NC HealthConnex
Powering Health Care Outcomes

Teletown Hall

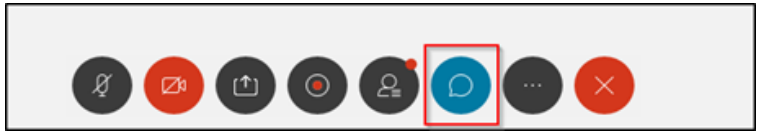
August 26, 2020

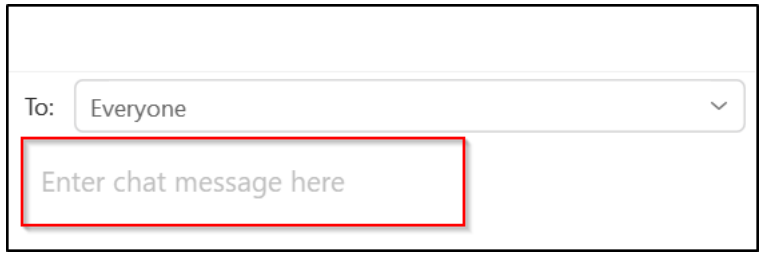
What's New with NC HealthConnex?

NC DIT
NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY

Before We Begin…

Housekeeping Items with WebEx





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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?

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Introductions

North Carolina Health Information Exchange Authority (NC HIEA)

Jessica Brehmer- Development & Outreach Specialist

Tim Taylor- Lead Analyst, NC*Notify

Kellie McDonald – Business & Provider Relations Manager

NC HealthConnex SAS Help Desk Team

Holli Elliott – Technical Support Analyst

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NC HealthConnex Clinical Portal Updates

Controlled Substance Reporting System (CSRS) Integration

NC*Notify

New User Audit

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CSRS Integration

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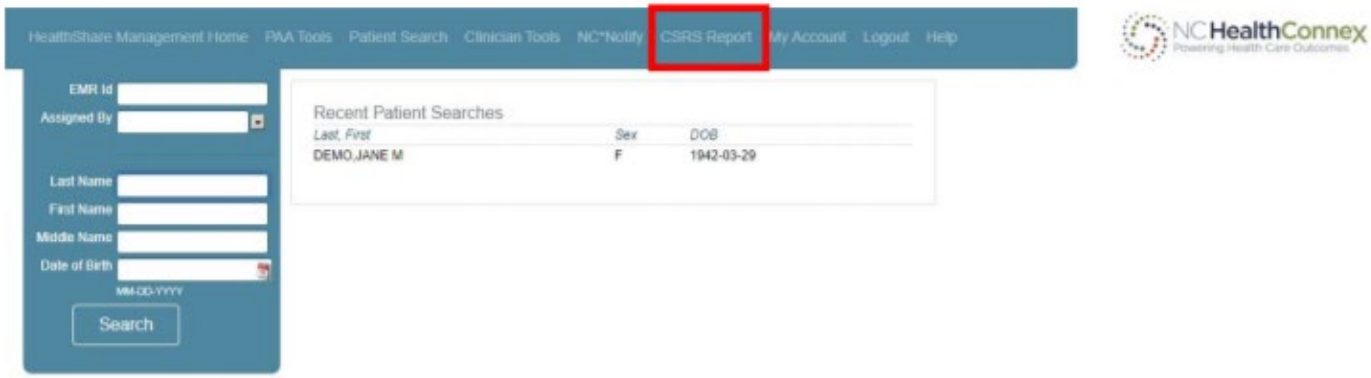
CSRS Without Being In Patient Record

