Teletown Hall
March 30, 2022
NC HealthConnex | Closing Care Gaps
Before We Begin...

Housekeeping Items with WebEx

Please note that this presentation will be recorded.
North Carolina Health Information Exchange Authority

Overview of Topics

- Introductions
- Controlled Substance Reporting System
- NC*Notify
- Single sign-on
- Bidirectional connections
- Clinical portal user management
- Questions
Introductions

North Carolina Health Information Exchange Authority (NC HIEA)
• Garrett Smith – Business Relations Manager
• Jonas Dusenberry - Applications System Specialist
• Tim Taylor – Application Systems Specialist – NC*Notify
• Michelle Hunt – Data Quality and Integrity Lead

SAS Help Desk
• Holli Elliott – Technical Support Analyst
What’s New with NC HealthConnex

• The NC HIEA closed out 2021 with 600 data connections added in the previous 12 months, bringing the total number of connections to more than 7,300 facilities and 140 hospitals.

• Florida and Vidant Health have been added as additional queries over the eHealth Exchange.

• The NC HIEA Advisory Board recently submitted a report to the NC General Assembly with connectivity status statewide and recommendations for consideration during the legislative Short Session which convenes in mid-April. See the final report. See also Who’s Connected?

• Check out the latest NC HIEA monthly update. Each month we’re featuring a participating health care practice to showcase how providers are using this valuable utility in their workflow.
NORTH CAROLINA HEALTH INFORMATION EXCHANGE AUTHORITY

Controlled Substance Reporting System (CSRS)

Jonas Dusenberry
Applications System Specialist
NC Health Information Exchange Authority
NC HealthConnex Enables Queries to the Controlled Substance Reporting System

Are you a provider who prescribes controlled substances?

• NC HealthConnex helps providers meet the STOP act requirement

• Single sign-on to the NC HealthConnex clinical portal will query the Appriss/CSRS database

• Creates an additional pathway for providers to access the state’s prescription drug monitoring program

• 2 ways to access CSRS data
CSRS Within A Patient Record
CSRS Within A Patient Record

Access Denied:

Access Granted:
CSRS Within A Patient Record

![Image of a computer screen showing a patient record with NARX scores and overdose risk score]

- **NARX Scores**
  - Narcotic: 000
  - Sedative: 000
  - Stimulant: 000

- **Additional Risk Indicators**:
  - (8)

The image is from NC HealthConnexx, which aims to power health care outcomes.
CSRS Without Being In Patient Record

- No patient record in clinical portal
- Patient opted out of NC HealthConnex
- Without being in patient record

Access Granted:

Access Denied:
NORTH CAROLINA HEALTH INFORMATION EXCHANGE AUTHORITY

NC*Notify 4.5 & 4.5+

Timothy J. Taylor, MHA
Lead Analyst, NC*Notify & Application Systems Specialist
NC Health Information Exchange Authority
NC*Notify - How Does It Work?

Patient goes to hospital

Patient gets X-rays and other tests

Information about the visit is sent to NC HealthConnex

The patient's provider is notified in near real time

Follow up appointment is made with the patient's provider for additional care
NC*Notify – New Web-Based Enrollment Form

Recent Enhancements
• More Efficient
• Faster Onboarding Time
• Detailed Explanations and
• Faster Access to FAQs
NORTH CAROLINA HEALTH INFORMATION EXCHANGE AUTHORITY

Single Sign-On (SSO) and Bidirectional Connections

Michelle Hunt
Data Quality and Integrity Lead
NC Health Information Exchange Authority
Single Sign-on

- What is single sign-on (SSO)?
- Pilot underway with Athena
- If interested, please contact your EHR vendor
Single Sign-on Example
Bidirectional Connections

Data from EHR to HIE:
Clinicians enter data into their EHR, and that data is automatically sent to the HIE.

