



NORTH CAROLINA HEALTH INFORMATION EXCHANGE AUTHORITY

How to Connect Webinar for Dental Providers

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Business Development



North Carolina Health Information Exchange Authority

Overview of Topics



- Overview of HIEA
- HIE Mandate
- What is HIE and How HIE Works
- Suite of Services to Improve Care Coordination
- Questions?
- Clinical Portal Demo (If Time Allows)

Who Are We?

We connect health care providers to safely and securely share health information through a trusted network to improve health care quality and outcomes for North Carolinians.



STATE DESIGNATED

North Carolina's state-designated health information exchange



SECURE

Secure statewide network for physicians and other health care providers in North Carolina to share important patient health information to improve patient care



PARTNERSHIP

Housed within the Department of Information Technology's Government Data Analytics Center (GDAC). Our technology partner is SAS Institute.

- **6,000 plus health care facilities live submitting data**
- **5,000 plus health care facilities in onboarding**
- **11M+ unique patient records**
- **60,000 + providers sharing records**
- **20+ border and interstate HIEs connected via the eHealth Exchange & Patient Centered Data Home**



26 Dental Facilities Live
99 Dental Facilities Under Contract

What Does the Law Mandate?

NC Medicaid Providers with Technology

- Hospitals
- Physicians (except for Psychiatrists)
- Physician assistants
- Nurse practitioners

June 1, 2018

2019

Prepaid health plans must connect by the start of their capitated contracts entered into with the NC Division of Health Benefits.

NC Medicaid & State Funded Service Providers without Technology

- All other providers of Medicaid and state funded services unless otherwise specified in law
- Local Management Entities/Managed Care Organizations (required to submit claims data)

~~June 1, 2020~~
October 1, 2021

June 1, 2021

Required to Submit Clinical & Demographic Data

- Dentists
- Ambulatory Surgical Centers
- Psychiatrists
- State Laboratory of Public Health operated by NC DHHS
- Pharmacies (required to submit claims data)
- NC DHHS State health care facilities (required to submit claims data)

Legislative Update for Dental Providers

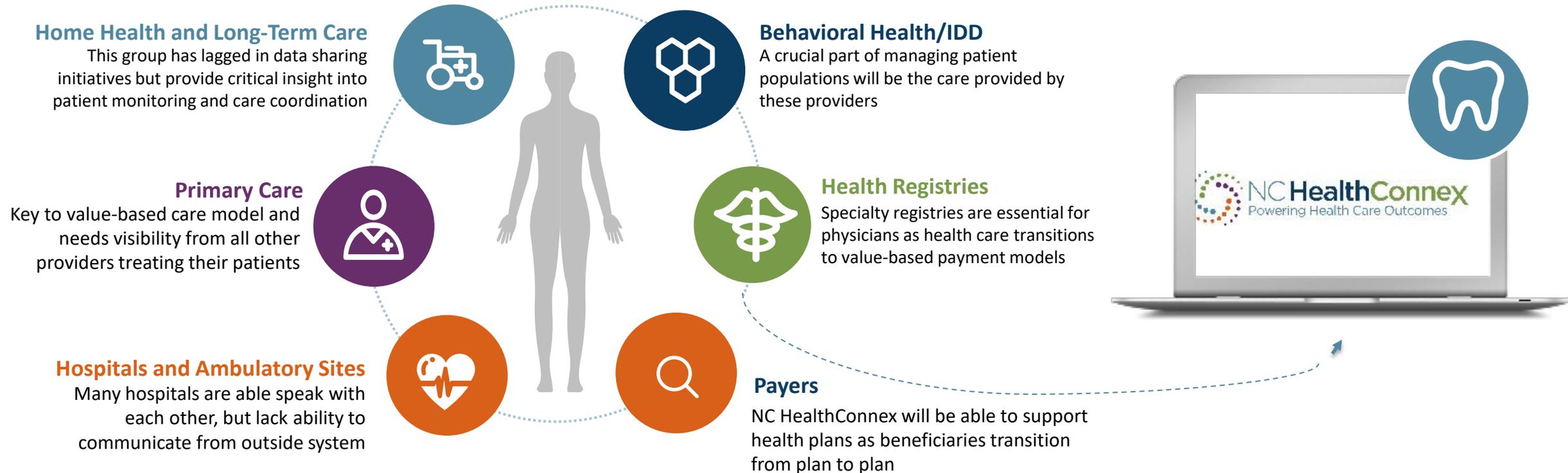
COVID Recovery Act
References “subdivisions (4) and (5) of subsection (a1)”
Dentists are included in section (4)

