



Guide to Using Mass Hlway Webmail

April 21, 2016



Today's Speaker



Murali Athuluri

Mass HIway Account Management Team
Massachusetts eHealth Collaborative

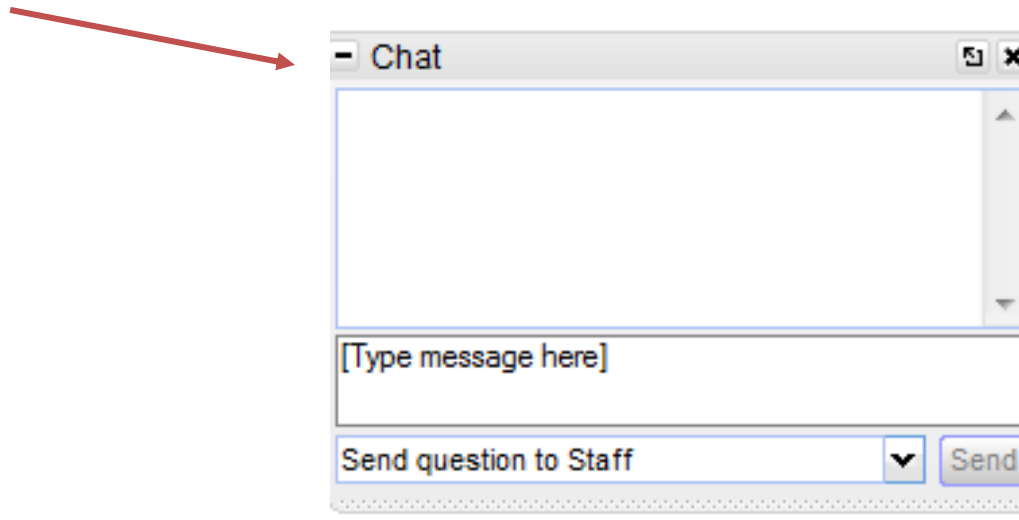


Today's presentation goals are:

- What is the Mass HIway?
- When is webmail right for you?
- What is the purpose of webmail?
- How do we use webmail?
- How do we access provider DIRECT addresses?
- How do we search for a webmail address?
- Review frequently asked questions (FAQs)
- Q&A



Please use the webinar's chat 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.