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



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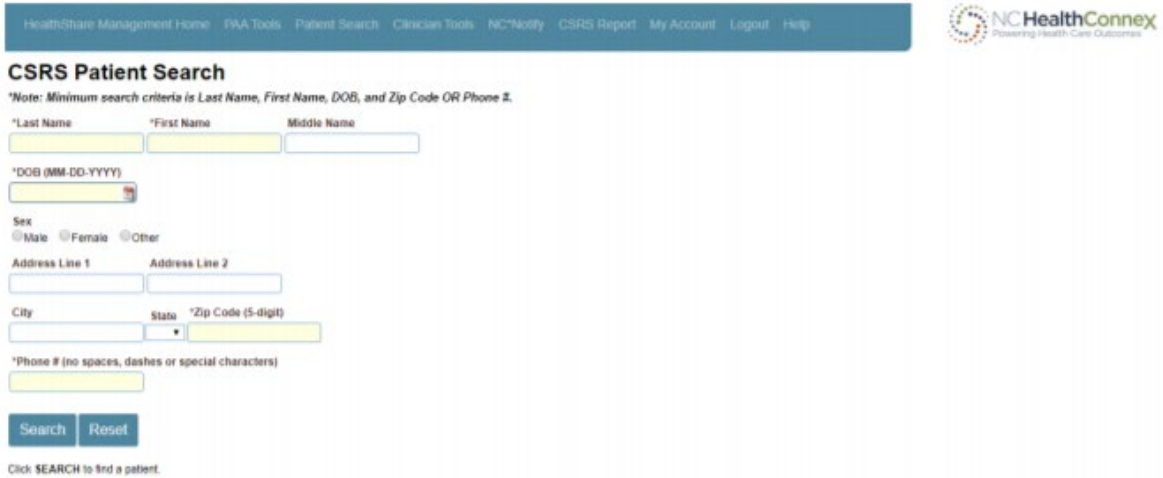

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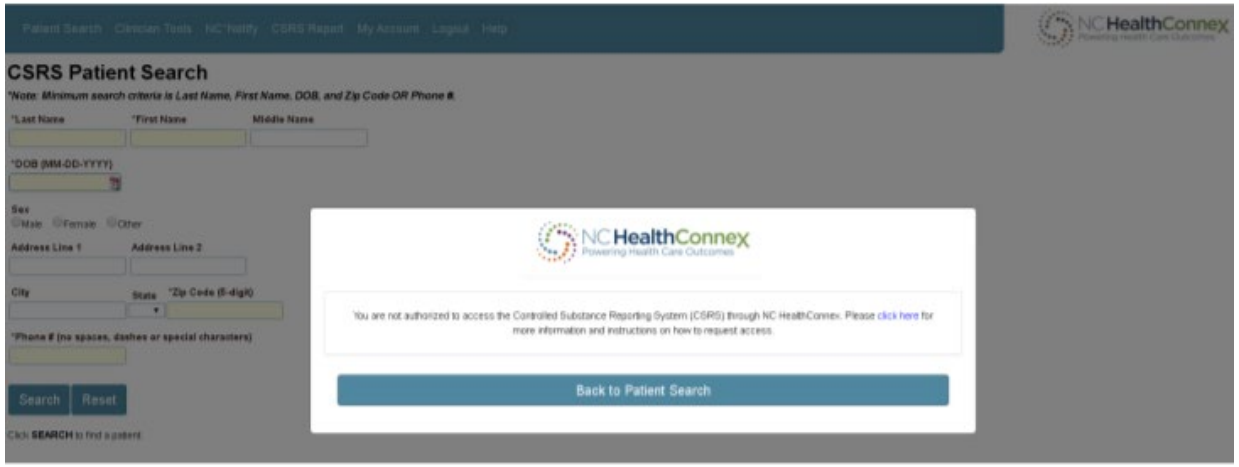