SECTION 3E.1.(b) G.S. 90-414(a2) reads as rewritten:

“(a2) Extensions of Time for Establishing Connection to the HIE Network. – The Department of Information Technology, in consultation with the Department of Health and Human Services and the State Health Plan for Teachers and State Employees, may establish a process to grant limited extensions of the time for providers and entities to connect to the HIE Network and begin submitting data as required by this section upon the request of a provider or entity that demonstrates an ongoing good-faith effort to take necessary steps to establish such connection and begin data submission as required by this section. The process for granting an extension of time must include a presentation by the provider or entity to the Department of Information Technology, the Department of Health and Human Services, and the State Health Plan for Teachers and State Employees on the expected time line for connecting to the HIE Network and commencing data submission as required by this section. Neither the Department of Information Technology, the Department of Health and Human Services, nor the State Health Plan for Teachers and State Employees shall grant an extension of time (i) to any provider or entity that fails to provide this information to both Departments, and the State Health Plan for Teachers and State Employees, (ii) that would result in the provider or entity connecting to the HIE Network and commencing data submission as required by this section later than ~~June 1, 2020~~, October 1, 2021, or (iii) that would result in any provider or entity specified in subdivisions (4) and (5) of subsection (a1) of this section connecting to the HIE Network and commencing data submission as required by this section later than June 1, 2022. The Department of Information Technology shall consult with the Department of Health and Human Services and the State Health Plan for Teachers and State Employees to review and decide upon a request for an extension of time under this section within 30 days after receiving a request for an extension.”

What is Health Information Exchange?

A Health Information Exchange (HIE) is a secure, electronic network that gives authorized health care providers the ability to access and share health-related information across a statewide information highway.



How Does Health Information Exchange Work?



Electronic Health Record
Clinicians enter data into EHR and that data is automatically sent to HIE



Data Provided
Clinicians who have care relationships with their patients are readily able to access that data

