



Improving Care Coordination by Leveraging Mass Hlway Direct Messaging

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Today's presenters



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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.

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- Past webinars and presentations are available on the Hlway website under “News and Events” and then select “Events”
- <http://masshiway.net/HPP/NewsandEvents/Events/index.htm>

The screenshot shows the homepage of the Massachusetts Health Information Highway. The header includes the logo and the text "Welcome to the Massachusetts Health Information Highway". A navigation menu is visible with the following items: Home, About, Services, Resources, News and Events, How to Join, Patients and Families, and Contact Us. The "News and Events" menu is expanded, showing "Events", "In the News", and "Newsletters". The main content area is titled "Home > News and Events > Events" and "Mass Hlway Events and Education". Under "Industry Events:", there is a link for "Boston HIT Summit June 15-16, 2017. View Event Site." Under "Webinars listed below are held from 12:00-1:00 PM, Thursdays:", there are three entries: "June 8, 2017: Improving Care Coordination by Leveraging Mass Hlway Direct Messaging. Register here.", "June 22, 2017: Mass Hlway 101. Register here.", and "June 29, 2017: Mass Hlway Event Notification Service Update. Register here." A note at the bottom states: "If there is a particular topic you want to learn more about, email us at masshiway@state.ma.us. For other health IT education and events, visit the Massachusetts eHealth Institute's [event calendar](#)." The "On Demand Presentations" section lists: "Mass Hlway Connection Requirement Attestation Overview (May 2017): [PDF](#) \ [Video](#)", "Mass Hlway Regulations Overview (April 2017): [PDF](#) \ [Video](#)", and "Mass Hlway Guide to the Provider Directory: [PDF](#) \ [Video](#)".



What is the Mass Hlway?



The Mass Hlway is the statewide, state-sponsored Health Information Exchange (HIE) operated by the Executive Office of Health and Human Services (EOHHS).

- **Mission:** The mission of the Mass Hlway is to enable health information exchange by health care providers and other Mass Hlway Users regardless of affiliation, location or differences in technology.
- **The Mass Hlway has two core functions:**
 - **Function #1 – Hlway Direct Messaging:**
i.e., a secure method of sending a transmission from one Mass Hlway User to another, where the Hlway does not use, analyze or share information in the transmissions
 - **Function #2 – Hlway-Sponsored Services:**
i.e., services such as the forthcoming state-wide Event Notification Service (ENS), where the Hlway may use, analyze, and/or share the minimal amount of information necessary to conduct the service, on behalf of Hlway Participants
- **The Mass Hlway does not currently function as a clinical data repository**
- **The Mass Hlway provides health information exchange across the state:**
 - Over 1,100 Hlway Participants, including organizations across the care continuum (including hospitals from 60+ organizations, ambulatory providers, long-term care facilities)



In addition to improving care coordination with other healthcare providers, public health and quality reporting, the HIway can help your organization:

- ✓ **Participate in various programs and initiatives:**
 - **Meaningful Use and Merit-based Incentive Payment System (MIPS)** – HIE, DPH
 - **Accountable Care Organizations (ACO)** – Care Coordination
 - CMS Delivery System Transformation Initiatives (DSTI)
 - Community Hospital Acceleration, Revitalization and Transformation Grants (CHART)
 - Massachusetts Infrastructure and Capacity Building Grants (ICB)
 - Massachusetts Prevention and Wellness Trust Fund
 - Patient Centered Medical Home (PCMH)
- ✓ **Comply with Massachusetts Law**
 - Mass HIway connection attestation requirement
 - Connecting to the Mass HIway satisfies the Board of Registration in Medicine (BORIM) EHR proficiency requirement for license renewal (MGL Chapter 224) and requirement for connection to the statewide health information exchange (MGL Chapter 118I)



Hlway Direct Messaging offers a secure method for transmitting messages between Hlway Users for a wide variety of use cases

- **In April 2017, over 7 million Hlway Direct Messages were transmitted per month**
 - This included over 200,000 Provider-to-Provider transmissions (an 18% increase from April 2016)
- **Mass Hlway Direct Messaging allows secure transmission of information to support a wide variety of use cases, within several categories.**
 - Use case categories include: Public Health Reporting, Provider-to-Provider Communications, Payer Case Management, Quality Reporting (as per the Mass Hlway Policies & Procedures)
- **Hlway Users can connect to the Mass Hlway by one of several connectivity options. This has supported broad participation in the Mass Hlway.**
 - Hlway Participants can connect to the Mass Hlway by several methods:
 - Direct EHR connection
 - a Local Access for Network Distribution (LAND) appliance connection
 - a Hlway Trusted Health Information Service Provider (HISP)
 - a Webmail connection, which does not require an EHR
 - As a result of the multiple connectivity options the Mass Hlway currently works with more than 44 EHR vendors, 23 HISPs, and 7 integration engines, through 13 deployment variations.



The main purpose of the Mass Hlway Regulations is to:

- Establish requirements for organizations that use the Mass Hlway
 - Implement the state statutory requirement for providers to connect to the Mass Hlway (which is referred to in this presentation as the *Hlway connection requirement*)
 - Establish the mechanism to allow patients to opt-in and opt-out of the Mass Hlway
-
- **Under the regulations (101 CMR 20.07(1)) Mass Hlway Users may transmit information via Hlway Direct Messaging in compliance with applicable federal privacy laws and regulations (such as HIPAA and 42 CFR Part 2) and state privacy laws and regulations (such as M.G.L. Chapter 93H), similar to sending such information via fax message.**
 - **The Mass Hlway Regulations went into effect on February 10, 2017.**
 - **In March 2017, EOHHS and the Mass Hlway released supporting documents related to the Mass Hlway Regulations:**
 - [Mass Hlway Regulations Summary](#)
 - [Mass Hlway Regulations FAQs](#)
 - [Mass Hlway Policies & Procedures \(version 3\)](#)
 - [Mass Hlway Fact Sheet for Patients](#)
 - **In April 2017, the Hlway hosted a *Mass Hlway Regulations Overview* webinar. Slides and a recording can be accessed anytime under “Nēws and Events” at www.masshiway.net**



What can you send?



