Webinar Logistics

• Your webinar host will join you 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 console.

• At the end of the presentation we will address your questions during our Q&A session.
NY Medicaid EHR Incentive Program
A CMS Promoting Interoperability Program

Health Information Exchange Overview
Agenda

• Health Information Exchange (HIE) Defined
• Goals & Benefits of HIE
• HIE Challenges
• SHIN-NY, QEs (formerly known as RHIOs)
• Meaningful Use: Objective 7
• Q & A Session
Health Information Exchange (HIE) Defined
Health Information Exchange (HIE) is...

The movement of health care information electronically across organizations within a state, region, community or hospital system

OR

An organization that facilitates the information exchange
5 Key Areas

- Achieving health goals through the exchange of health information
- Improving long-term and post-acute care transitions
- Supporting consumer-mediated information exchange
- Enabling enhanced query for patient care
- Fostering distributed population-level analytics
Who participates in HIE?

- Hospitals
- Specialists
- Primary Care
- Pharmacies
- Labs
- Long-Term Care
- Public Health
- Dentists
Medical Records
Where are HIE records stored?

Decentralized

- Independent database/repository
- Organization maintains ownership
- Access granted when needed
Where are HIE records stored?

Collected from HIE Participants

Stored in a single repository or database
Where are HIE records stored?

- Decentralized
- Centralized
- Hybrid
Types of Information Exchange

- Directed
- Query-based
- Consumer-mediated
Directed Exchange
Query-based Exchange
Consumer-mediated Exchange
Health Information Exchange Goals, Benefits, and Challenges
HIE Benefits Providers & Patients

Speed
Quality
Safety

Cost
HIE Direct Benefits

- Improve patient safety by reducing medication and medical errors;
- Increase efficiency by eliminating unnecessary paperwork and handling;
- Provide caregivers with clinical decision support tools for more effective care and treatment;
- Eliminate redundant or unnecessary testing;
HIE Direct Benefits

Improve public health reporting and monitoring;

Engage healthcare consumers regarding their own personal health information;

Improve healthcare quality and outcomes and reduce health related costs.
HIE Challenges

- Insufficient Standards
- Variations in Privacy Rules
- Cost of exchanging health information
- Difficulty of accurately matching patients to their health care records
SHIN-NY, Qualified Entities (QEs), and RHIOs
SHIN-NY

NYS DOH

New York eHealth Collaborative

Partner and Manage Technology

Statewide Health Information Network for New York (SHIN-NY)

2019
What is Qualified Entity (QE)?

Provider → QE → Statewide Health Information Network for New York (SHIN-NY)
Statewide Patient Record Lookup
Statewide Secure Messaging (Direct Messaging)
Notifications (Alerts – Subscribe and Notify)
Provider & Public Health Clinical Viewers
Consent Management
Identity Management and Security
Public Health Reporting Integration
Lab Results Delivery

Core Services

2019
Overall Value
Roadmap

- Support Value-Based Care
- Ensure a strong HIE foundation across NYS
- Enable interoperability and innovations
- Promote efficiency and affordability
- Advocate collectively for SHIN-NY and its stakeholders

2019
Stage 3 Objective 7: Health Information Exchange Attestation
Attestation Requirements Measure 1

**Numerator**
Transitions of care/referrals with a summary of care record created using CEHRT and exchanged electronically

**Threshold**
Greater than 50%

**Denominator**
Total transitions of care/referrals where the EP is the transferring or referring provider

Attestation Requirements Measure 2

**Numerator**
Patient encounters where an electronic summary of care record received is incorporated by the provider into CEHRT

**Threshold**
Greater than 40%

**Denominator**
Total patient encounters the EP:
- received as transitions/referrals
- never encountered before

Attestation Requirements Measure 3

**Numerator**
Transitions/referrals with these reconciliations: medication list, medication allergy list, and current problem list

**Threshold**
Greater than 80%

**Denominator**
Total transitions of care/referrals received by the EP or patients never encountered before

Program Reminders and Resources
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<thead>
<tr>
<th>Select</th>
<th>Types of Questions/Information</th>
<th>Email</th>
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<tbody>
<tr>
<td>Option 1</td>
<td>ePaces, ETIN, MEIPASS Technical Issues, Enrollment</td>
<td><a href="mailto:meipasshelp@csra.com">meipasshelp@csra.com</a></td>
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<tr>
<td>Option 2</td>
<td>Calculations, Eligibility, Attestation Support and Review, Attestation Status Updates, General Program Questions</td>
<td><a href="mailto:hit@health.ny.gov">hit@health.ny.gov</a></td>
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<tr>
<td>Option 3</td>
<td>Public Health Reporting Objective Guidance, MURPH Registration Support, Registry Reporting Status</td>
<td><a href="mailto:MUPublicHealthHelp@health.ny.gov">MUPublicHealthHelp@health.ny.gov</a></td>
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Regional Extension Centers

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

Website: www.nycreach.org
Email: pcip@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/
Email: ep2info@nyehealth.org
Phone: 646-619-6400
EHR Incentive Program 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?**

<table>
<thead>
<tr>
<th>Quality of Service</th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Neutral</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
<th>N/A</th>
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<tbody>
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<td>Timeliness of response</td>
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<td>Knowledge of staff</td>
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<td>Professionalism/Politeness</td>
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<td>Quality of resolution</td>
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<td>Overall experience</td>
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**2. How would you rate the website features provided by the NY Medicaid EHR Incentive Program?**

<table>
<thead>
<tr>
<th>Website Feature</th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
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<td>Ease of navigation</td>
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<td>Trustworthiness of content</td>
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<td>Usefulness of content</td>
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<td>Format of resources (e.g. PDF, video, etc.)</td>
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<td>Timeliness of updates</td>
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**3. How would you rate the webinars hosted by the NY Medicaid EHR Incentive Program?**
Q & A