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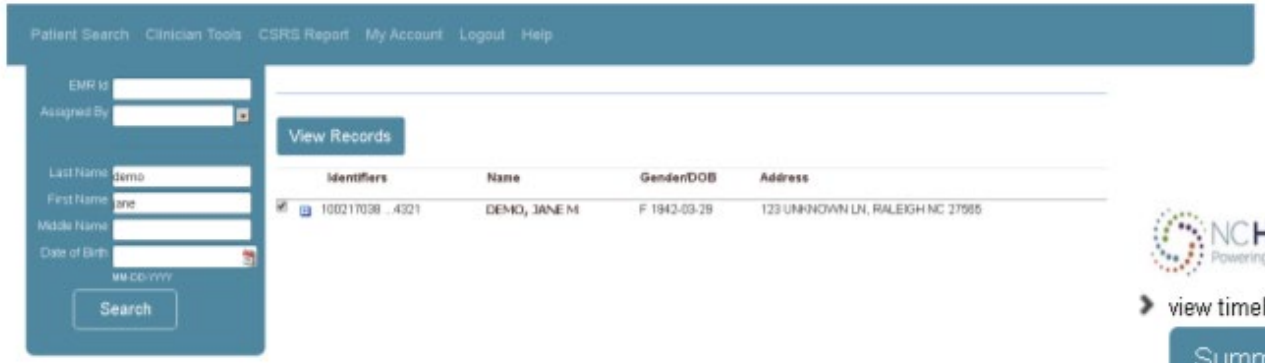
CSRS Within A Patient Record



CSRS Within A Patient Record

Access Denied:

Access Granted:

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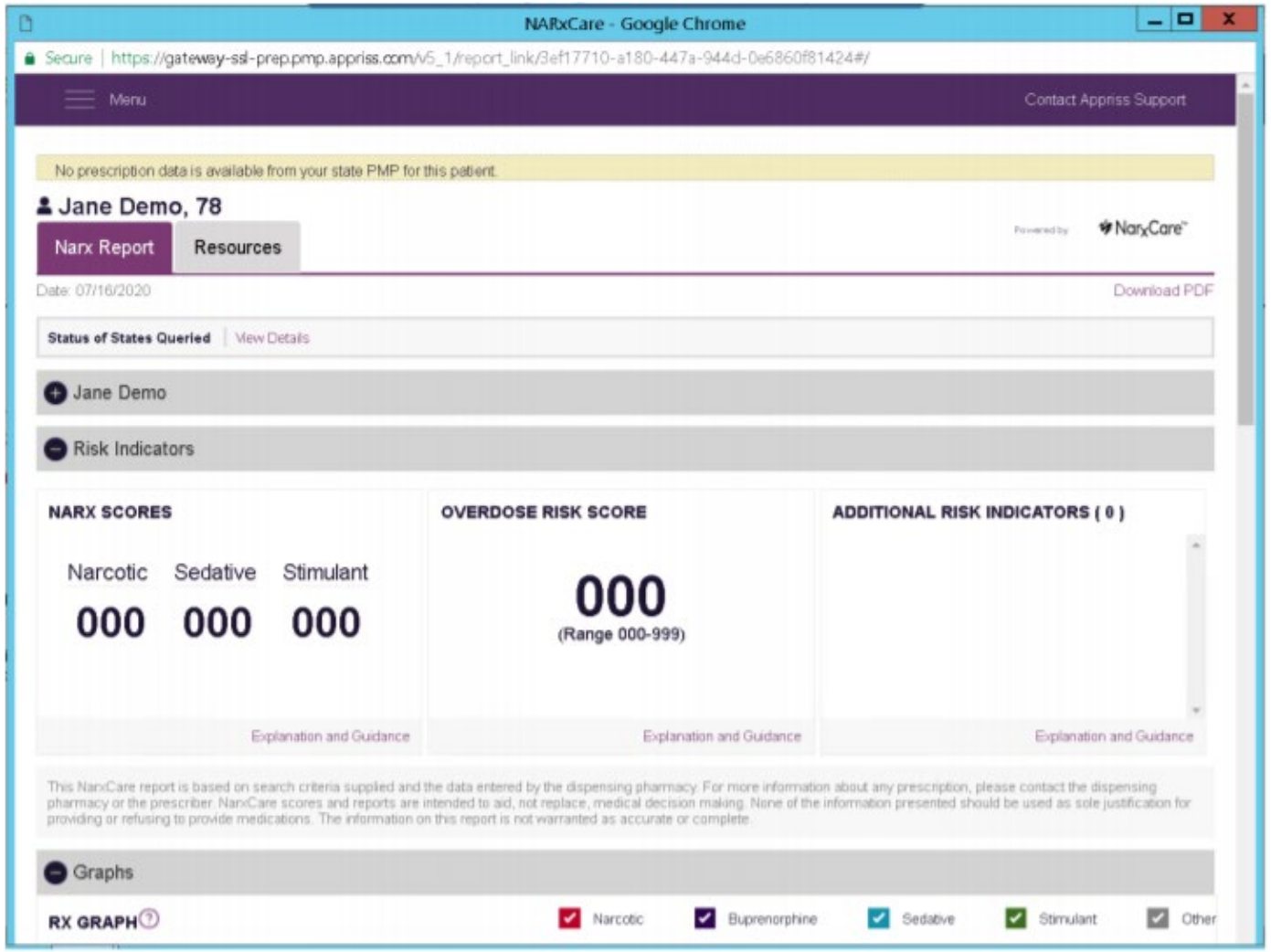
CSRS Within A Patient Record



