

Commonwealth of Massachusetts
Executive Office of Health and Human Services



Mass HIway Webmail

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Today's Presenter



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This presentation has been reviewed and approved by the Mass Hlway, and the presenters are acting as authorized representatives of the Mass Hlway.

The information provided in this presentation is for general information purposes only, and in no way modifies or amends the statutes, regulations, and other official statements of policy and procedure that govern access to and use of the Mass Hlway.



Introduction to the Mass Hlway

Mass Hlway Direct Messaging and Provider Directory

Hlway Webmail Overview and Demo

Hlway Adoption and Utilization (HAUS) Services



Massachusetts Health Information HIway (Mass HIway) promotes health information exchange (HIE) by healthcare providers and HIway participants through a variety of policy and technical levers.

The Mass HIway is a program within the Massachusetts Executive Office of Health and Human Services

- The EOHHS and the HIway are advised by the Health Information Technology Council made up of consumer, provider, legal and policy, and technology stakeholders

EOHHS contracts with two primary vendors to operate HIway Direct Messaging and offer technical assistance:

- Orion Health provides **Direct Messaging implementation** and **technical support services**
- MeHI, the Massachusetts eHealth Institute, supports providers with
 - **Account management, consulting services, and outreach and education**



Enable health information exchange by Hlway users and other healthcare providers regardless of affiliation, location, or differences in technology

Hlway Direct Messaging

- Secure method of sending transmissions from one Hlway user to another
- Hlway connection for Massachusetts Public Health Reporting
- *Hlway does not use, analyze, or share information in the transmissions and does not currently function as a clinical data repository*

Hlway Adoption and Utilization Support (HAUS) Services

- Assistance for eligible organizations in the deployment of HIE to enhance care coordination
- On-site/remote training and support for staff to use Mass Hlway and update associated workflows

Hlway Provider Directory

- Provider Directory listing in-state and some out-of-state providers connected to HIE
- Contains information for 20,000+ Hlway Users

Current Hlway Initiatives

- Market-based Event Notification Service (ENS) (in development)



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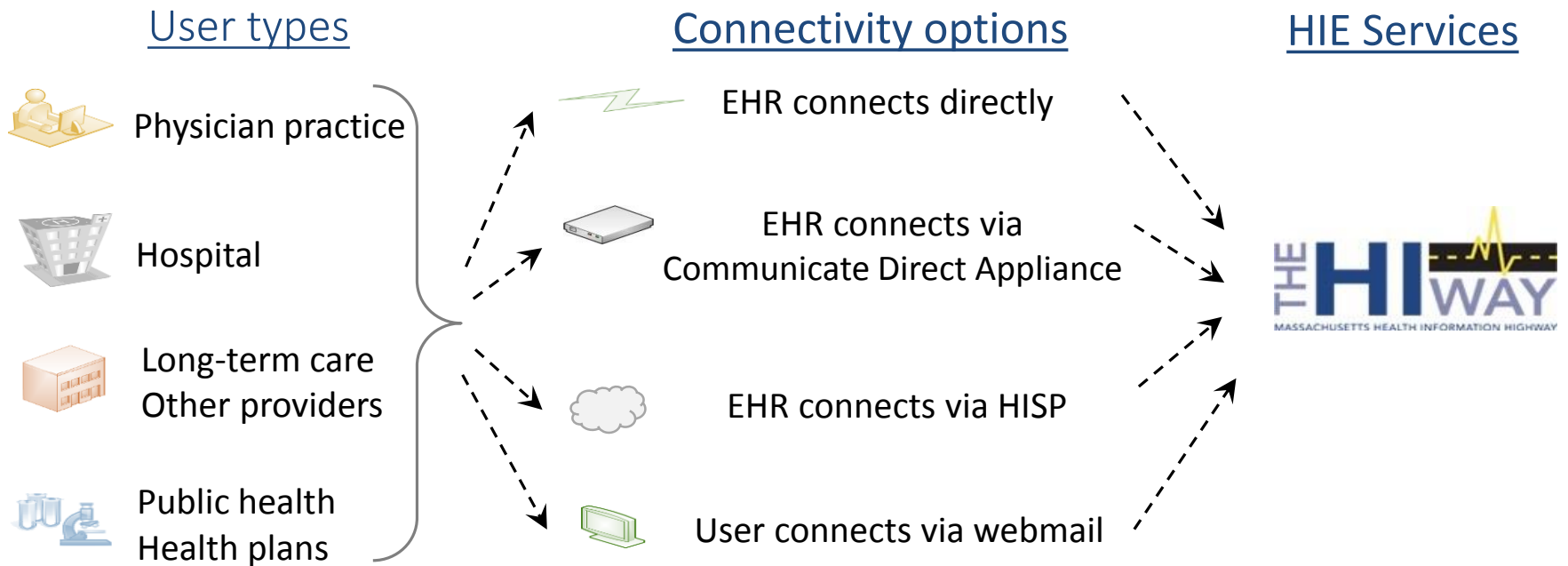
Hlway Adoption and Utilization Support (HAUS) Services