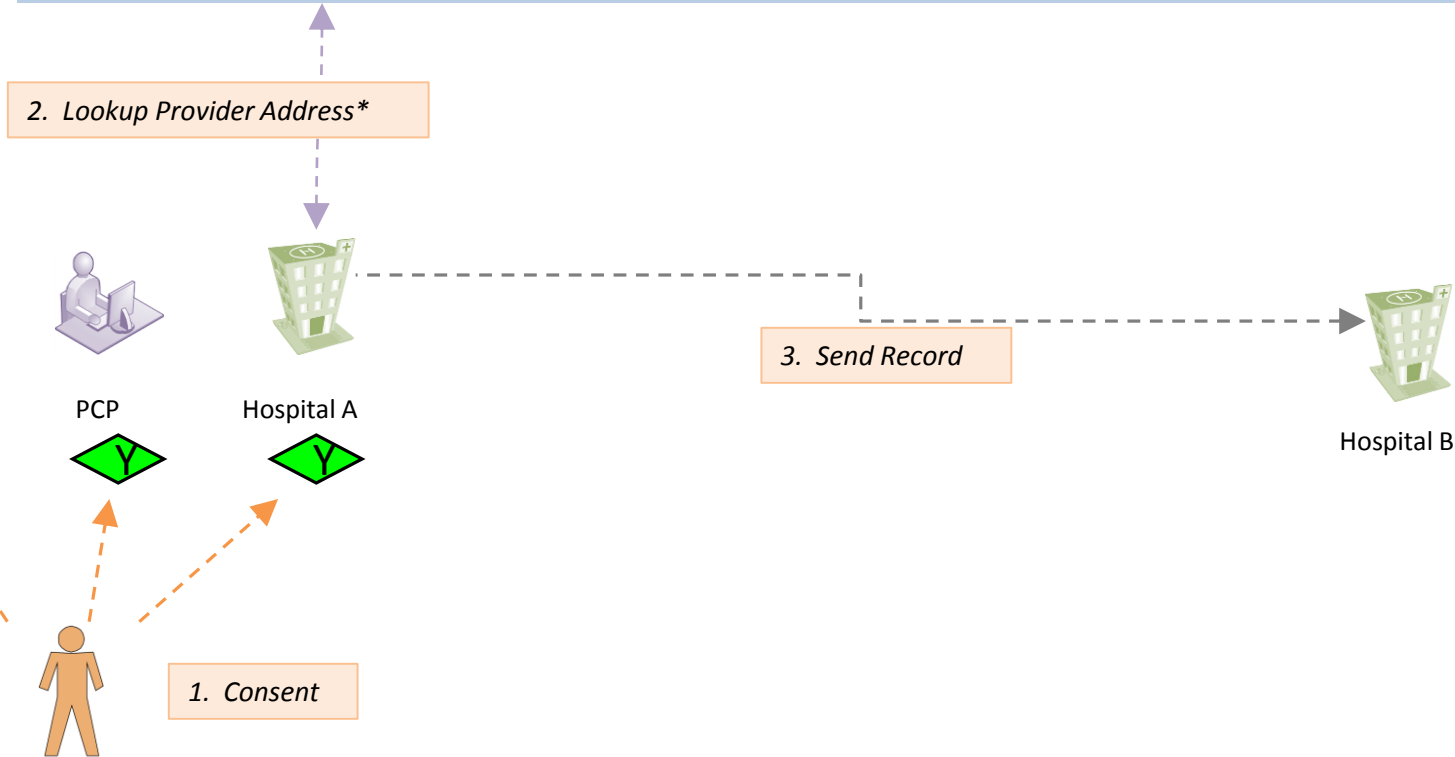


Direct Secure Messaging – User to User Push



Provider Directory

<u>Provider name</u>	<u>Local name</u>	<u>Institution</u>	<u>Direct address</u>	<u>Certificate</u>
Smith, Marilyn M	Smith, Marilyn	Hospital B	Marilyn.Smith@HospB.masshighway.net	58&HTU
Smith, Marilyn M	Smith, Mary	Highland Primary Care	Marilyn.Smith@HPC.masshighway.net	93T\$@N



* Optional and may vary from EHR vendor to vendor



What can you send?



The HIway 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

Patient clinical alerts:

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

Quality reporting:

- Information for calculation and reporting of clinical quality measures

Public Health Reporting:

- Securely comply with reporting regulations for the Mass. Department of Public Health
- 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



Care Continuum

← 650+ Participants →

Hospitals/Health Systems	Ambulatory	Long-Term & Post-Acute
---------------------------------	-------------------	-----------------------------------

~58 organizations

Majority of MA hospitals ranging from large health systems and medical centers to single-site community hospitals

>450 organizations/providers

Primary care providers and specialists across a broad range of medical services

Health centers and clinics providing medical, emotional, behavioral, and additional social services

Urgent care and minute clinics

~90 organizations

Range of services and organization types including but not limited to:

Area Agency on Aging (AAA) Aging Service Access Point (ASAP), Skilled Nursing Facilities (SNF), nursing homes, Inpatient Rehabilitation Facilities (IRF), home health, palliative care, and hospice

Note: 10+ additional orgs include Labs, Payers, Imaging Centers, and Quality Reporting service



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

Your account manager will assist you in operationalizing the Provider Directory, identifying who of your trading partners are in the Mass Hlway Community today and how to engage additional trading partners to exchange on the Hlway



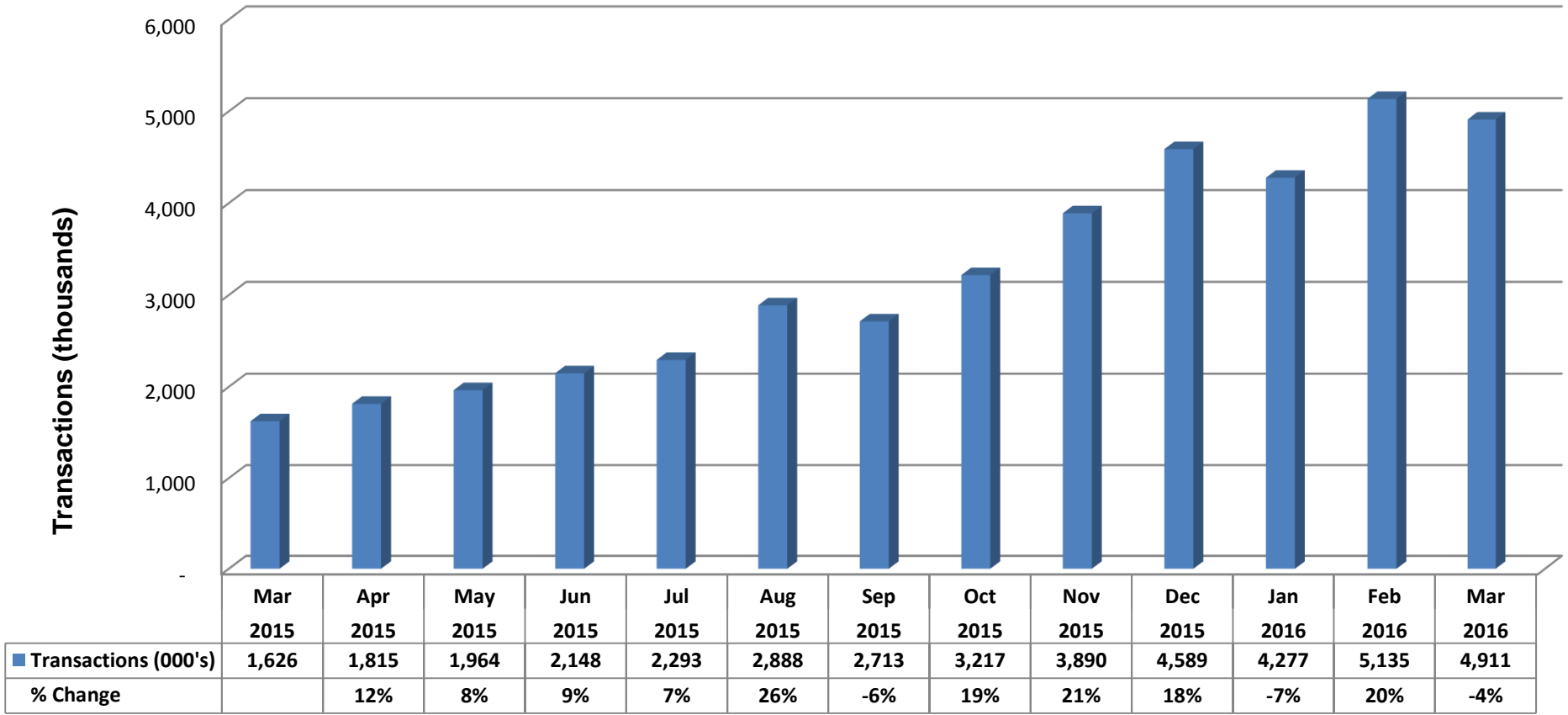
HIway Transaction Activity



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.

