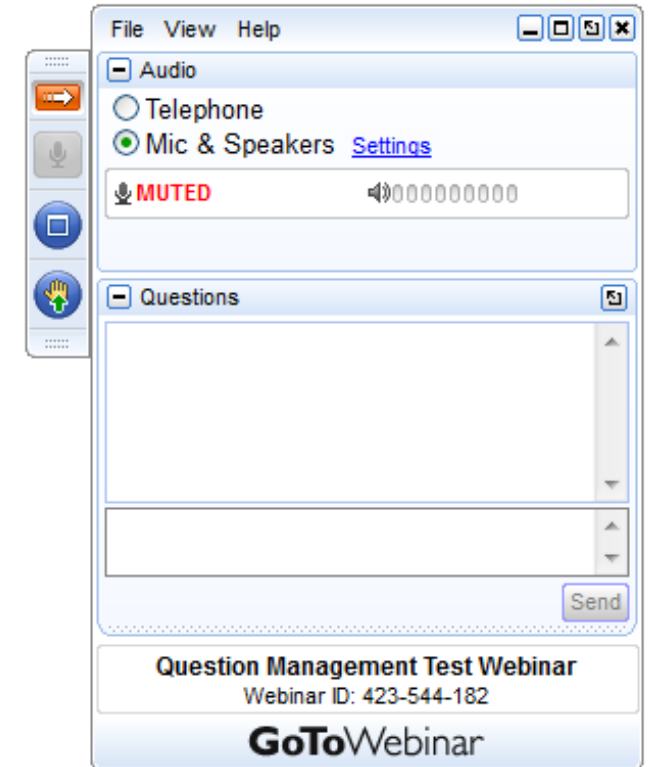


# Webinar Logistics

- The webinar will begin momentarily.
- For the duration of this webinar you will be in listen-only mode and your station will be muted.
- We welcome your questions, and you can submit them at any time during the Webinar by typing them in the “Questions” section of the GoToWebinar control panel.
- At the end of the presentation we will address your questions during our Q&A session.





Department  
of Health

# **NY Medicaid EHR Incentive Program, A CMS Promoting Interoperability Program**

## **Patient Engagement**

# Agenda

- Benefits of Using a Patient Portal
- Strategies and Considerations
- Promoting Interoperability Measures
- Program Reminders
- Q&A Session

# Commonly Used Acronyms

| Term    | Description   |
|---------|---|
| CEHRT   | Certified EHR Technology                                      |
| CMS     | Centers for Medicare and Medicaid Services                    |
| CQM     | Clinical Quality Measure                                      |
| EHR     | Electronic Health Record                                      |
| EP      | Eligible Professional   |
| ePACES  | Electronic Provider Assisted Claim Entry System               |
| ETIN    | Electronic Transmitter Identification Number                  |
| FQHC    | Federally Qualified Health Center                             |
| MEIPASS | Medicaid EHR Incentive Program Administrative Support Service |
| MU      | Meaningful Use  |
| MURPH   | Meaningful Use Registration for Public Health                 |
| PDF     | Portable Document Format                                      |
| NPI     | National Provider Identifier                                  |
| RHC     | Rural Health Clinic   |

# Patient Portal and Patient Engagement



A **patient portal** is a secure website where patients can access their medical history and other health information stored in the EHR.



The portal serves as a tool that enables patients to be more active in the decision-making process for their healthcare. This is what we mean by **patient engagement**.

# Benefits of Using a Patient Portal

2021



Appointments and  
reminders



Prescription refills



Online bill pay



Health record

How can the portal benefit  
**your patients?**

# How can the portal benefit your team?



Enhance communications



Reduce call volume



Information sharing



Adherence



# Strategies and Considerations

2021

# Staff Training



Be prepared to talk with patients about:

- What the portal is (and is not)
- How to enroll in the portal
- Why patients should use it
- Privacy and security policies