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

Patient clinical information:

- Summary of Care at transition
- Request for Patient Care Summaries
- Discharge Summaries
- Referral Summary Information
- Specialist Consult Notes
- Progress Notes
- Behavioral Health Assessments

Patient clinical alerts:

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

Quality reporting:

- Information for calculation and reporting of clinical quality measures

Public Health Reporting:

- Securely comply with reporting regulations for the Mass. Department of Public Health
- 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)
- E-Referral

Note: What makes DPH submissions different: There is **no cost** for a HIway connection that is used exclusively for DPH reporting.



Use Cases for Hlway Direct Messaging



Use Case Categories	Example Use Cases
Provider-to-Provider Communications	<ul style="list-style-type: none"> • Hospital sends a discharge summary to a Skilled Nursing Facility (SNF) or Long Term/Post Acute Care (LTPAC) facility • Primary Care Provider (PCP) sends a referral notice to a specialist – Clinical or BH • Specialist sends consult notes & updated medications list to patient’s PCP • Hospital ED requests a patient’s medical record from a PCP • PCP sends a CCD or C-CDA with Problems, Allergies, Medications, and Immunizations (PAMI) to a Hospital caring for their patient • Care Coordination across ACO participants
Payer Case Management	<ul style="list-style-type: none"> • ACO sends quality metrics to a payer • Provider sends lab results to a payer • Provider sends claims data to payer
Quality Reporting	<ul style="list-style-type: none"> • Provider sends clinical data to Business Associate for quality metrics analysis • Provider sends quality metrics to Business Associate for report preparation
Public Health Reporting	<ul style="list-style-type: none"> • Provider sends to DPH: <ul style="list-style-type: none"> ○ Massachusetts Immunization Information System (MIIS) ○ Syndromic Surveillance (SS) ○ Opioid Treatment Program (OTP) ○ Childhood Lead Paint Poison Prevention Program (CLPPP) • Provider sends to other agencies: <ul style="list-style-type: none"> ○ Occupational Lead Poisoning Registry (Adult Lead) ○ Children’s Behavioral Health Initiative (CBHI)



Who can I trade with?



Care Continuum

← more than 1,100 Participants →

Hospitals	Ambulatory	Long-Term & Post-Acute
<p>Approximately 63 organizations</p> <p>Mix of large networks and medical centers to single-site community hospitals</p>	<p>More than 881 organizations/providers</p> <p>Primary care providers and specialists across a broad range of medical services</p> <p>Health centers and clinics providing medical, emotional, behavioral, and additional social services</p> <p>Urgent care and minute clinics</p>	<p>Approximately 70 organizations</p> <p>Range of services and organization types including but not limited to: Area Agency on Aging (AAA) Aging Service Access Point (ASAP), Skilled Nursing Facilities (SNF), nursing homes, Inpatient Rehabilitation Facilities (IRF), home health, palliative care, and hospice</p>

Note: 10+ orgs such as Labs, Payers, Imaging Centers, business associates etc.



Event - Transition of Care (TOC) and Referrals

- **TOC** is the movement of a patient from one setting of care (hospital, ambulatory primary care practice, ambulatory specialty care practice, long-term care, home health, rehabilitation facility) to another.
- **Referrals** are cases where one provider refers a patient to another, but the referring provider maintains their care of the patient as well.

Content- Summary of Care is the key clinical information shared at a TOC

- from Certified Electronic Health Record Technology (CEHRT)
- C-CDA - Consolidated Clinical Document Architecture is human and **machine readable**, e.g. **CCD**).

Transport must be HIPPA compliant/Machine readable. Examples include:

- Direct Protocol – Mass HIway, 3rd party HISP
- Secure email, Query based exchange



- **Meaningful Use**
 - Specified transaction level targets and did not specifically include Behavioral Health (BH), Long Term Care, SUD programs or Long Term Support Services (LTSS)
- **Quality Payment Program – Value Based Payment**
 - Merit-based Incentive Program (MIPS)
 - Advanced Alternative Payment Models (APM)
- **MA 1115 Waiver**
 - Focuses on integrating behavioral health (mental health, substance use disorder treatment), community supports focused on social determinants of health, and Accountable Care Organizations
 - Community Partners include LTSS and BH which use non C-CDA documents (e.g. PDF assessments) and often do not have electronic exchange capability.



Why focus on TOC Summaries?



- **Improved Care Coordination**
 - Problems, Allergies, Medication Reconciliations, Med Allergies & Social History
 - Care plans, Discharge instructions and Assessments
- **Improved Patient Experience**
 - Patients/families should not have to chase down their records
 - Avoid unnecessary or duplicative tests and other adverse situations
 - Reduce readmission rates
- **Increased Efficiency, Reduced Costs, Security**
 - ~3.2 M avoided fax pages to process (800,000 discharges per year * avg. 4 page discharge summary and ~213 trees in paper when printed)
 - Having the right information at the right time for the right patient
 - Secure
- **Significant Opportunities still exist to achieve these goals**
 - Improved quality of data in summary of care documents
 - Improved compatibility across vendors to accept all documents
 - Improve/streamline workflows to increase and facilitate electronic exchange



