



NORTH CAROLINA HEALTH INFORMATION EXCHANGE AUTHORITY

Office Hours

March 13, 2024

Kimberly Webster, Business Development and Outreach Specialist
Luke Keeler, Business Development and Outreach Specialist
Adonnica Rowland, Business Development and Outreach Specialist
Holli Elliott, SAS Helpdesk



Housekeeping Items Before We Start



- You can use the zoom feature or to switch to full screen view to increase view size.
- We will review the previously submitted questions before we answer the questions in the chat.
- At the end, if you have a question, you can utilize the Q&A feature.
- A copy of the presentation slides will go out to everyone who registered for today's webinar.

NC HealthConnex Office Hours - Agenda



Overview of Topics



- **Welcome and Introductions**
- **DSM Deep Dive with Holli Elliott, Senior Technical Support Analyst with SAS Institute**
- **DSM Directory and DSM Highlights**
- **Pre-Submitted Questions**
- **Opportunity for Participants to ask Questions**
- **Conclusion**

Staffing Updates



Sam Thompson

Executive Director

Sam Thompson most recently served as the deputy director for program evaluation at NC Medicaid where he oversaw quality measurement, data collection and internal and external program evaluation efforts. He also previously served as a lead evaluator at the N.C. Division of Public Health.

Thompson has worked closely with the NC HIEA for several years and has championed the use of the health information exchange by Medicaid and the health care community. He will assume his new role on Monday, March 4, 2024

NC HIEA Outreach Team Members



Tim Taylor
Business Relationship Manager

Tim has 10 years of health care operations leadership and management experience and serves as a liaison for healthcare providers and organizations across North Carolina.



Kimberly Webster
Business Development Specialist

Kim started with the NC HIEA in 2022. She assists participants in understanding how to access and utilize NC HealthConnex. Kim has worked as a nurse since 2004 and maintains her nursing license.



Luke Keeler
Business Development Specialist

Luke Keeler has 15 years of experience working in public health at local health departments and NC DHHS. He joined the NC HIEA in 2023.



Kenya Servia
Business Development Specialist

Kenya Servia has worked at the NC HIEA since April 2018, educating health care providers about NC HealthConnex. She has over 25 years experience working in public health as a social worker, health educator and program consultant.

Introducing New Team Members



Adonnica Rowland

Business Development and Outreach Specialist

We welcome Adonnica Rowland to the NC HIEA as our newest Business Development Specialist. Adonnica has worked in both private and public sectors in health IT and health informatics since 2012. Her private sector experience has given her expertise to assist in statewide programs and projects. She previously served the state through roles at NCDHHS, the Office of NC Fast, UNC General Administration and UNC Chapel Hill. Adonnica joined the NC HIEA outreach team in December 2023.

Guest Speaker Introduction



Holli Elliott

SAS Help Desk – Senior Technical Support Analyst

Holli has 12 years of experience working in health care IT. She has been a technical support analyst on the SAS NC HealthConnex Help Desk since 2017. Prior to working in the health care industry, Holli was a special education teacher with Wake County Public Schools.



Credentialing Process

NC HealthConnex Portal Credentials

If you are a Participant Account Administrator (PAA) for your organization, contact the NC HealthConnex Help Desk Team to request an account.

The Help Desk will follow-up by creating an NC HealthConnex portal account for you. By default, you will be assigned the PAA role. This role only allows you to view a list of users associated with your organization.

If you need access to patient records, please request either the Clerical or Clinical role be added to your account.

- Clerical – patient demographics
- Clinical – full patient records

After your account has been created, the Help Desk will send you instructions for requesting accounts for your providers and staff.



User Account Management

User Account Management – Creating New User Accounts

To create new user accounts for members of your staff, you will need to complete the following fields in the **User Management spreadsheet**. Please do NOT delete any rows or columns.

Please note: This spreadsheet is updated from a previous version.

Facility	Roles	Last Name	First Name	Suffix	Email	Job Title or Job Description	Enabled	DSM Address	Provider NPI Number	Phone Number	Address 1	Address 2	City	State	Zip

- Facility Name – as it appears on your Participation Agreement
- Roles – Select a role from the drop-down menu.
- User First and Last Name
- Job Description – e.g., Clinician, Billing Manager, Office Manager, etc.
- Enabled – True – Contact the Help Desk if you need a user disabled.
- DSM – Yes – After you have enrolled in the service, fill out the DSM (orange fields) for users for whom you want us to create a DSM address.

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

User Account Management - Functional Roles



Level	Description	Common Examples
<i>%HS_Clinician</i>	This level of access is assigned to a credentialed health care provider or someone who works under a credentialed health care provider to provide patient care functions.	<ul style="list-style-type: none"> • Physician • Physician Assistant • Nurse Practitioner • Nurse • Resident or Intern • Therapist • Pharmacist • Medical Records • Medical Assistants
<i>%HS_Clerical</i>	This level of access is assigned to a user who may access the Clinical Portal to search for patients and verify demographics. This level of user may not access clinical data.	<ul style="list-style-type: none"> • Practice Manager • Administrator • Billing Clerk • Registration Staff
<i>%HS_PAA User Administrator</i>	This level of access is assigned to a user who maintains NC HealthConnex Clinical Portal end user accounts for their organization, including password management. This level of user may not access any patient data.	<ul style="list-style-type: none"> • Participant Account Administrator (PAA) • Health Care Organization (HCO) Staff

User Management – Submitting a Spreadsheet

[Log into](#) the Clinical Portal.