# 1. Portal Enrollment – Make it easy.

## NEW USER

Date of Birth

## CONFIRMED



## ACCOUNT INFO

## 2. Market and Educate Effectively

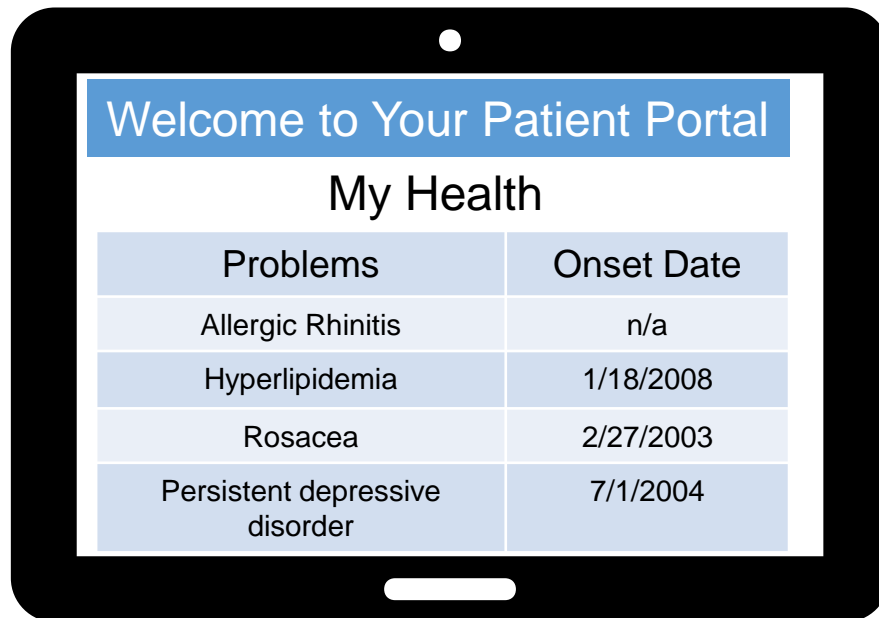
Use every appointment to promote the value of your patient portal.



# Caregiver Access

- Separate login credentials
- Different level of access

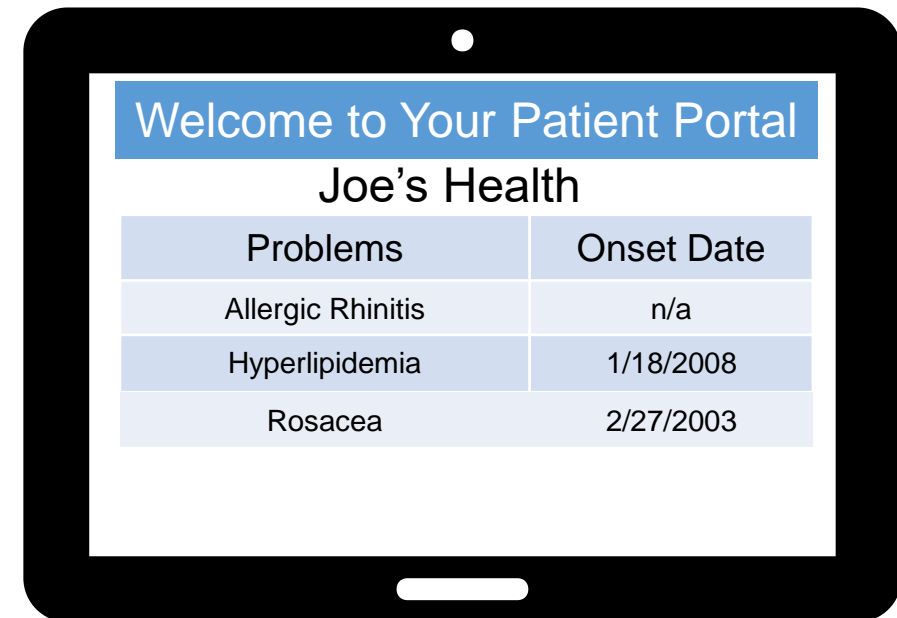
## Patient Access



A tablet displaying a patient portal interface. The screen shows a blue header with the text "Welcome to Your Patient Portal" and a sub-header "My Health". Below this is a table with two columns: "Problems" and "Onset Date".

| Problems                       | Onset Date |
|--------------------------------|------------|
| Allergic Rhinitis              | n/a        |
| Hyperlipidemia                 | 1/18/2008  |
| Rosacea                        | 2/27/2003  |
| Persistent depressive disorder | 7/1/2004   |