Secure method for transmitting messages between providers for wide variety of use cases

Supported Use Case Categories

- Public Health Reporting
- Provider-to-Provider Communications
- Payer Case Management
- Quality Reporting (as per the Mass Hiway Policies & Procedures)





Mass Hlway 2.0



Mass Hlway 2.0 is a member of DirectTrust and is connected to all DirectTrust member HISPs. This offers a rich network for Hlway Direct Messaging to MA providers.





What type of documents can you send?



The HIway Direct Messaging is 'content agnostic,' and does not restrict message types

Patient clinical information

- Summary of Care / Transition of Care Record (TOC)
- Request for Patient Care Summaries
- Discharge Summaries
- Referral Summary Information
- Specialist Consult Notes
- Progress Notes
- Care Plans

Patient clinical alerts

- Emergency Department Notification
- Mortality Notification
- Transfer Notification
- Disposition Notification (admit/discharge)

Quality reporting

- Reporting of clinical quality measures (CQMs)

Public Health Reporting*

Securely comply with reporting regulations for the Massachusetts Department of Public Health (DPH)

- Massachusetts Immunization Information System (MIIS)
- Electronic Lab Reporting (ELR)
- Syndromic Surveillance (SS)
- Massachusetts Cancer Registry (MCR)
- Opioid Treatment Program (OTP)
- Childhood Lead Poisoning Prevention Program (CLPPP)
- Occupational Lead Poisoning Registry (Adult Lead)

* There is no cost for a HIway connection that is used exclusively for DPH reporting.



Searchable directory of individual and organizational Direct email addresses. This includes published addresses of Mass Hlway participants and users of other DirectTrust Member HISPs.

Purpose of the Mass Hlway PD

- Provides destination addresses for Direct messaging (i.e. Direct email address)
- In-state Direct addresses
- Stores the specific details such as organization name, provider name, specialty, contact info, NPI and personal/organizational email address, Direct email address

Mass Hlway PD contains over 20,000+ addresses

- Organization, department, and individual level addresses

Account Manager will assist you in operationalizing the Mass Hlway PD

- Identify who of your trading partners are in the Mass Hlway Community
- How to engage additional trading partners to exchange on the Hlway

Webmail users have access to all providers and organizations included in the Provider Directory



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What is HIway Webmail?



Communicate Webmail, the HIway's secure webmail solution, is a messaging exchange system that allows users to send Direct Messages without an interoperable EHR.