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NC Notify

Event Notifications Powered by
NC HealthConnex

Overview & Updates

New! NC HealthConnex training available now with your trusted AHEC coaches

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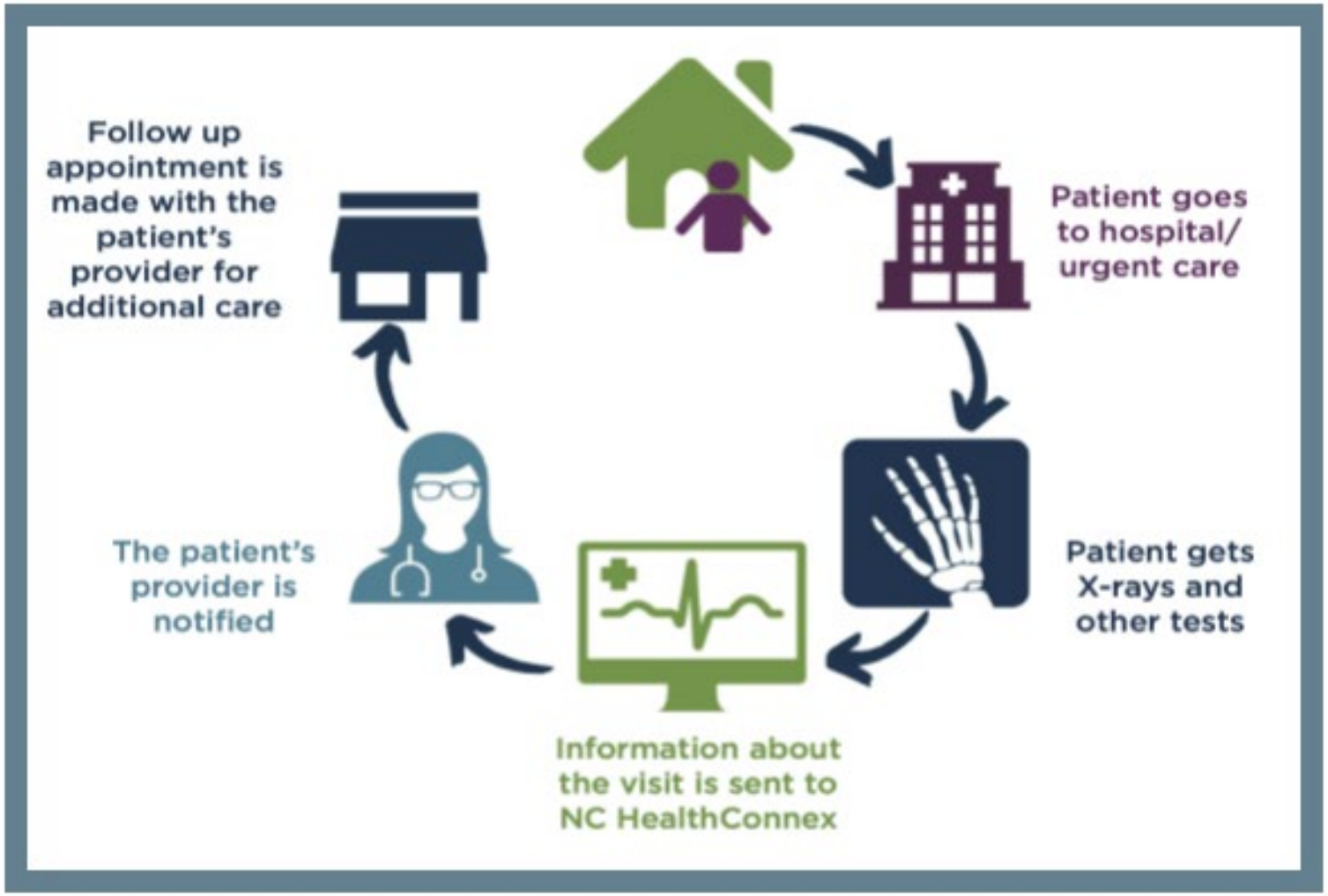
NORTH CAROLINA AHEC