## Caregiver Access



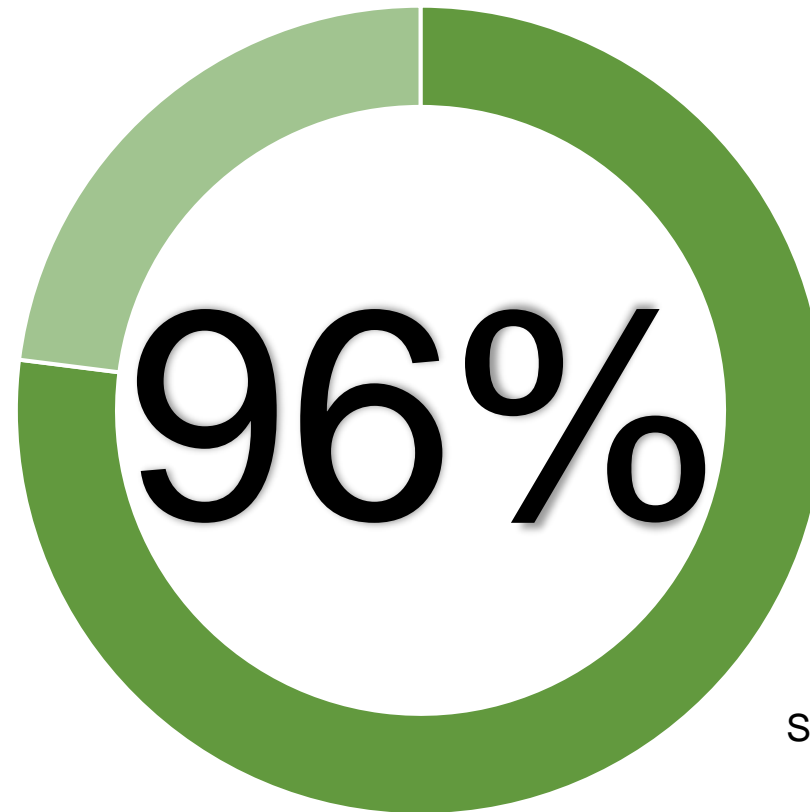
A tablet displaying a caregiver portal interface. The screen shows a blue header with the text "Welcome to Your Patient Portal" and a sub-header "Joe's Health". Below this is a table with two columns: "Problems" and "Onset Date".

| Problems          | Onset Date |
|-------------------|------------|
| Allergic Rhinitis | n/a        |
| Hyperlipidemia    | 1/18/2008  |
| Rosacea           | 2/27/2003  |

# Capitalize on Mobile Apps



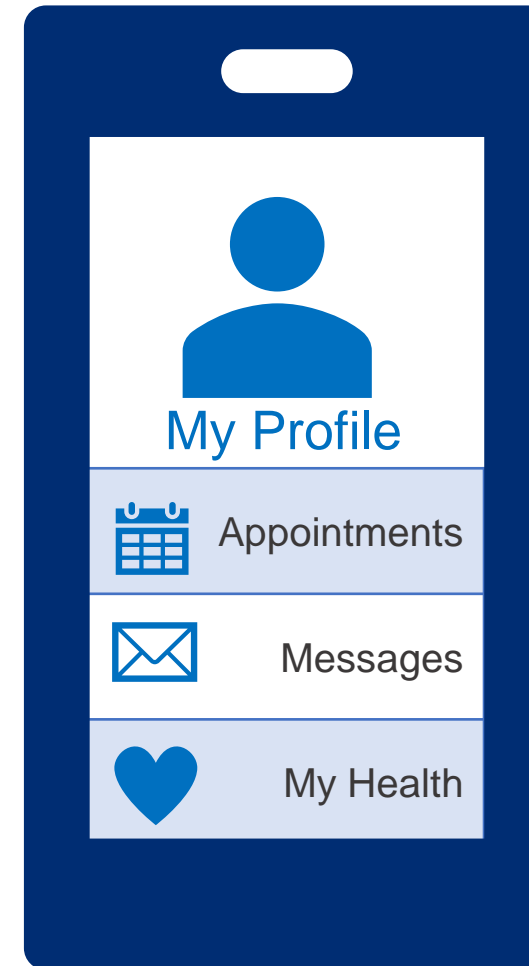
Adults with Smartphones



Source: [Pew Research Center](#)

