Hancock Street

Quincy, MA 02171

Copyright © 2019. All Rights Reserved.