Notice:

The NC Health Information Exchange Clinical Portal and Direct Secure Messaging (Web Communicate) will experience regularly-scheduled, routine maintenance every third weekend. The outage is planned to begin at 7:00 AM EST on Saturday. We apologize for any inconvenience this may cause.



NC HIEA DEMO ENVIRONMENT

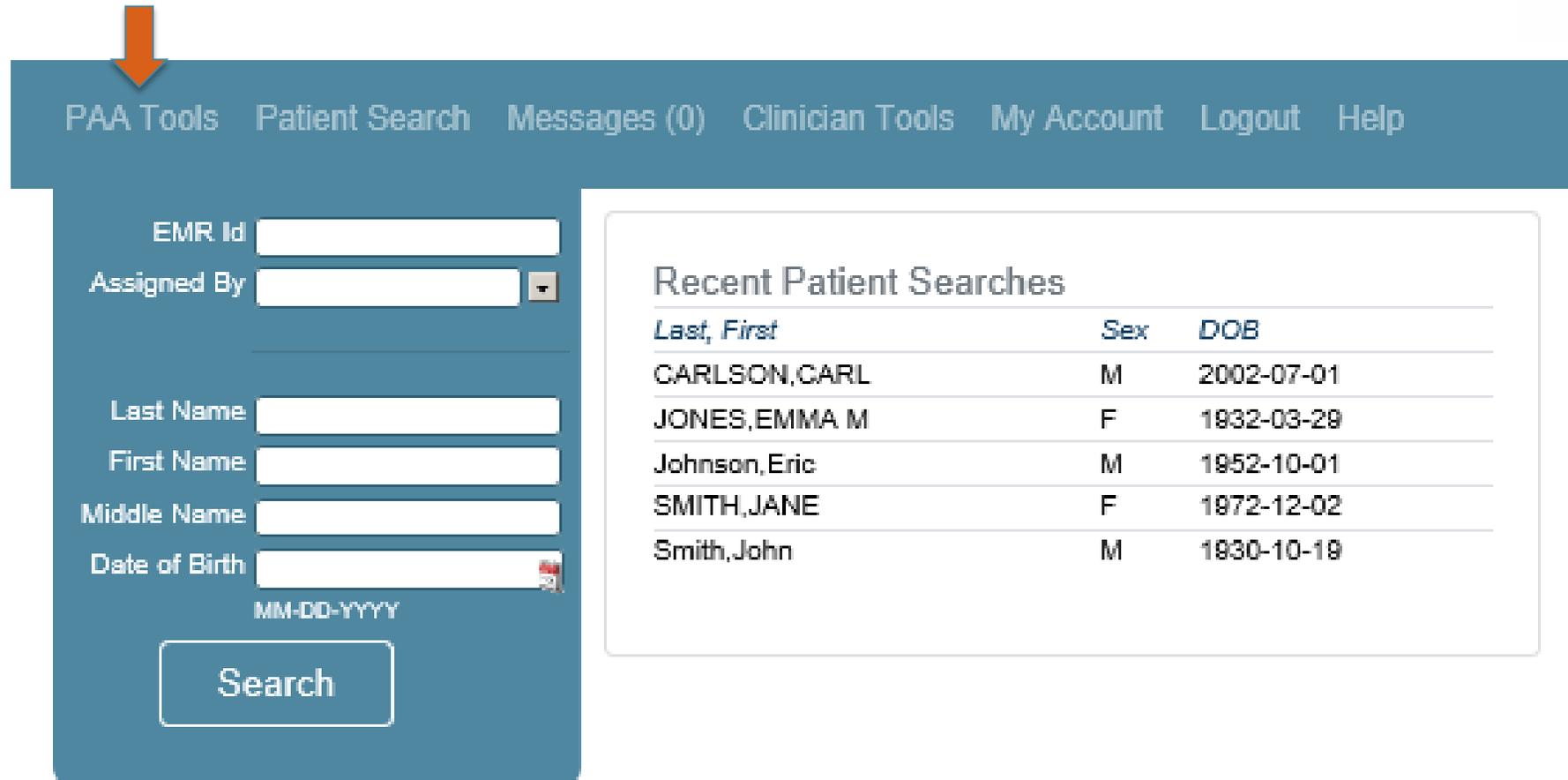
The North Carolina Health Information Exchange Authority (NC HIEA) operates North Carolina's statewide health information exchange, NC HealthConnex. This secure, standardized electronic system promotes the access, exchange, and analysis of health information.

Login Agreement

Please note that every time you login, you are agreeing to the terms signed by your organization, that provided you with a unique User ID. including (but not limited to) the following:

User Management – Submitting a Spreadsheet

PAA + Clinician View



The screenshot displays a user interface for PAA + Clinician View. At the top, a dark blue navigation bar contains the following links: PAA Tools, Patient Search, Messages (0), Clinician Tools, My Account, Logout, and Help. An orange arrow points to the 'Patient Search' link. Below the navigation bar is a search form with the following fields: EMR Id (text input), Assigned By (dropdown menu), Last Name (text input), First Name (text input), Middle Name (text input), and Date of Birth (text input with a calendar icon and the format MM-DD-YYYY). A 'Search' button is located at the bottom of the form. To the right of the search form is a table titled 'Recent Patient Searches' with three columns: Last, First; Sex; and DOB. The table contains five rows of patient data.