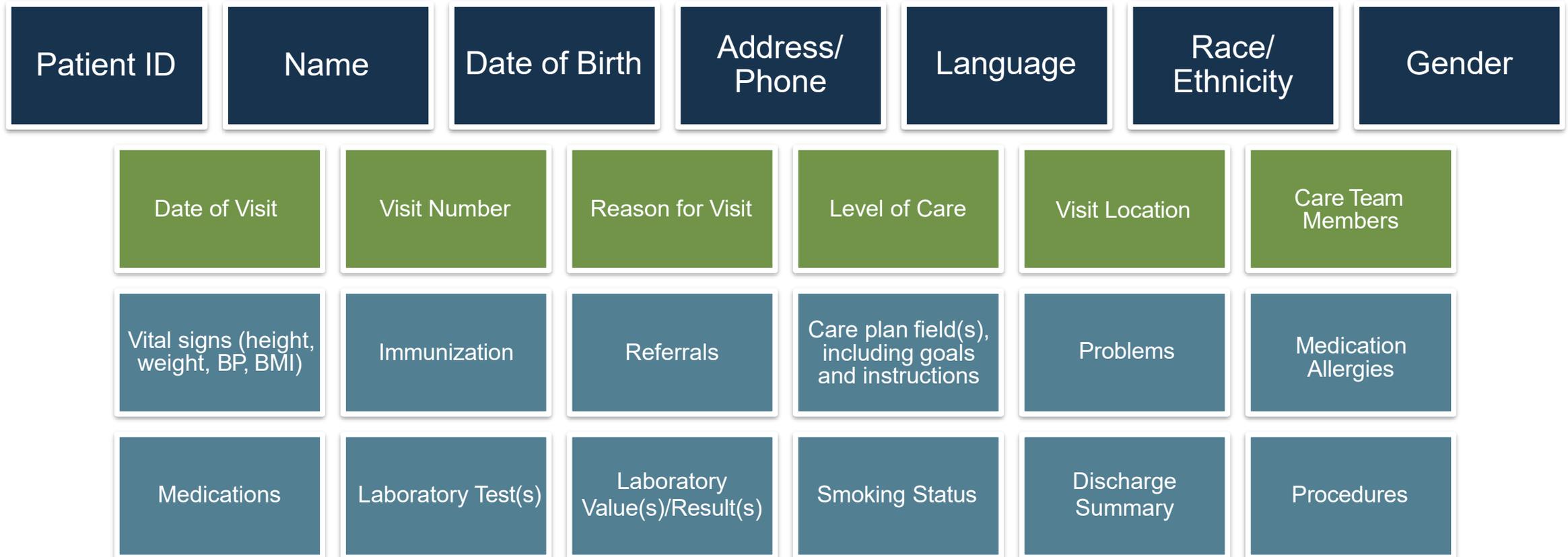


Login using any browser



Data Elements Available in NC HealthConnex

The NC HealthConnex Data Target



Data Specification & Onboarding

Onboarding packet

The revised onboarding packets provides high level steps to connect, including samples and examples of data and documents, as well as the data target.

The complete Data Target may be found within the Onboarding Packet on the “How to Connect” page at:

<https://hiea.nc.gov/providers/how-connect>



Data Target Concepts: Required vs. Required if Collected

- Required (R): This data element is required to be sent. Exceptions must be approved by the NC HIEA.
- Required if Collected (RC): If your facility collects this information and it is stored in your EHR, this data element is required to be sent. Exceptions must be approved by the NC HIEA.

NC HealthConnex Standard Data Target			
Section	Data Element	Example	R=Required RC=Required if Collected
Patient	Patient Last Name	Smith	R
	Patient Middle Name	Doe	RC
	Patient First Name	John	R
	Patient Name Suffix	Jr	RC
	Patient Birthdate	19620717	R
	Patient Gender	Male	R
	Patient Street Address	123 Lane Drive	R
	Patient City	Raleigh	R
	Patient State	NC	R
	Patient Zip Code	27605	R
	Patient Country	USA	RC
	Patient Telephone	919-123-4567	RC
	Patient Race	White or Caucasian	R
	Patient Language	ENG	RC
	Patient Ethnicity	Not Hispanic or Latino	R
	Patient SSN	123456789	RC
	Driver's License	999999	RC
DeathIndicator	Y	RC	
DeathDateTime	20160627084300	RC	

How Do Providers Meet the Mandate?

There are two steps to determine a practice's readiness for connection.

1. Does your practice have an EHR that can send CCD or HL7 messages?
 - **Technology in Place:** The NC HIEA Participation Agreement requests EHRs that are minimally capable of sending HL7 messages, version 2 and higher.
2. Does your practice have a Participation Agreement in place?
 - **The Participation Agreement** is the document that governs the exchange of data between the practice and NC HealthConnex. This contract must be in place before the technical build can begin. Participation Agreements are linked on our website for providers to download, sign and return.

NC HealthConnex Participation Agreement

The contract governing data sharing between the NC HIEA and Health Care Organization

Log on to:

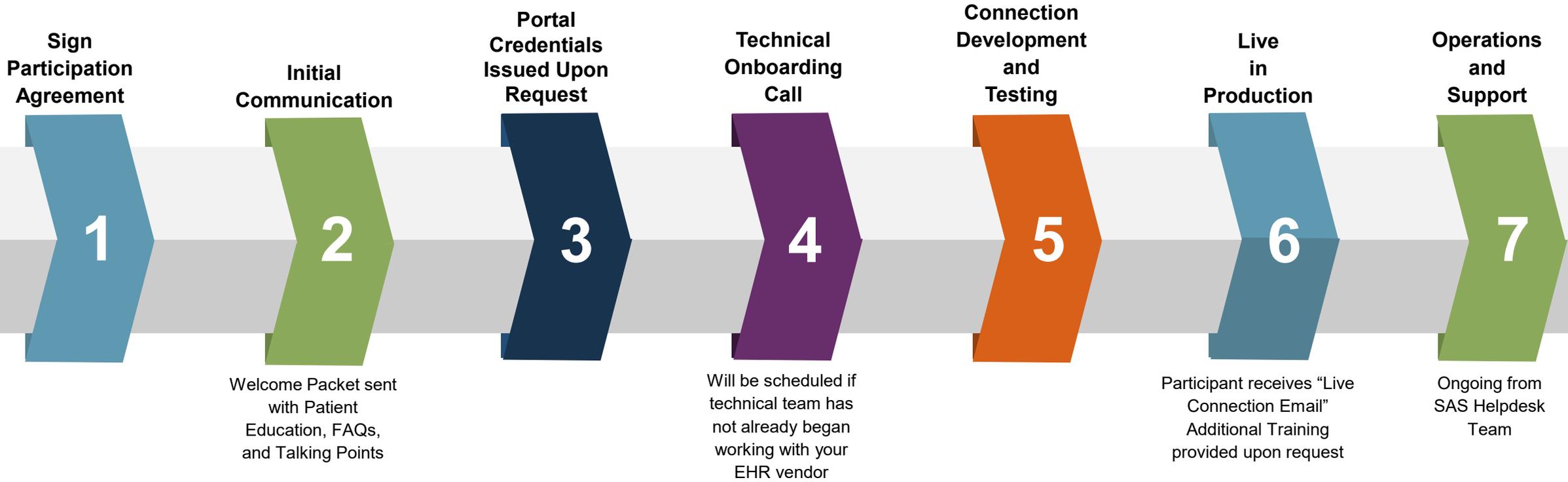
[nchealthconnex.gov/how-to connect](https://nchealthconnex.gov/how-to-connect)

