

Commonwealth of Massachusetts
Executive Office of Health and Human Services



The Mass HIway Connection Requirement *Year 1 to Year 3*

February 2019



Today's Presenters and Panelists



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

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 HIway.



Introduction to the Mass Hlway

Mass Hlway Regulations and Connection Requirement

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Getting connected to the Mass Hlway

Hlway Adoption and Utilization Support (HAUS) Services



Mass Hlway, the Massachusetts statewide Health Information Exchange (HIE), connects healthcare providers to improve care coordination, and provides the connectivity needed for public health and quality reporting

Mass Hlway is operated by EOHHS, the Executive Office of Health and Human Services

EOHHS contracts with two primary vendors to operate and maintain the Hlway

- Orion Health provides [platform implementation](#) and [technical support services](#)
- MeHI, the Massachusetts eHealth Institute, supports providers with
 - [Account management](#), [consulting services](#), and [outreach and education](#)

Goals of the Mass Hlway

- To provide a stable, secure, and cost-effective HIE platform
- To increase the adoption and effective use of HIE across the state



Enable health information exchange by healthcare providers and other Hlway users regardless of affiliation, location or differences in technology

Hiway Direct Messaging

- Secure method of sending transmissions from one Hlway user to another
- Hlway connection for Massachusetts Public Health Reporting
- *Hlway does not use, analyze, or share information in the transmissions and does not currently function as a clinical data repository*

Hiway Provider Directory

- Provider Directory listing in-state and out-of-state providers connected to HIE
- Contains information for 25,000+ Hlway Users

Current Hlway Initiatives

- Market Led Event Notification Service (ENS) (in development)

Hiway Adoption and Utilization Support (HAUS) Services

- Assistance for eligible organizations in the deployment of HIE to enhance care coordination
- On-site/remote training and support for staff to use Mass Hlway and update associated workflows



Mass HIway - Direct Messaging Use Cases



CAPE COD HEALTHCARE



Reliable way to track and manage the process of sending clinical information to outside care providers when a patient is discharged



Multiple use cases for integration between medical centers, practices, and departments, including sending CCD and ADT notifications, reports, clinical documents, and ultrasound referrals



Care coordination improvements for
a) Patients with behavioral health needs,
b) Patient in detox or inpatient SUD treatment who experience a medical emergency, or
c) Patients requiring Section 12 emergency psychiatric evaluation

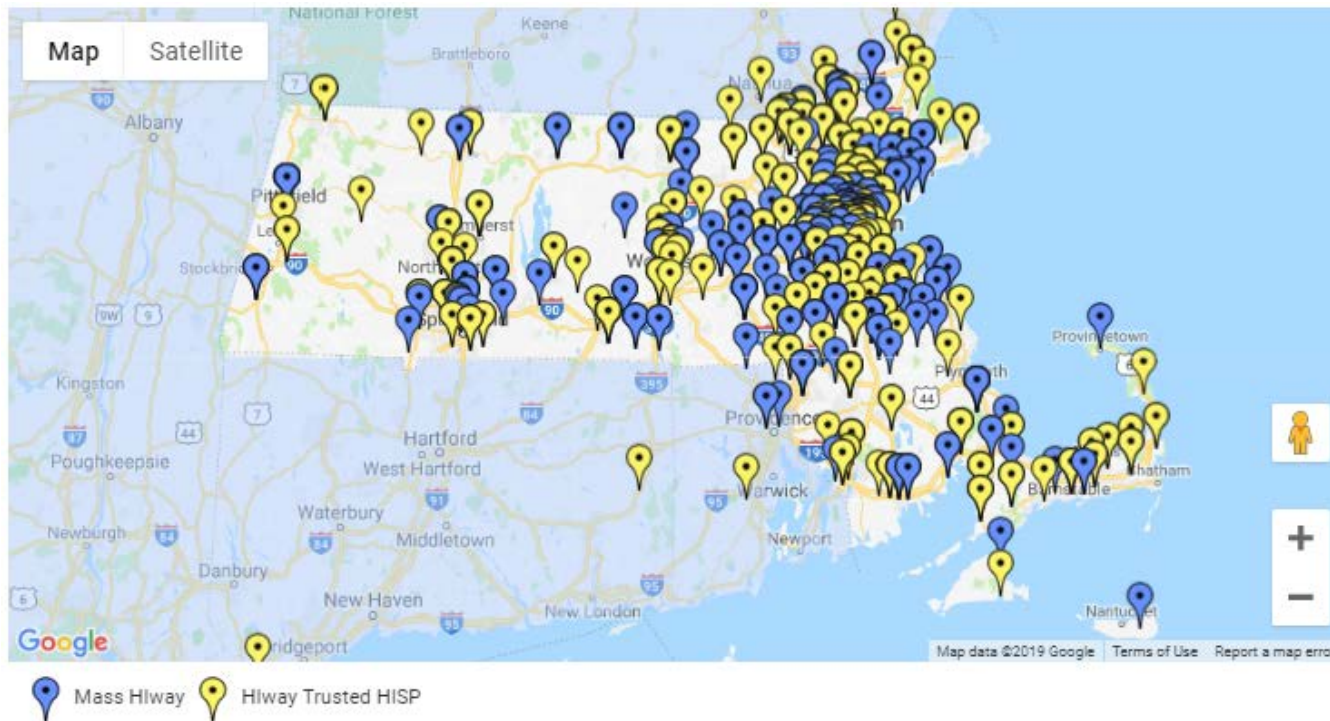
Read the spotlight stories on the [MeHI website](#) or view the recorded Care Coordination webinar on the [Mass HIway website](#)



Who is connected to the Mass HIway?



