



Mass Hlway Newsletter

Sep 2021

For more information, visit www.masshiway.net

Spotlight Story: PhysicanOne and Tufts



PhysicianOne Urgent Care is a network of 23 urgent care centers offering walk-in, appointment-based, and telehealth treatment for non-life threatening illness and injuries. It is an alternative to the

Emergency Room and a convenient option for primary care visits during regular and off-peak hours. If a patient is in need of additional specialty care, clinicians may refer them to PhysicianOne's partner, Tufts Medical Center.

Originally, PhysicianOne's referral workflow involved faxing referral paperwork to Tufts and leaving it to the patient to schedule their visit with the specialist. This method was inefficient and put too much responsibility on the patient so PhysicianOne reached out to Tufts to discuss implementing an electronic health information exchange (HIE) process for referrals that would also alert Tufts physicians of patients that needed to be seen.

PhysicianOne utilized Direct Messaging to implement a new HIE workflow to send their referrals via Hlway Direct Messaging from their DocuTap EHR system to a dedicated Direct Messaging mailbox at Tufts.

[Read the Full Story Here](#)

Reminder: Submit your Attestation Forms by 10/31/2021!

Provider organizations can now submit attestation/exception forms regarding their efforts to meet the Hlway Connection Requirement in 2020. Although Provider Organizations must make their attestation submission through the online webforms, the Hlway recommends that you first plan your answers using the PDF version of the appropriate form. Please click below to access the forms and detailed information and instructions.

[Attestation and Exception Forms](#)

[Detailed Information and Instructions](#)

All organizations required to meet the Connection Requirement by January 1, 2021 (that is,

all acute care hospitals, community health centers, and medium/large medical ambulatory practices) must submit an attestation form to the Mass Hlway by **October 31, 2021**. If an organization was unable to meet the Connection Requirement, it must submit a Health Information Exchange Exception Form.

For more information, see the [FAQs](#) regarding the Mass Hlway Regulations and Connection Requirement. You can also find detailed information about the regulations, including educational presentations, [here](#).

You can also submit questions directly to the Mass Hlway team at MassHlway@state.ma.us

- **Acute Care Hospitals** must both send AND receive information over the Mass Hlway to support a provider-to-provider communications use case, and submit a **Year 5** Attestation Form.
- **Large Community Health Centers and Large and Medium Medical Ambulatory Practices** must both send AND receive information over the Mass Hlway to support a provider-to-provider communications use case and submit a **Year 4** Attestation Form.
- **Small Community Health Centers** must both send AND receive information over the Mass Hlway to support a provider-to-provider communications use case and submit a **Year 3** Attestation Form.

Update to the Hlway Connection Requirement

Starting in attestation year 2021, the Hlway has clarified the Connection Requirement to include use cases when both the sender and receiver use a DirectTrust-accredited HISP as meeting the Connection Requirement. Many EHR systems include a DirectTrust-accredited HISP that can send Direct Messages from within the EHR. For a list of DirectTrust-accredited HISPs, click [here](#).

Organizations that previously submitted Health Information Exchange Exception Forms because they used non-Mass Hlway Direct Messaging may now be able to attest to meeting the Hlway Connection Requirement.

Learn More About 2021 Attestation and the Connection Requirement

Review the 2021 Attestation and Connection Requirement Webinar

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