✓ Complete the Participation Agreement

- The [Full Participation Agreement](#), which is aligned with the eHealth Exchange the Data Use and Reciprocal Support Agreement or DURSA, will allow providers full use of current and future NC HealthConnex value-added features and satisfies the State requirement to submit clinical and demographic data. Organizations with a Full Participation Agreement may submit data to NC HealthConnex either through a uni-directional connection or a bi-directional data connection. Full participants with a uni-directional connection can access patient data using the NC HealthConnex clinical portal.
- The [Submission Only Participation Agreement](#), will enable a provider to submit the clinical and demographic data required by law in a uni-directional technical connection in order to be in compliance with the HIE Act. However, this agreement will prohibit all other data exchange services, including HIE data query and response, clinical or event notifications, and public health registries. Participants with a Submission Only Agreement should consult with legal counsel prior to sending data that does not pertain to health care services paid for with State funds pursuant to the HIE Act. Being able to only submit State funded data will also depend on the technical capability of your EHR vendor to implement data filtering.

✓ Submit to hiea@nc.gov

Connection Process



Patient Education & Opt-Out



Patient Education materials provided to organization via email (*Welcome Packet*).

Includes:

- Sample Notice of Privacy Practices
- Fact Sheet
- Tri-fold Brochure Order Form
- Talking Points
- FAQs
- Employee Education Materials
 - Employee Newsletter
 - Leadership Emails

*Patients have the right to opt out of having their information shared between providers through NC HealthConnex.

All NC HIEA Policies are posted on our website, nchealthconnex.gov.



Exchange

Suite of Services

Access a Patient's Clinical Record

- Clinical Portal
- EHR Integration

Communicate PHI Securely

- DIRECT Secure Messaging

Controlled Substance Reporting System

- STOP Act Requirement

NC*Notify

- Event Notification Service

Neighboring Connections via eHealth Exchange & Patient Centered Data Home (PCDH)

Exchange

Notifications

Exchange

NC HealthConnex Clinical Portal

Access a Patient's Clinical Record

- Clinical Portal
- EHR integration



Neighboring Connections via eHealth Exchange
&
Patient Centered Data Home (PCDH)

Exchange

Notifications



Exchange

Direct Secure Message

Improves coordination of care between health care providers and their patients by providing the ability to communicate with other health care providers securely.

Messaging can be used:

- Transitions of Care
 - CCD
 - CCD-A documents
- Lab Tests/Results
- Referrals
- Reports

The screenshot displays the 'Compose Message' interface within the NC HealthConnex system. The interface includes a navigation menu on the left with options like 'Compose', 'Inbox', 'Sent', 'Deleted', and 'Drafts'. The main area shows a 'Compose Message' form with the following fields:

- Send To...:** A text input field.
- CC...:** A text input field.
- Patient..:** A dropdown menu for patient selection, with a 'Delivery Policy' dropdown next to it.
- Message Type:** A dropdown menu currently set to 'Referral'.
- Reason:** A text input field.
- Subject:** A text input field.
- Note:** A large text area for the message content.
- Attachments:** A section with a plus icon for adding attachments.
- Buttons:** 'Send', 'Save Draft', and 'Cancel' buttons at the bottom.