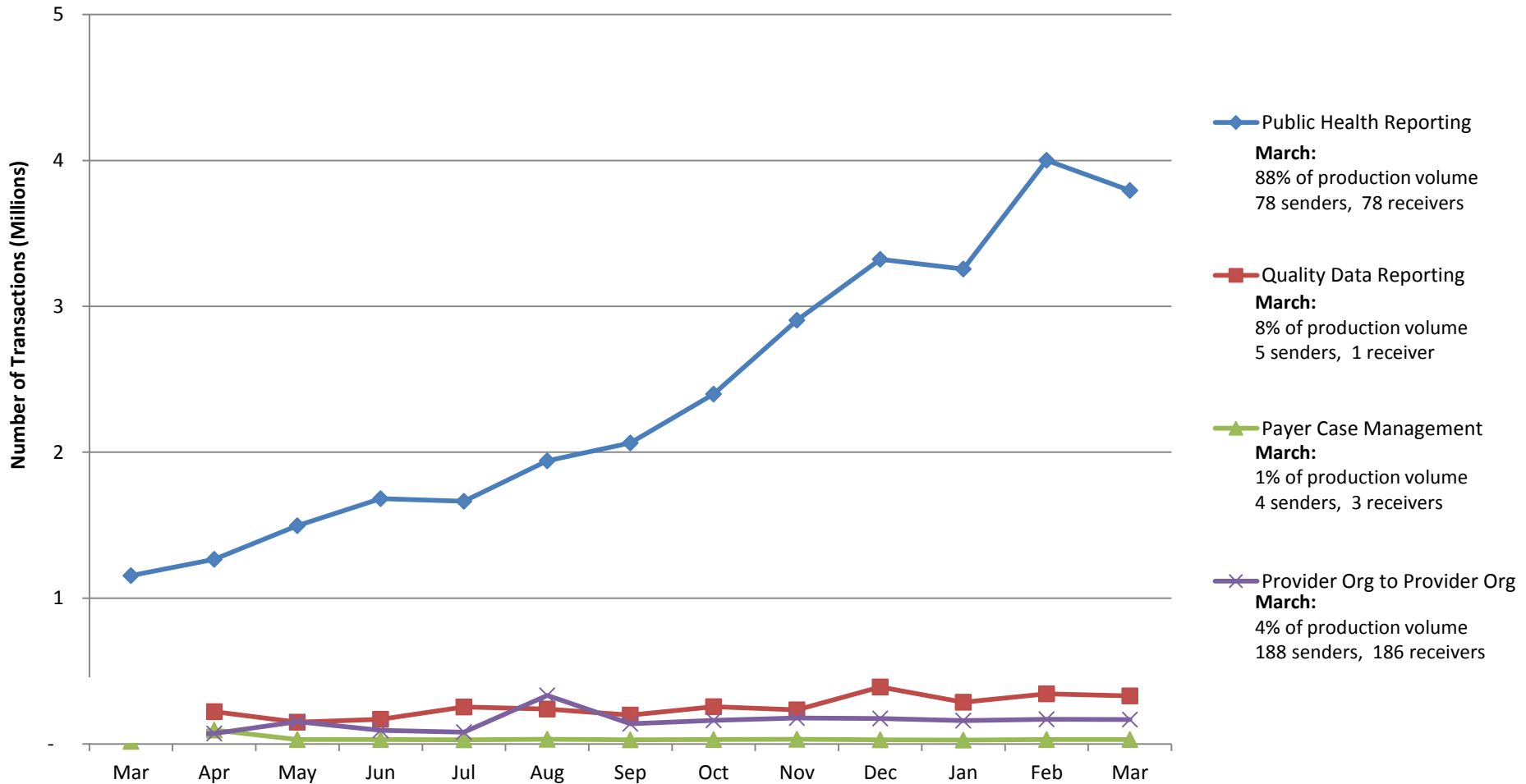


HIway Transaction Analysis



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.