**An interactive Mass HIway Connections Map is available on Mass HIway website*
It includes over 1,400 participants across the care continuum**



- Hospitals**
- Ambulatory Practices**
- Community Health Centers**
- Behavioral Health**
- Long-Term Post-Acute Care**
- Social Services**
- PCPs**
- Specialists**

* Find the map on the Mass HIway website: www.masshiway.net. Under the **Resources** drop-down menu, select **HIway Connections Map**. The map is maintained in partnership with MeHI, the Massachusetts eHealth Institute.



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HIway Adoption and Utilization Support (HAUS) Services



Establishes requirements for organizations that use the Mass Hlway

Implements state requirement for providers to connect to Mass Hlway, which is referred to as the *Hlway Connection Requirement*

Establishes mechanism to allow patients to opt-in and opt-out of Mass Hlway

Updated regulations went into effect on February 10, 2017

- Require information be transmitted via Hlway Direct Messaging in compliance with applicable federal and state privacy laws and implementing regulations

Supporting documentation available on Mass Hlway website

[Mass Hlway Regulations Summary](#)

[Mass Hlway Regulations FAQs](#)

[Mass Hlway Policies & Procedures \(version 4\)](#)

[Mass Hlway Fact Sheet for Patients](#)

[Mass Hlway Education Webinars](#)



Define important requirements for the use of Hlway Direct Messaging

Aligns Hlway Direct Messaging with other modes of transmission like fax or phone

- In compliance with applicable federal and state privacy laws and regulations
- For example, HIPAA, 42 CFR Part 2, M.G.L. Chapter 93H

Hlway users have option to implement a local opt-in and opt-out process

- This option applies to the organization's use of Hlway Direct Messaging

Hlway users have option to distribute 1-page [Mass Hlway Fact Sheet for Patients](#)

- If this option is applied, the fact sheet released in March 2017 should be used



Hiway Connection Requirement requires providers to connect to the Mass Hiway

as set forth in M.G.L. Chapter 118I, Section 7, and as detailed in the Mass Hiway Regulations (101 CMR 20.00)

The table below shows the year by which organizations must connect to the Hiway

The organizations must subsequently attest to their connection between June 1 and July 31 of each year

Provider Organization	First Year The Requirements Apply	Submit By July 31, 2019
Acute Care Hospitals	2017	Year 3 Attestation Form
Large and Medium Medical Ambulatory Practices	2018	Year 2 Attestation Form
Large Community Health Centers		
Small Community Health Centers	2019	Year 1 Attestation Form



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

Acute Care Hospital:

Hospitals licensed under M.G.L. c111 s.51, and the teaching hospital of UMass Medical School

- For a list of *Health Care Facilities Licensed or Certified by the DPH**, click [here](#)

Medical Ambulatory Practice:

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):

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.



Mass Hlway Regulations Section 20.06 provides detailed definitions

Licensed Providers are limited to include

- Medical doctors, doctors of osteopathy, nurse practitioners, and physician assistants

Licensed Providers are defined as providers who provide services to patients, on behalf of the Provider Organization, regardless of employment status

The Number of Licensed Providers is the number of providers who provided services in June prior to the first year the organization is required to connect to the Mass Hlway

Required Hlway connection dates are defined for certain Provider Organizations

- Acute Care Hospitals, Large & Medium Medical Ambulatory Practices, Community Health Centers

(Connection dates are not yet defined for other types of provider organizations, such as Nursing Homes, Dental Clinics, Behavioral Health Entities, Small Medical Ambulatory Practices, Solo Practices, other)



The statutory requirement that Provider Organizations implement “interoperable EHR systems” that connect to the Mass HIway will be fulfilled by implementing HIway Direct Messaging

How organizations must fulfill the HIway Connection Requirement is phased in over 4 years

- 1. The connection requirement gets progressively stricter in each year of implementation**
- 2. Organizations that don’t meet the requirement are subject to penalties starting in Year 4**
- 3. The 4 year phase-in period is based on when the Provider Organizations must be connected**

Organization Type	Year 1	Year 2
Acute Care Hospital	2017	2020
Large and Medium Medical Ambulatory Practices	2018	2021
Large Community Health Centers	2018	2021
Small Community Health Centers	2020	2022

Provider types not yet specified in the regulations are anticipated to be required to connect at a future date. Guidance to the affected providers will be provided with at least one year notice.



Hiway Connection Requirement phased in over 4 years



The 4 year phase-in approach progressively encourages providers to use the Mass Hiway for Provider-to-Provider communications via bi-directional exchange of health information

Progressive Hiway Connection Requirements

- Year 1** Send or receive Hiway Direct Messages for at least one use case
 - o Can be from **any use case category** listed below
- Year 2** Send or receive Hiway Direct Messages for at least one use case
 - o Must be a **Provider-to-Provider Communications** use case
- Year 3** Send Hiway Direct Messages for at least one use case, **and** Receive Hiway Direct Messages for at least one use case
 - o Both must be **Provider-to-Provider Communications** use cases
- Year 4** Meet Year 3 requirement, **or** be subject to penalties if requirement isn't met
 - o Penalties go into effect in the applicable Year 4 (e.g. Jan 2020 for Acute Care Hospitals)



Additional ENS Requirement for Acute Care Hospitals Only

Send Admission Discharge Transfer notifications (**ADTs**) to Hiway within 12 months of ENS launch

Use Case Categories:

1. Public Health Reporting
2. Provider-to-Provider Communications
3. Quality Reporting
4. Payer Case Management



What are acceptable Use Cases?