Data from HIE to EHR:
Clinicians who have care relationships with their patients may readily access the HIE aggregated patient record via their EHR.
NORTH CAROLINA HEALTH INFORMATION EXCHANGE AUTHORITY
Clinical Portal User Management

Holli Elliott
Technical Support Analyst
SAS Institute
## User Account Management – Functional Roles

<table>
<thead>
<tr>
<th>Clinical Portal Functionality</th>
<th>Clinician</th>
<th>Clerical</th>
<th>PAA User Admin</th>
<th>Clinician &amp; PAA Admin</th>
</tr>
</thead>
<tbody>
<tr>
<td>View Clinical Portal Home Page</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>View User Administration Home Page</td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Search for Patients</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>View Recent Patients</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Break the Privacy Seal (Patient Level Access)</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>View Demographics</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>View Encounter History</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>View Problems</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>View Procedures</td>
<td></td>
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<td>X</td>
</tr>
<tr>
<td>View Lab &amp; Pathology Results</td>
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<td>X</td>
</tr>
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<td>View Radiology Reports</td>
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<td></td>
<td>X</td>
</tr>
<tr>
<td>View Clinical Documents</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>View Continuity of Care Documents</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
To create new user accounts for health professionals in your facility, you will need to complete the following fields in the **User Management spreadsheet**.

- If you need the spreadsheet template, please reach out to the HIEA Help Desk Team at HIESupport@sas.com.

The spreadsheet will have one row per user.

- If you would like to add a user, add a new row and fill in the values for the required fields listed below.

***Please do NOT delete columns or change any column names.***

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Facility Code</td>
<td>%HSClinician</td>
<td>User ID</td>
<td>Last Name</td>
<td>First Name</td>
<td>Suffix</td>
<td>Email</td>
<td>Description</td>
<td>Enabled</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>North Carolina Health Practice</td>
<td>NCHP</td>
<td>%HS_Clinician</td>
<td>NCHP.John.Doe</td>
<td>Doe</td>
<td>John</td>
<td><a href="mailto:John.Doe@hospital.org">John.Doe@hospital.org</a></td>
<td>Nurse</td>
<td>TRUE</td>
<td></td>
</tr>
</tbody>
</table>
Filling out the User Management Spreadsheet

Column A - Facility Name as it appears on your Participation Agreement

Column B - Facility Code

Column C - Select a role within the drop-down menu – A few examples are shown below

Column D - User IDs must be in the format FacilityCode.First.Last

Column E and F – Last Name; First Name

Column H - Email Address – Each user’s email address must be unique and accessible only by the individual named in the account

Column J – Select True to create an account and False to disable an account

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Facility</td>
<td>Facility Code</td>
<td>Roles</td>
<td>User ID</td>
<td>Last Name</td>
<td>First Name</td>
<td>Suffix</td>
<td>Email</td>
<td>Description</td>
<td>Enabled</td>
</tr>
<tr>
<td></td>
<td>North Carolina Health Practice</td>
<td>NCHP</td>
<td>%HS_Clinician</td>
<td>NCHP.John.Doe</td>
<td>Doe</td>
<td>John</td>
<td><a href="mailto:John.Doe@hospital.org">John.Doe@hospital.org</a></td>
<td>Nurse</td>
<td>TRUE</td>
<td></td>
</tr>
</tbody>
</table>
PAA + Clinician View

Recent Patient Searches

<table>
<thead>
<tr>
<th>Last, First</th>
<th>Sex</th>
<th>DOB</th>
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</thead>
<tbody>
<tr>
<td>CARLSON, CARL</td>
<td>M</td>
<td>2002-07-01</td>
</tr>
<tr>
<td>JONES, EMMA M</td>
<td>F</td>
<td>1932-03-29</td>
</tr>
<tr>
<td>Johnson, Eric</td>
<td>M</td>
<td>1952-10-01</td>
</tr>
<tr>
<td>SMITH, JANE</td>
<td>F</td>
<td>1972-12-02</td>
</tr>
<tr>
<td>Smith, John</td>
<td>M</td>
<td>1930-10-19</td>
</tr>
</tbody>
</table>
Managing User Accounts within the Portal

Include your updated User Management Spreadsheet as part of the request.

Click Browse > Find the User Management Spreadsheet you saved > Click Submit Request to Help Desk
Managing User Accounts within the Portal

You can also submit requests to disable users and reset passwords from within your portal account. Select the box beside the username, select request type, and click Submit Request to Help Desk.