Connectivity Options



User types

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

Connectivity options



EHR connects directly



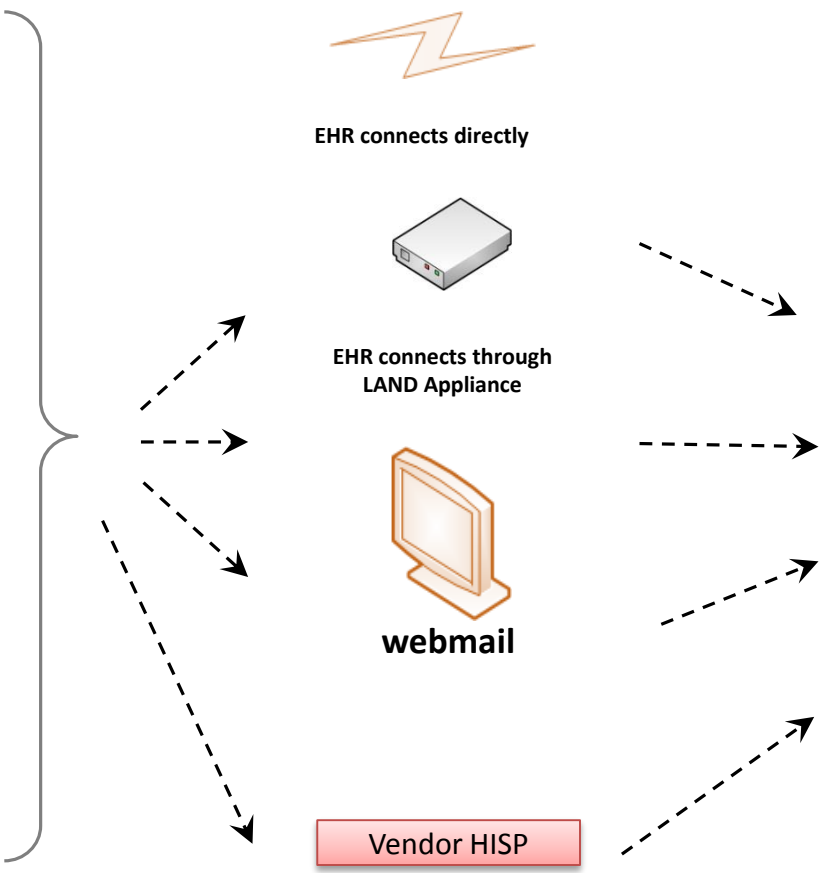
EHR connects through
LAND Appliance



webmail

Vendor HISP

HIE Services





Mass Hlway provides the following connection options

DIRECT connection can interface directly with the Participant's EHR or SMTP message sending service. DIRECT uses XDR and/or SMTP/SMIME and is the most robust connection option allowing for seamless integration into a Participant's system with proper configuration

LAND is a network based hardware appliance that is physically installed in the Participant's infrastructure to seamlessly exchange transactions over the Hlway with multiple integration options and the ability to submit transactions to public health reporting registries such as MIIS

Webmail provides for communication on the Mass Hlway through a web browser, such as Internet Explorer or Firefox. Users log into a website to receive and send messages manually. The user interface looks very much like modern online mail sites (e.g. Outlook email) and has many of the same capabilities such as user alerts. Attachment files can also be sent through webmail and the communications are secure

Vendor HISP – Mass Hlway as HISP also allows its Participants to connect using a vendor Health Information Service Provider (HISP). Mass Hlway will review its HISP agreement with the vendor, perform necessary testing and enable the connectivity for secure transaction exchange with the respective HISP providers



21 HISPs Connected to Mass Hlway

1. Allscripts (MedAllies HISP)
2. Aprima
3. Athenahealth
4. CareAccord
5. CareConnect (NetSmart HISP)
6. Cerner
7. DataMotion
8. eClinicalWorks
9. eLINC
10. EMR Direct
11. Inpriva
12. MaxMD
13. McKesson (RelayHealth)
14. Medicity
15. MyHealthProvider (Mercy Hospital)
16. NextGen Share
17. NHHIO
18. SES
19. Surescripts
20. UpDox
21. Wellport (Lumira HISP)

4 HISPs In Process of Connecting to Mass Hlway

HISP Vendor	Kickoff	Onboarding	Testing	Hlway Prod Readiness	Live/Target Date
ASP.md					2016-May
eClinicalWorks Plus					2016-Jun
Care 360					2016-Jun
IICA-Direct					Initiated



Webmail is a browser based secure email service for exchanging administrative and clinical transactions among various Participants of Mass HIway

Why Webmail?

- No EHR
- Replace email, faxes
- Quick solution for DPH submissions such as CLPPP, Cancer Registry etc.

Pros

- Functions resemble common modern Internet web browser based email applications (e.g. Outlook)
- Easy to install, no dependency on EHR vendors