Use Case Categories		Example Use Cases
Provider-to-Provider Communications - Allowed in Year 1 - Required in Years 2 to 4		<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 and 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 • Community Partner sends a care plan to a PCP for review and approval
Payer Case Management - Allowed in Year 1		<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 - Allowed in Year 1		<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 - Allowed in Year 1	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)
	to other agencies	<ul style="list-style-type: none"> • Occupational Lead Poisoning Registry (Adult Lead) • Children's Behavioral Health Initiative (CBHI)



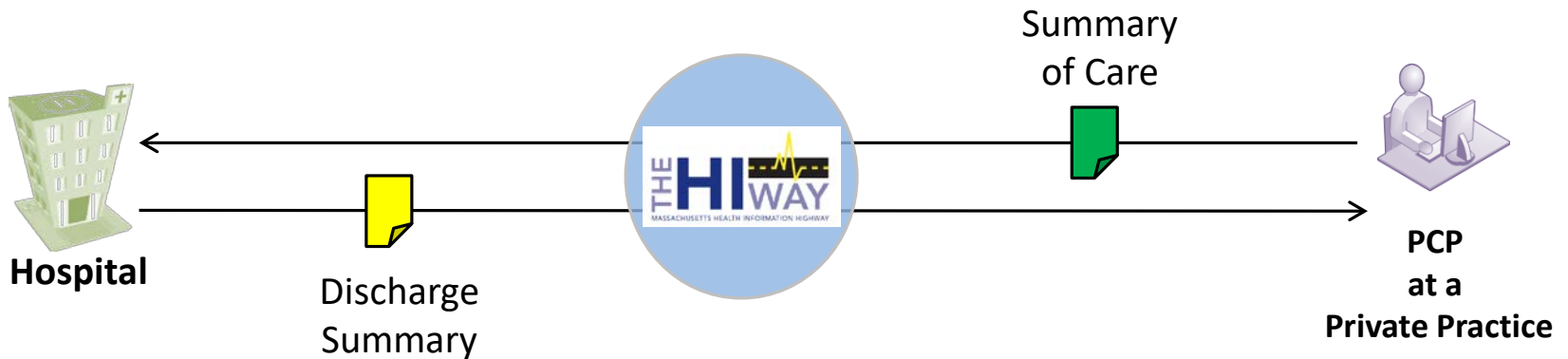
Hospital sends patient discharge CCDA to PCP at a private practice

Patient Scenario:

1. Patient discharged from Emergency Department of Hospital
2. Discharge CCDA is sent via Mass HIway
3. Patient sees PCP for follow up care, PCP has access to Meds prescribed during discharge

Information Flows:

- A. Hospital informs PCP that patient is in ED via point to point interface
- B. PCP sends critical information to Hospital ED via the Mass HIway
- C. Hospital sends PCP discharge summary via the Mass HIway





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Mass Hlway - Regulations FAQs



Mass Hlway Regulations FAQs provide Questions & Answers related to:
a) The Mass Hlway Regulations, and b) The attestation process

Mass Hlway Regulations FAQs
Version 2, April 2018

In February 2017 the Massachusetts Executive Office of Health & Human Services (EOHHS) promulgated the state regulations *101 CMR 20.00: Health Information Exchange*, which are also known as the *Mass Hlway Regulations*. These regulations implement key components of Massachusetts General Law (M.G.L.) Chapter 118I, pertaining to the Mass Hlway, which is the state-sponsored, statewide health information exchange (HIE) for the Commonwealth of Massachusetts.

This document provides Frequently Asked Questions (FAQs) and answers that can help stakeholders understand how the regulations apply to them. Terms that are defined in Section 20.04 of the regulations, such as Hlway Direct Messaging, are capitalized in this FAQ document.

The full regulations, this FAQ document, a 2-page *Mass Hlway Regulations Summary*, and the *Mass Hlway Policies & Procedures* are available on the Mass Hlway website (www.MassHlway.net).

Several of the FAQs in this document provide information related to the Attestation Forms, which are used by Provider Organizations to describe how they comply with the requirement to connect to the Mass Hlway. Both PDF and on-line versions of the Attestation Forms are available on the Mass Hlway website.

Questions regarding the Mass Hlway Regulations that are not answered by this FAQ document may be sent via email to the Mass Hlway at MassHlway@state.ma.us. Mass Hlway Participants that have questions regarding technical support, can contact the Mass Hlway via email at MassHlwaySupport@state.ma.us.