In the background, a table of received messages is visible with columns: TYPE, RECEIVED, SUBJECT, RECEIVED FROM, PATIENT NAME, and IDENTIFIERS. The table contains several entries for 'Direct Message' received on various dates in 2019.

Controlled Substance Reporting System

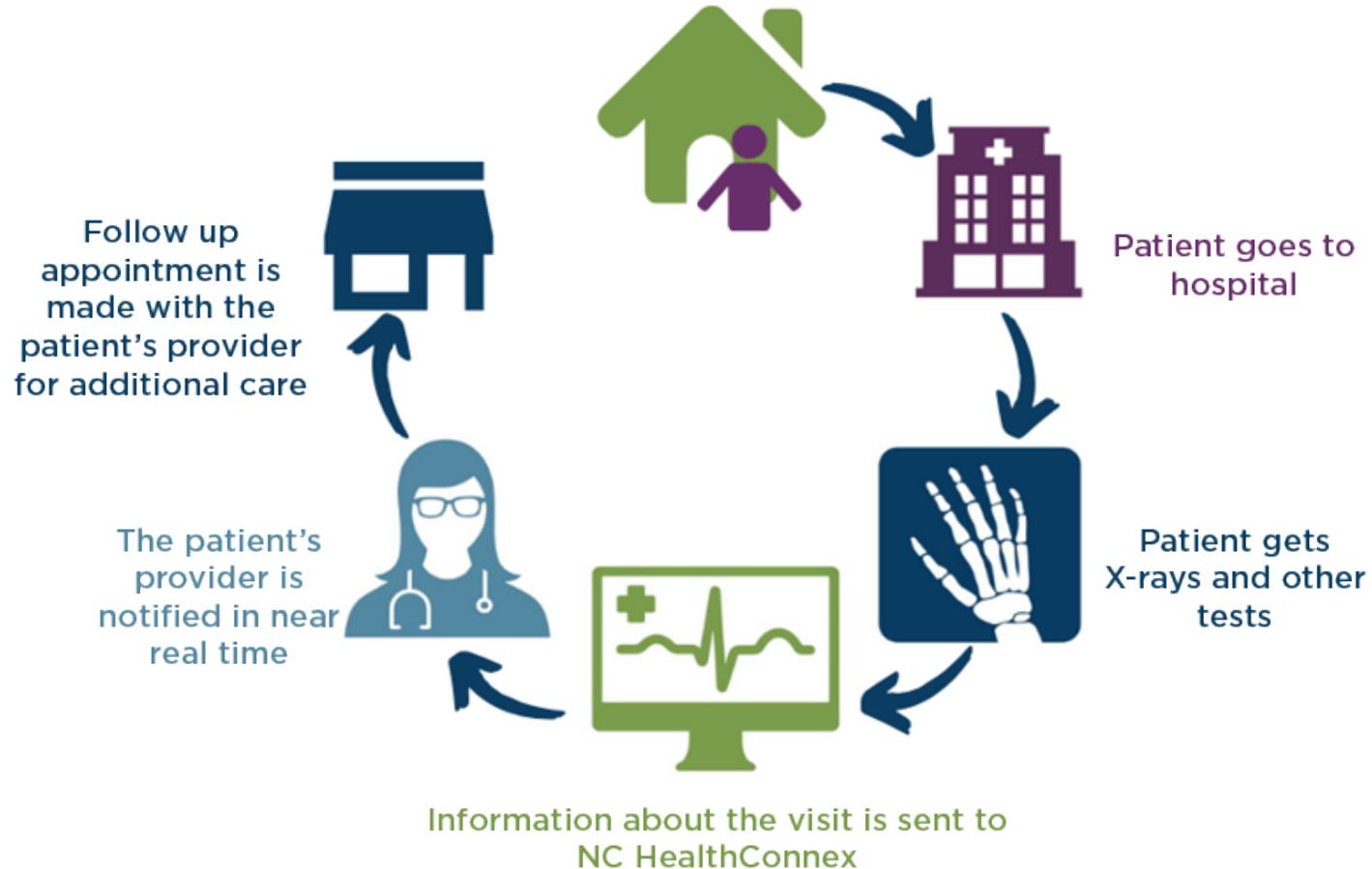
- NC HealthConnex will help providers meet the STOP act requirement.
- **Single sign-on** to the NC HealthConnex clinical portal will query the Appriss/CSRS database.
- CSRS creates an additional pathway for providers to access the state's prescription drug monitoring program.
- Two ways to access CSRS