Last, First	Sex	DOB
CARLSON, CARL	M	2002-07-01
JONES, EMMA M	F	1932-03-29
Johnson, Eric	M	1952-10-01
SMITH, JANE	F	1972-12-02
Smith, John	M	1930-10-19

User Management – Submitting a Spreadsheet

My Account Logout Help

Last Name

First Name

User ID

Search Users

Reset Search

Request Type

Request Comments

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

Submit Request to Help Desk

PAA User Account Management

Page size: 25 Results: 14 Page: [< < 1 > >] of 1

<input type="checkbox"/>	NAME	USER ID	EMAIL ADDRESS	ASSIGNED ROLES	LAST LOGIN	ACTIVE
<input type="checkbox"/>	Brehmer, Jessica	jessica-clinician	jessica.brehmer@nc.gov	%HS_Clinician,%HS_PAAL	05/07/2019	X
<input type="checkbox"/>	Cota, Arn	TEST.Arn.Cota	arncota@gmail.com	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Demo, Admin	DemoAdmin	admin.demo@hiea.com	%HS_PAAUserAdministratc	05/07/2019	X
<input type="checkbox"/>	Demo, AdminClin	DemoAdminClin	adminclin.demo@hiea.com	%HS_Clinician,%HS_PAAL	05/02/2019	X
<input type="checkbox"/>	Demo, Clerical	DemoClerical	mmacgregor@j2interactive.	%HS_Clerical,HSGroup_U	03/28/2019	X
<input type="checkbox"/>	hunt, michelle	mhunt-clinician	michelle.hunt@nc.gov	%HS_Clinician,%HS_PAAL	05/03/2019	X
<input type="checkbox"/>	Macgregor, Matthew	matt3	mmacgregor@j2interactive.	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Macgregor, Matthew	matt4	mmacgregor@j2interactive.	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Macgregor, Matthew	matt5	mmacgregor@j2interactive.	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Macgregor, Matthew	matt7	mmacgregor@j2interactive.	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Macgregor, Matthew	matt8	mmacgregor@j2interactive.	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	MacGregor, Matthew	TEST.Matt.Mac	mhmacre@yahoo.com	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Matt, Mac	UNC.Clinician	mmacgregor@j2interactive.	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Servia, Kenya	Kenya-ClinicalPAA	kenya.servia@nc.gov	%HS_Clinician,%HS_PAAL	05/02/2019	X

Users Found for Facility University of NC HCS (click on a name to select):

To request new accounts, upload the User Management Spreadsheet to the portal OR send the spreadsheet to the Help Desk at hiesupport@sas.com.

To disable a user, send an email to the Help Desk. Include the user(s) name OR submit your request from within your portal account.

User Management – PAA View

My Account Logout Help

Last Name

First Name

User ID

Search Users

Reset Search

Request Type

- Create User
- Update User
- Enable User
- Disable User
- Reset Password
- Other

Name

Submit Request to Help Desk

PAA User Account Management

Page size: 25 Results: 8 Page: 1 of 1

<input type="checkbox"/>	NAME	USER ID	EMAIL ADDRESS	ASSIGNED ROLES	LAST LOGIN	ACTIVE
<input type="checkbox"/>	Demo,Admin	DemoAdmin	admin.demo@hiea.com	%HS_PAAUserAdministrato	03/21/2019	X
<input type="checkbox"/>	Demo,AdminClin	DemoAdminClin	adminclin.demo@hiea.com	%HS_Clinician,%HS_PAAL	03/21/2019	X
<input type="checkbox"/>	Demo,Clerical	DemoClerical	mmacgregor@j2interactive.	%HS_Clerical,HSGroup_U	03/18/2019	X
<input type="checkbox"/>	Macgregor,Matthew	matt3	mmacgregor@j2interactive.	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Macgregor,Matthew	matt4	mmacgregor@j2interactive.	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Macgregor,Matthew	matt5	mmacgregor@j2interactive.	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Macgregor,Matthew	matt7	mmacgregor@j2interactive.	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Macgregor,Matthew	matt8	mmacgregor@j2interactive.	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Matt,Mac	UNC.Clinician	mmacgregor@j2interactive.	%HS_Clinician,HSGroup_U		X

Users Found for Facility University of NC HCS (click on a name to select):



NC HealthConnex Quarterly User Audit

Quarterly User Audit FAQs



How often does the NC HealthConnex User Account Audit occur?

An audit will be performed quarterly. Emails are sent to the PAAs on the second Monday following the beginning of the quarter: January, April, July, October.

As a PAA, what is my responsibility regarding the Audit?

Click on the PAA Tools tab from within your NC HealthConnex portal account. View a list of users. If any of those listed no longer require access to the portal, send an email to the Help Desk to request the user(s) be disabled.

Note the number of “Patient Search” and “Break the Seal” actions for each user. If a user had an unusual amount of “Break the Seals” and/or Patient Search activity, you are required to report that to the North Carolina Health Information Exchange Authority (NC HIEA).

