

HIway Adoption and Utilization Support (HAUS)

The Mass HIway offers HIway Adoption and Utilization Support (HAUS) Services to assist organizations in the effective deployment of electronic health information exchange (HIE) to enhance care coordination. There are two tracks:

HAUS for MassHealth Accountable Care Organizations (ACOs), Community Partners (CPs), and Community Service Agencies (CSAs),

HAUS for healthcare organizations that need to meet the connection requirement established by the Mass HIway Regulations (101 CMR 20.00)

HAUS for healthcare organizations that want to use Direct Messaging to support care coordination between healthcare providers

Examples of HIE-supported use cases:

- ACO sends a referral to a Behavioral Health CP
- ACO sends a referral to a Long Term Services and Supports CP
- CP sends a referral to their affiliated partner, affiliated partner responds to referral
- CSA sends a request for member's Care Plan to PCP
- PCP sends member's Care Plan to CSA
- Discharge Summary is sent from a hospital to a long term care facility, Behavioral Health CP, or Long Term Services and CP
- Behavioral Health CP sends Comprehensive Assessment, Person-Centered Treatment Plan to PCP
- CP or CSA sends updated Care Plan back to the member's PCP
- Primary Care Provider sends a referral to Specialist

The HIway Account Manager that is assigned to work with the organization will:

- Assist with completion of a Use Case Planning Form
- Advise how to develop HIE solutions for an EHR environment and work with organizations that still have a manual information exchange process
- Assist with an assessment of technical connectivity in order to identify critical gaps
- Assist with development and management of an HIE Technology and Workflow Project Plan to help manage all critical steps from concept to reality

To inquire about receiving HAUS Services, please contact:

MassHIway@state.ma.us

Or

Keely Benson
Account Management and Consulting
Project Director, Mass HIway
benson@masstech.org

How to enroll:

1. Email: MassHIway@state.ma.us (include HAUS in subject line)
2. Exploratory call: HIway Account Manager will call to review details
3. Confirm interest: with HIway Account Manager
4. Introductory meeting
5. Terms of participation: review and sign
6. Capabilities evaluation: assessment of existing technical connectivity
7. Commit to participation: return terms of participation to HIway Account Manager

The key components of a HAUS Services project include:

1. **Project Team Identification:** Once the signed Terms of Participation is received, the Account Manager will contact the Project Lead to identify a Project Team
2. **Kickoff Meeting:** The HIway Account Manager will work with the Project Lead to schedule a kick-off meeting with the Project Team
3. **Weekly or Bi-weekly Meetings:** The HIway Account Manager will facilitate weekly or bi-weekly meetings with the Project Leads and Project Team to ensure that the necessary tasks are being completed and targets are met

HAUS for Accountable Care Organizations (ACOs), Community Partners (CPs), and Community Service Agencies (CSAs)

Utilization of HAUS Services will not impact the ACO and CP Technical Assistance (TA) Card funding available to ACOs, CPs, and CSAs through the MassHealth DSRIP Technical Assistance (TA) Program. HAUS is a separate initiative from the MassHealth DSRIP TA Program, and organizations may participate in both programs.

HIE will be a critical enabler to the success of alternative payment models in healthcare because HIE assists providers in improving care quality at reduced cost. Accordingly, a key contractual requirement for all MassHealth ACOs includes *“facilitating communication between the Enrollee and the Enrollee’s providers and among such Providers, for example, through the use of the Mass HIway”*. **The goal of HAUS is to assist ACOs, CPs, and CSAs in meeting this requirement.**

*** HAUS is a free service
provided by the Mass HIway ***



**Learn More about
HAUS**