

HIE Enterprise Grant Program Question and Answer Webinar

Monday, May 6, 2013

ADOA

100 N. 15th Avenue

Conference Room 300



ADOA-ASET

Arizona Strategic Enterprise Technology

Today's Agenda

- Welcome and Introductions (5 Minutes)
 - Lorie Mayer, HIT Coordinator
 - Manisha Patel, HIE Project Manager
- Purpose of Meeting/Housekeeping (5 Minutes)
- Background / HIE Environmental Scans (10 Minutes)
- Grant Application Tips (5 Minutes)
- Review of FAQ's received to date / Glossary (10 Minutes)
- Walk Thru of ASET Health Information Exchange Enterprise Grant Program guidance (25 Minutes)
- State Resources for Health Information Exchange (30 Minutes)
 - Melissa Rutala
 - Chief Executive Officer, Arizona Health-e Connection
 - Interim Chief Executive Officer, Health Information Network of Arizona

Purpose of the Meeting /Housekeeping

- Please sign attendance sheet
- Please mute your lines
- The purpose of the Q & A is to provide an opportunity for interested organizations to ask questions about the grant program.
- ASET will not be able to provide technical assistance during this meeting for people that are on the phone or not here in person.
- ASET has tried to identify issues or problem spots some organizations may have in completing this application and is using this time to highlight those.
- If at anytime today ASET responds verbally to questions and it is found to conflict with the written program guidance, then ASET reserves the right to use the written guidance as the authority.
- Going forward from today, any additional questions received by ASET will be shared via the FAQ page of the ASET HIE web page located at: <http://hie.az.gov/>
- ASET also provides updates through the program alerts generated by Arizona Health- e Connection.

Background Health Information Exchange Environmental Scan

HIE Scan

- ASET reached out to 19 different organizations, 32 different participants; Cross section of hospitals, long term care providers, payors, behavioral health (rural and urban)
- Purpose: listen, document, and understand HIT/HIE Barriers, Opportunities, Suggestions for ways to accelerate adoption
- Findings: Scan found range of HIE activity among multiple entities/ organizations:
 - Accountable Care organizations /HIE is core functionality (4 different Medicare ACO efforts across the state)
 - Payer Sponsored Initiatives and ACOS (6 different efforts)
 - Health System examples of HIE (8 different examples)
- Implication is that a lot of HIE implementation underway!!

ASET could support HIE by:

- Launch 1st Round of Grants Program - Share Lessons learned
- Recognize that HIE is not just confined to HINAz and their onboarding;
- Recognize the need to support all of the newer HIE activities (*This HIE Enterprise Grant Program*)
- Update state HIT/HIE Roadmap to encompass the range of HIE activities and to encourage stakeholder engagement
 - Stakeholders felt having a coordinated action plan for the state agencies particularly ADHS and AHCCCS would be helpful to know
 - Convene stakeholders for dialogue
 - Leave behind from ASET/ONC grant dollars
- Enhance HIT/ HIE Education
- Continue Outreach efforts related to MU and non – eligible Providers
- Continue to coordinate all HIT/HIE activities

Grant Application Tips

Grant Application Tips

- **Do NOT assume** the reviewers will know you or your organization or your business – please write application as if you were explaining your request to someone who does not know Arizona.
- AVOID using acronyms.
- Follow the Grant application guidance and follow page limits.
- Ensure you are eligible, serve the target population, address at least one of the ONC priorities, one of the ASET priorities and describe your connectivity Plan/technology plan including how you will share with unaffiliated organizations over the course of the next 3 years
- Must meet the deadline of 5:00 pm (Arizona Time) Friday, June 7, 2013.
- Must be sent electronically but don't wait to the last minute in case there are attachment issues.

Grant Application Tips – Continued

- Include appropriate attachments. Examples include:
 - Resume of individual who will serve as project lead
- Remember, all HIE grant applications become public information after the review.

Review of Frequently asked Questions (FAQ)s Received to Date

Frequently Asked Questions

1. Can HIE expenses incurred prior to the grant period be eligible for reimbursement?

Response: No Expenses will only be covered for the grant period time frame (July 1, 2013-December 31, 2013). Also any membership or subscription fees will be paid on a pro-rated basis for the grant period. Please refer to page 8 of the program guidance: <http://hie.az.gov> for further details.

2. Will the six month award performance period be able to be extended?

Response: At this time the ASET HIE Cooperative Agreement program is scheduled to end on February 3rd, 2014. ASET has no information from ONC they will allow extensions, so ASET cannot offer extensions to our grantees. *In order to be able to process all invoices by the time the grant ends, ASET is asking for all final invoices to be due two weeks after the close of the grant in order to allow for reimbursement.*

Can ASET please define or Describe the organizations that are eligible?