Attesting to the User Audit

At the close of each quarter, an updated portal banner will include a reminder letting you know it is time to attest for the previous quarter's activity:

PAA(Participant Account Administrator): You must attest to facility user activity for the Q4-2023 quarter. Login with your PAA account and review user activity on your PAA home page. When ready, click the "Attest to Audit" button to complete the audit.

Attesting to the User Audit

The PAAs Tools Tab will show you a list of users associated with your organization along with Patient Search and BTS-Break the Seal Activity

PAA User Account Management

Your Quarterly Attestation is due now!

Key:

BTS: Break the seal (gained access to patient record without preexisting relationship)
EXCEEDS AVG BY 50% : User activity exceeds facility average by more than 50%

PS: Patient search
FLAGGED : User exceeds BTS and/or PS facility average by more than 50%

Page size: 25 Results: 0 Page: [< < < 1 > > >] of 1

<input type="checkbox"/>	NAME	USER ID	EMAIL ADDRESS	ASSIGNED ROLES	LAST LOGIN	ACTIVE	FLAGGED	BTS LAST QTR	BTS 2 QTR AGO	BTS 3 QTR AGO	BTS 4 QTR AGO	BTS AVG LAST
	No Results											

Users Found for Facility (click on a name to select):

Please note:

As facility PAA you are required to review and attest to activity no less than once a quarter for the previous quarter. Activity for the current quarter will not be shown until the quarter is complete. Please review the [NCHIEA User Access Policy](#) and the [NC HealthConnex Audit Reference Guide](#) for more information.

Days left in this quarter: 60

Date of last attestation:

Quarter attesting to: Q4-2023

Attest to Audit

Last Name

First Name

User ID

Search Users

Reset Search

Request Type

Request Comments

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

No file chosen

Submit Request to Help Desk

More Quarterly User Audit FAQs

Why does the NC HIEA require user audits?

To protect both your practice and your patients' data, we want to ensure that NC HealthConnex allows only the appropriate people with the appropriate access to view patient records.

I never log into the portal and/or my facility is not live. Why do I need to attest each quarter?

If any user within your organization has access to the portal, you are required to attest to each quarterly user audit. Access to the portal is unrelated to the status of your connection to NC HealthConnex.





Direct Secure Messaging (DSM)

Direct Secure Messaging Overview

What is Direct Secure Messaging?

DSM is a secure form of email, that 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.

Full Participation Agreement

You must have a Full PA on record with the NC HIEA.

How much does this service cost?

The state does NOT charge for any services!

Enrolling in DSM

Email the help desk team to request a DSM sub-domain.

The Help Desk will send you the Authorized Business Representative (ABR) ID Verification form. There are three sections to be filled out. Detailed instructions are provided when the form is sent to you.

- Section I: Facility name, chosen sub-domain name, etc.
- Section II: Whomever you designate as the ABR. It is helpful if this person is also a PAA. They ABR must have their personal ID verified.
- Section III: Organizational Officer. If you are a sole practitioner, you can sign both sections II and III.

After the ABR's *personal* identity is verified, individual DSM addresses can be created for you and your staff.

How do I access DSM?

After the DSM sub-domain has been created for your organization, a DSM address will be added to your NC HealthConnex portal account and to the next Provider Directory.

You will access DSM from within your portal account. If you do not have a portal account, one will be created for you.

From within your portal account, you will click on the Message Tab.

The Messaging Center looks very much like a standard webmail application. You will be able to Compose, Reply, Reply All, and Forward Messages. You can also add attachments.

	TYPE	RECEIVED	SUBJECT	RECEIVED FROM	PATIENT NAME	IDENTIFIERS
<input type="checkbox"/>	Direct Message	2019-03-14 10:01:48	Referral Test Message	demo-id-1@service2.directaddress.net	.	
<input type="checkbox"/>	Referral	2019-02-11 11:35:20		Demo_One	JANE SMITH	RCHD-YZ123456
<input type="checkbox"/>	Direct Message	2019-02-11 11:32:32	Secure Message From: Demo_One	demo-id-1@service2.directaddress.net	.	
<input type="checkbox"/>	Direct Message	2019-02-07 10:52:44	Test	demo-id-1@service2.directaddress.net	.	



Direct Secure Messaging Provider Directory

The DSM Provider Directory

The Provider Directory is published quarterly. Consider it a “phone book” of DSM addresses.

You as the PAA or ABR will be sent a copy of the DSM Directory for your review. If no changes are required, no further action is needed.

If DSM addresses associated with your facility were created by another HISP-Health Information Service Provider (typically your EMR vendor), contact the HISP to request new addresses be created or old ones deleted. Whatever changes they make should be reported to Direct Trust.