Cons

- Webmail is “stand alone” and not integrated with EHR

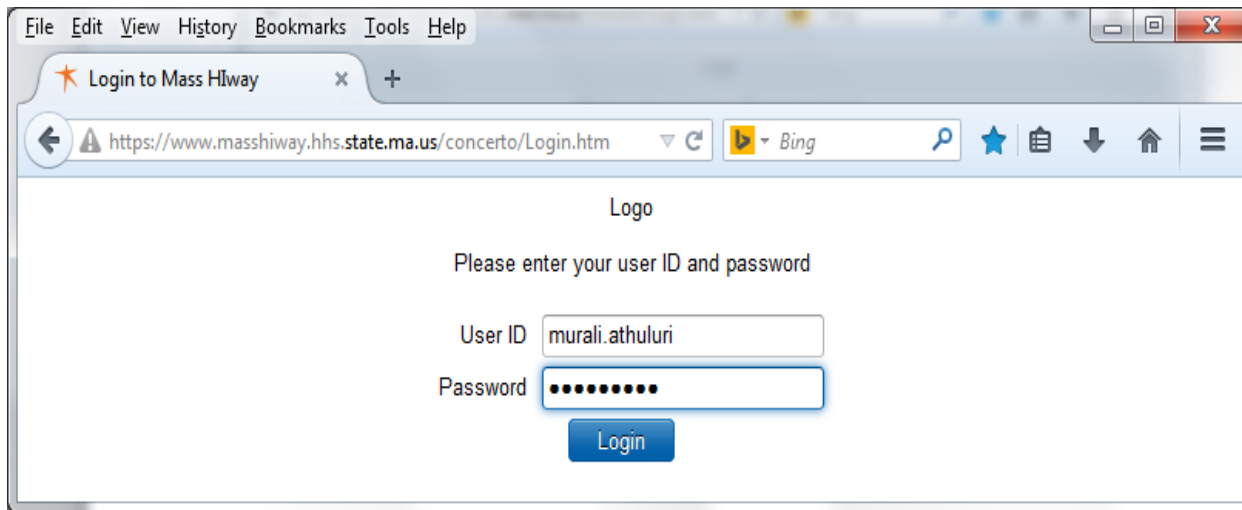
Participants who would like to send or receive clinical and patient information such as Transition of Care securely on an as needed basis and who do not have EHRs or whose EHR is not ready for a DIRECT or LAND connection



Webmail - Login



URL: <https://www.masshiway.hhs.state.ma.us/concerto/Login.htm>





Webmail - Inbox



File Edit View History Bookmarks Tools Help

Direct Secure Messaging - ... x +

https://www.masshiway.hhs.state.ma.us/concerto/Concerto.htm

Home | Help Murali ATHULURI Logout ORION HEALTH

murali.athuluri@direc... Search Inbox

Inbox Sort recent at top

- Drafts
- Sent
- Trash
- CCDs

sampleccd3@direct... 04-Dec-2014
XD* Originated Message

sampleccd3@direct... 04-Dec-2014
XD* Originated Message

NHHIO@direct.nhhio.nh... 04-Dec-2014
Re: Test Message from My Webmail

Please find the attached XDM file.

Warning: If you download an attachment you are responsible for using appropriate safeguards to prevent improper use and/or disclosure of any personal identifying information (PII) including patient protected health information (PHI). You also agree not to use or disclose PII or PHI contained in a downloaded attachment other than as permitted or required by applicable law.

280df021-7c47-4c1c-813a-de1f413e9fcd-xdm.zip (XDM File) 17.7 kB

FRIDAY, PATIENT1 Born 28-Apr-1953 Gender Male
Address 1 Mockingbird Lane, Apt 1, Pleasantville MA 08888, US Phone +1-(781)555-5550

[Personal Health Record \(Extract\) / Document01.xml](#) (CDA Document)

Personal Health Record (Extract)
Created On: October 8, 2014

FRIDAY, Patient1
Male / 61y, 29-Apr-1953 (DOB)
C19560 (1.3.6.1.4.1.22812.7.1005749.0)
1 Mockingbird Lane
Apt 1
Pleasantville, MA, US, 08888
+1-(781)555-5550

Electronically generated on October 8, 2014

[Problems](#)



Compose New Direct Message



File Edit View History Bookmarks Tools Help

Direct Secure Messaging - ... x New Message x +

https://www.masshiway.hhs.state.ma.us/webmail/new-message/DIRECT/murali.athuluri%40direct.oi Bing

From **Murali Athuluri** <murali.athuluri@direct.outreachdemo.masshiway.net> [Show Provider Search](#)

To *

+ Add Recipient

Cc + Add Cc Recipient

Subject

Message **B** *i* u Paragraph ▾

Attachments No file selected.

