Teletown Hall
August 26, 2020
What’s New with NC HealthConnex?
Before We Begin...

Housekeeping Items with WebEx
North Carolina Health Information Exchange Authority

Overview of Topics

- Introductions
- Clinical Portal Updates
- CSRS Integration
- NC*Notify Updates
- User Management Spreadsheet Updates
- New Quarterly Audit Process
- Lab Data Release Form

Questions?
Introductions

North Carolina Health Information Exchange Authority (NC HIEA)

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NC HealthConnex SAS Help Desk Team

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NC HealthConnex Clinical Portal Updates

Controlled Substance Reporting System (CSRS) Integration

NC*Notify

New User Audit
CSRS Integration
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:
CSRS Within A Patient Record

CSRS Report
CSRS Within A Patient Record

Access Denied:

You are not authorized to access the Controlled Substance Reporting System (CSRS) through NC HealthConnex. Please click here for more information and instructions on how to request access.

Access Granted:

I certify that I have been approved by the State of NC to access information in the controlled substance database. I certify that the patient on whom I am requesting information is a current or prospective patient of mine. I understand inappropriate access or disclosure of this information is a violation of state law and may result in civil penalties, disciplinary action by my licensing board and/or revocation of database access privileges.

Click button above to fetch report.
CSRS Within A Patient Record

Narcotic  Sedative  Stimulant
000 000 000

OVERDOSE RISK SCORE
000
(Range 000-999)

ADDITIONAL RISK INDICATORS (6)

This NarxCare report is based on search criteria supplied and the data entered by the dispensing pharmacy. For more information about any prescription, please contact the dispensing pharmacy or the prescriber. NarxCare scoring and reports are intended to aid, not replace, medical decision making. None of the information presented should be used as sole justification for providing or refusing to provide medications. The information on this report is not warranted as accurate or complete.

NC HealthConnex
Powering Health Care Outcomes
Overview & Updates
How It Works

Follow up appointment is made with the patient's provider for additional care.

The patient's provider is notified.

Information about the visit is sent to NC HealthConnex.

Patient goes to hospital/urgent care.

Patient gets X-rays and other tests.
## NC*Notify Upgrades

### Version 3 – (May 2020)
- Large patient panels (150K+)
- Near real-time notifications
- Patient panels DSM/sFTP

### Version 3+ - (June 2020)
- Smaller patient panels
- Near real-time notifications
- Auto attribution
- Panel loader
- Notifications management tool
NC HealthConnex Portal
Access Denied:

You have not been granted access to NC*Notify. If you would like access, please contact your participant account administrator. If you are the participant account administrator, please click here to find out how it works and how to enroll.
What is NC*Notify?
The NC Health Information Exchange Authority

NC*Notify is a subscription-based service that notifies providers as their patients receive services across the care continuum. Based on admission, discharge, and transfer data received from more than 100 participating hospitals plus encounter data from more than 6,000 ambulatory care settings, the NC*Notify real-time event notifications provide care teams with valuable information that spans geography and care settings and support state and federal efforts to focus on patient centered care.

Ready to onboard to the NC*Notify service? See high level steps below that are key to implementing notifications in NC HealthConnex participating provider health care organizations.

Steps to Onboard to NC*Notify V3 or V3+

**STEP 1** Enrollment/Migration Process
The NC*Notify team will assist the participant to initially enroll or discuss steps to migrate to the upgraded service.

**STEP 2** Onboarding Call
This call walks the participant through all the available options and upgrades of V3 & V3+. Once the best options have been selected, the NC*Notify team at SAS will send all necessary forms and documents for next steps.

**STEP 3** Forms & Documentation
The participant will collect all internal signatures and complete the necessary documentation. To enroll in NC Notify, participants must have:
- A signed NC HealthConnex Full Participation Agreement (2017 or 2018 version)
- A completed NC*Notify enrollment form
- A patient list that the participant would like to track
- Mechanism for receiving alerts

**STEP 4** Technical Preparation
The NC*Notify SAS team will work directly with the participant to build the connection for the version of the service that the participant has chosen for their health care organization.

**STEP 5** Patient Panel Validation/Testing
The NC*Notify team will test all connections and patient panels (when applicable) sent by the participant to ensure the data flows correctly and is monitoring all patients on the panel.

**STEP 6** Welcome Aboard
The NC*Notify team will inform participants that they have successfully completed onboarding, and their notifications are in production. They will now begin receiving notifications on the patients they have chosen to monitor.
User Management Spreadsheet Updates
How Users Get NC*Notify Access Via NC HealthConnex Portal

Step 1: Organization fill out NC*Notify Enrollment Form

Step 2: PAA will request users to view notifications via NC HealthConnex Portal by updating user management spreadsheet.

- In the Roles column (column C), list the roles separated by a comma (,) as shown above.

***Remember, you can only add the NC*Notify to a user assigned a Clinician role.

Then, continue to follow the steps listed in the section above, Creating New Portal Accounts.

Note: The Participant Account Administrator can have 3 or more assigned roles.
How Users Get CSRS Access Via NC HealthConnex Portal

To use NC HealthConnex to meet the STOP Act Requirement:

- Providers should visit https://info.aprisishealth.com/ncgatewayintegrationrequest and select NC HealthConnex in the dropdown menu as their preference for connection within the integration request form. Note: Providers need to be full participants of NC HealthConnex to choose this option. Complete the terms and conditions agreement, which will be sent by N.C. Department of Health and Human Services (NCDHHS) to you via email within 24-48 hours.

- There is no fee for this option.

- Submit your integration request via the "integration request form" link on the page noted above.