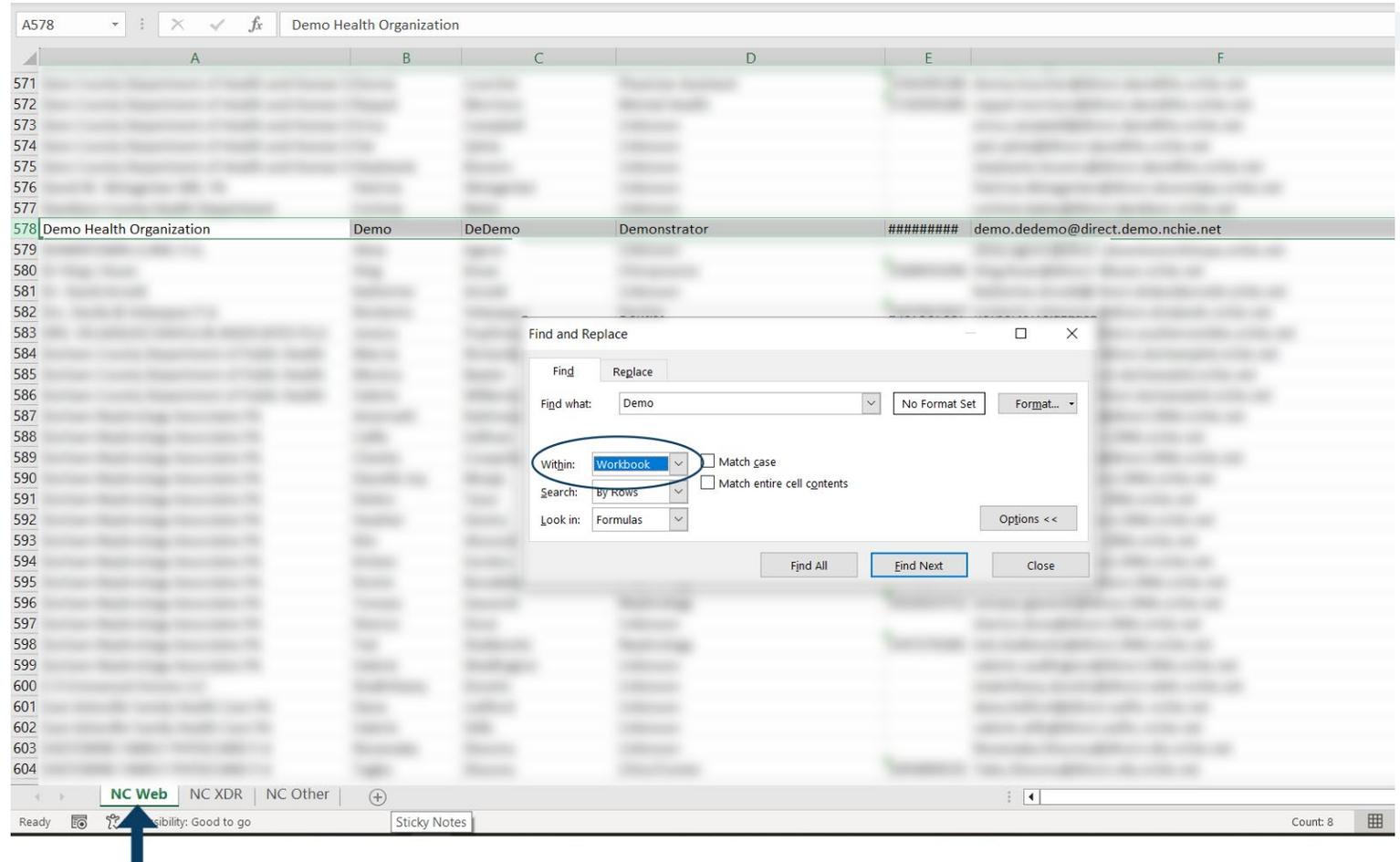
If your DSM address was created by the NCHIE, contact the Help Desk Team to request updates. DSM addresses created by the NCHIE include @direct.nchie.net in the address.

After the deadline to request updates has passed, a new DSM Directory will be published. Copies will be sent to the PAAs and ABRs on record.

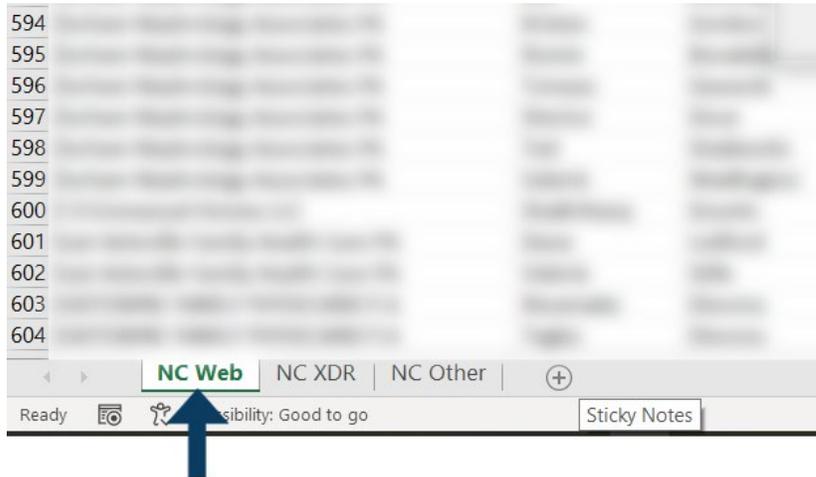
DSM Directory Email

Let's talk about [DSM](#) and the directory email some of you may get.

1. Open the attached Excel spreadsheet.
2. Search for your DSM address by holding CTRL + F on your keyboard, then typing in your organization name in the search bar. Make sure to search by "Workbook" NOT by "Sheet."