Response: Please go to page 24 in the Guidance Section zz= Glossary for list of definitions (see next slides)

HIE Enterprise Grant Program Glossary

Accountable Care Organizations (ACO)

An accountable care organization (ACO) is a healthcare organization characterized by a payment and care delivery model that seeks to tie provider reimbursements to quality metrics and reductions in the total cost of care for an assigned population of patients. A group of coordinated [health care providers](#) forms an ACO, which then provides care to a group of patients. The ACO may use a range of payment models ([capitation](#), [fee-for-service](#) with asymmetric or symmetric shared savings, etc.). The ACO is accountable to the patients and the third-party payer for the quality, appropriateness and efficiency of the health care provided.

Electronic Health Record (EHR)

An electronic record of health-related information regarding an individual that conforms to nationally recognized interoperability standards and that can be created, managed, and consulted by authorized clinicians and staff across more than one health care organization. For purposes of this Funding Opportunity Announcement “electronic health record”, “certified EHR” and “certified EHR technology” have been used interchangeably to signify electronic health record certified pursuant to Section 3001(c)(5) of the Public Health Service Act as added by the ARRA

HIE Enterprise Grant Program Glossary

Electronic Medical Record (EMR)

An electronic record of health-related information regarding an individual that conforms to nationally recognized interoperability standards and that can be created, gathered, managed, and consulted by authorized clinicians and staff within one health care organization.

Federally Qualified Health Center (FQHC)

A type of provider defined by the Medicare and Medicaid statutes for organizations that provide care to underserved populations and include Community Health Centers, Migrant Health Centers, Health Care for the Homeless Programs, Public Housing Primary Care Programs and some tribal clinics. FQHC provide services in both medically underserved area and to medically underserved populations. For the purpose of this application a complete list of FQHCs and rural health clinics will be taken from the AHCCCS website found at <http://www.azahcccs.gov/>

Health Information Exchange (HIE)

The electronic movement of health-related information among organizations according to nationally recognized standards.

Health Information Organization (HIO)

An organization that oversees and governs the exchange of health-related information among organizations according to nationally recognized standards.

HIE Enterprise Grant Program Glossary

Health Information Technology (HIT)

The application of information processing involving both computer hardware and software that deals with the storage, retrieval, sharing, and use of health care information, data, and knowledge for communication and decision making

Integrated Delivery Network

An integrated delivery system (IDS) is a network of facilities and providers that work together to offer a continuum of care to a specific geographic area or market. IDS include many types of associations across the continuum of care.

Rural Health Clinic

For purposes of this Funding Opportunity Announcement, “rural health clinic” is defined as a clinic providing primarily outpatient care certified to receive special Medicare and Medicaid reimbursement. RHCs provide increased access to primary care in underserved rural areas using both physicians and other clinical professionals such as nurse practitioners, physician assistants, and certified nurse midwives to provide services.

Unaffiliated Organization

Another healthcare organization that is outside the four walls of your organization

Walk Thru of ASET Guidance Document Questions and Answers

Lorie Mayer

State Resources for Health Information Exchange

Melissa Rutala
CEO Arizona Health-e Connection
Interim CEO, Health Information
Network of Arizona

Health IT Resources in Arizona: Support for your Grant Activities

May 6, 2013

Melissa Rutala, MPH
Chief Executive Officer
Arizona Health-e Connection

Agenda

- Overview of Health IT: The Arizona Landscape
- Health Information Exchange (HIE) Activities in Arizona
 - Arizona HIE Marketplace
 - Arizona E-Prescribing Initiative
 - Arizona Regional Extension Center
 - Health Information Network of Arizona
- Next Steps

Overview of Health Information Technology & AzHeC

Arizona Health-e Connection (AzHeC)

exists to

Convene, Coordinate and Communicate

for Health Information Infrastructure

improvements that affect every Arizonan

AzHeC Programs & Initiatives

HIT



REC – Helping Arizona providers meet their health IT goals

Policy development – leading legislative efforts



eRx Initiative – increasing adoption



Consumer Outreach - education, awareness & engagement

HIT & HIE Stakeholder Engagement – committees, online forums, etc.