Example: Patient admitted to Hospital / Emergency Department



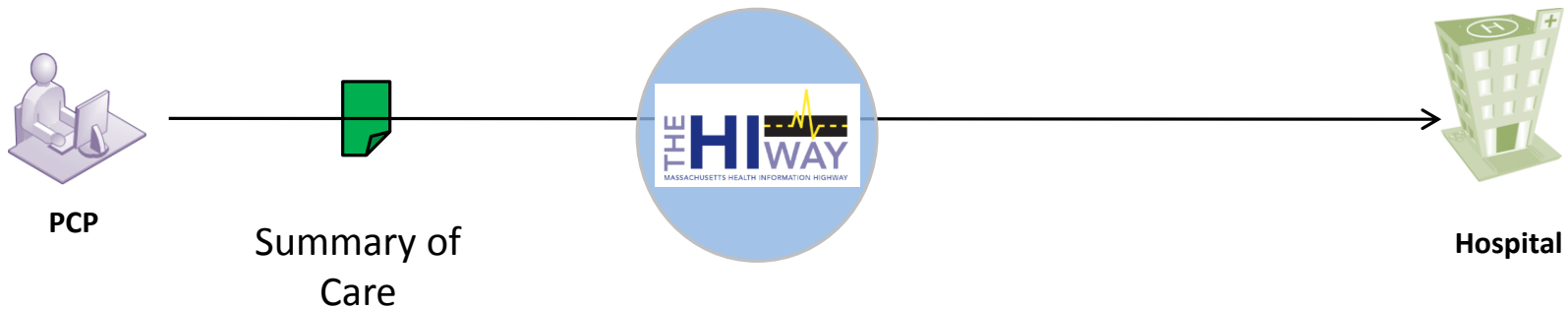
Transition of Care from PCP to Hospital/ED

Patient Scenario:

1. Patient sent to Emergency Department of hospital
2. CCDA document is sent via Mass HIway
3. Emergency staff has access to Meds, problems, allergies and other relevant clinical information

Information Flows:

- A. PCP sends critical information to Hospital ED via the Mass HIway
- B. Hospital develops workflow to make information available to emergency staff and caregivers





Transition of Care – Hospital Discharge

Patient Scenario:

1. Patient discharged from Hospital
2. Discharge C-CDA is sent via Mass Hlway to PCP and/or other providers involved in follow up care
3. Patient sees PCP and other providers for follow up

Information Flows:

- A. Hospital identifies patient's PCP and other care team members
- B. Hospital sends Discharge Summary to patient's PCP and other care team members at discharge (may be automated or manual)
- C. PCP receives information about the patient's hospital visit that is critical to follow up care





Transition of Care – Specialist Referral and Consult

Patient Scenario:

1. Patient sees PCP
2. PCP refers patient to a specialist
3. Patient sees specialist
4. Patient sees PCP for follow up care

Information Flows:

- A. PCP sends Specialist a summary of care document via the Mass HIway
- B. Specialist sends PCP a consult note via the Mass HIway





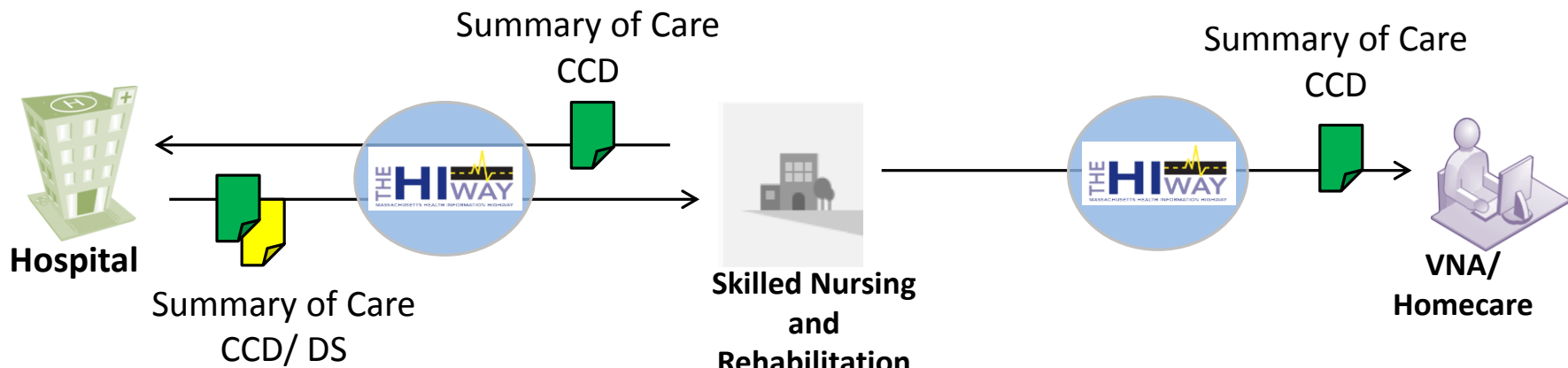
Transition of Care – SNF to Hospital, Hospital to SNF, SNF to Homecare

Patient Scenario:

1. Patient discharged from Hospital to SNF. C-CDA and Discharge Summary (DS) sent to SNF.
2. Patient is sent home for homecare. SNF sends -CDA to VNA or Homecare
3. Patient is readmitted to hospital. SNF sends C-CDA to hospital

Information Flows:

- A. Hospital identifies SNF and other care team members
- B. Hospital sends Discharge Summary and C-CDA to patient's SNF and other care team members (PCP) at
- C. SNF receives information about the patient's hospital visit that is critical to follow up care
- D. Patient leaves SNF for Homecare. C-CDA is sent to VNA or Homecare