DSM Directory Spreadsheet Tabs



Tab 1: NC Web

If your organization appears in **Tab 1** (meaning you have DSM through NC HealthConnex) and you would like to either disable or add any DSM addresses to the directory, please send an email to the NC HealthConnex Help Desk at HIEmail@sas.com and include “DSM Directory Change” as the subject.

Tab 2: NC XDR

If your organization appears in Tab 2, please use your administrative access to the SES portal to make any changes.

Tab 3: NC Other (HISP)

If your organization appears in Tab 3 (your DSM is through your EMR vendor, please contact your HISP – Health Internet Service Provider (your EMR vendor) to request any changes. Please ask your EMR vendor to report these changes to DirectTrust. The NC HealthConnex Help Desk Team cannot make these changes for you.

DSM – How do you get to it?

The screenshot shows a web browser at the URL <https://hiea.nc.gov/providers/about-nc-healthconnex>. The page header includes the NCDIT logo (North Carolina Department of Information Technology) and the text "Health Information Exchange". A navigation bar contains links for "For Patients", "For Providers", "Services", "NC*Notify", "FAQs", and "Abc". The "For Providers" dropdown menu is open, listing several options: "NC HealthConnex Participants", "NC HealthConnex Participant Map", "Electronic Health Record Information", "Electronic Health Record Vendor Connectivity Report", "NC HIEA Policies", "NC HIEA Data Disclosures", "Privacy & Security", "Patient Education Brochure Order Form", and "Provider Clinical Portal". The "Provider Clinical Portal" option is circled in red. The main content area shows the heading "About NC HealthConnex" and introductory text about the Health Information Exchange Authority and the benefits of the HealthConnex platform.

DSM – Direct Secure Message

PAA(Participant Account Administrator): You must attest to facility user activity for the Q4-2023 quarter. Login with your PAA account and review user activity on your PAA home page. When ready, click the "Attest to Audit" button to complete the audit.

Printing functionality has changed with recent upgrades to the clinical portal. Please see page 45 in the User Guide for more details!

Internet Explorer is not a supported browser and users may experience issues when using it. Recommended browsers include Chrome, Firefox, Edge, Opera, and Safari.

Additional unparsed clinical documents (C/CDA) may be available and are noted by a "No" in the "Document Parsed" column on the Summary and Documents tab.



DSM lives in the NC HealthConnex
Provider Clinical Portal.

DSM – Click on Messages to go to your DSM inbox.

The screenshot shows the top navigation bar of the DSM interface. The 'Messages (0)' link is circled in red, and a red arrow points to it. A callout box on the right side of the screen displays the text 'Messages (0)' in a blue box. The interface also includes a home icon, a patient search section with 'Search by MRN' and 'Search by Demographics' options, and a user profile for 'NCHIEA.Kimberly.Webster'.

DSM – Direct Secure Message Example

To: 4,Testing;

Cc:

Patient: Test **Delivery Policy:**

Message Type: Result

Subject: MRI

Note:

Dr. Test,

I have been treating John Doe for his diabetes with Metformin PO and noticed you placed him on Ozempic. Is this in conjunction with current therapy regimen?

Thank you,
A Test, FNP

Attachments: 

Send **Save Draft** **Cancel**

DSM – Direct Secure Message Example

To: 4,Testing,
Cc:
Patient: Test Delivery Policy:
Message Type: Result
Subject: MRI
Note: Dr. Test,
I have been treating John Doe for his diabetes with Metformin 500 and noticed you placed him on a different regimen?
Thank you,
A Test, FNP

Attachments: 

Send Save Draft Cancel

Attachments: 

You can use the attachments area of the message to send images, reports, etc.