HIE

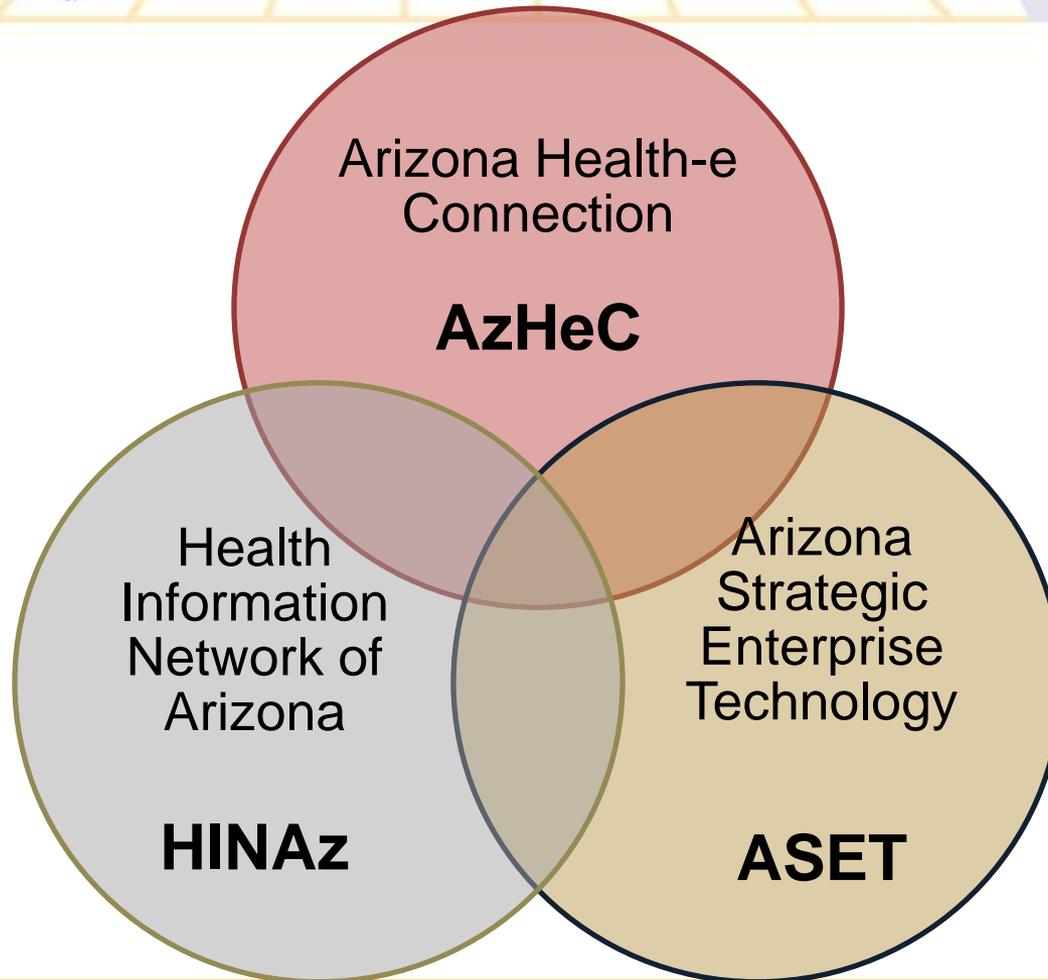


HIE Marketplace – viable HIE solutions for providers



HINaz Provider Outreach – Recruitment & Enrollment

Key Arizona Health IT Stakeholders



Arizona's HIT and HIE Landscape

- Statewide health information organization
- Operationalizing exchange now – key focus
- Collaboration w/ AzHeC on provider and consumer outreach

**AzHeC
(REC)**

- non-profit, public-private partnership
- Federal EHR adoption grant - \$12 M
- Assisting health care entities with adopting EHRs and HIE
- Promote adoption of e-prescribing
- Lead consumer engagement and education activities
- Lead legislative development, promotion

**HINAz
(HIO)**

**ASET
(State)**

- Federal HIE grant – \$9.4 Million
- Contracting with AzHeC – HIE Marketplace, e-prescribing
- Coordinating state agency activities in health IT
- Funding HINAz to develop statewide HIE infrastructure
- Support consumer education and awareness building

ONC & ASET High Priority Items



E-Prescribing



Receipt of
Structured Lab
Results



Patient Care
Summaries

Health Information Exchange (HIE) Activities in Arizona

Arizona E-Prescribing Initiative
Arizona Regional Extension Center
Arizona HIE Marketplace
Health Information Network of Arizona

Arizona E-Prescribing Initiative

E-Prescribing Goals

By the end of 2013...

Original E-Prescribing Goal	End of 2012	Update
40% of eligible prescriptions being e-prescribed	60.08%	70%
60% of Arizona physicians actively routing prescribing	57.02%	None
100% of Arizona pharmacies to have e-prescribing system capabilities	99.16%	None

Data provided by Surecripts, through contract with Office of the National Coordinator for Health Information Technology (ONC).

Az eRx Initiative: Areas of Focus

Pharmacy
Incentive
Program

Provider &
Pharmacy
Technical
Assistance

E-Prescribing
of Controlled
Substances

Education and
Resources

Outreach and
Communication

eRx Program Overview

Arizona E-Prescribing Initiative was developed to meet ONC e-prescribing goals for Arizona. Three major projects currently underway include:

1. Technical Assistance

- Help providers and pharmacies with any e-prescribing barrier including issues with workflow, vendor(s), and configurations.

2. Community Pharmacy Financial Support

- Provide financial assistance to independent, community pharmacies that are not currently e-prescribing on the Surescripts network

3. E-Prescribing of Controlled Substances (EPCS)

- Develop statewide strategy for implementation of EPCS

Technical Assistance Program

Need assistance with e-prescribing workflow or technical issues? AzHeC is available to provide **FREE** assistance to solve your problems!

Contact AzHeC at 602-688-7200, ehr@azhec.org or visit http://www.azhec.org/?page=Provider_Assistance to get assistance today!

