

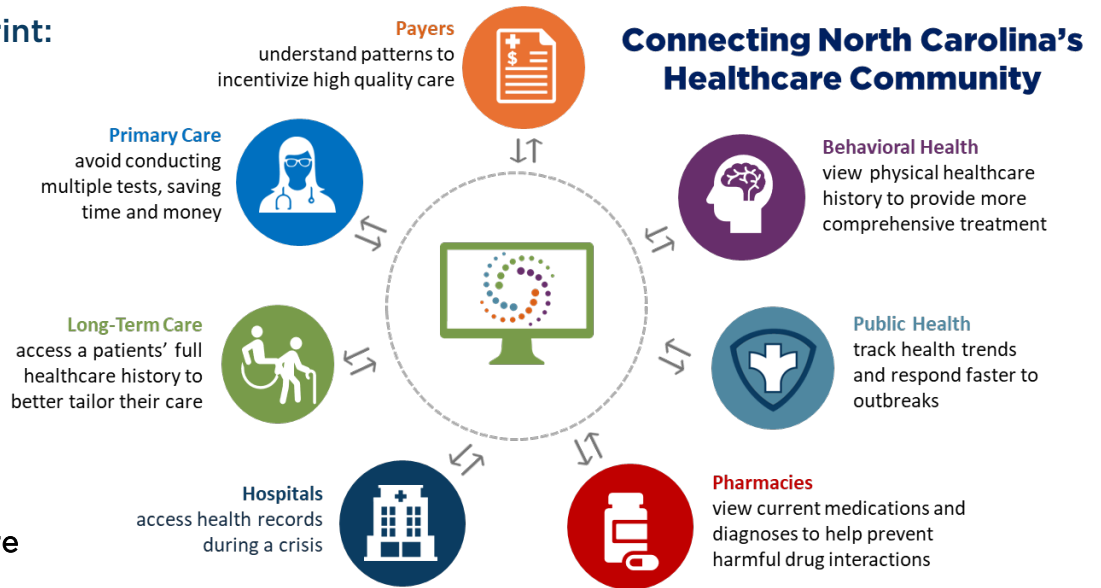
## North Carolina Health Information Exchange Authority (NC HIEA): Overview

The North Carolina Health Information Exchange Authority (NC HIEA), a public-private partnership housed within the N.C. Department of Information Technology's Enterprise Data Office, was established by the N.C. General Assembly in 2015. It oversees NC HealthConnex, the state's health information exchange (HIE) network. Before this change, healthcare providers did not have a way to easily view their patients' information across care settings. They operated in siloed electronic health record (EHR) systems and used outdated processes, such as faxing, to exchange data, hindering their ability to deliver safe, coordinated care.

NC HealthConnex solved this challenge by providing a system for doctors, hospitals, public health agencies, and payers across the state to share patient health information quickly and safely.

### NC HealthConnex Footprint:

- All 55 acute care hospitals in NC
- 26M unique patient records
- 10,000+ ambulatory care facilities
- 1.7M admission, discharge, and transfer messages a day
- 416K continuity of care documents a day



### Additional Core Services

#### Provider Clinical Portal

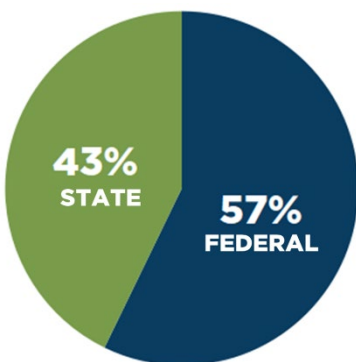
A secure, web-based tool that gives providers a complete view of a patient's health history across providers, supporting whole-person care and better coordination among care teams.

#### NC\*Notify

An event notification service providing near real-time admission, discharge and transfer (ADT) alerts to providers, helping them take timely action, reduce readmissions, and improve care coordination.

#### Public Health Reporting

Pathways for providers to send important health data allowing public health officials to respond faster to outbreaks and monitor community health trends.



NC HealthConnex offers these services while operating at \$2.48/North Carolinian which is half the national average (\$4.97/capita) for statewide health information exchanges, delivering substantial taxpayer value. Furthermore, the majority of the NC HIEA's funding for the current year (FY26) comes from federal funds drawn down through partner agencies.

*"I appreciate the ability of this work to reduce the duplication of testing (blood tests and radiology). The cost savings component of this could be in the hundreds of thousands of dollars just in the obstetrical work."*

- County Health Department

## North Carolina Health Information Exchange Authority (NC HIEA) & NC Medicaid: Partnership

The NC HIEA and NC Medicaid have a long-standing partnership focused on care coordination, data sharing and population health. The NC HIEA supported Medicaid during COVID-19, **monitored nearly 27,500 vulnerable beneficiaries after Hurricane Helene**, and leveraged real-time data to support outreach to high-risk beneficiaries during Medicaid Managed Care launch, **doubling Medicaid's ability to get in touch** during this critical transition to their new health plans.

Under the Statewide Health Information Exchange Act, Medicaid providers are required to connect to NC HealthConnex, creating a stronger, more complete statewide data asset.

### Highlights of NC HIEA & NC Medicaid Partnership

#### Supporting New Federal Medicaid Eligibility Requirements

In support of NC Medicaid's implementation of H.R.1, the NC HIEA is partnering with NC Medicaid to streamline work requirement exemptions by enabling real-time checks of key eligibility factors, such as pregnancy or serious health conditions.

This will reduce administrative burden for county case workers and help ensure members who qualify for exemptions are identified quickly and accurately.

#### Launching the HIE Medicaid Services (HMS) Early Adopters Program

This program offers financial incentives to providers partnering with the NC HIEA on early work for Digital Quality Measures (dQMs) and Health-Related Social Needs (HRSN). Together, we gather key data and test data mapping.

This early work will help the NC HIEA learn what works so we can successfully expand these efforts statewide.

#### Achieving the Highest National Standard for Clinical Data Quality

The Data Aggregator Validation program, administered by the National Committee for Quality Assurance (NCQA) ensures that NC HealthConnex is a single trusted source of data for payers like NC Medicaid.

The NC HIEA successfully doubled participation in the 2025 cohort with plans to continue expanding in coming years.

*"The documents we receive directly from NC HealthConnex allow us to have all the information we need at our fingertips. There is no interruption of workflow to request records...the continuity of care is incredible! We love it!"*

- Free and Charitable Clinic

### New Features in the NC HealthConnex Clinical Portal

The NC HealthConnex Clinical Portal gives healthcare providers a complete, up-to-date view of a patient's medical history across all care settings for which the NC HIEA receives data.



Providers can now view **Medicaid claims data** in the Clinical Portal alongside clinical records for a more complete patient history.



The Clinical Portal now shows patients' **food, housing, and transportation needs**, giving providers a more complete picture of their health.

Additional work under this portfolio includes simplifying data exchange to support care management, sharing priority clinical and demographic data with Medicaid and health plans for population health and more.

To learn more contact us at [hms.hie@nc.gov](mailto:hms.hie@nc.gov) or visit <https://hiea.nc.gov/services/hie-medicaid-services>.