Functionality

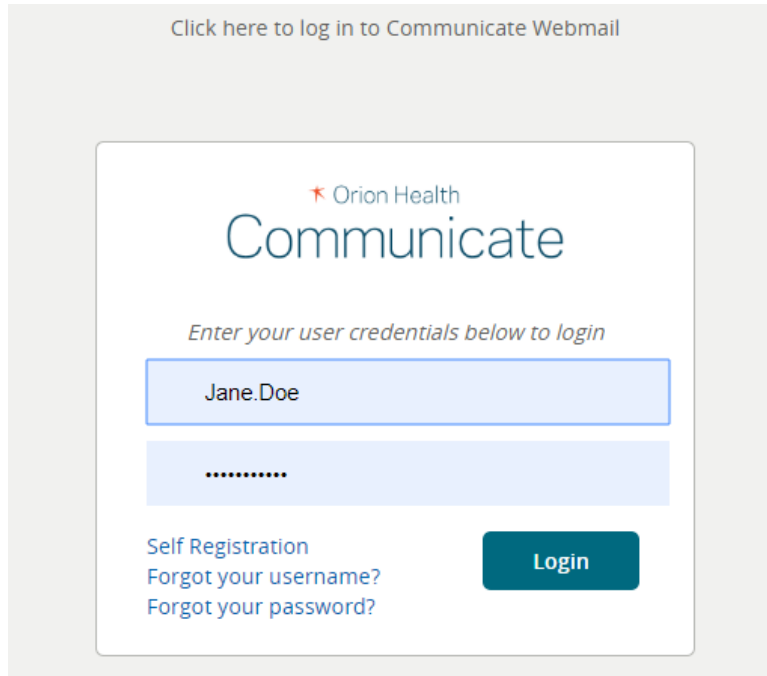
- Send/receive Direct Messages
- Search Provider Directory
- Share Electronic Patient Records
- Remote access
- Receive email notifications when a message is received

Benefits

- User friendly solution to securely send clinical information; HIPAA compliant
- New webmail accounts can be set up quickly
- Multiple users can share a single webmail inbox, supporting various workflows
- Access Provider Directory of all HIway providers
- Low cost

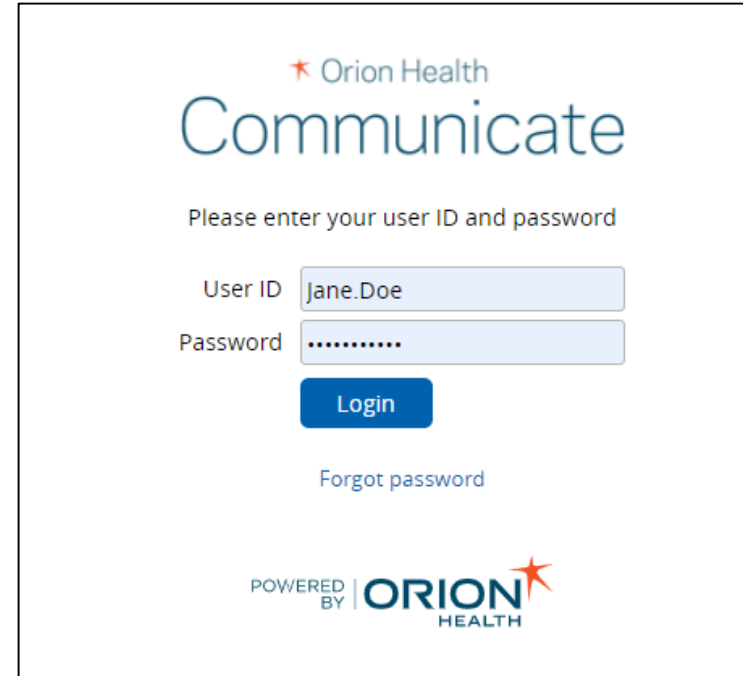


Communicate Account Management Portal versus Communicate Webmail Portal



Communicate Account Management Portal

- Used to set up and manage your account
- Use this page to reset your password



Communicate Webmail

- Used to view and send messages securely
- Cannot log in until you create an account on the Communicate Account Management Portal
- Cannot manage account or reset password from this page

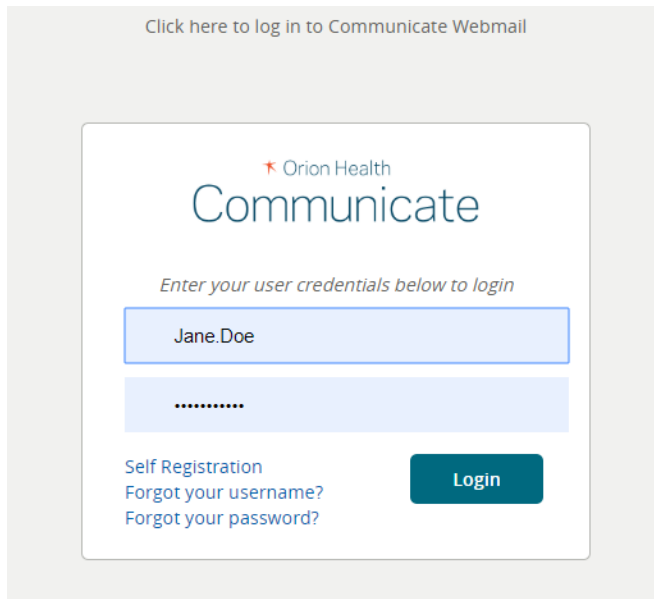


Define a permanent password



You cannot log into the Communicate Webmail Portal until you set your permanent password.