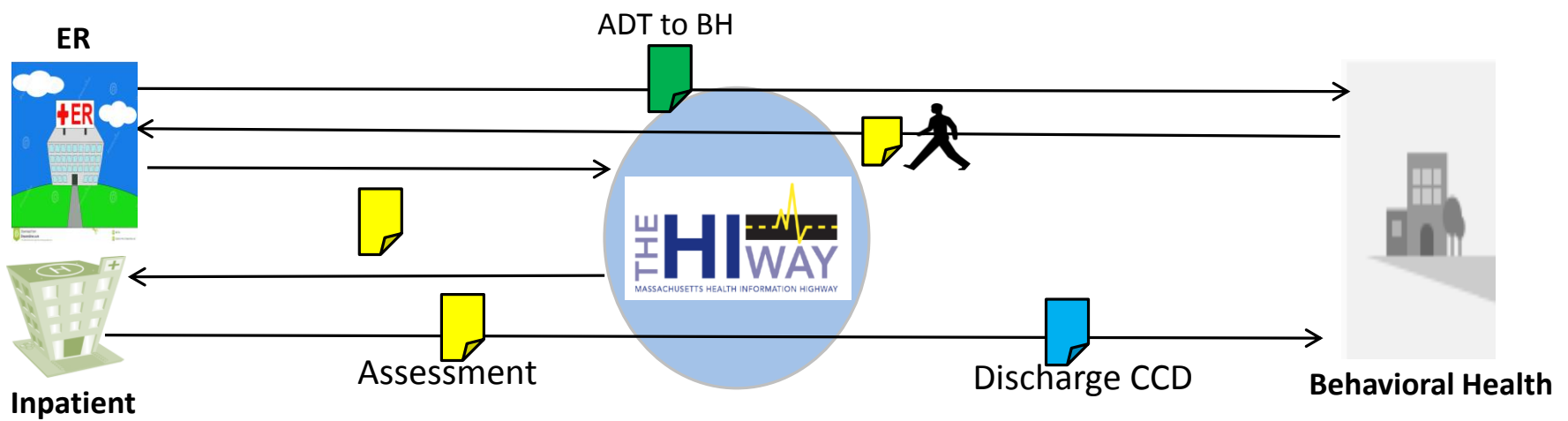




Emergency Behavioral Health Assessment

- Patient Scenario:**
1. Patient arrives at hospital ED
 2. Patient requires Behavioral Health assessment
 3. Behavioral Health provider comes to ED and performs assessment
 4. Patient admitted

- Information Flows:**
- A. A behavioral health provider completes assessment (PDF) while the patient is in ER
 - B. BH health provider sends the assessment to the inpatient behavioral health unit
- A. Upon discharge, Inpatient unit sends final assessment and discharge CCD to BH facility for follow-up





Does the summary of care have the data that the next provider of care needs?

(Continuity of Care Documents, Discharge Summaries and referrals are C-CDA templates that can be changed to incorporate additional data sections.)

- What information is needed by who and when?
- Can the recipient find what they need? Too much history?
- Are the workflows and triggers for data capture and sending well understood?
- Are receiving organizations ready to consume summary of care?
- Have all the required document types been tested for consumption?

Important Note: Participants must use active Mass Hlway addresses and verify that the intended recipient is ready to receive the type of message the Participant is sending over the Mass Hlway. If the Participant is made aware that the intended recipient is not ready to receive that message type over the Mass Hlway, the Participant shall find an alternative means to send the information.



Improving Care Coordination through Interoperability



- Focus on providing actionable health information at the point of care
- This is NOT just an IT Project. Engage clinical & business operations
- Collaborate with trading partners to encourage electronic exchange
- Optimize access to patient information across multiple/redundant systems
- Ensure published Direct addresses are active and the owners of those accounts have been trained to use them
- Engage the Mass Hlway Account Management Team



How Can Mass Hlway Help?



- Enroll, connect, and active use of HIE
- Assess HIE opportunities and barriers for your organization and providers
- Identify viable exchange trading partners and relevant use cases
- Engage, facilitate and manage electronic exchange across trading partners
- Operationalize mutually agreed upon, testing protocols, workflows and processes to get the right information to the right provider at the right time
- Streamline/Optimize workflows – internal & external
- Assess and facilitate usable content updates
- HIE Educational services to all levels of the organization
- Share lessons learned among the various HIE participants
- Facilitate issue/problem resolution and ongoing support



The Mass HIway Provider Directory is a searchable directory of individual and organizational healthcare providers.

What PD is for:

- Provides destination addresses for Direct messaging (i.e. Direct email address)
- Stores the specific details such as organization name, provider first name, last name, specialty, contact information, NPI and personal/organizational email address along with the Direct email address

The Provider Directory contains over 20,000 Direct addresses (department and individual level addresses included)

Your Account Manager will assist you in operationalizing the Provider Directory, identifying who of your trading partners are in the Mass HIway Community today and how to engage additional trading partners to exchange on the HIway.