- Ensure that you identify a primary contact (the person leading the project within your health care organization), as well as a contact for your software vendor.

- You must first complete all documents before NCDHHS will review your request.

- Wait for your request to be approved for integration with NC HealthConnex by NCDHHS.

- Once approved by NCDHHS, NC HIEA will be notified and will communicate with the primary contact listed on the integration request form.

- All providers will also need to be registered for the NC CSRS website. If you are not registered you can do so by going to http://northcarolina.ompaware.net/login, and clicking on "Create an account" and following the instructions. Note: Provider information used to register with NC CSRS website will have to match the provider’s information in NC HealthConnex.

For additional information on NC CSRS, please visit https://www.ncdhhs.gov/divisions/mhddssas/ncdhcs/crsr

***If requesting a CSRS role, the Clinician role must also be listed in column C. Please see additional instructions for adding the CSRS role below.

- Your organization must complete the access request process with DHHS prior to requesting access on the NC HealthConnex user management spreadsheet.

- Once your organization has completed the access request process, a member of our Help Desk team will reach out to assist you in updating the user management spreadsheet and provide you with your CSRS licensee number.

Please follow the steps below:

- Columns C, L, and T through AC must be populated. No blank cells are allowed.

- Choose a CSRS role from the table shown on page 11.

***Important: Your input in column V must be an exact match to one of the roles within the CSRS table.
CSRS Roles

***If requesting a CSRS role, the Clinician role must also be listed in column C. Please see additional instructions for adding the CSRS role below.

<table>
<thead>
<tr>
<th>Portal Roles</th>
</tr>
</thead>
<tbody>
<tr>
<td>%HS_Clinician</td>
</tr>
<tr>
<td>%HS_Clerical</td>
</tr>
<tr>
<td>%HS_PAA User Administrator</td>
</tr>
<tr>
<td>%HS_Clinician &amp; %HS_PAA User Administrator</td>
</tr>
<tr>
<td>%HS_Clinician &amp; %HS_PAA User Administrator &amp; %HS_NCNotify</td>
</tr>
<tr>
<td>%HS_Clinician &amp; %HS_NCNotify</td>
</tr>
</tbody>
</table>

CSRS Roles

Physician

Pharmacist

Nurse Practitioner

Psychologist with prescriptive authority

Optometrist with prescriptive authority

Naturopathic Physician with prescriptive authority

Physician Assistant with prescriptive authority

Medical Resident with prescriptive authority

Medical Intern with prescriptive authority

Dentist
New User Audit Process
New and Improved User Audit

Attention PAA (Participant Account Administrator): You must attest to facility user activity each quarter. Log in with your PAA account and review user activity on your home page. When ready, click the "Attest to Audit" button to complete the audit attestation. Please work with the Help Desk to make any necessary changes to the users assigned to your organization prior to clicking the "Attest to Audit" button.

PAA User Account Management

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;

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 NCO are included in the list and therefore have authorized access and use of the NC HealthConnex clinical portal;

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: 2020-08-25 13:05:15

Cancel  I Attest To This Audit
Lab Results Release Form
We are now onboarding commercial labs Quest and LabCorp to NC HealthConnex.

In order for NC HealthConnex to receive all laboratory results, regardless of a patient’s health insurance provider, NC HIEA participants are required to authorize laboratories to send all lab results to NC HealthConnex.

The form only applies to Full participants.

The form is submitted at the Organization level, and automatically covers all entities within that organization.

We have started outreach to hospitals and have added the form to the Full Participation Agreement.
NC Laboratory Results Release Form

As of May 2020, laboratories operating in the State of North Carolina are mandated by the Statewide Health Information Exchange Act to submit clinical and demographic data pertaining to services paid for with State funds to NC HealthConnex by October 1, 2021. However, in order for the NC HEA to receive all laboratory results, regardless of a patient’s health plan or payer, NC HealthConnex Participants are required to authorize laboratories to send all laboratory results to the NC HEA. Please complete the requested information below and email this form to HEALabConsent@nc.gov once signed.

Participant Organization Information

Name of Entity that Executed Full Participation Agreement: ______________________________________
Organization MPI: _________________________________________________________________
Primary Contact Name: _____________________________________________________________
Primary Contact Email: _____________________________________________________________
Primary Contact Work Address: _____________________________________________________
   Physical Street Address: _________________________________________________________
   City: ___________________________ State: ___________________________ Zip code: __________

Laboratory Information and Results Authorized to be Sent to the North Carolina Health Information Exchange Authority

Quest1 (Yes or No): _______ LabCorp2 (Yes or No): _______

Other Laboratory Service Providers:

Company Name: _________________________________________________________________
Company Name: _________________________________________________________________
Company Name: _________________________________________________________________

1 Quest refers to Quest Diagnostics Incorporated, as well as each of its affiliate and subsidiary companies and entities.
2 LabCorp refers to Laboratory Corporation of America Holdings, as well as each of its affiliate and subsidiary companies and entities.

By signing this document, I acknowledge that: (i) I am authorized by the Participant Organization identified above to execute this NC Laboratory Results Release Form on its behalf, and (ii) Participant Organization authorizes each of the laboratories identified above, as well as each laboratory’s affiliate and subsidiary companies and entities, to submit to the North Carolina Health Information Exchange Authority all laboratory results for all of Participant Organization’s patients across each of the Participant Organization’s locations, regardless of the patient’s health plan or payer.

By: ___________________________ Title: ___________________________
Authorized Signature
Name: _________________________ Date: ______________________
Next Steps…

• Contact HIESupport@SAS.com to request a portal account or DSM.

• 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!

Interested in connecting? 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