Once you have received your user name and temporary password from the Mass Hlway's service team (Orion Health), follow the next steps to set up your account:



Log in/Create your account

- Open the [Communicate Account Management Portal](#).

This portal is primarily used for setting up an account for the first time, setting up challenge questions, and for future password resets.

- If this is your first time logging in, enter your temporary password.
- Then you will be prompted to create a permanent password.

Once you have set a permanent password, you can log into the Communicate Account Management Portal again with that password.

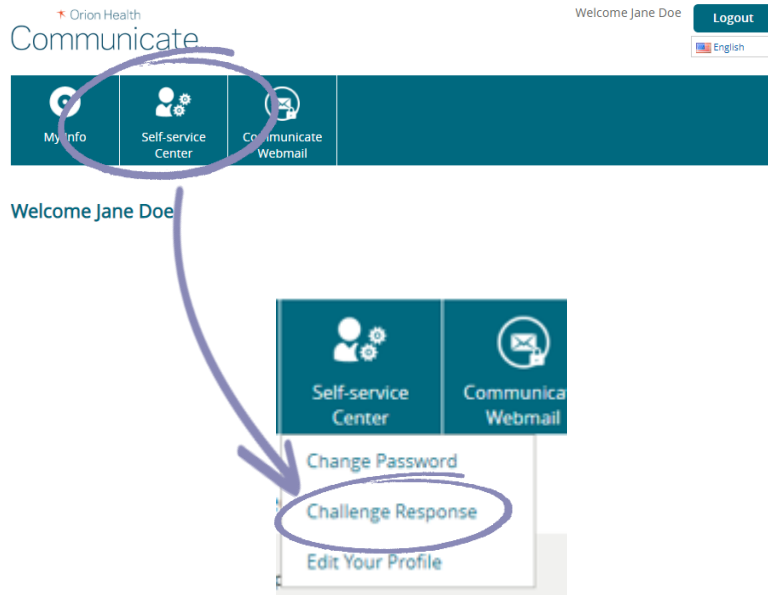


Define a permanent password



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Once you have received your user name and temporary password from the Mass Hlway's service team (Orion Health), follow the next steps to set up your account:



Set your challenge questions

- From the home screen, navigate to 'self service center', and then choose 'challenge response'. The challenge response will allow you to reset your password if you ever forget it.
- You will be provided with a list of questions to choose from. Select three questions and type in suitable answers, then click 'save'.
A window will appear telling you that your responses have been saved.
- As you need to answer these questions if you ever need to reset a forgotten password.
Make sure to establish answers you can remember.



Logging into Communicate Webmail



The screenshot shows the Orion Health Communicate login interface. At the top, it features the Orion Health logo and the word "Communicate" in a large, blue font. Below this, a prompt asks the user to "Please enter your user ID and password". There are two input fields: "User ID" with the text "Jane.Doe" and "Password" with masked characters. A blue "Login" button is positioned below the password field. A link for "Forgot password" is located below the login button. At the bottom of the page, it says "POWERED BY ORION HEALTH" with the Orion Health logo.

Once you have set up your account, you can log into the [Communicate Webmail Portal](#) to access your inbox.

From the inbox, you can receive and send Direct Messages to exchange patient health information with other care providers.



Logging into Communicate Webmail



Orion Health
Communicate

You last logged in 20-Sep-2019 11:07

(Jane.Doe) LOGOUT

WEBMAIL
My Mailbox

Doe, Jane

Search Inbox

Compose, Reply, Reply All, Forward icons

MY MAILBOX

- Inbox
- Patient Referrals
- Drafts
- Sent
- Trash

SHARED MAILBOXES

- Dept, Endocrinolo...