E-Prescribing of Controlled Substances

A statewide EPCS program to increase EPCS knowledge, implementation and usage throughout Arizona:

1. Environmental scan

- DEA rule in 2010 plus Az bill in 2012, but still a lot of confusion
- Determine status of EPCS functionality in Arizona

2. EPCS pilot program

- Identify select pharmacies and providers within a geographic area to implement EPCS, with workflow redesign and support

3. Statewide EPCS campaign

- Education campaign to encourage the use of EPCS through-out the state among pharmacies and providers

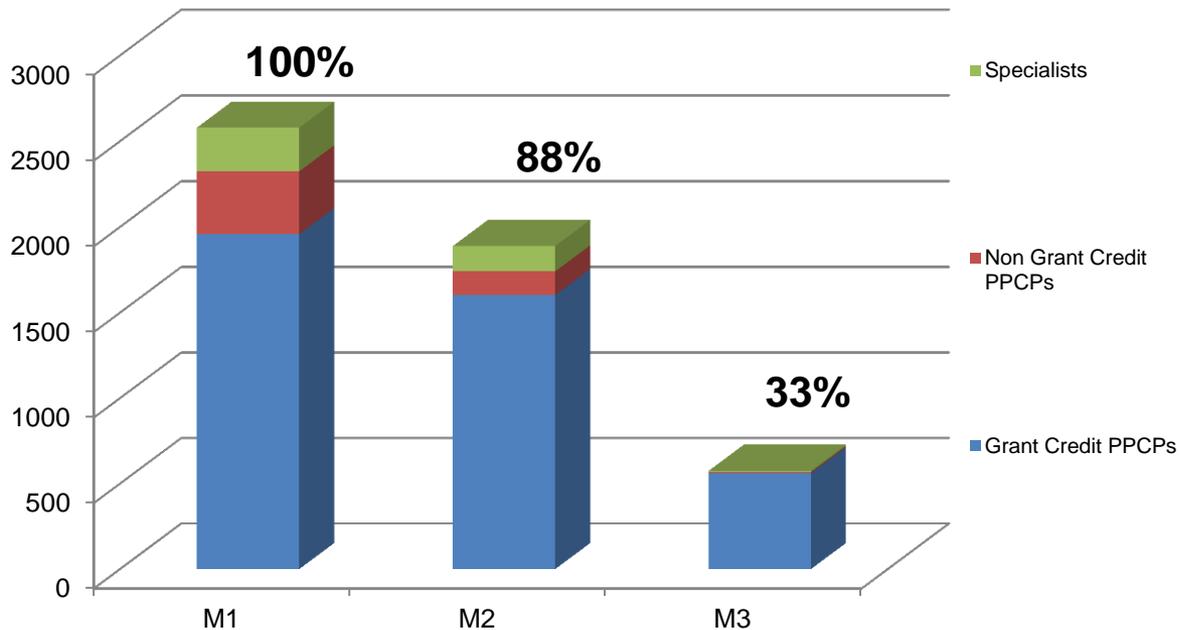
Arizona Regional Extension Center: New Services for All Providers

What is the REC?

Arizona's trusted,
unbiased health IT and
Meaningful Use
resource...
assisting over 2,500
Arizona health care
providers to achieve
Meaningful Use and
other health IT goals!



REC Progress to Date



M1 = Sign-up

M2 = Go-Live on
certified EHR

M3 = Stage 1
Meaningful Use

New REC Services

The REC now offers a range of health IT services to all Arizona providers, including:

REC Membership Services

**REC Consulting
Services**

**REC Member Value
Program Services**

REC Membership: Services & Benefits

Services and Benefits

- **News and Information Services**
 - Monthly e-newsletter - REC Bulletin, REC Alerts, e-mail notices
 - Provider success coordinator assistance
- **Health IT Events and Webinars**
 - Member-only discounts to REC and AzHeC events
- **Vendor Alliance Program**
 - EHR and Non-EHR vendors
- **Community Collaborations**
 - Networking with other REC member practices
 - Online community discussions through REC website (coming soon!)

REC Membership: Dues Structure

Organization Size (# of providers)	Annual Membership Dues*
1 – 3	\$ 300
4 – 6	\$ 600
7 – 10	\$ 900
11 – 20	\$ 1,200
21+	\$ 1,700

* A 15% discount will be offered to practices who are members of an association that supports Arizona Health-e Connection and the REC, including:

Arizona Medical Association
Arizona Osteopathic Medical Association
Arizona Pharmacy Association
Az Alliance of Community Health Centers

Arizona Hospital and Healthcare Association
Arizona Health Care Association
Arizona Nurse Practitioner Council
LeadingAge Arizona

REC Consulting: Services & Benefits

Services and Benefits

Core Services

- Practice assessment
- Vendor evaluation
- Project planning, monitoring & management
- Workflow design
- Meaningful Use gap analysis & assistance

Additional Services

- Health IT contract review
- Application training
- System configuration & customization
- Data migration
- Privacy & security
- Health information exchange planning & implementation
- Patient centered medical home
- Quality improvement