<table>
<thead>
<tr>
<th>Name</th>
<th>User ID</th>
<th>Email Address</th>
<th>Assigned Roles</th>
<th>Last Login</th>
<th>Active</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brehmer, Jessica</td>
<td>jessica-clincan</td>
<td><a href="mailto:jessica.brehmer@nc.gov">jessica.brehmer@nc.gov</a></td>
<td>%HS_Clinician, %HS_PAAL</td>
<td>05/07/2019</td>
<td>X</td>
</tr>
<tr>
<td>Cota, Arn</td>
<td><a href="mailto:amcota@gmail.com">amcota@gmail.com</a></td>
<td></td>
<td>%HS_Clinician, HSGroup_U</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Demo, Admin</td>
<td><a href="mailto:admin.demo@hhsa.com">admin.demo@hhsa.com</a></td>
<td></td>
<td>%HS_PAAL UserAdministrato</td>
<td>05/07/2019</td>
<td>X</td>
</tr>
<tr>
<td>Demo, AdminClin</td>
<td><a href="mailto:adminclin.demo@hhsa.com">adminclin.demo@hhsa.com</a></td>
<td></td>
<td>%HS_Clinician, %HS_PAAL</td>
<td>05/02/2019</td>
<td>X</td>
</tr>
<tr>
<td>Demo, Clerical</td>
<td>mamacgregor@2interactive</td>
<td></td>
<td>%HS_Clinician, HSGroup_U</td>
<td>03/28/2019</td>
<td>X</td>
</tr>
<tr>
<td>Hunt, Michelle</td>
<td><a href="mailto:michelle.hunt@nc.gov">michelle.hunt@nc.gov</a></td>
<td></td>
<td>%HS_Clinician, %HS_PAAL</td>
<td>05/03/2019</td>
<td></td>
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<tr>
<td>Macgregor, Matthew</td>
<td>matt3</td>
<td>mamacgregor@2interactive</td>
<td>%HS_Clinician, HSGroup_U</td>
<td></td>
<td>X</td>
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<tr>
<td>Macgregor, Matthew</td>
<td>matt4</td>
<td>mamacgregor@2interactive</td>
<td>%HS_Clinician, HSGroup_U</td>
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<tr>
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<tr>
<td>Macgregor, Matthew</td>
<td>matt7</td>
<td>mamacgregor@2interactive</td>
<td>%HS_Clinician, HSGroup_U</td>
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<td>Macgregor, Matthew</td>
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<td>X</td>
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<tr>
<td>MacGregor, Matthew</td>
<td>Matt Mac</td>
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<tr>
<td>Matt, Mac</td>
<td>UNC.Clinician</td>
<td>mamacgregor@2interactive</td>
<td>%HS_Clinician, HSGroup_U</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Senvia, Kenya</td>
<td><a href="mailto:kenya.senvia@nc.gov">kenya.senvia@nc.gov</a></td>
<td></td>
<td>%HS_Clinician, %HS_PAAL</td>
<td>05/02/2019</td>
<td></td>
</tr>
</tbody>
</table>
Direct Secure Messaging (DSM)

What is Direct Secure Messaging?
DSM allows a provider to send PHI through a secure network to other providers with a DSM account. DSM is commonly used for referrals and transitions of care.

Benefits to DSM?
• Increased reporting capability for Meaningful Use
• Better visibility into your practice’s DSM usage

How Much Does this Service Cost?
DSM is a FREE value-added service available to you as a Full Participant of the NC HIEA.
Requesting New DSM Accounts

• Individual NPI is required.

• If you are requesting a DSM account for someone **without** an NPI, please leave the NPI field blank.

• In order to request a new DSM account, you will need to complete all of the fields in the User Management spreadsheet above, as well as the required fields included below.

• If you need the spreadsheet template, please reach out to the HIEA Help Desk Team at HIESupport@sas.com.

***Once you have completed the spreadsheet, **email** a copy to HIESupport@sas.com. In the email, please summarize the changes you have made. OR upload the spreadsheet into your portal account.
PAA User Account Management – Requesting DSM Accounts