No messages

No message selected

Address Book

Preferences

ORION HEALTH

Compose emails, reply, reply all, and forward messages from these icons

Make sure to log out before closing the window, especially if using a shared workspace

Any shared mailboxes will appear below your personal mailbox

Create new folders, manage your address book and preferences



Sending a Message

New Message

FROM FROM If you have access to any shared folders, you can choose whether to send messages from that mailbox or your personal mailbox

TO * Doe, Jane <jane.Doe@direct.xyzhealthcentertest.masshiway.net>
Doe, Jane <jane.Doe@direct.xyzhealthcentertest.masshiway.net>
On behalf of Dept, Endocrinology <Endocrinology.Dept@direct.xyzhealthcentertest.masshiway.net>
+ Add Recipient Add recipients here

CC + Add Cc Recipient

SUBJECT

MESSAGE

B **i** **u** **☰** **☰** **🔗** Paragraph ▾

ATTACHMENTS

Choose File No file chosen

Send Save as Draft Last saved a few seconds ago Discard

Provider Search Provider Search Use provider search to find recipients

Hide Provider Search

First Name

Middle Name

Last Name

Specialty

Organization 🔍

Location 🔍

Search Results

1 of 1

Mary Jones
 Mary.Jones@direct.xyzhealthcentertest.masshiway.net
 Massachusetts Technology Collaborative (MEHI Test)
 75 North Drive Westborough MA 01581
[Add To Address Book](#) To | Cc



Log in/Create your account

- Open the [Communicate Account Management Portal](#).

This portal is primarily used for setting up an account for the first time, setting up challenge questions, and for future password resets.

- If this is your first time logging in, enter your temporary password.

Once you have set a permanent password, you can log into the Communicate Account Management Portal again with that password.

Log in and Use Your Webmail Account

- Once you set up your account, you can log into the [Communicate Webmail Portal](#) to access your inbox.

From the inbox, you can receive and send Direct Messages to exchange patient health information with other care providers.



Tips:

- Always use the [Communicate Account Management Portal](#) to reset your password.
- If you ever receive a password reset, log into the portal with your new temporary password to set a new permanent password.
- Always click the “Log out” button when finished using Webmail, especially when using shared workstations.

If your browser is closed before you log out, other Webmail users may have trouble logging in.

- If you experience problems logging in, especially on a shared workstation, try clearing the cache, history, and cookies in your web browser.
- Check out our [Webmail Tips and Tricks](#) document for detailed instructions to help you set up your webmail account.



Visit the [Mass HIway Webmail page](#) for:

- Instructional videos
- [Mass HIway Webmail Quick Reference Guide](#)
- [Webmail Training User Guide](#)
- [Webmail Tips and Tricks](#)
- HIway webmail support contact information
 - 1-855-MA-HIway (press 2 for Support)
 - 1-866-379-7375 (After-hours password reset requests only, from 5 PM to 8:30 AM)
 - For technical support: masshiwaysupport@state.ma.us
 - For general inquiries: masshiway@state.ma.us



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Hlway Adoption and Utilization Support (HAUS) Services



Mass HIway offers HAUS Services to assist organizations in the deployment of electronic health information exchange to enhance care coordination

HAUS Account Management Team will assist organizations with

- Technical Connectivity Assessment
- New or improved utilization of HIE in care coordination, through the development and implementation of HIE-supported use cases
- HIE Technology and Workflow Project Plan
- Training on how to use Direct Messaging services and workflow implementation