How It Works


Follow up appointment is made with the patient's provider for additional care
Patient goes to hospital/ urgent care
The patient's provider is notified
Patient gets X-rays and other tests
Information about the visit is sent to NC HealthConnex

NC*Notify Upgrades

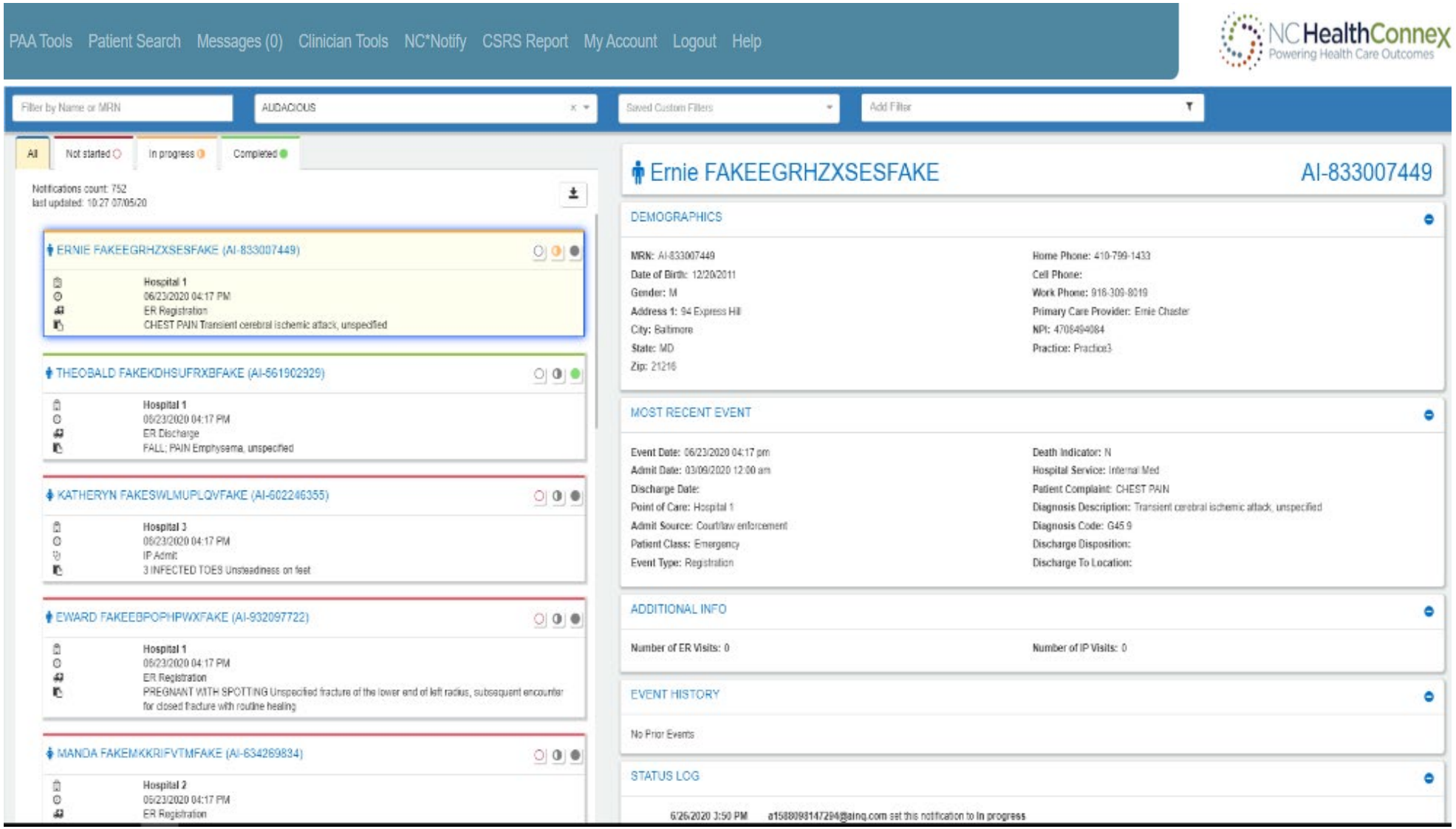
Version 3 – (May 2020)