REC MVP: Services & Benefits

Description	Services and Benefits
<p>The REC Member Value Program (MVP) will bring special (aka “discounted”) pricing on a variety of services to REC members to provide additional value on important health IT services and products.</p>	<p><u>Inaugural MVP Service Provider: ClearDATA</u> ClearDATA services range from baseline security risk analysis to full range of privacy & security services, to include:</p> <ul style="list-style-type: none">• Security risk analysis• Remediation assistance• Data hosting services• Security policies and procedures documentation• Security and privacy compliance official• Privacy impact assessments• Privacy consulting

Arizona Health Information Exchange (HIE) Marketplace

Various HIE Strategies

1. Basic point-to-point exchange

- Direct Exchange = secure messaging

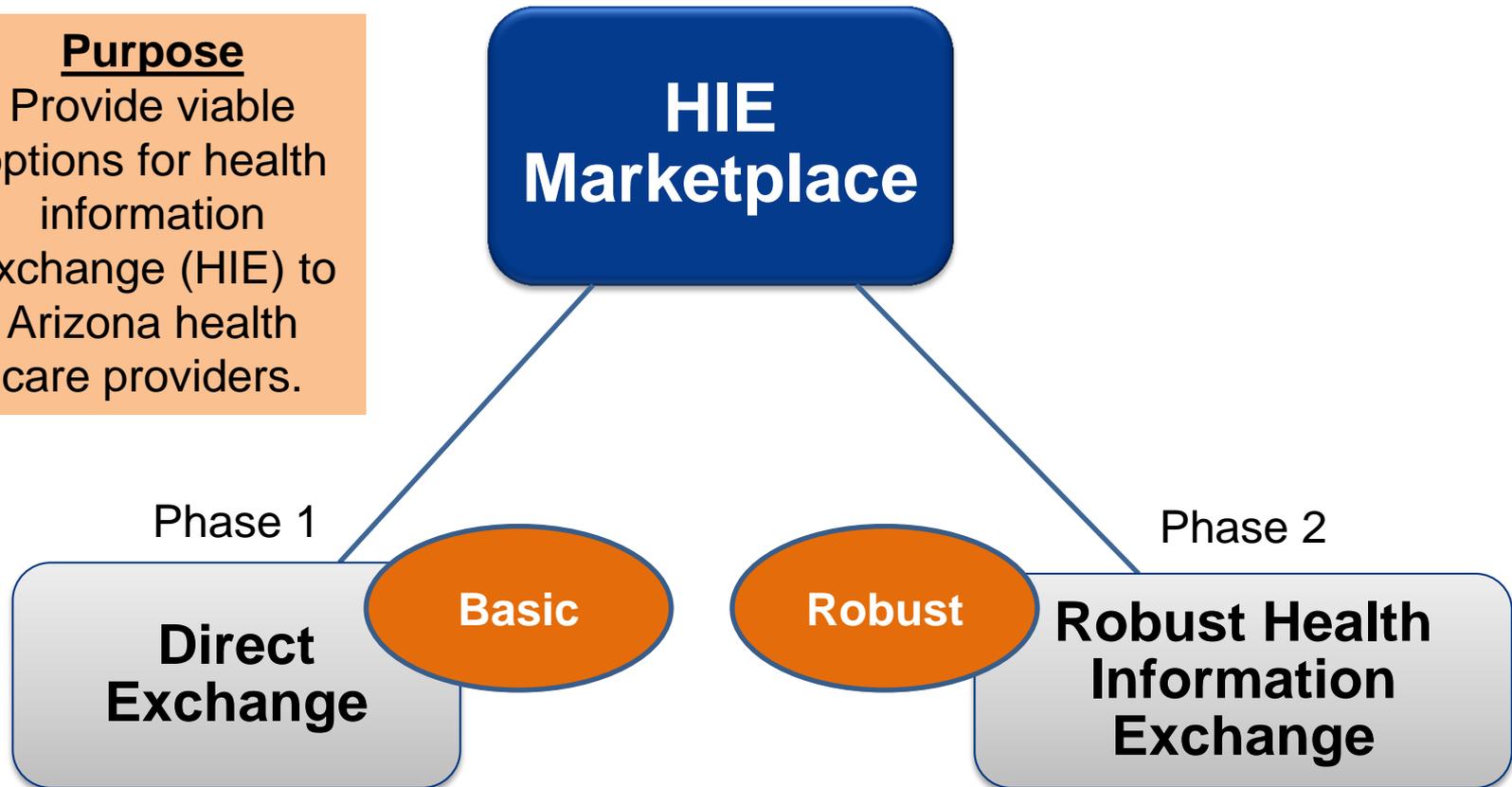
2. Robust health information exchange

- Community health information organization (HIO) = Health Information Network of Az
- Other robust HIE options
 - ACO efforts –driven by hospital systems
 - Private HIEs
 - Other clinical integration efforts

Arizona HIE Marketplace

Purpose

Provide viable options for health information exchange (HIE) to Arizona health care providers.