# Market Your Portal's App

- App name
- Where to download it
- User setup
- Highlight features



# Promoting Interoperability Measures

2021



# Objective 5: Patient Electronic Access Measure 1

**More than 80% of all unique patients seen by the EP are**

(1) provided timely access to view online, download, and

transmit their health information and (2) the provider ensures

patient-authorized representative to access using any

application of their choice that is configured to meet the

technical specifications of the Application Programming

Interface (API) in the provider's certified electronic health

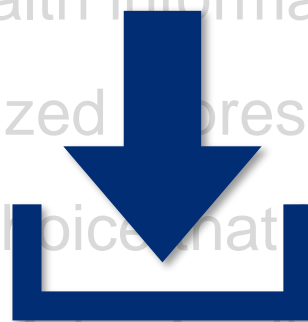
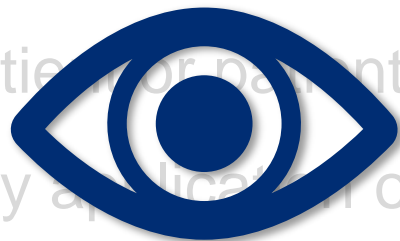
record technology (CEHRT).



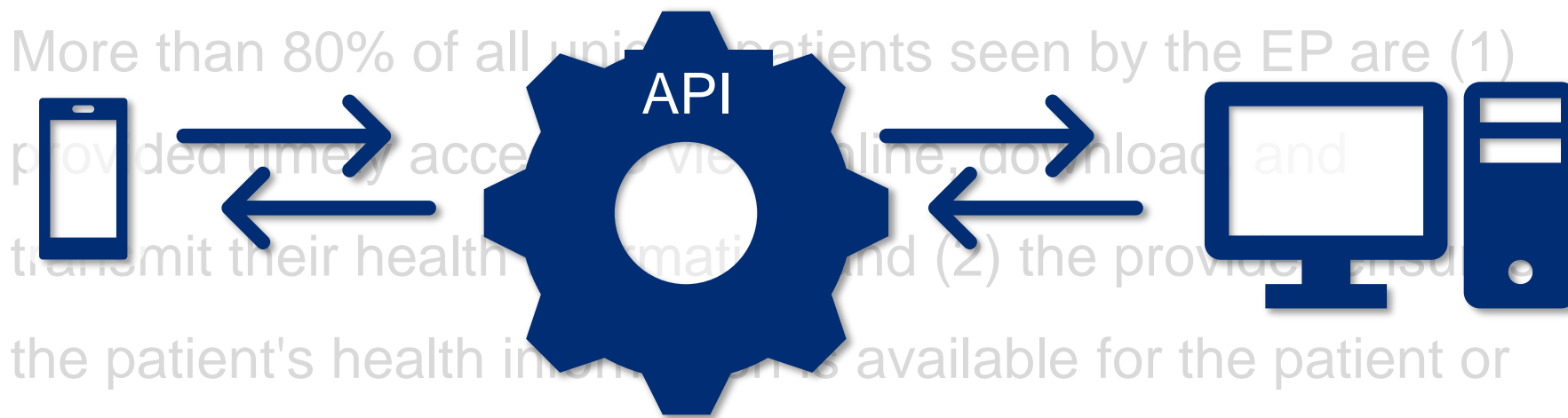
# Objective 5: Patient Electronic Access Measure 1

More than 80% of all unique patients seen by the EP are (1) **provided timely access to view online, download, and transmit their health information** and (2) the provider

ensures the patient's health information is available for the patient or patient-authorized representative to access using any application of their choice that is configured to meet the technical specifications of the Application Programming Interface (API) in the provider's certified electronic health record technology (CEHRT).



# Objective 5: Patient Electronic Access Measure 1



More than 80% of all unique patients seen by the EP are (1) provided timely access to view, download, and transmit their health information and (2) the provider ensures the patient's health information is available for the patient or patient-authorized representative to **access using any application of their choice that is configured to meet the technical specifications of the Application Programming Interface (API)** in the provider's certified electronic health record technology (CEHRT).

# Objective 5: Patient Electronic Access Measure 2

The EP must use clinically relevant information from CEHRT to **identify patient-specific educational resources and provide electronic access to those materials** to more than 35 percent of unique patients seen by the EP during the EHR reporting period.