- 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*Notify Dashboard



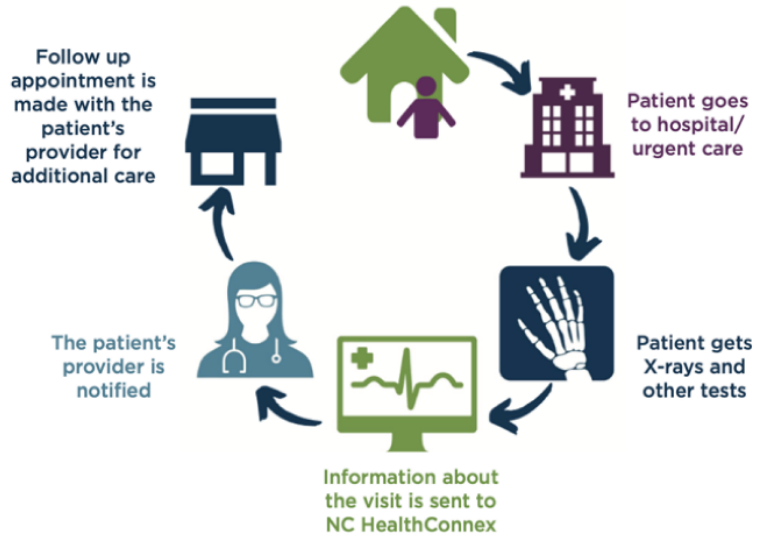
NC HealthConnex Portal

Access Denied:

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.

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North Carolina Health Information Exchange Authority State of North Carolina
Department of Information Technology
919-754-6912
hiea@nc.gov
www.nchealthconnex.gov

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User Management Spreadsheet Updates

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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

	A	B	C	D	E	F	G	H	I	J
1	Facility	Facility Code	Roles	User ID	Last Name	First Name	Suffix	Email	Description	Enabled
2	North Carolina Health Practice	NCHP	%HS_Clinician, %HS_NCNotify	NCHP.John.Doe	Doe	John		John.Doe@hospital.org	Nurse	TRUE

- 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.

	A	B	C	D	E	F	G	H	I	J
1	Facility	Facility Code	Roles	User ID	Last Name	First Name	Suffix	Email	Description	Enabled
2	North Carolina Health Practice	NCHP	%HS_Clinician, %HS_PAA User Administrator, %HS_NCNotify	NCHP.John.Doe	Doe	John		John.Doe@hospital.org	Nurse	TRUE

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How Users Get CSRS Access Via NC HealthConnex Portal

To use NC HealthConnex to meet the STOP Act Requirement:

- Providers should visit https://info.apprisshealth.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.pmpaware.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/mhddsas/ncdcu/csrs .

