NORTH CAROLINA HEALTH INFORMATION EXCHANGE AUTHORITY

How to Connect Webinar for Dental Providers

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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

**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, 2018**
  - Proprietary health plans must connect by the start of their capitated contracts entered into with the NC Division of Health Benefits.

- **2019**

- **June 1, 2020**
  - 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)

- **June 1, 2021**
COVID Recovery Act
References “subdivisions (4) and (5) of subsection (a1)”
Dentists are included in section (4)
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.

**Home Health and Long-Term Care**
- This group has lagged in data sharing initiatives but provide critical insight into patient monitoring and care coordination.

**Primary Care**
- Key to value-based care model and needs visibility from all other providers treating their patients.

**Behavioral Health/IDD**
- A crucial part of managing patient populations will be the care provided by these providers.

**Health Registries**
- Specialty registries are essential for physicians as health care transitions to value-based payment models.

**Hospitals and Ambulatory Sites**
- Many hospitals are able to speak with each other, but lack ability to communicate from outside system.

**Payers**
- NC HealthConnex will be able to support health plans as beneficiaries transition from plan to plan.
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

<table>
<thead>
<tr>
<th>Patient ID</th>
<th>Name</th>
<th>Date of Birth</th>
<th>Address/Phone</th>
<th>Language</th>
<th>Race/Ethnicity</th>
<th>Gender</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Visit</td>
<td>Visit Number</td>
<td>Reason for Visit</td>
<td>Level of Care</td>
<td>Visit Location</td>
<td>Care Team Members</td>
<td></td>
</tr>
<tr>
<td>Vital signs (height, weight, BP, BMI)</td>
<td>Immunization</td>
<td>Referrals</td>
<td>Care plan field(s), including goals and instructions</td>
<td>Problems</td>
<td>Medication Allergies</td>
<td></td>
</tr>
<tr>
<td>Medications</td>
<td>Laboratory Test(s)</td>
<td>Laboratory Value(s)/Result(s)</td>
<td>Smoking Status</td>
<td>Discharge Summary</td>
<td>Procedures</td>
<td></td>
</tr>
</tbody>
</table>
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.
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

✓ 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

1. Sign Participation Agreement
   - Welcome Packet sent with Patient Education, FAQs, and Talking Points

2. Initial Communication
   - Portal Credentials Issued Upon Request

3. Technical Onboarding Call
   - Will be scheduled if technical team has not already began working with your EHR vendor

4. Connection Development and Testing

5. Live in Production
   - Participant receives “Live Connection Email” Additional Training provided upon request

6. Operations and Support
   - Ongoing from SAS Helpdesk Team
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.
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)
Access a Patient’s Clinical Record

- Clinical Portal
- EHR integration

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

How it Works

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

Patient goes to hospital

Patient gets X-rays and other tests

Notifications
Access Granted:

**Number of ER Visits:** 0  
**Number of IP Visits:** 0

**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

**Event History**
- **No Prior Events**

**Status Log**
Additional Training

Training & Resources

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/conf/test/](http://www.webinato.com/conf/test/)

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