<table>
<thead>
<tr>
<th>Name</th>
<th>User ID</th>
<th>Email Address</th>
<th>Assigned Roles</th>
<th>Last Login</th>
<th>Active</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brehmer, Jessica</td>
<td>Jessica</td>
<td><a href="mailto:jessica.brehmer@nc.gov">jessica.brehmer@nc.gov</a></td>
<td>NSL_Clinician, NSL_PAAL</td>
<td>05/07/2019</td>
<td>X</td>
</tr>
<tr>
<td>Cota, Arn</td>
<td>TEST Am Cota</td>
<td><a href="mailto:amcota@gmail.com">amcota@gmail.com</a></td>
<td>NSL_Clinician, HSGroup_L</td>
<td>05/07/2019</td>
<td>X</td>
</tr>
<tr>
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<td>DemoAdmin</td>
<td><a href="mailto:admin.demo@hiesa.com">admin.demo@hiesa.com</a></td>
<td>NSL_PAAUserAdministr</td>
<td>05/07/2019</td>
<td>X</td>
</tr>
<tr>
<td>Demo, AdminClin</td>
<td>DemoAdminClin</td>
<td><a href="mailto:admincl.demo@hiesa.com">admincl.demo@hiesa.com</a></td>
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<td>05/04/2019</td>
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<tr>
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<tr>
<td>Hunt, Michelle</td>
<td>mhunt-clinical</td>
<td><a href="mailto:mhuntcl@nc.gov">mhuntcl@nc.gov</a></td>
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<td>05/03/2019</td>
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</tr>
<tr>
<td>Macgregor, Matthew</td>
<td>mmf3</td>
<td>mmacgregor@zinteractive</td>
<td>NSL_Clinician, HSGroup_L</td>
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<tr>
<td>Macgregor, Matthew</td>
<td>mmf4</td>
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<td>NSL_Clinician, HSGroup_L</td>
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<td>Macgregor, Matthew</td>
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<td>Macgregor, Matthew</td>
<td>mmf8</td>
<td>mmacgregor@zinteractive</td>
<td>NSL_Clinician, HSGroup_L</td>
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<td></td>
</tr>
<tr>
<td>MacGregor, Matthew</td>
<td>TEST Matt Mac</td>
<td><a href="mailto:mmacgregor@yahoo.com">mmacgregor@yahoo.com</a></td>
<td>NSL_Clinician, HSGroup_L</td>
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</tr>
<tr>
<td>Matt, Mac</td>
<td>UNCClinican</td>
<td>mmacgregor@zinteractive</td>
<td>NSL_Clinician, HSGroup_L</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Servia, Kenya</td>
<td>KenyaClinicalPAA</td>
<td><a href="mailto:kenya.cervia@nc.gov">kenya.cervia@nc.gov</a></td>
<td>NSL_Clinician, NSL_PAAL</td>
<td>05/04/2019</td>
<td>X</td>
</tr>
</tbody>
</table>

Note: For all new user requests, upload a completed user management spreadsheet with your submission.

OR

Email HIESupport@sas.com

Requesting or Changing DSM Accounts

<table>
<thead>
<tr>
<th>DSM Address</th>
<th>NPI Number</th>
<th>Phone Number</th>
<th>Mobile Number</th>
<th>Address 1</th>
<th>Address 2 City</th>
<th>State</th>
<th>Zip</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:John.Doe@direct.NCHP.nchie.net">John.Doe@direct.NCHP.nchie.net</a></td>
<td>1234567812</td>
<td>919-xxx-xxxx</td>
<td>919-xxx-xxxx</td>
<td>101 East Main Street, Suite 100</td>
<td>Raleigh, NC</td>
<td>26513</td>
<td></td>
</tr>
</tbody>
</table>
NC HealthConnex Quarterly User Account Audit

- Q4-2021 – Started January 1st – Ends March 31st
- Q1-2022 – Starts April 1st – Ends June 30th
- Q2-2022 – Starts July 1st – Ends September 30th
- Q3-2022 – Starts October 1st – Ends December 31st
NC HealthConnex Quarterly User Account Audit
NC HealthConnex Quarterly User Account Audit

ATTEST TO AUDIT ACTIVITY

By electronically signing this form, I acknowledge that:

a) The information provided in the portal around user activity is accurate to the best of my knowledge; and

b) I or my designee have requested that the SAS Help Desk team make the necessary changes to ensure that only currently active users employed by my HCO are included in the list and therefore have authorized access and use of the NC HealthConnex clinical portal; and

c) I have reviewed the user activity information and confirmed it is acceptable under the participation agreement and applicable laws, and in the case of suspicious or aberrant activity, that all user anomalies have been, or will be investigated and appropriate action taken as necessary.

Type Name Here: Click Here To Enter Your Name

Current Date and Time: 2020-06-25 13:05:15

I Attest To This Audit
Next Steps...

- Questions? Contact HIEA@nc.gov or HIESupport@SAS.com
- HIEA Update – Sign Up (www.hiea.nc.gov)
- Stay Tuned!
….We want to hear from you!

Please use the Q&A feature of your WebEx to ask questions around today’s topics or to suggest topics for upcoming TeleTown Hall sessions.
Thank You!
Questions or feedback?

919-754-6912
www.nchealthconnex.gov
hiea@nc.gov

Technical Issues:
SAS NC HealthConnex Help Desk
HIESupport@sas.com
Phone: 919-531-2700 or Toll Free: 800-727-0025