Index of FAQs in this document:

1. Background about the Mass Hlway Regulations
2. The Hlway connection requirement: who and when
3. The Hlway connection requirement: how organizations fulfill the requirement
4. Penalties for non-compliance with the Hlway connection requirement
5. The opt-in/opt-out mechanism for the Mass Hlway
6. The requirements regarding Electronic Health Records (EHRs)
7. The Mass Hlway Policies & Procedures
8. FAQs regarding Community Health Centers
9. FAQs regarding Medical Ambulatory Practices
10. Other FAQs

Mass Hlway Regulations FAQs, Version 2 Page 1

The [Mass Hlway Regulations FAQs](#) is available on the Mass Hlway website



- 1. Background about the Mass Hlway Regulations and M.G.L. Chapter 118I**
- 2. The Hlway connection requirement: who and when**
- 3. The Hlway connection requirement: how organizations fulfill the requirement**
- 4. Penalties for non-compliance with the Hlway connection requirement**
- 5. The opt-in opt-out mechanism for the Mass Hlway**
- 6. The requirements regarding Electronic Health Records (EHRs)**
- 7. The Mass Hlway Policies & Procedures**
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- 10. Other FAQs**



Section 2 – The Hlway Connection Requirement: Who and When

Question 2.9

If a healthcare organization consists of multiple Provider Organizations that each have a required Hlway connection date, may the organization use a single Attestation Form for multiple Provider Organizations?

Answer*

Each Acute Care Hospital and each Large Community Health Center must **complete a separate Attestation Form** even if the Acute Care Hospital or Community Health Center is part of a larger healthcare organization

* However, **in 2019**, if a healthcare organization includes multiple Medium or Large Medical Ambulatory Practices that have required Hlway connection dates, then these Medium or Large Medical Ambulatory Practices can be included in **a single Year 2 Attestation Form** if each of the practices (a) use the same instance of an EHR installation, and (b) use the same Direct address domain name.

If both of these criteria are met, then each of the Medium or Large Medical Ambulatory Practices that are being included in the Attestation Form should be **listed as a “sub-organization”** in Question 7 of the Attestation Form.

The Mass Hlway may require Medical Ambulatory Practices to submit separate Attestation Forms as it deems necessary.

Organizations can contact the Mass Hlway with questions regarding whether multiple practices can be included in a single Attestation Form.



Section 3 – How Organizations Fulfill the Connection Requirement

Question 3.2

What is the definition of a Use Case in the Hlway Connection Requirement?

Answer*

101 CMR 20.04 defines a Use Case as a narrative that describes how to accomplish a business goal that can be implemented between two or more organizations. Categories of Use Cases include:

- Provider to Provider Communications (e.g., Acute Care Hospital sending discharge summary to primary care provider)
- Quality Reporting
- Public Health Reporting (e.g., sending immunization information to the state Department of Public Health)
- Payer Case Management

Fulfilling the Hlway Connection Requirement involves **sending and/or receiving Hlway Direct Messages for a Use Case**. A technical connection to the Hlway without using that connection is not sufficient to meet the requirement.

* EOHHS expects Provider Organizations to use Hlway Direct Messaging, to the extent feasible, for all instances of info sharing that are a part of the implemented Use Case, regardless of the number of Hlway Direct Messages transmitted as part of the Use Case.

However, **in 2019, using Hlway Direct Messaging for all instances of info sharing that are part of the Use Case is not required.**

In some Use Cases, Provider Organizations may use Hlway Direct Messaging for some instances of info sharing, while using alternate methods (e.g., fax or mail) for other instances. For example, a hospital might send discharge summaries to Department X at Nursing Home A via Hlway Direct Messaging, while sending discharge summaries to Department Y at Nursing Home A via fax.

Implementation of a Use Case involves using Hlway Direct Messaging as part of an ongoing workflow. Using Hlway Direct Messaging in a pilot project or testing phase of using Hlway Direct Messaging is not considered a fully implemented Use Case. Also see question 3.3.



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HIway Adoption and Utilization Support (HAUS) Services



Provider organizations must submit an online Attestation Form by July 31 of each year*

The Attestation Forms collect two key areas of information

1. How the organization met its Hlway Connection Requirement

Attestation questions include:

- On the Year 1 form: The category of the use case?
 - (1) *Public health reporting*
 - (2) *Provider-to-provider communications*
 - (3) *Quality reporting*
 - (4) *Payer case management*
- Describe the use case
- Approximate number of Hlway Direct Messages per month for the use case

2. Whether the organization has an EHR, and if so, how its EHR connects to the Hlway

Attestation questions 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

* Organizations that don't meet their connection requirement must complete a form detailing the reasons they were unable to meet the requirement.



Attestation: When, Where and How



The Attestation Forms are available on the Mass HIway website: www.masshiway.net

Online attestation must be completed in one sitting by July 31, 2019. Suggested completion steps:

1. To access the forms, go to the “Resources” drop-down menu and select “Participant Forms”
2. Download the PDF version to prepare the answers
3. When ready to submit online, click on the link for “Click here to access the online version...”

1

Home > Resources > Participant Forms

Mass HIway Documentati

- **Mass HIway Policies and Procedures** apply to all Mass HIway Participants. [Procedures Version 4](#) outlines conditions and terms that apply to all Mass HIway Participants in an ethical, lawful manner.
- **Mass HIway Attestation Form.** Provider Organizations with required dates for connecting to the Mass HIway must submit information regarding 1) whether or not they have an EHR, and 2) how their EHR, if any, connects to the Mass HIway. Review the Mass HIway Regulations [Summary](#) and [FAQ](#) for more information. The due date to receive Attestation Forms from Provider Organizations subject to the Regulations is July 1 of the year of the connection requirement specified in the Regulations. *Mass HIway will no longer accept paper Attestation Forms after May 1, 2018, Provider Organizations must use the online version.*

3

- Click [here](#) To access the online version of the Year 1 or Year 2 Attestation Form. **Important: The online Attestation Form must be completed in one session.** Data cannot be entered and saved for completion at a later time. If you are not ready to complete the full Attestation Form at this time, we suggest that you use the PDF version of the Attestation Form to plan and prepare responses, then complete the online version when all of your responses are ready.