Three tracks available to receive HAUS Services

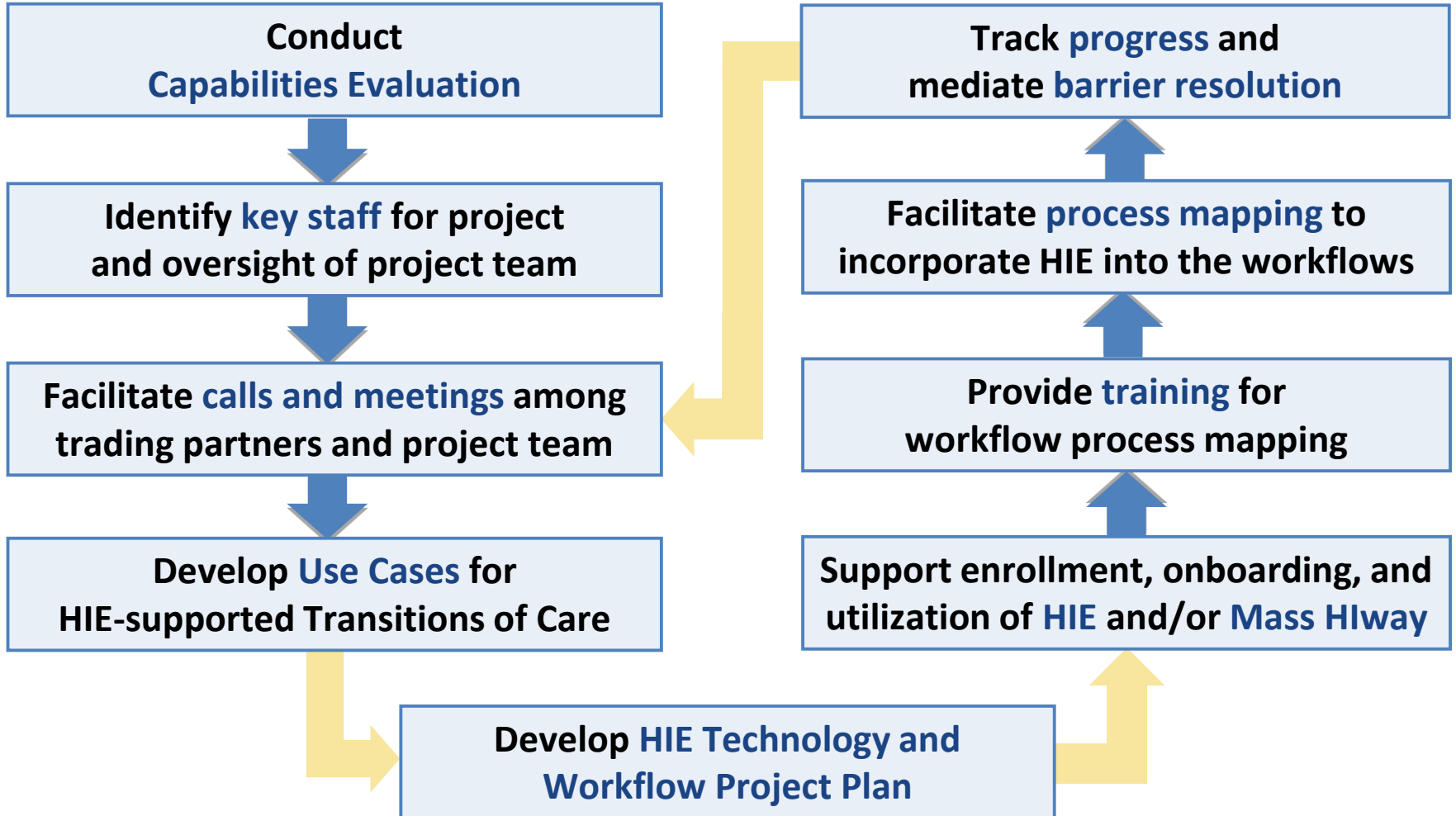
- HAUS for MassHealth Accountable Care Organizations (ACOs), Community Partners (CPs), and Community Service Agencies (CSAs), in partnership with MassHealth
- HAUS for other healthcare organizations that need to connect to the Mass HIway to meet the regulations
- HIway participants interested in using Direct Messaging to support care coordination



HAUS Services Project Overview



Hiway Account Managers conduct the following HAUS project services





Front-line HAUS support to help with enrollment, connectivity, and use of Direct Messaging

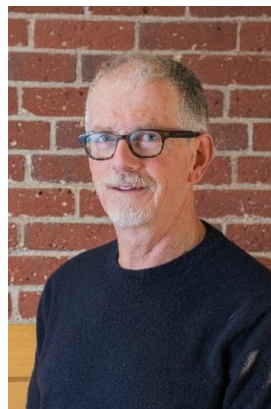
- ✓ Enrollment
- ✓ Use case identification
- ✓ Trading partner identification
- ✓ Onboarding support
- ✓ Training and workflow implementation
- ✓ HIE best practices



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Thank you!

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