Phase 1: Direct Exchange



b.wells@direct.aclinic.org

Direct Exchange specifies a simple, secure, scalable, standards-based way for participants to send encrypted health information directly to known, trusted recipients over the Internet.



h.elthie@direct.ahospital.org

Simple. Secure. Scalable. Standards-based.

Bridging the Gap

Direct bridges the communication gap between providers, patients, and other health care entities with secure electronic messaging.



Direct Addresses



Dr. Wells

b.wells@acclinic.com

Unsecure
Address

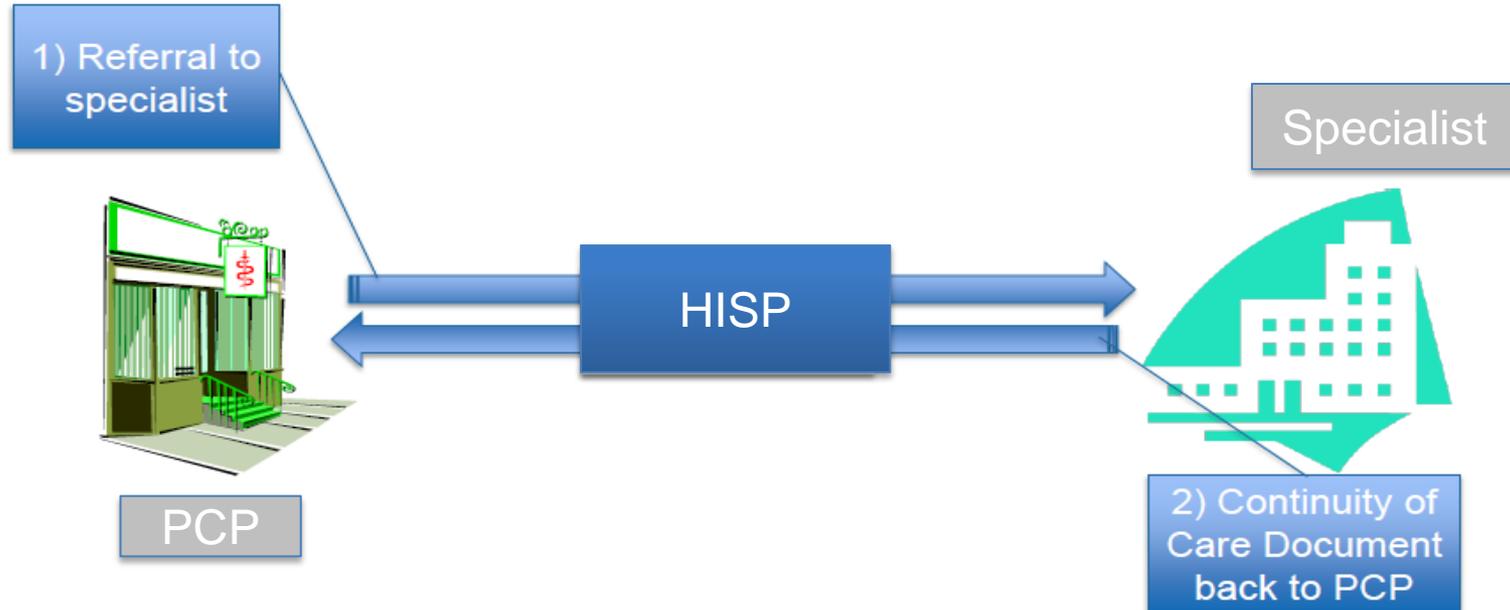
b.wells@direct.acclinic.com

Endpoint

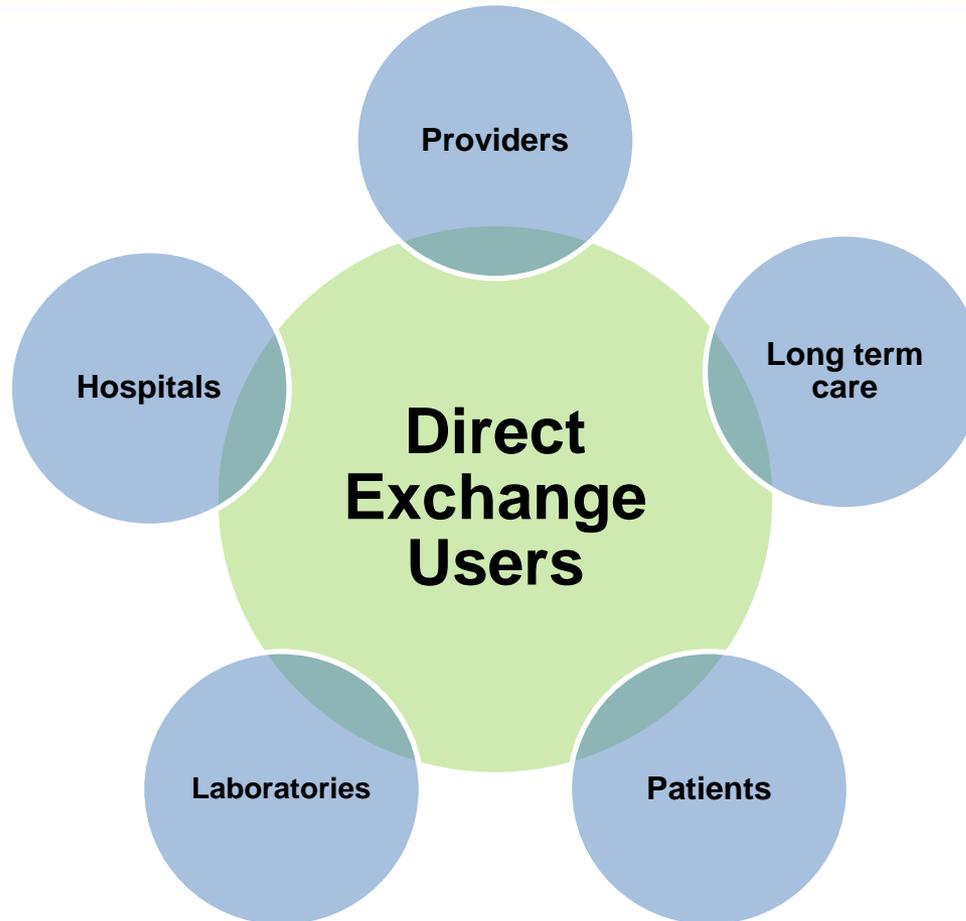
Domain

Direct
Address

Use Case: Transitions of Care



Who Uses Direct Exchange?



Direct Exchange can be used by multiple individuals and entities for health care coordination purposes.

Direct Exchange Demonstration Project

- Initial 1,000 eligible accounts in Arizona
- No cost for 12 months
- Submit participation agreement and attestation form
- Currently, approx. 800 accounts have been created
- Interested? Call 602-688-7200 or email ehr@azhec.org

NOTE: Unconnected grant recipients can not utilize free Direct demonstration project accounts, since funding is available through your grant funds to pay for accounts, but AzHeC staff can assist with coordinating registration with HIE Marketplace approved HISP vendors and can provide information and phone-based support in your enrollment process.

Direct Exchange: Current Activity

Current Status

- 794 accounts enrolled
- 40 accounts attested
- 2,800+ messages sent
 - Numbers are estimates per HISP vendor reports

Moving Forward

- Increase statewide utilization
 - REC Direct utilization project
 - Unconnected Providers grantee utilization



HINAz: An Overview

Agenda

- Overview of HINAz
- Current participation
- Onboarding expectations