2

- Click [here](#) for the Year 1 Attestation Form (updated April 2018)
- Click [here](#) for the Year 2 Attestation Form (updated April 2018)



Attestation Forms: PDF Versions



Attestation Form Year 1 Mass HIway Connection Requirement



2019 Form; Updated January 2019

Purpose: This Attestation Form shall be completed by Small Community Health Centers in order to report compliance with the first year of the HIway connection requirement, which is the statutory requirement that Provider Organizations connect to the Mass HIway in accordance with the [Mass HIway Regulations \(101 CMR 20\)](#). The Mass HIway is the Commonwealth's statewide, state-sponsored health information exchange. Instructions for this form appear as endnotes on pages 7 and 8.

An authorized individual at the Provider Organization should complete and submit an attestation by the date specified in the instructions.⁴ The authorized individual is an individual who is authorized by the Provider Organization to act on its behalf on this matter. Provider Organizations should contact the Mass HIway at MassHIwayAttestation@state.ma.us if they have questions regarding this Attestation Form or if their organization does not meet the 2019 Mass HIway connection requirement.

This form is for preparation purposes only. Submissions must be made through the [online webform](#).

Section A: Provider Organization Information

1) Legal Name of the Provider Organization: *(Example: George Washington Hospital)*

2) Provider Organization Address: *(Please include practice address, not administrative or billing address)*

Street: _____

City: _____ State: _____ Zip: _____

3) Massachusetts Tax ID (TIN): _____

4) Organization National Provider Identifier (NPI): _____

4a) Practice Type: *(Licensed providers are limited to medical doctors, doctors of osteopathy, nurse practitioners, and physician assistants)*

5) Provider Organization's Direct address domain(s):²

Separate entries with a semicolon (";"). (Example: Domain A; Domain B; Domain C)

6) Name of parent company or organization (if applicable):

Note: You need to complete an online attestation!



The PDF version can be used to prepare the answers for your online attestation, but the PDF file cannot be submitted.



Section 3 – How Organizations Fulfill the Connection Requirement

Question 3.8

What must an organization do if it does not meet its 2019 Hlway Connection Requirement?

Answer*

Instead of completing an online Attestation Form, an authorized representative of the Provider Organization is required to complete an online EXCEPTION FORM by July 31, 2019 that includes:

- a) Legal name of the organization
- b) Street address for the organization
- c) Type of organization (Acute Care Hospital, Large/Medium Medical Ambulatory Practice, Large/Small Community Health Center)
- d) Reason for not complying with the Hlway connection requirement
- e) The EMR/EHR system(s) that your Provider Organization is using, including name(s) and version number(s)
- f) Brief description of the organization’s plan to comply with the requirement (The plan should include an estimated timeline)
- g) Contact info of person(s) at the organization (including names, phone number, email address and title/role for each contact)

* The Mass Hlway may contact the organization to discuss that organization’s plans to comply with its 2019 Hlway connection requirement.

If an organization did not meet its Year 1 Hlway connection requirement in 2018, it is still expected to meet the Year 2 requirement in 2019 and submit a Year 2 Hlway Attestation Form by July 31, 2019. Likewise, if an organization did not meet its Year 2 requirement in 2018, the organization is still expected to meet its Year 3 requirement in 2019 and submit a Year 3 Hlway Attestation Form by July 31, 2019.

As required by M.G.L. c. 118I, Section 8, the Mass Hlway Regulations (101 CMR 20.13- 20.16) establish penalties for not meeting the Hlway connection requirement. These penalties begin in Year 4 of a Provider Organization’s Hlway connection requirement.



Section 8 – FAQs regarding Community Health Centers

Question 8.3

If a single Community Health Center has one or more satellite locations or school-based satellite clinics, does each satellite location need to submit a separate Attestation Form?

Answer

The satellites do not need to submit a separate Attestation Form (also see question 2.6)



Section 9 – FAQs regarding Medical Ambulatory Practices

Question 9.4

If a medical practice is providing both specialty inpatient and specialty outpatient healthcare services within the facilities of an Acute Care Hospital, is this practice considered a Medical Ambulatory Practice?

Answer*

The practice is not considered a Medical Ambulatory Practice for the purpose of the Mass Hlway Regulations if the following two criteria are met:

- a) majority of patients, to whom the practice delivers services, receive services within an Acute Care Hospital's facilities, and
- b) practice uses the same instance of an EHR system installation as the Acute Care Hospital
If the practice and the hospital both use an EHR system made by the same vendor, but they use different instances of an EHR system installation, then this criterion has not been met

* For example, consider the case of a medical practice that consists of a group of emergency room physicians that exclusively cares for patients within the facilities of an Acute Care Hospital's emergency department, and this medical practice uses the same instance of the Acute Care Hospital's EHR system. In this case the medical practice of emergency room physicians is not considered a Medical Ambulatory Practice for the purpose of the regulations because: (1) all the patients they care for are receiving services within the Acute Care Hospital's facilities, and (2) the physicians in this medical practice use the same instance of an EHR system implementation as the Acute Care Hospital. Since this medical practice of emergency room physicians is not considered to be a Medical Ambulatory Practice for the purposes of the regulations, then at this time, it does not have a required Hlway connection date and it is not required to submit an Attestation Form.