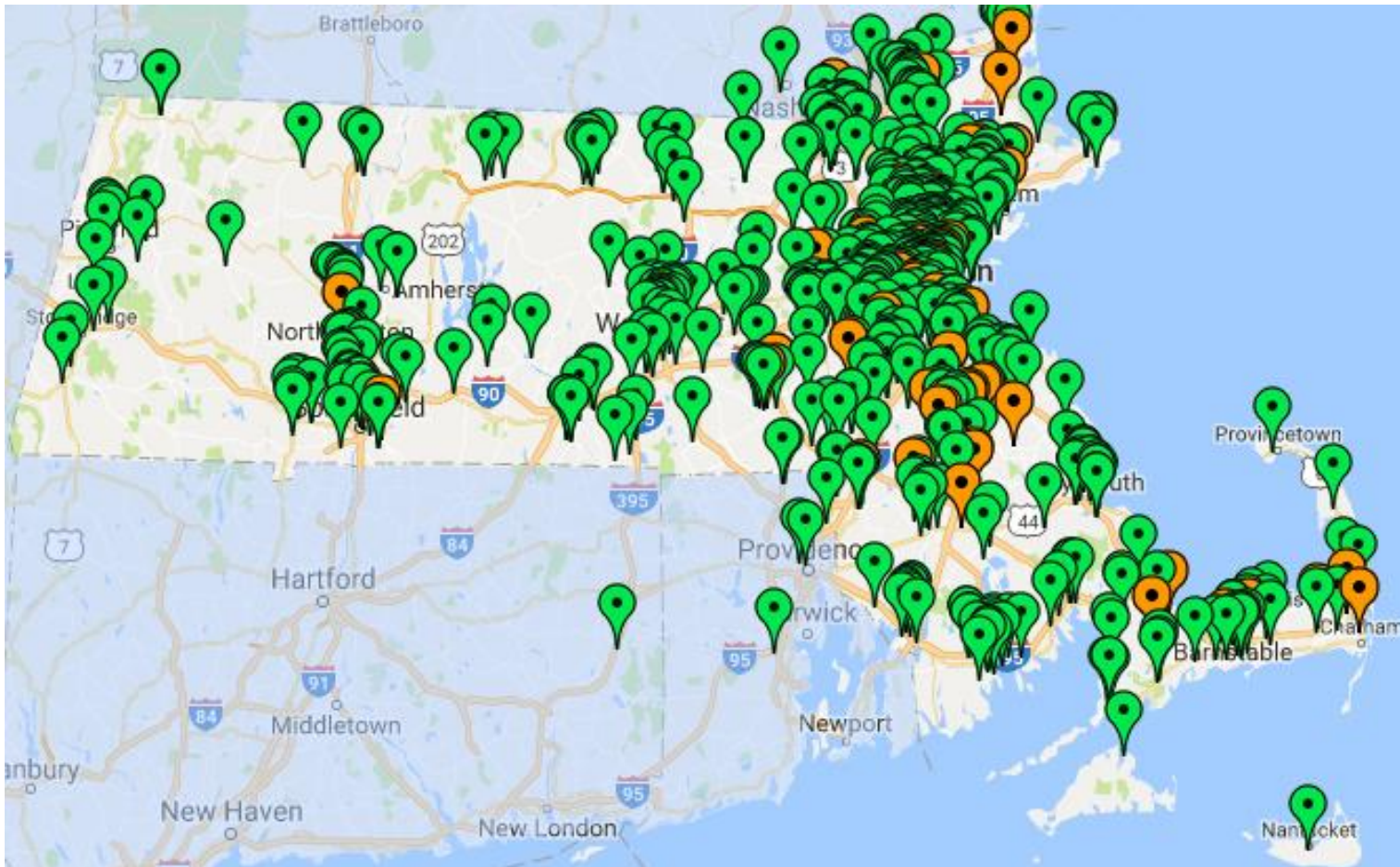


Participant Map



An interactive participant map is updated monthly available at www.masshiway.net → Resources → Participant List

The map is maintained in partnership with the Massachusetts eHealth Institute (MeHI)