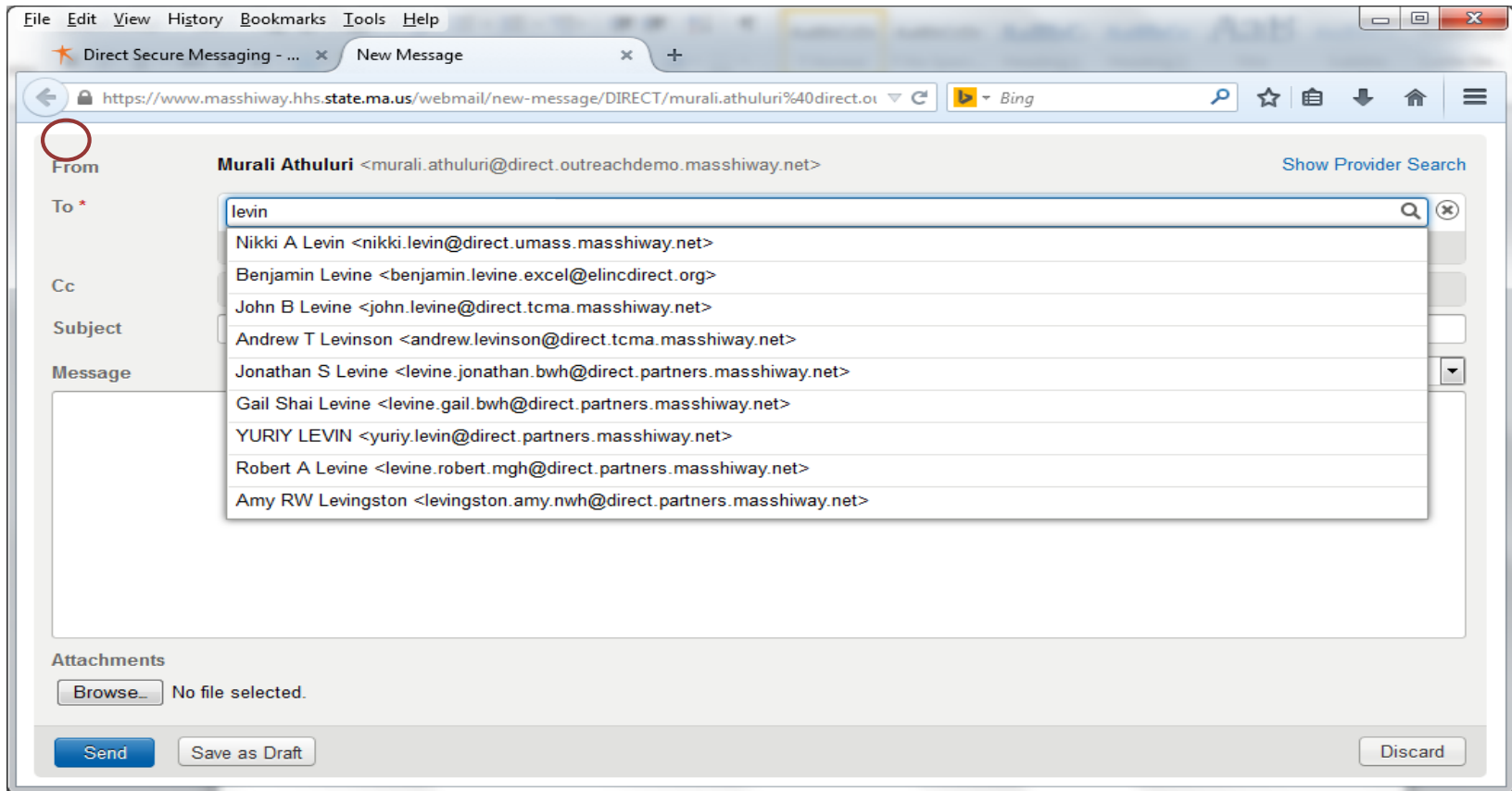


Viewing Provider DIRECT address



Accessing the Provider Directory: Webmail Auto-complete Look Up

Start typing in the "To" field. List of the top ten matches are displayed.





Accessing the Provider Directory: Webmail Advanced Search

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

The screenshot displays a webmail interface with a 'Show Provider Search' button circled in red. A secondary window shows the 'Provider Search' interface with 'levin' entered in the search box and a list of providers circled in red.

Provider Search Results:

Provider Name	Specialty	Location	Actions
LEVIN, Nikki A MD	IM	Umass Memorial Medical Center	To Cc
LEVIN, Yuriy MD	NEU	Partners Health Care	To Cc
LEVIN, Benjamin IM	IM	Cape Cod Healthcare	To Cc
LEVIN, Germain - PMRA	eclinicalworks HISP		To Cc
LEVIN, Michael S MD	IM	Partners Health Care	To Cc



Webmail – Adding Attachments



From **James Bush** <james.bush@direct.outreachdemo.masshiway.net>

Show Provider Search

To *

+ Add Recipient

Cc

+ Add Cc Recipient

Subject

Message Paragraph

Attachments

Hlway Test CCD.pdf
(application/pdf) 78.2 kB

Browse...

Send Save as Draft Last saved about a minute ago

Attachments Browse...

Send Save as Draft Discard



Webmail – Clinical Exchange Example



☆ Sender's Webmail Address

to james.bush@direct.outreachdemo.masshiway.net

Mark as Unread ⓘ 17-Apr-2015 09:09

Please find the attached file from Sender's Webmail Address

⚠ If you download an attachment you are responsible for using appropriate safeguards to prevent improper use and/or disclosure of any personal identifying information (PII) including patient protected health information (PHI). You also agree not to use or disclose PII or PHI contained in a downloaded attachment other than as permitted or required by applicable law.

📎 e2e1fd0c-e3f1-469f-beeb-5067dd3e7d7c-xdm.zip (XDM File) 29.0 kB

	Born	Gender	
Address		Phone	
Sender's Name	Continuity Of Care Document / DOC00001.XM		

Continuity of Care Document:

- Patient Name
- Transitioning Provider/Contact
- Procedures
- Encounter Diagnosis
- Immunizations
- Labs
- Vitals
- Smoking Status
- Functional Status/ADLs
- Demographics
- Care Plan
- Care Team
- Discharge Instructions
- Problem List
- Medication List
- Allergies



Webmail – Utilizing Attachments



⚠ If you download an attachment you are responsible for using appropriate safeguards to prevent improper use and/or disclosure of any personal identifying information (PII) including patient protected health information (PHI). You also agree not to use or disclose PII or PHI contained in a downloaded attachment other than as permitted or required by applicable law.