# Objective 6: Coordination of Care Through Patient Engagement, Measure 1

More than 5 percent of all unique patients (or their authorized representatives) seen by the EP actively engage with the EHR

made accessible by the EP and either— (1) View, download, or transmit to a third party their health information; or (2) Access their health information through the use of an application Programming Interface (API) that can be used by a device chosen by the patient and configured to the API in the EP's CEHRT; or (3) A combination of (1) and (2)



# Objective 6: Coordination of Care Through Patient Engagement, Measure 2

For more than 5 percent of all unique patients seen by the EP during the EHR reporting period,

**a secure message was sent using the electronic messaging function of CEHRT to the patient (or the patient-authorized representative),** or in response to a

secure message sent by the patient or their authorized



# Objective 6: Coordination of Care Through Patient Engagement, Measure 3

Patient generated health data or data from a non-clinical setting is incorporated into the CEHRT for more than 5 percent of all unique patients seen by the EP during the EHR reporting period.



# Patient Engagement Resources

- [Patient Engagement Playbook](#)
- [Specification Sheets for 2020/2021 Stage 3](#)
- [Fact Sheet: Patient-Generated Health Data](#)
- [Practical Guide for Patient-Generated Health Data](#)



# Program Reminders & Resources

2021

# Certified EHR Technology (CEHRT)

- Minimum requirement: 2015 Edition
- Visit <https://chpl.healthit.gov/> to obtain the CEHRT ID



# Program Integrity



For post payment audit guidance,  
contact: [hitech@omig.ny.gov](mailto:hitech@omig.ny.gov)  
or review the materials available on our  
website

[https://www.health.ny.gov/health\\_care/medicaid/redesign/ehr/audit/](https://www.health.ny.gov/health_care/medicaid/redesign/ehr/audit/)

# Program Resources



**NY Medicaid  
EHR Incentive  
Program  
Support Teams**

**Phone:  
1-877-646-5410**

| Select   | Types of Questions/Information   | Email  |
|----------|--|--|
| Option 1 | ePACES, ETIN, MEIPASS<br>Technical Issues, Enrollment  | <a href="mailto:meipasshelp@csra.com">meipasshelp@csra.com</a>                         |
| Option 2 | Calculations, Eligibility,<br>Attestation Support and<br>Review, Attestation Status<br>Updates, General Program<br>Questions | <a href="mailto:hit@health.ny.gov">hit@health.ny.gov</a>                               |
| Option 3 | Public Health Reporting<br>Objective Guidance,<br>MURPH Registration<br>Support, Registry Reporting<br>Status                | <a href="mailto:MUPublicHealthHelp@health.ny.gov">MUPublicHealthHelp@health.ny.gov</a> |

# Regional Extension Centers

**NYC Regional Electronic Adoption  
Center for Health (NYC REACH)  
(inside the 5 boroughs of NYC)**



Website:

[www.nycreach.org](http://www.nycreach.org)

Email: [nycreach@health.nyc.gov](mailto:nycreach@health.nyc.gov)

Phone: 347-396-4888

**New York eHealth Collaborative  
(NYeC)  
(outside the 5 boroughs of NYC)**




Website:

[www.nyehealth.org/services/meaningful-use/](http://www.nyehealth.org/services/meaningful-use/)

Email: [ep2info@nyehealth.org](mailto:ep2info@nyehealth.org)

Phone: 646-619-6400

# EHR Incentive Program Survey



**Department of Health**  
 Office of Health Insurance Programs

**NY Medicaid EHR Incentive Program, a CMS Promoting Interoperability Program**

**Program Satisfaction Survey**

The NY Medicaid EHR Incentive Program strives to deliver the best program experience. Please take a few minutes to complete this survey to help make program improvements.

**1. How would you rate the phone and email support provided by the NY Medicaid EHR Incentive Program?**

|                            | Very<br>Dissatisfied  | Dissatisfied          | Neutral               | Satisfied             | Very Satisfied        | N/A                   |
|----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Timeliness of response     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Knowledge of staff         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Professionalism/Politeness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality of resolution      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall experience         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**2. How would you rate the website features provided by the NY Medicaid EHR Incentive Program?**

|   | Very<br>Dissatisfied  | Dissatisfied          | Neutral               | Satisfied             | Very Satisfied        | N/A                   |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Ease of navigation                          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Trustworthiness of content                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Usefulness of content                       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Format of resources (e.g. PDF, video, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Timeliness of updates                       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**3. How would you rate the webinars hosted by the NY Medicaid EHR Incentive Program?**

# Q & A

2021