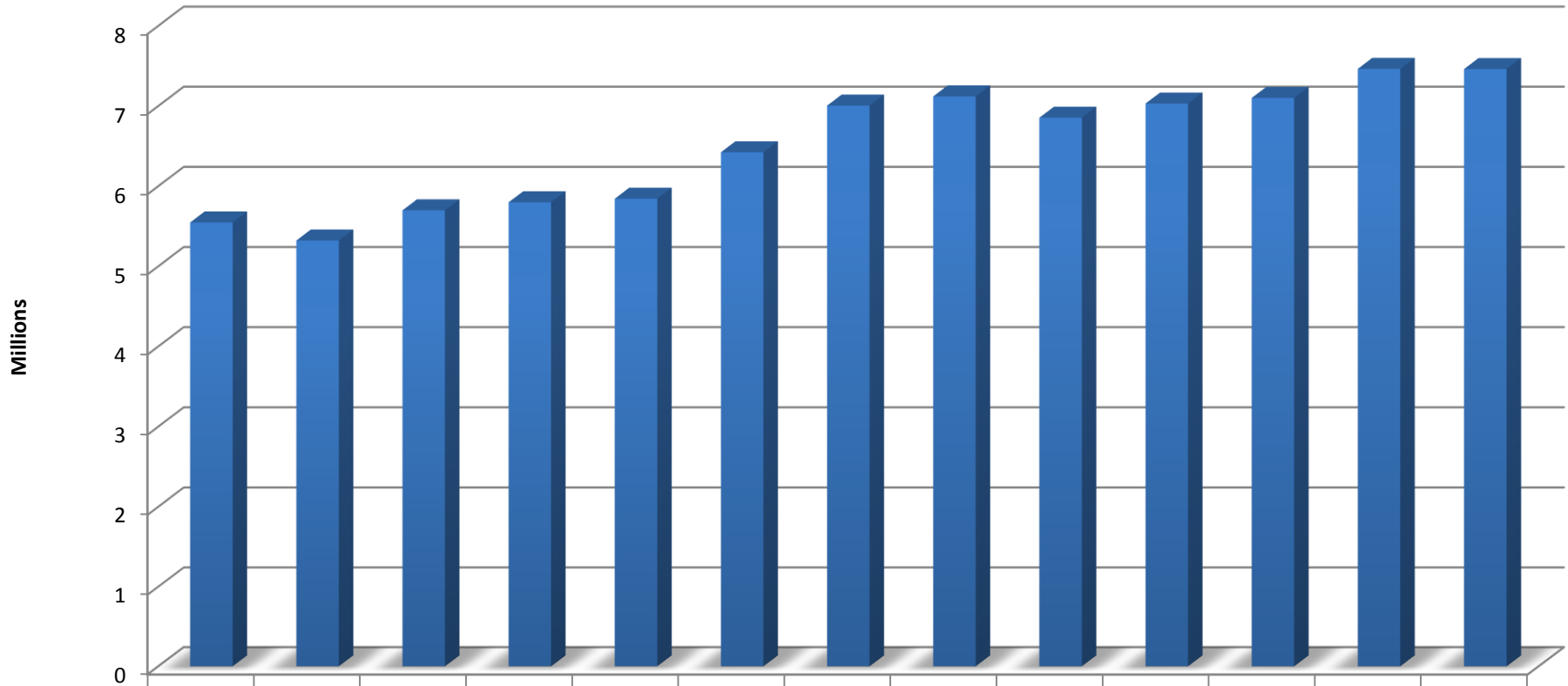
Hiway Transaction Activity



13 Month Hiway Transaction Activity

7,460,597 Transactions* exchanged in April (03/21/2017 to 04/20/2017**)

134,819,578 Total Transactions* exchanged inception to date



	Apr'16	May'16	Jun'16	Jul'16	Aug'16	Sep'16	Oct'16	Nov'16	Dec'16	Jan'17	Feb'17	Mar'17	Apr'17
Total transactions	5,546,391	5,321,134	5,697,933	5,798,117	5,842,932	6,422,013	7,004,402	7,119,245	6,853,779	7,029,969	7,100,105	7,463,101	7,460,597

* Note: Includes all transactions over Mass Hiway, both production and test

** Note: Reporting cycle is through the 20th of each month.

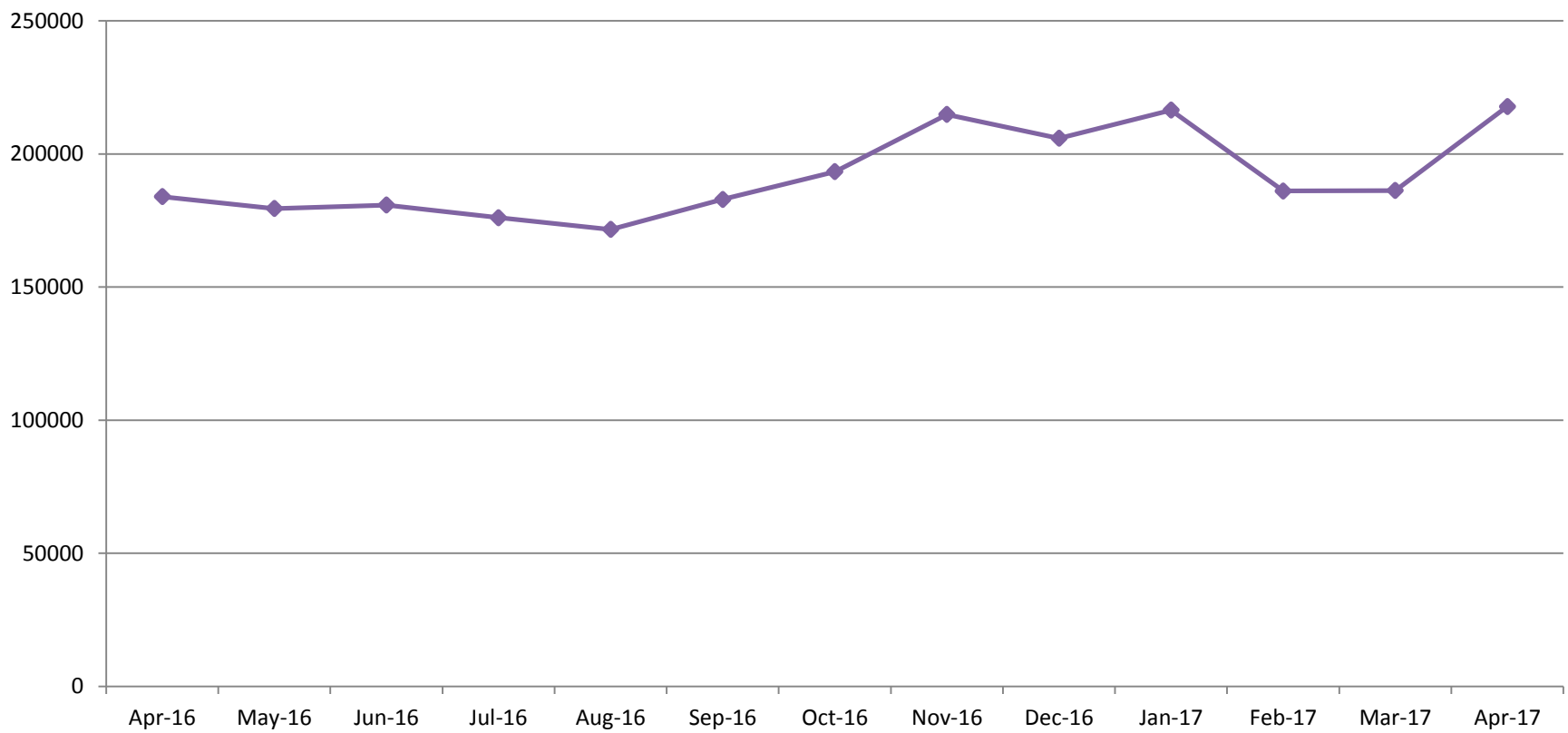


Hiway Transaction Analysis



Hiway Production Transaction Trends – Provider to Provider (Apr 2016 – Apr 2017)

3% of Hiway activity in April* was for Provider to Provider transactions



	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17
Provider to Provider	183980	179483	180788	176069	171657	182934	193363	214852	205901	216487	186118	186244	217828

* Note: Reporting cycle is through the 20th of each month.