<i>Last, First</i>	<i>Sex</i>	<i>DOB</i>
CARLSON,CARL	M	2002-07-01
DEMO,JANE M	F	1942-03-29
JohnsonDemo,EricD	M	1952-10-01
SMITH,JANE	F	1972-12-02
STEVENSON,STEVE	M	1980-10-20
Smith,John	M	1930-10-19

Notifications

NC*Notify

How it Works



Access Granted:

PAA Tools
Patient Search
Messages (0)
Clinician Tools
NC*Notify
CSRS Report
My Account
Logout
Help

Filter by Name or MRN

AUDACIOUS

Saved Custom Filters

Add Filter

All
Not started
In progress
Completed

Notifications count: 752
Last updated: 10:27 07/05/20

ERNIE FAKEEGRHZXSSESFAKE (AI-833007449)

Hospital 1
06/23/2020 04:17 PM
ER Registration
CHEST PAIN Transient cerebral ischemic attack, unspecified

THEOBALD FAKEKDHUFYRFBFAKE (AI-561902929)

Hospital 1
06/23/2020 04:17 PM
ER Discharge
FALL; PAIN Emphysema, unspecified

KATHERYN FAKESWLMUPLQVFAKE (AI-602246355)

Hospital 3
06/23/2020 04:17 PM
IP Admit
3 INFECTED TOES Unsteadiness on feet

EWARD FAKEEBPOHPWVFAKE (AI-932097722)

Hospital 1
06/23/2020 04:17 PM
ER Registration
PREGNANT WITH SPOTTING Unspecified fracture of the lower end of left radius, subsequent encounter for closed fracture with routine healing

MANDA FAKEMKRFVTFMFAKE (AI-634269834)

Hospital 2
06/23/2020 04:17 PM
ER Registration

Ernie FAKEEGRHZXSSESFAKE AI-833007449

Demographics

MRN: AI-833007449	Home Phone: 410-799-1433
Date of Birth: 12/20/2011	Cell Phone:
Gender: M	Work Phone: 916-309-8019
Address 1: 94 Express	Primary Care Provider: Ernie Chaster
City: Baltimore	NPI: 47084949084
State: MD	Practice: Practice3
Zip: 21218	

Most Recent Event

Event Date: 06/23/2020 04:17 p.m.
Admit Date: 03/09/2020 12:00 a.m.
Discharge Date:
Point of Care: Hospital 1
Admit Source: Court/law enforcement
Patient Class: Emergency
Event Type: Registration

Additional Info

Number of ER Visits: 0	Number of IP Visits: 0
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Event History

No Prior Events

Status Log



Additional Training



Home » For Providers » Training & Resources

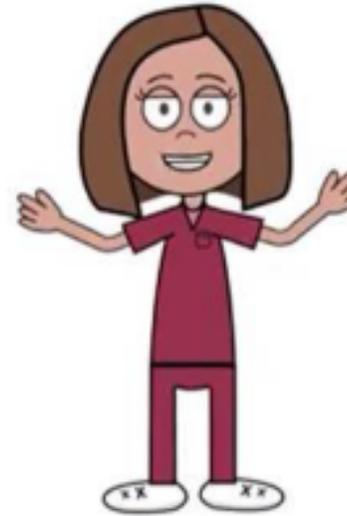
Training & Resources



Upcoming Training & Events
Check our calendar for upcoming NC HealthConnex training and HIEA events.

NC HIEA & AHEC Resources
Find training, news and other resources from the NC HIEA and NC AHEC partnership

NC HealthConnex Roadmap 2021
We detail five strategic areas for 2019-2021, the initiatives in each area and how we measure progress.



To Access Video Training

Participants can register [here](#) for Module 1, *NC HealthConnex Overview*. Registration is required in order to receive the link to Module 1. This training will last approximately 12 minutes.

Adobe Flash is required by the software being used to process your registration for the HIEA training courses. Please click the following URL to test the Flash Plug-in software on your computer or laptop: www.webinato.com/conftest/

Please also follow the instructions below to ensure that you have Flash access enabled for your browser. We hope that you

enjoy the NC HIEA training and your learning experience.





Questions?

Thank You!

For more information visit,

www.nchealthconnex.gov

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Portal Demo