Comply with the HIway Connection Requirement (which was required by Jan 1, 2019)

Submit Attestation Form through the Mass HIway website by July 31, 2019

Mass HIway will send a confirmation email notification

Contact the HIway with questions and comments

- To ask questions about the connection requirement, email MassHIway@state.ma.us, with subject line *"Connection Requirement"*
- To ask questions about the attestation process, email MassHIway@state.ma.us, with subject line *"Attestation Form"*
- Confirmation of your attestation and other communications related to the attestation process will come from this email address: MassHIwayAttestation@state.ma.us



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The 1-2-3 of connecting to Mass HIway



- 1. Ask your EHR vendor** if they are connected to, or able to connect to, the HIway. If you need assistance with step 1, or don't have an EHR, skip to step 2 (Contact us)
- 2. Contact us.** We will connect you with a Mass HIway Account Manager to get your organizations enrolled and connected.
- 3. Develop and deploy a Use Case to exchange** with your trading partners!

The Massachusetts Health Information Highway (Mass HIway)

Phone: 1.855.MA-HIWAY (1.855.624.4929)

Email for general inquiries: MassHIway@state.ma.us

Email for technical support: MassHIwaySupport@state.ma.us

Website: www.MassHIway.net



Front-line Mass Hlway support to get you enrolled, connected, and using Direct Messaging

- ✓ Enrollment
- ✓ Use case identification
- ✓ Trading partner identification
- ✓ Onboarding support
- ✓ Training and workflow implementation
- ✓ HIE best practices



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Instructions on Mass Hlway website



Welcome to the Massachusetts Health Information Hlway

[Home](#) [About](#) [Services](#) [Resources](#) [News and Events](#) [How to Join](#) [Patients and Families](#) [Contact Us](#)

[Home](#) > [How to Join](#) > [Steps to Enroll](#)

Mass Hlway Steps to Enroll

The Mass Hlway Participation Agreement Packet includes documentation that must be reviewed and signed before your organization is given access to use the Mass Hlway. The Mass Hlway is currently open to Massachusetts-licensed providers, health plans and legal entities, as well as business associates. Use of the Mass Hlway is limited to health information exchange as allowed by law.

Unless otherwise noted, an individual who is authorized to legally bind the Participant or Participating Organization should act as signatory when required. Examples include a President, CEO, CFO, CIO, or owner of a medical practice.

The Mass Hlway Participation Agreement is non-negotiable and will not be changed or adapted for special requests.

Compliance with the following set of documents is required for Participants to connect to the Mass Hlway:

1. The [Policies and Procedures \(version 4\)](#) document outlines conditions and terms that apply to all Mass Hlway Participants to ensure it is used in a safe, ethical, lawful manner.
2. The [Participation and Business Associate Agreement](#) is the document that governs access and use of the services of the Mass Hlway network. It defines the roles and responsibilities of each party. *This is the document that needs to be signed and returned.*
3. [Mass Hlway Legal Entity and Sub Organization File Sheet V1](#) document includes demographic information about the organization as well as key contact detail. For single entities, complete only the top section for "Legal Entity (Participant)". If signing on behalf of sub or member organizations, you must also completed the section labeled "Sub Organization/Member".
4. [Massachusetts W-9 Form](#) is required to certify the legal entity and to process invoices.

Please sign all the documents as outlined. You may scan and e-mail all documents to: masshiway@state.ma.us. Please note, only PDFs are accepted except document number 3 (Exhibit A) which should be submitted in excel format.



Timeline for Hlway onboarding*



Discovery	Implementation	Testing	Go Live
Week 1 – 2	Week 3 – 5	Week 6 – 8	Week 9
Connection type forms/certifications	Installation work	Loop back test Transaction testing	Migrate to production

Account Manager walks you through connectivity options to define best solution

Options depend on EHR capabilities and your organization’s technical architecture

- Direct XDR connection to EHR
- Communicate Direct device
- Webmail (shortened timeline to Go Live)

Account Manager will help you select Direct addresses for Mass Hlway Provider Directory

Account Manager will assist you with Identity Verification (see supplementary slides)

Hlway Services Team will configure and test the solution to bring your organization live

Account Manager will provide training and workflow support

* Timeline indicates typical time spent by the Mass Hlway team from the time all completed requirements are obtained from the participant. Actual times vary by connection type and EHR vendor.



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HIway Adoption and Utilization Support (HAUS) Services



Mass HIway offers HAUS Services to assist organizations in the deployment of electronic health information exchange to enhance care coordination

HAUS Account Management Team will assist organizations with

- Technical Connectivity Assessment
- New or improved utilization of HIE in care coordination, through the development and implementation of HIE-supported use cases
- HIE Technology and Workflow Project Plan
- Training on how to use Direct Messaging services and workflow implementation