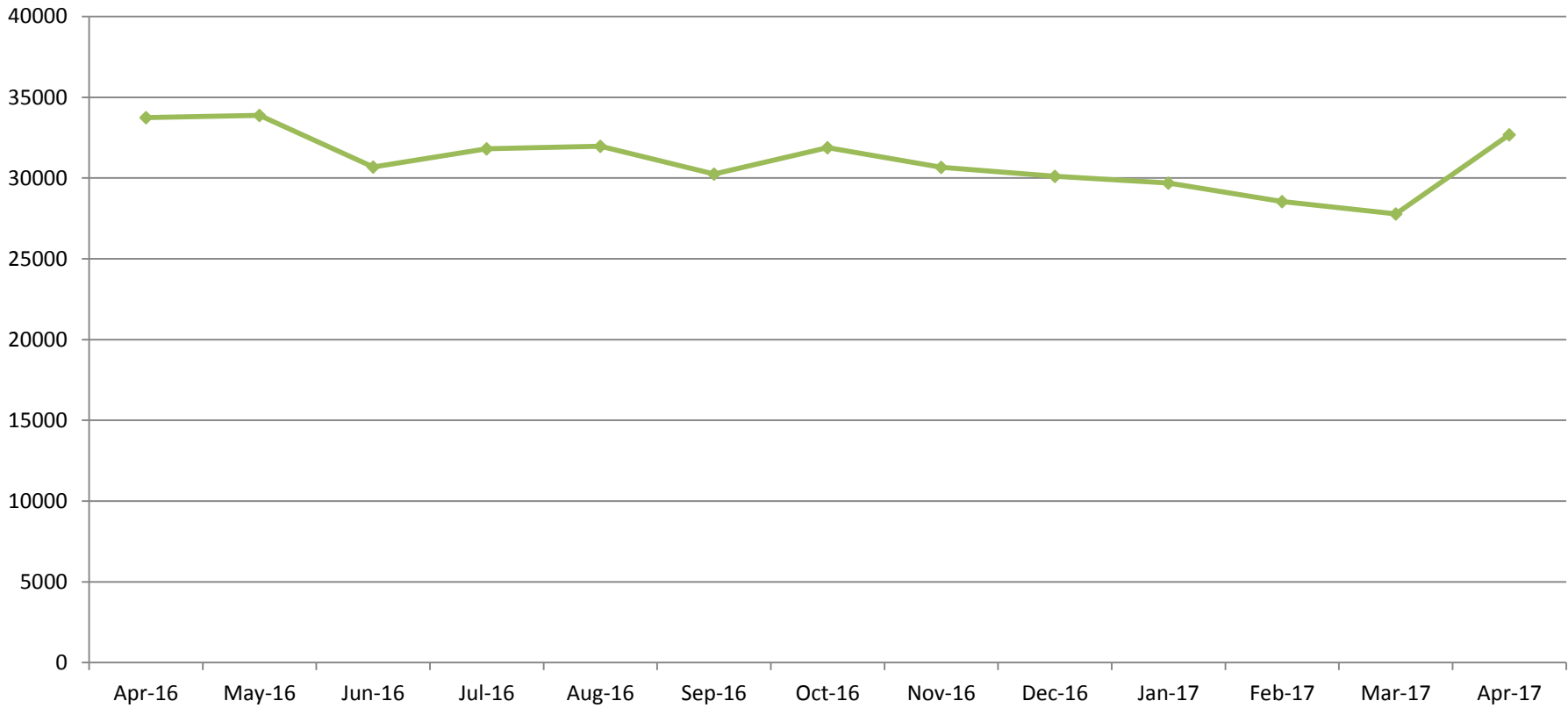


HIway Transaction Analysis



HIway Production Transaction Trends – Payer Case Management (Apr 2016 – Apr 2017)

< 1% of HIway activity in April* was for Payer Case Management transactions



	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17
Payer Case	33734	33879	30692	31805	31967	30251	31878	30667	30112	29700	28538	27786	32687

* Note: Reporting cycle is through the 20th of each month.



Is My Vendor Connected?

(as of May 2017)



The Hiway is currently connected to, or in the process of connecting to, the following vendors:

Advanced Data Systems	Eaglesoft Clinician	LMR	SEE
Allscripts	eClinicalWorks	Lytec MD (McKesson)	Siemens
Amazing Charts	eHana	Matrix	SMART
AMS	EMA Modernizing Medicine	MatrixCare	Soarian (Cerner)
Aprima	E-MDs	Mckesson	Spring Charts
ASPMD	Encite	Medflow	STC
Athenahealth	Epic	Meditech	Suncoast Solutions
Axxess	Flatiron	MediTouch	Surescripts
BayCIS	GE	Mednet Medical (EMR4MD)	Unitcare
Care At Hand	gEHRiMed	Netsmart	Vista
Care360 (Quest)	Greenway	Nextech	WebOMR
Carelogic	HCHB	NextGen	Zoll
Cerner	HealthWyse	Office Practicum	
ComChart	HermesIQ	Physician's Computer Company	
Compulink	HomeCare	Point Click Care	
CPSI	Homecare Homebase	Point N Click	
Credible	Homegrown	Practice Fusion	
Delta (Encore product)	icanotes	Practice Partners	
Dentrix	Impreva	Practice Perfect	
Documat	Kantime	Prospect	