***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.*

	A	B	C	D	E	F	G	H	I	J
1	Facility	Facility Code	Roles	User ID	Last Name	First Name	Suffix	Email	Description	Enabled
2	North Carolina Health Practice	HCHP	%HS_Clinician	NCHP.John.Doe	Doe	John		John.Doe@hospital.org	Nurse	TRUE

- 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.*

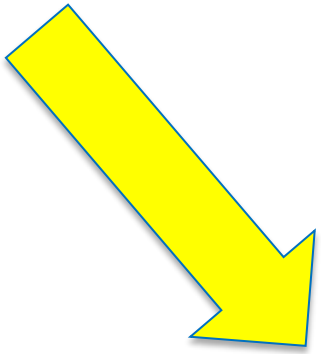
T	U	V	W	X	Y	Z	AA	AB	AC
CSRS DEA	CSRS Licensee	CSRS Role	CSRS Location	CSRS NPI	CSRS Address1	CSRS Address2	CSRS City	CSRS State	CSRS Zip
xx1234567	xx12345	Physician Assistant with prescriptive authority	North Carolina Health Practice	000000000	123 Doctor Way	Ste A	Raleigh	NC	27610

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.*

	A	B	C	D	E	F	G	H	I	J
1	Facility	Facility Code	Roles	User ID	Last Name	First Name	Suffix	Email	Description	Enabled
2	North Carolina Health Practice	HCHP	%HS_Clinician	NCHP.John.Doe	Doe	John		John.Doe@hospital.org	Nurse	TRUE

Portal Roles
%HS_Clinician
%HS_Clerical
%HS_PAA User Administrator
%HS_Clinician & %HS_PAA User Administrator
%HS_Clinician & %HS_PAA User Administrator & %HS_NCNotify
%HS_Clinician & %HS_NCNotify



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

T	U	V	W	X	Y	Z	AA	AB	AC
CSRS DEA	CSRS Licensee	CSRS Role	CSRS Location	CSRS NPI	CSRS Address1	CSRS Address2	CSRS City	CSRS State	CSRS Zip
xx1234567	xx12345	Physician Assistant with prescriptive authority	North Carolina Health Practice	000000000	123 Doctor Way	Ste A	Raleigh	NC	27610