TESTFIRST, Testlast Born 24-Apr-2010 Gender Male

Address 505 Nashua Rd,, Lowell MA 01851, USA

[eClinicalWorks / ClinicalDocument.xml](#) (CDA Document) 102.3 kB

- Download ▾
- Download as PDF
- View printable version

alDocument.xml.pdf - Adobe Reader

File View Window Help

Open 1 (1 of 5) 133% Tools Fill & Sign Comme

TESTFIRST, Testlast

Male / 5y 11m, 24-Apr-2010 (DOB)
 83741 (eClinicalWorks)
 505 Nashua Rd

 Lowell, MA, USA, 01851
 978-957-4300

PROBLEMS

Type	Condition	ICD Code	Onset Dates	Condition Status	SNOMED Code
Assessment	Permanent junctional reciprocating tachycardia	427.0	2015-02-03	Active	67198005

ALLERGIES

Substance	Reaction	Event Type	Date	Status
Acetaminophen	Unknown	Drug Allergy	03 Feb, 2015	Active

ENCOUNTERS

Encounter	Location	Date
Alena Ashenberg MD Pediatrics LLC	505 Nashua Road, Suite 5 Dracut, MA	02 Nov, 2015



Webmail – Notification of Message



The screenshot shows an Outlook window titled "You have new secure mail from <plymouthgi@direct.myezyaccess.com> - Message (Plain Text)". The ribbon includes "File", "Message", "McAfee E-mail Scan", and "Adobe PDF". The ribbon contains various actions like Ignore, Delete, Reply, Forward, and Quick Steps. The email content is as follows:

From: Mass HIway Notifications <notifications@masshiway.net> **Sent:** Tue 3/17/2015 11:06 AM
To: Athuluri, Murali
Cc:
Subject: You have new secure mail from <plymouthgi@direct.myezyaccess.com>

A new secure mail from <plymouthgi@direct.myezyaccess.com> has been delivered to your murali.athuluri@direct.outreachdemo.masshiway.net mailbox.

You can log in to Direct Secure Mail at <https://www.masshiway.net/concerto/Login.htm> to read your mail.

At the bottom, there is an information icon and the text "See more about: Mass HIway Notifications." along with two profile icons.



View Sent Messages



The screenshot shows a web browser window with the address bar displaying `https://www.masshiway.net/concerto/Concerto.htm`. The browser's address bar includes a search field and navigation icons. The page header features the 'THE HIWAY' logo, a user profile for 'Murali ATHULURI' with a 'Logout' button, and the 'ORION HEALTH' logo. The main content area is an email client interface for the account 'murali.athuluri@direc...'. The left sidebar shows a list of folders: 'Inbox' (3), 'Drafts', 'Sent' (circled in red), 'Trash' (99+), 'CCDs', and 'TestNew'. The 'Sent' folder is selected, and the main pane displays a list of sent messages. The selected message is titled 'Re: TEST w/out CCDA' and is from 'Murali Athuluri to plymouthgi@direct.myezyaccess.com', dated '25-Aug-2015 09:49'. The message body contains the following text:

Yes. Got the message without CCDA. - Murali

On 25-Aug-2015 09:07, plymouthgi@direct.myezyaccess.com wrote:

>

>

> TEST w/out CCDA - Please confirm



Delete Messages



1. Select the message from the inbox to view the message
2. Click the 'recycle bin' icon on the top right hand corner to move the message to Trash folder
3. Enter the trash folder, select the message, click the 'recycle bin' a second time

The image displays two screenshots of an email client interface, illustrating the steps to delete a message.

Top Screenshot (Inbox View):

- The left sidebar shows the "Inbox" folder selected (circled in red).
- The main pane shows a list of messages. The message from "bvna.referrals@direct.bvna.masshiway.net" dated "16-Apr-2015 10:17" is selected.
- The top right corner of the interface shows a "recycle bin" icon (circled in red).

Bottom Screenshot (Trash View):

- The left sidebar shows the "Trash" folder selected (circled in red).
- The main pane shows the same message from "bvna.referrals@direct.bvna.masshiway.net" now located in the Trash folder.
- The top right corner of the interface shows the "recycle bin" icon (circled in red).



Manage Folders

The screenshot shows an email client interface for 'james.bush@direct.ou...'. On the left, a sidebar lists folders: 'Inbox', 'Test', 'Drafts', 'Sent', and 'Trash'. The 'Test' folder is selected. The main pane shows a search bar with 'Search Test' and a list of emails, including one titled 'Testing1 Cmipa test' dated '24-Feb-2015'. At the bottom left, a set of icons for folder management (Add, Delete, Move, Rename) is circled in red. A red line extends from this circle to the right, pointing to the corresponding dialog boxes.

The right side of the image shows three stacked dialog boxes for folder management:

- Add Folder:** Includes a text input for 'Name', a dropdown for 'Parent Folder' (currently showing 'Inbox/Test'), and 'Add' and 'Cancel' buttons.
- Delete Folder:** Asks 'Are you sure you want to delete the folder "TestNew"?', with 'Delete' and 'Cancel' buttons.
- Move Folder:** Asks 'Select the parent folder for "TestNew".', with a dropdown for 'Parent Folder' (currently showing 'murali.athuluri@direct.outreachdemo.masshiway.net') and 'Move' and 'Cancel' buttons.
- Rename Folder:** Includes a text input for 'Name' (currently showing 'TestNew') and 'Rename' and 'Cancel' buttons.