- Questions

What is HINAz?

- Health Information Network of Arizona (HINAz) is Arizona's non-profit health information organization (HIO) that provides the secure sharing of medical information and medical records by authorized participating health care providers, improving health care coordination, quality and safety while reducing costs.
- HINAz is a collaborative effort of major health care entities - including health plans, hospitals, group practices, business leadership and government entities in Arizona

What is HINAz?

- HINAz will provide a secure system that allows:
 - patient health records to be accessed electronically
 - by health care providers at health care facilities throughout the state
 - in a way that ensures the protection of personal health information and privacy
- Data currently exchanged and available:
 - Medication history
 - Lab results
 - Discharge summaries
 - Radiology reports
 - ADT transactions

Options for Exchange

- ▶ Two options for exchange
 - ▶ Virtual health record (VHR)
 - ▶ View only access to patient information from available sources
 - ▶ Bidirectional interface
 - ▶ 2-way pipeline - sending information on patients into exchange and retrieving information on patients from exchange

Current Participation

- Current participation includes:
 - 8 hospitals (47% of all licensed beds in the State)
 - 7 health plans
 - 3 community health centers
 - 1 reference lab
 - 7 clinics

Current Participation (cont.)

➤ Data suppliers status:

- Banner Health - fully live
- Carondelet Health Network - fully live
- Sonora Quest Laboratories - fully live
- Benson Hospital - fully live soon
- Maricopa Integrated Health Systems - partially live
- Multi-Specialty Interdisciplinary Clinics (Children's Rehabilitation Services) - partially live
- Cardiovascular Consultants - partially live

➤ Data users status:

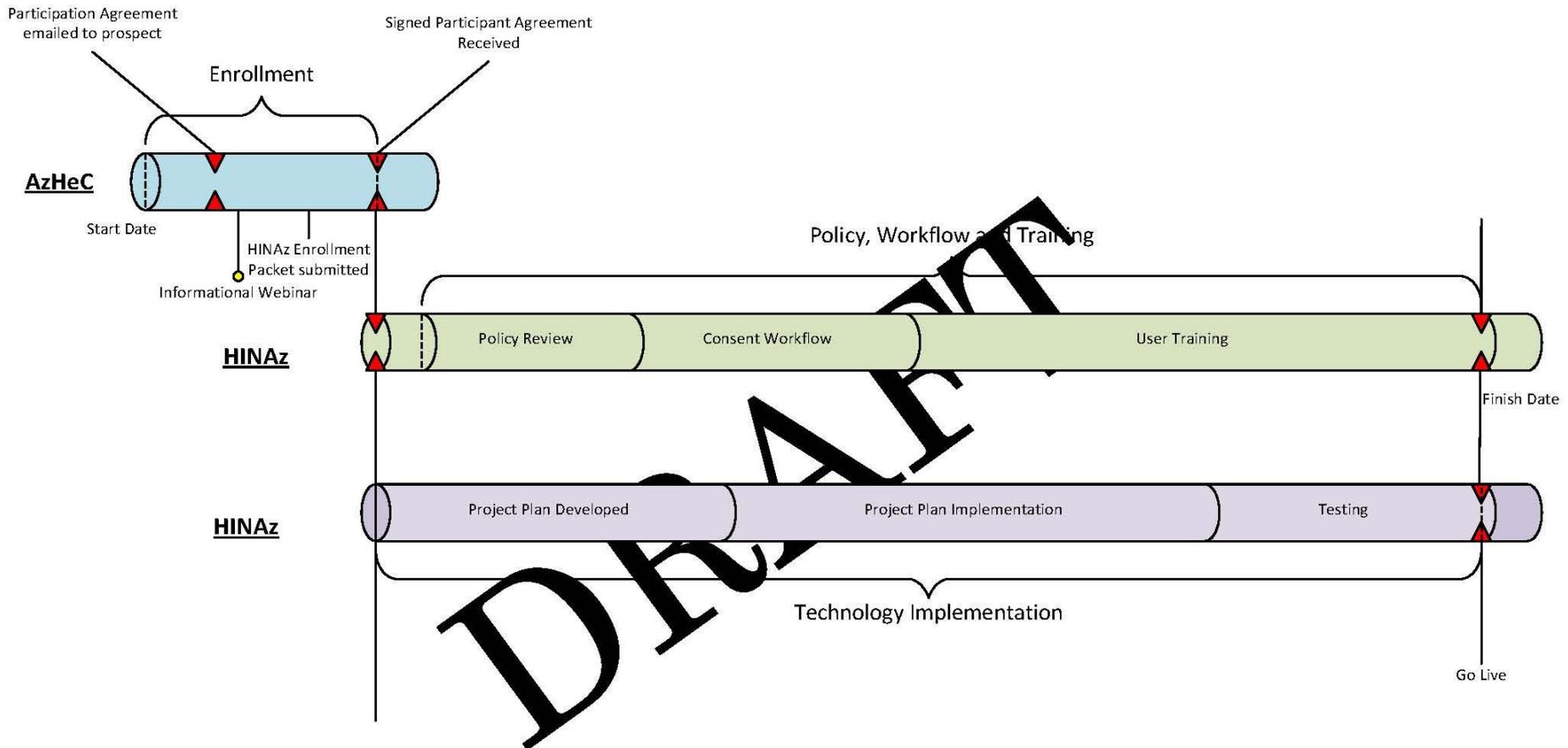
- Pima County Detention Center

Arizona Health-e Connection and HINAz Relationship

- Arizona Health-e Connection (AzHeC) has several connections through various State health IT initiatives.
- AzHeC contracts to help HINAz with:
 - Marketing, communication and outreach
 - Provider recruitment
 - Consumer education

Onboarding Expectations

Draft HINAz Enrollment Process



Consumer Education & Engagement Project

▶ Key Phases

- ▶ HIE acceleration: consumer consent implementation toolkit (now - August)
- ▶ HIE/HINAz community awareness (June - Sept)
- ▶ General HIT community awareness (Aug - Dec)

▶ Key Activities

- ▶ Consumer Connections Taskforce
- ▶ Consumer consent implementation toolkit
- ▶ Template consumer education materials
- ▶ Consumer-focused health IT/HIE website

Questions?

Contact:

Health Information Network of Arizona

520-309-2944

www.hinaz.org

mrutala@hinaz.org

kbharathan@hinaz.org

Next Steps: How to Take Advantage of Available Support

Getting the Support You Need

- E-Prescribing Initiative
 - www.azhec.org/?page=eRx_Initiative
- Arizona Regional Extension Center
 - www.arizonarec.org
- HIE Marketplace
 - www.azhec.org/?page=HIE_Marketplace
- Health Information Network of Arizona
 - www.hinaz.org

Arizona Health-e Connection
602-688-7200
ehr@azhec.org

Take Action Now!

Other Ways to Support Your Health IT Goals...

- Take advantage of Medicare and Medicaid EHR Incentive Programs
 - Receive incentives before Medicare penalties kick in!
- Get help with your eRx, EHR and HIE implementation(s)
 - REC services are available for all Arizona health care providers
 - eRx support is available through the eRx initiative
- Consider what HIE option will work best for your organization
 - Contact AzHeC to learn more about Direct or HINAz!
 - Contact HINAz to discuss your options for connecting
- Join AzHeC and HINAz to be part of the health IT solutions for Arizona!

Want to Get Involved or Learn More?

Contact Us!

Arizona Health-e Connection

www.azhec.org

info@azhec.org

Arizona Regional Extension Center

www.arizonarec.org

ehr@azhec.org

602-688-7200