Pre-Submitted Questions

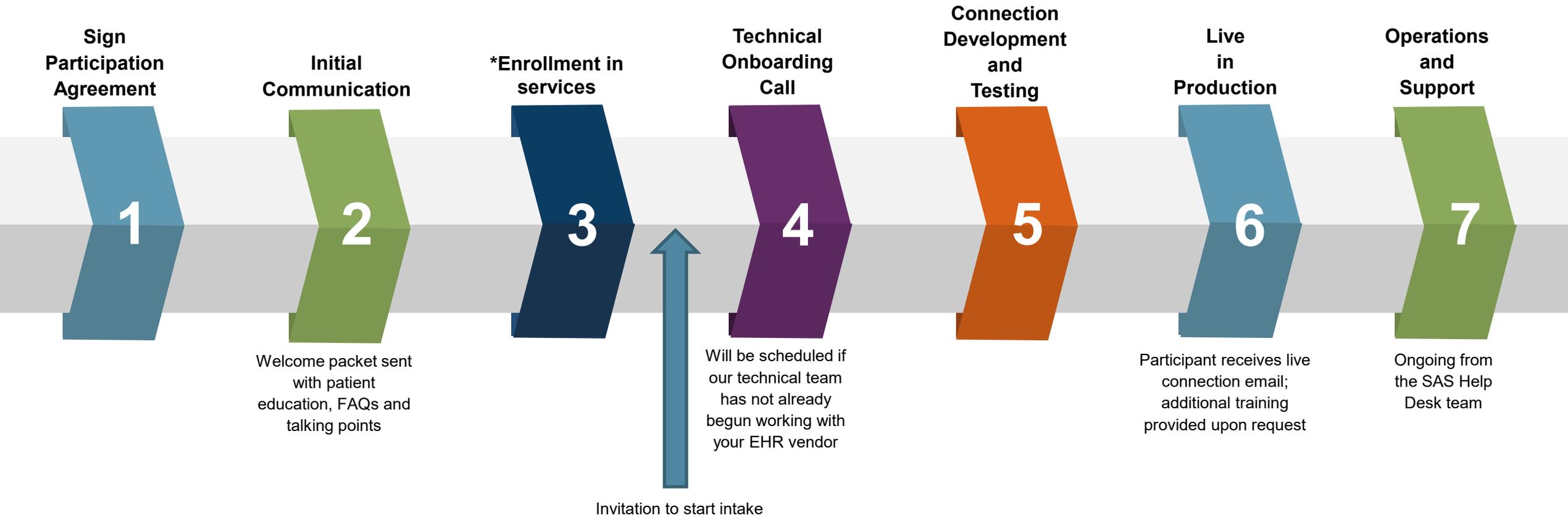


The Queue

Pre-Submitted Questions

Where are we in queue?

Even if you are not live and submitting data to NC HealthConnex, with a full participation agreement, you can begin utilizing [NC HealthConnex services](#).^{*} When it is your organization's turn in the queue, we will reach out via email and ask you to complete the connection scoping checklist. If you have signed a participation agreement, you are complying with the mandate.



Will care managers be allowed to view member demographic information to include addresses, telephone numbers and legal guardian information?

The data that care managers have access to is determined by their organization's [Participant Account Administrator \(PAA\)](#). To see demographic data, they would need clinician access.

EHR

My EHR vendor does not know what to do to publish our providers direct mail addresses to the NCHIE [NC HealthConnex].

Please reach out to the SAS Help Desk at HIESupport@sas.com.

What provisions, if any, does NC Health Connex afford for LME/MCOs in the public health system access patient records for paying providers?

Right now, Health Plans/LMEs/MCOs do not have the ability to query the Clinical Portal. Payors/Health Plans have different access. They can enroll in NC*Notify to get near real-time event notifications (ADT messages).

What can be shared back with us via ADT feed?

[NC*Notify](#) is our event notification service showing Admission, Discharge and Transfer (ADT) data. It allows providers to see when their patients receive care outside of their organization. For the specifications or type of notifications you will receive, you can see our [NC*Notify specifications and release notes](#).

How does this system work?

A provider/organization would need a full participation agreement to utilize our services. In general, the providers/organizations send their clinical and demographic to NC HealthConnex via their EMRs. That data is then visible for providers that have a HIPAA-approved purpose for accessing the data. We have [videos](#) and [training modules](#) available on our [website](#).

1) What will the SHP transition from BCBS to Aetna look like? 2) Who can I contact for tech issues between the HIE [NC HealthConnex] and my EHR?

You can check the [NC SHP website](#) or call [855-859-0966](tel:855-859-0966) for more information. For any technical issues, you can contact the Help Desk at HIESupport@sas.com or 919-531-2700.

Is prescription information available? What about labs and diagnostic tests such as imaging?

Yes! All this information is available in the Clinical Portal. The next slide covers where to find prescription information. You will not see the image but will see the imaging report. However, you can request the image be sent as an attachment in DSM.

Why are there CCDs for some encounters generated but not others? I rarely see CCDs from certain facilities.

The documents listed in the portal are dependent on a few factors: the payor (the mandate is for state-funded data), the sending facility's agreement and how often they send CCDs (minimum is once per 24 hours). We display the data that is sent to us.

[We] need help regarding inpatient discharge information for transitional care management (TCM) services.

We can help you with that. You can search for patient information in the Clinical Portal and view CCDs (the hospital summaries), but you can also get notifications using NC*Notify to let you know that your patient has been admitted so you can begin the timely follow-up needed to meet TCM requirements.

Back to Viewer View As: Patient Summary (HTML) Report: Patient Summary Report (Pharmacy) Send ... Report Filter: Filter

Patient Summary Report with Pharmacy Data f

- Patient Summary Report
- Patient Summary Report (Expanded)
- Patient Summary Report (Pharmacy)

Patient Demographics

Name	Date Of Birth	Gender	Identification Number	Phone	Address
Darth Vader	1999-01-01	F	MRN: 3456356 MRN: M000001824 MRN: 789234MM MRN: 88116406 MRN: M000001583 MRN: 14252 MRN: 374104 MRN: 103709190 MRN: 103709190 DL: 998837 LMRN: E00001481	910-999-1212	123 Darth Vader Ave Statesville NC 28625 123 Darth Vader Avenue Statesville NC 28625 123 Darth Vader Ave First Floor Statesville North Carolina 28625-7053 123 DARTH VADAR AVE STATESVILLE NC 28625 123 DARTH VADER AVE STATESVILLE NC 28625

Pharmacy Claims

Disp Date	Sending Org Name	Disp Pharm Name	Disp Pharm Phone	Presc Provider Name	Presc Provider Phone	Disp Code Desc	Disp Compound	Disp Strength	Disp Strength UOM	Disp Form Desc	Disp Dose Freq	Disp Refills Auth	Disp Refills #	Disp Qty	Disp Days Sup
2023-07-27	Mint Hill Pharmacy	Mint Hill Pharmacy	7049102718	Ricardo Souza-Leao Jr. N.P.	123-456-0000	Losartan-Hydrochlorothiazide 100-25 Mg Tab	No	100 mg-25 mg	EA	Tablet	This would be how often, e.g. every 4-6 hours	3	1	30	30
2023-07-27	Mint Hill Pharmacy	Mint Hill Pharmacy	7049102718	Ricardo Souza-Leao Jr. N.P.		Tramadol Hcl 50 Mg Tablet	No	50 mg	EA	Tablet		0	2	17	8
2023-07-27	Mint Hill Pharmacy	Mint Hill Pharmacy	7049102718	Dr. Liliya Velet MD		Finasteride 5 Mg Tablet	No	5 mg	EA	Tablet		2	0	30	30

Close

Can we get an update on pharmacy implementation?