Three tracks available to receive HAUS Services

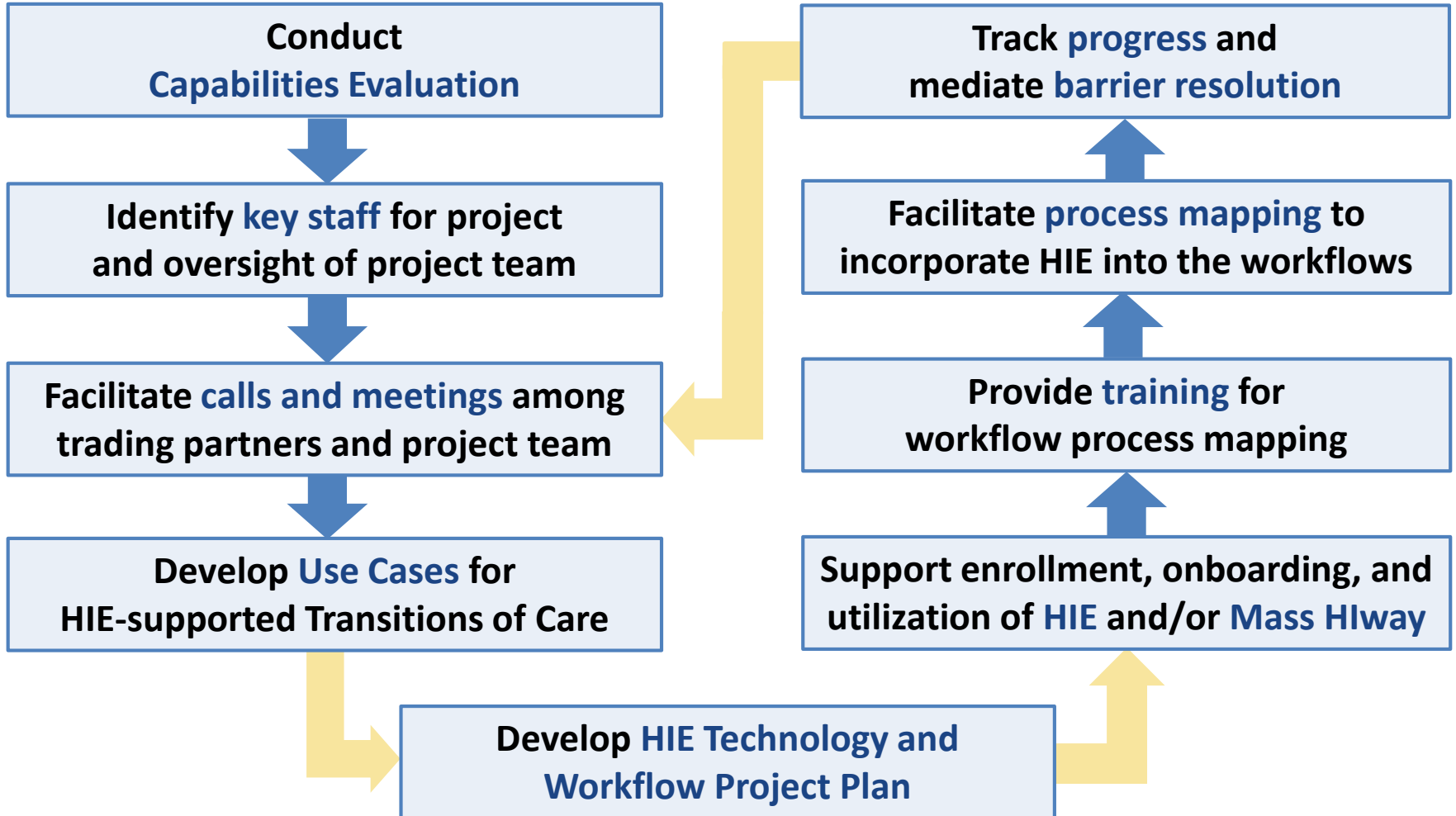
- HAUS for MassHealth Accountable Care Organizations (ACOs), Community Partners (CPs), and Community Service Agencies (CSAs), in partnership with MassHealth
- HAUS for other healthcare organizations that need to connect to the Mass HIway for the purposes of meeting the regulations
- HIway participants interested in using Direct Messaging to support care coordination



HAUS Services Project Overview



Hiway Account Managers conduct the following HAUS project services





To learn more, visit the MassHlway.net website

- Select Resources for additional info, or News and Events for on demand presentations
- Sign up to receive the Hlway newsletters and notices

Skip to main content

THE HIWAY Welcome to the
MASSACHUSETTS HEALTH INFORMATION HIGHWAY **Massachusetts Health Information Hlway**

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

The Massachusetts Health Information Hlway (Mass Hlway)

In October 2012, Massachusetts launched the statewide electronic health information exchange, The Massachusetts Health Information Highway (The Mass Hlway). The Mass Hlway offers doctors' offices, hospitals, laboratories, pharmacies, skilled nursing facilities, and other healthcare organizations a way to securely and seamlessly transmit vital data electronically.

[Sign up for our newsletter](#)

What's New

Click [here](#) for the interactive Mass Hlway Participant List Map.



- 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 website interface for THE HIWAY. The navigation menu includes 'Home', 'About', 'Services', 'Resources', 'News and Events', 'How to Join', 'Patients and Families', and 'Contact Us'. The 'News and Events' dropdown menu is open, showing 'Events', 'In the News', and 'Newsletters'. The main content area is titled 'Mass Hlway Events and Education' and features a section for 'On Demand Presentations' which is highlighted with a red box. A blue arrow points from this section to a text box on the right.

Home > News and Events > Events

Mass Hlway Events and Education

Mass Hlway HIE Workshops

Mass Hlway’s HIE Workshops will provide an educational opportunity for healthcare providers to increase the effective use of Health Information Exchange (HIE).