New User Audit Process

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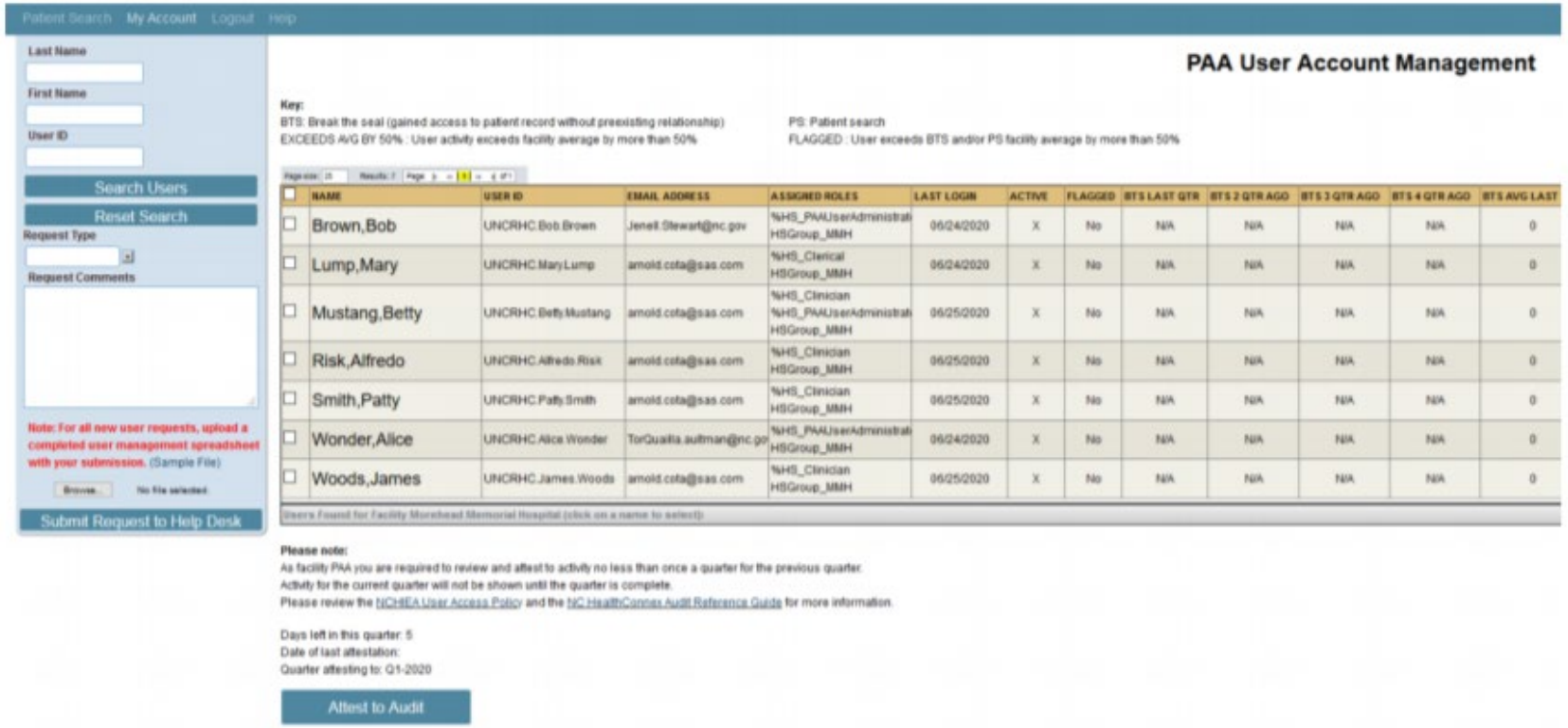
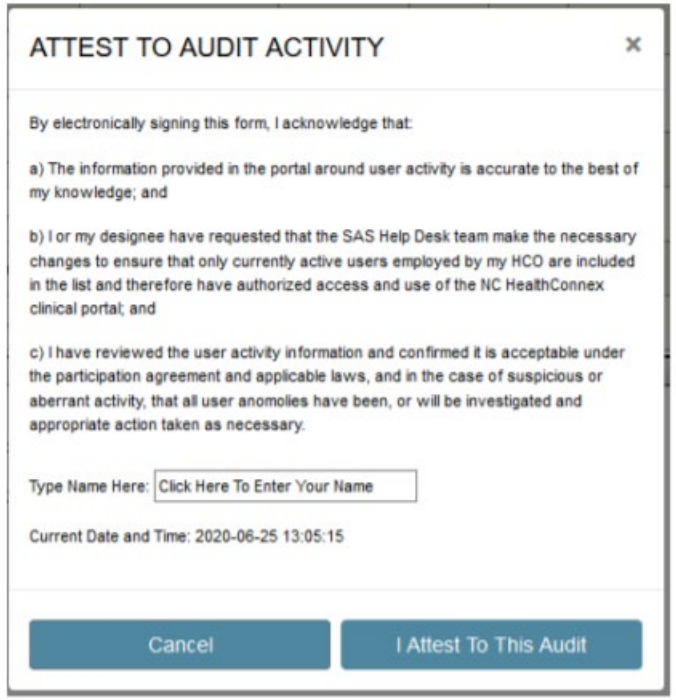
New and Improved User Audit

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.





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Lab Results Release Form

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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.

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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 HIEA to receive all laboratory results, regardless of a patient's health plan or payor, NC HealthConnex Participants are required to authorize laboratories to send all laboratory results to the NC HIEA. Please complete the requested information below and email this form to HIEALabConsent@nc.gov once signed.

Participant Organization Information

Name of Entity that Executed Full Participation Agreement: _____

Organization NPI: _____

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

Quest[1] (Yes or No): Yes LabCorp[2] (Yes or No): Yes

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 payor.

By: _____ Title: _____
Authorized Signature

Name: _____ Date: _____

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Next Steps…

- Contact HIESupport@SAS.com to request a portal account or DSM.
- HIEA Update – Sign Up (www.hiea.nc.gov)
- Stay Tuned!

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….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.

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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

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