Some of our pilot pharmacies are already live and submitting data, so you may see pharmacy data inside the clinical portal. Please see the updated [Clinical Portal User Guide](#) for more information.

The Portal

Is there a way to find next of kin on your website?

Yes, we have next of kin/emergency contact information inside the clinical portal.

The screenshot displays a clinical portal interface for a patient named DEMO CHILD. The main page shows various detail sections: Clinical Details, Patient Details, and Address Details. A red box highlights a 'Next of Kin' table within a pop-up window. Below this window, a red box highlights a link labeled 'MRN Patient Contacts', with a red arrow pointing from it to the 'Next of Kin' table.

Next of Kin Table:

Relationship	Contact Type	Given Name	Other Name	Surname	Address	City	State	ZIP Code	Country	Contact Phone Num

MRN Patient Contacts

Printing from the Portal

Is there a way to download or print documents from NC HealthConnex – specifically copies of evaluations or comprehensive reports?

You can print documents from NC HealthConnex. Please see page 42-45 of the [Clinical Portal User Guide](#). Use the “print” and “download” icons at the top right of the screen to take each action, as shown below.

The screenshot shows a web browser window displaying a patient summary report. At the top, there are navigation options: 'Back to Viewer', 'View As: Patient Summary (PDF)', and 'Report: Patient Summary Report'. Below this, the browser address bar shows 'HS.UI.PatientRecordSummary.cls' and '1 / 68'. In the top right corner of the report area, there are two icons: a download icon (a downward arrow) and a print icon (a printer), both of which are highlighted with a yellow box. An orange arrow points from the right side of the slide towards this box. The main content of the report is titled 'Patient Summary Report for ADULT1 DEMONSTRATION1, F 1980-01-01'. It contains three tables: 'Patient Demographics', 'Allergies', and 'Medications'. The 'Patient Demographics' table has columns for Name, Date Of Birth, Gender, Identification Number, Phone, and Address. The 'Allergies' table has columns for Onset Date, Inactive Date, Allergen, Category, and Last Updated At. The 'Medications' table has columns for Date, Medication, Strength, Duration, and Source. A 'Close' button is visible at the bottom right of the report area.

Name	Date Of Birth	Gender	Identification Number	Phone	Address
ADULT1 DEMONSTRATION1	1980-01-01	F	MRN: ADULTDEMO1 MRN: 100223858 MRN: ADULTDEMO1	(444) 111-8888	2000 NOT REAL STREET MEDIUM TOWN NC 27519

Onset Date	Inactive Date	Allergen	Category	Last Updated At
2016-12-13		Ragweed	Propensity to adverse reactions to drug	DUHS

Date	Medication	Strength	Duration	Source
2021-06-14	ceFAZolin (A NCEF) dry p powder	Inactive	1 day	Duke University Health System

Reminder: Please use the Q&A feature at the bottom of WebEx to ask your question.



Does NC HealthConnex collect unidentifiable data?

You can see the data elements we collect in our [technical specifications document](#).

When will pharmacies be added to this – is there any point in setting up for DSM Secure Messaging since we are not active yet?

Some of our pilot pharmacies are already live and submitting data, so you may already see pharmacy data inside the Clinical Portal from those participating pharmacies.

Yes, you can set up a DSM account even if your EHR has not been connected to NC HealthConnex. If you don't have DSM through your EHR vendor and you have a Full Participation Agreement with the NC HIEA, you can create an account through NC HealthConnex. All our value-added services are available once you have a signed and executed agreement, even if you are not yet live, connected and submitting data.

Will LME/MCOs, health plans, be able to query at some point in the future?

There are no plans for that to change, but it doesn't mean that it will not. The use is limited to HIPAA-approved purposes.

Does the information shared on TCM also apply to the LME/MCOs that are also performing TCM functions?

That question might be best suited to our use case work group. Please email kimberly.f.webster@nc.gov so we can coordinate with them to get you an answer.

Who can I contact for TCM specific questions? We are seeing same-day procedures and less than 24-hour admissions.

You can email Kim Webster, one of our business development and outreach specialists directly at kimberly.f.webster@nc.gov.

It was mentioned transition of care management services regarding discharge information could be provided via the portal. My question, are there specific reports you can run on your patient panel for readmits?

You can filter your event notifications in NC*Notify.

Thank You!



For more information visit,
www.nchealthconnex.gov

Tel: 919-754-6912

E-mail: hiea@nc.gov

For technical support,

Tel: 919-531-2700

E-mail: HIESupport@sas.com

**DO NOT SEND PHI to the NC HIEA
or to the Help Desk!**