Over the course of two sessions, we will present the fundamentals of process improvement and change management strategies, and discuss how to apply these strategies to improve clinical workflows by incorporating HIE technologies including the Mass Hlway.

Using insights gained through our Spring 2018 HIE Learning Collaborative, we will share best practices to effectively implement HIE, and provide tools and resources to help organizations incorporate HIE into their workflows to manage the electronic health information they send and receive.

To register for the November workshops, click [here](#).

On Demand Presentations

Care Coordination using HIE and Mass Hlway: October 2018: [PDF](#) \ [Video](#)

Hlway 2.0 Overview Webinar: August 2018: [Video](#)

Mass Hlway 101: September 2018: [PDF](#) \ [Video](#)

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

Hlway 2.0 Overview Webinar: July 31, 2018: [PDF](#) \ [Video](#)

Mass Hlway Connection Requirement Webinar: June 26, 2018: [Video](#)

Mass Hlway Connection Requirement Webinar: May 22, 2018: [Video](#)

Mass Hlway Connection Requirement (Year 1 and Year 2) (January 2018): [PDF](#) \ [Video](#)

Review these presentations to learn more about the benefits and use of the Mass Hlway for Care Coordination



Thank you!

The Massachusetts Health Information Highway (Mass HIway)

Phone: 1.855.MA-HIWAY (1.855.624.4929)

Email for general inquiries: MassHIway@state.ma.us

Email for technical support: MassHIwaySupport@state.ma.us

Website: www.MassHIway.net



Fact sheet provides key information for patients about the Mass Hlway

- Hlway does not function as a clinical data repository that holds electronic medical records for individuals
- Patient’s electronic health record(s) are held by provider organizations and not the Mass Hlway
- *Note: Distribution of the Fact Sheet for Patients is not a requirement to use Hlway Direct Messaging*

The Mass Hlway:
Fact Sheet for Patients

T

he Mass Hlway 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 Hlway 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 Hlway?

- Mass Hlway is the statewide health information exchange (HIE). Healthcare providers can use the Mass Hlway to quickly and securely send and receive your health information to better coordinate your care.
- The Mass Hlway is managed by the Commonwealth of Massachusetts’ Executive Office of Health and Human Services (EOHHS).

How can the Mass Hlway help me?

- If you were discharged from a hospital, the Mass Hlway 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 Hlway 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 Hlway 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 Hlway yet. There may be more benefits to you as more healthcare organizations use the Mass Hlway.

Who can use the Mass Hlway and why?

- Currently the Mass Hlway may only be used by healthcare organizations (like doctors’ offices, hospitals, public health agencies, and health insurers).
- The Mass Hlway 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 Hlway.

How does the Mass Hlway protect my information?

The Mass Hlway 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 Hlway (this is known as encrypting data).
- Establishing policies and procedures that authorize the Mass Hlway to suspend Hlway participants as necessary to prevent unauthorized use of the Mass Hlway.
- Overseeing who has access to the Mass Hlway and who has used it for a patient’s healthcare.

Can I request my medical record from the Mass Hlway?

- No. A patient’s medical record itself is not part of the Mass Hlway 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 Hlway.
- Visit www.masshiway.net, email us at masshiway@state.ma.us, or call us at 1-855-MA-Hlway (624-4929) and press 3.



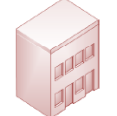

Original release April 2014. Updated February 2017.



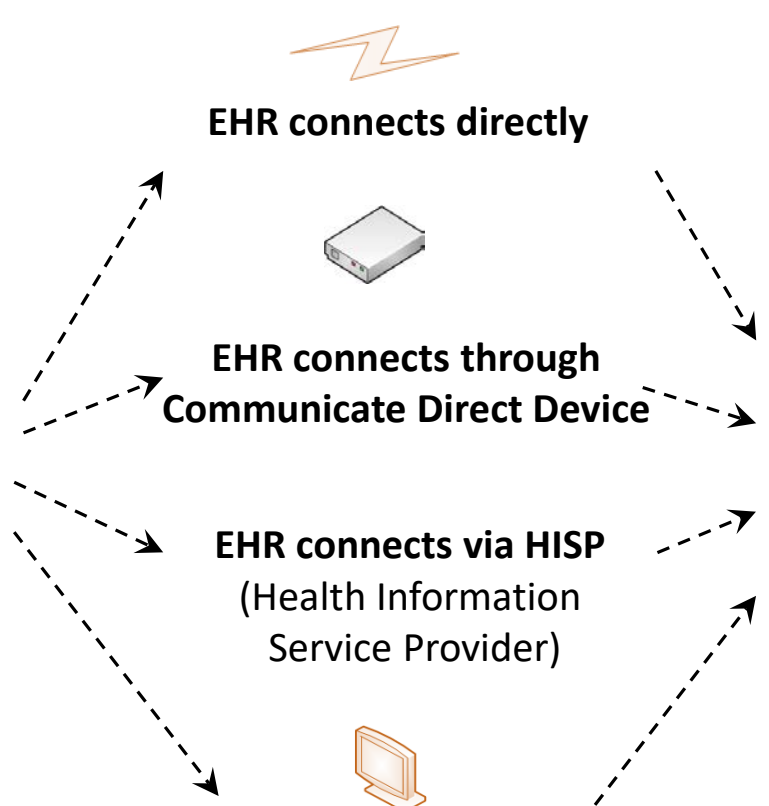
Connectivity Options



User types

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

Connectivity options



HIE services