Moving messages across folders



Click on the 'move' arrow icon and Select the destination folder using the drop down shown below

The screenshot shows an email client interface. The left sidebar contains folders: Inbox, Drafts, Sent, and Trash. The main pane shows a list of messages. The selected message is from 'bvna.referrals@direct.bvna.masshiway.net' with the subject 'test'. A 'Move Message: Clinical Document' dialog box is overlaid on the right, with a dropdown menu showing 'TestNew' and 'Move' and 'Cancel' buttons. A red circle highlights the 'move' arrow icon in the top right corner of the email client interface.



Organize Messages



1. Click on the 'Tools' icon at the bottom left corner of your inbox
2. Select the option you would like to perform – Out of office, Message Rules or Group

The screenshot displays an email client interface. On the left, a sidebar shows the user's name 'james.bush@direct.ou...' and navigation options: 'Inbox', 'Drafts', 'Sent', and 'Trash'. The main area shows a list of emails, with one selected titled 'Clinical Document'. A 'Mailbox Settings' dialog box is open in the foreground, containing the following sections:

- Out of Office Auto-Reply**: Includes an unchecked checkbox for 'Enable Auto-Reply' and a text area for a message.
- Message Rules**: Includes a table with columns 'Condition' and 'Action', and an 'Add Rule' button.
- Contact Groups**: Includes a text area for 'Group Name' and 'Group Contacts', and an 'Add Group' button.

At the bottom of the dialog are 'Save' and 'Cancel' buttons. In the bottom left corner of the email client interface, a gear icon representing 'Tools' is circled in red.



Key Features of Webmail Summarized



- **View Messages and send messages**
- **Provider Directory Search**
- **Searching for messages in a folder**
- **Notifications to corporate email**
- **Folders and sub-folders**
- **Rules-based filing of messages into folders**
- **Auto-response messages (out of office)**



Webmail Accounts should reflect Workflow



Mass Hlway provides Domain name e.g.: direct.outreachdemo.masshiway.net

How do you want others to see you on the Hlway (example/possible address)

Organization: orgname@direct.outreachdemo.masshiway.net

Department: deptname@direct.outreachdemo.masshiway.net

Individual: murali.athuluri@direct.outreachdemo.masshiway.net (**Webmail pattern**)

Shared versus Single User Webmail

- Webmail “boxes” can have shared access for multiple users or single users

Webmail Access:

- Each authorized user will be issued a user name and password

Webmail Notification:

- One authorized user can receive Mass Hlway Webmail notifications

Start Simple:

- Minimize Accounts / Mailboxes
- Who handles your emails and faxes today? How do they distribute them?



Webmail – Process/Timeline



- **Fill out provider and organizational forms**
- **Determine desired domain name**
- **Determine structure of the webmail box (how many separate inboxes and how many users will have log in credentials?)**
- **Once that information is gathered, participant is on boarded onto the webmail platform**
- **Service manager will distribute log in credentials for the webmail box**
- **Service manager will instruct participant to send a loopback test message to ensure proper connectivity to the MA Hlway**
- **After test is complete, participant is live in production on the MA Hlway**



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



Can I access webmail from anywhere?

- Yes. Webmail is accessible using the secured URL as long as there is a internet access.

Is there a web browser limitation?

- Webmail is best viewed using Firefox and can be accessed using Internet explorer or Safari. Work is in progress for Chrome browser.

How do I set up a shared webmail mailbox when adding users?

- If you are using one mailbox for multiple users, you may specify this in the *Provider Directory Provider Upload File* under “Shared Mailbox Address”. This option is only available to webmail providers.

Who should I contact for add/update existing users on my shared mailbox?

- Sent email request to MassHiwaySupport@State.MA.US or contact your account manager directly.



How do I add/modify webmail notifications

- Contact the Mass HIway support mailbox masshiwaysupport@state.ma.us
Telephone Support: 1.855.MAHIWAY (1.855.624.4929) Option 1

What is the capacity of the Mass HIway Webmail?

- Each webmail account is subject to a storage capacity limit of 10MB per message, including attachments, and 1GB for the mailbox itself.

Can I use webmail to exchange with providers on other vendor HISPs?

- Yes, webmail users can send & receive with providers on private vendor HISPs such as eClinicalWorks, athenaHealth, Nextgenshare etc. by simply selecting or typing the provider's direct address in the 'To'. Please see the HISP slide for all connected HISPs.



DPH Registries



Registry	Status	Connection Types	Message Types
Massachusetts Immunization Information System (MIIS)	Connected	HL7	LAND, Soapwebservices
Electronic Lab Reporting (ELR)	Connected	HL7	LAND
Syndromic Surveillance (SS)	Connected	HL7	SMIME, LAND, XPL
Massachusetts Cancer Registry (MCR)	Connected	CDA HL7 R2	LAND, HISP, Webmail
Opioid Treatment Program (OTP)	Connected	XML (only for A01s), HL7 ADT (A01, A03, A08); QRY_19	Direct XDR, XPL and LAND
Childhood Lead Poisoning Prevention Program (CLPPP)	Connected	.CSV, .TXT (All txt files are fixed length files)	Webmail
E-Referral	Connected	HL7, CCD	LAND, HISP
Adult Lead	Connected	HL7	Webmail
Prescription Monitoring Program (PMP)	Testing	HL7	TBD

*Please note that the above information is current and accurate as of 4/2016. Connection types may change and can always be confirmed by your HIway service manager



Getting Started...



If your organization is interested in connecting to the Mass Hlway or improving **Care Coordination** 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