23 HISPs Connected to Mass Hlway

- | | |
|--------------------------------|---------------------------------------|
| 1. Allscripts (MedAllies HISP) | 13. MaxMD |
| 2. Aprima | 14. MatrixCare |
| 3. Athenahealth | 15. McKesson (RelayHealth) |
| 4. CareAccord | 16. Medicity |
| 5. CareConnect (NetSmart HISP) | 17. MyHealthProvider (Mercy Hospital) |
| 6. Cerner | 18. NextGen Share |
| 7. DataMotion | 19. NHHIO |
| 8. eClinicalWorks | 20. SES |
| 9. eClinicalWorks Plus | 21. Surescripts |
| 10. eLINC | 22. UpDox |
| 11. EMR Direct | 23. Wellport (Lumira HISP) |
| 12. Inpriva | |

3 HISPs In Process of Connecting to Mass Hlway

HISP Vendor	Kickoff	Onboarding	Testing	Hlway Prod Readiness	Live/Target Date
PCE Systems					Jun/Jul
ASP.md					TBD
Care 360					TBD
IICA-Direct					TBD



Mass Hlway Rates



Mass Hlway Rate Card (Effective Date – October 25, 2016)

Tier	Category	Description	One-time set-up fee (per node)	Direct Messaging Service		
				Annual Services Fee (per node)	Annual Services Fee + LAND (per node)	Annual Services Fee Webmail (per mailbox)
Tier 1	1a	Large hospitals/Health Systems	\$2,500	\$15,000	\$27,500	\$60
	1b	Health plans				
	1c	Multi-entity HIE				
	1d	Commercial imaging centers & labs				
Tier 2	2a	Small hospitals	\$1,000	\$10,000	\$15,000	\$60
	2b	Large ambulatory practices (50+ licensed provider				
	2c	Large LTCs (500+ licensed beds)				
	2d	Ambulatory Surgery Centers				
	2e	Ambulance and Emergency Response				
	2f	Business associate affiliates				
	2g	Local government/Public Health				
Tier 3	3a	Small LTC (< 500 licensed beds)	\$500	\$2,500	\$4,500	\$60
	3b	Large behavioral health (10+ licensed providers)				
	3d	Large FQHCs (10+ licensed providers)				
	3e	Medium ambulatory practices (10-49 licensed pro				
Tier 4	4a	Small behavioral health (< 10 licensed providers)	\$25	\$175	\$250	\$60
	4b	Home health, LTSS				
	4c	Small FQHCs (< 10 licensed providers)				
	4d	Small ambulatory practices (3-9)				
Tier 5	5a	Very Small ambulatory practices (1-2)	\$25	\$60	\$60	\$60



**This presentation was developed by staff from EOHHS, Mass Hlway,
and the Mass Hlway Account Management Team**

About the MA Hlway Account Management Team:

- Massachusetts eHealth Collaborative (MAeHC) was selected by EOHHS through an open bid process to serve as the Mass Hlway's Account Management team.
- Working in partnership with the Mass Hlway, our team delivers outreach, education, and on site user support services to the provider community and participants, with a goal of increasing adoption and effective utilization of the Mass Hlway across the Commonwealth.
- The Mass Hlway Account Management Team includes:
 - Mark Belanger
 - Murali Athuluri
 - Len Levine
 - Jennifer Monahan
 - Kelly Luchini



If your organization is interested in connecting to the Mass Hlway contact any member of the Mass Hlway Account Management Team:

- ✓ Enrollment
- ✓ Onboarding
- ✓ Addressing
- ✓ Connection steps
- ✓ Use case identification
- ✓ Exchanging with your trading partners



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Get Started



Using the Mass HIway is as easy as 1-2-3!

1. **Ask your vendor** if they are connected to, or able to connect to the HIway.
2. **Contact us.** We will connect you with a Mass HIway Account Manager to get your organizations enrolled and connected.
3. **Exchange** with your trading partners!

The Massachusetts Health Information Highway (Mass HIway)

Phone: 1.855.MA-HIWAY (1.855.624.4929)

Email for General Inquires: MassHIway@state.ma.us

Email for Technical Support: MassHIwaySupport@state.ma.us

Website: www.MassHIway.net



Visit www.masshiway.net for the information, resources like on-demand webinars, and to sign up for our newsletter!

The screenshot shows the homepage of THE HIWAY. At the top left is the logo for THE HIWAY, which includes a stylized ECG line. To the right of the logo is the text "Welcome to the Massachusetts Health Information Highway". Below this is a navigation menu with the following items: Home, About, Services, Resources, News and Events, How to Join, Patients and Families, and Contact Us. The main content area features a photograph of two healthcare professionals, a woman and a man, looking at a laptop. Below the photograph is a dark grey box with the text "Interconnected care" and a paragraph: "The Mass HIway will provide a mechanism for patients, providers, public health officials and other to access data and health information to inform health care delivery and support improvements in health care quality."



Past Hlway webinars are available on the Mass Hlway website:

- Go to the Mass Hlway website at www.masshiway.net
- Then, go to “*News & Events*” and next select “*Events*”

Upcoming Mass Hlway events and webinars:

- **Mass Hlway Webinars:** (all webinars are Thursdays, noon-1pm)
 - June 22, 2017: Mass Hlway 101
 - June 29, 2017: ENS Update for the community



Thank you!

The Massachusetts Health Information Highway (Mass HIway)

Phone: 1.855.MA-HIWAY (1.855.624.4929)

Email for General Inquires: MassHIway@state.ma.us

Email for Technical Support: MassHIwaySupport@state.ma.us

Website: www.MassHIway.net



Appendix A:



Mission: HIE for All







- The Mass Hlway offers a single channel intended for use by all providers in the Commonwealth regardless of affiliation, location, or differences in technology. Many EHR vendors offer direct messaging services for their users that connect to the Mass Hlway.
- Current Mass Hlway participants represent a variety of providers and care settings, ranging from practices to hospitals, covering primary, ambulatory, acute, long-term, post-acute, behavioral health, home health and other facilities.
- New Mass Hlway participants enroll daily, and participants produce millions of Hlway transactions each month.



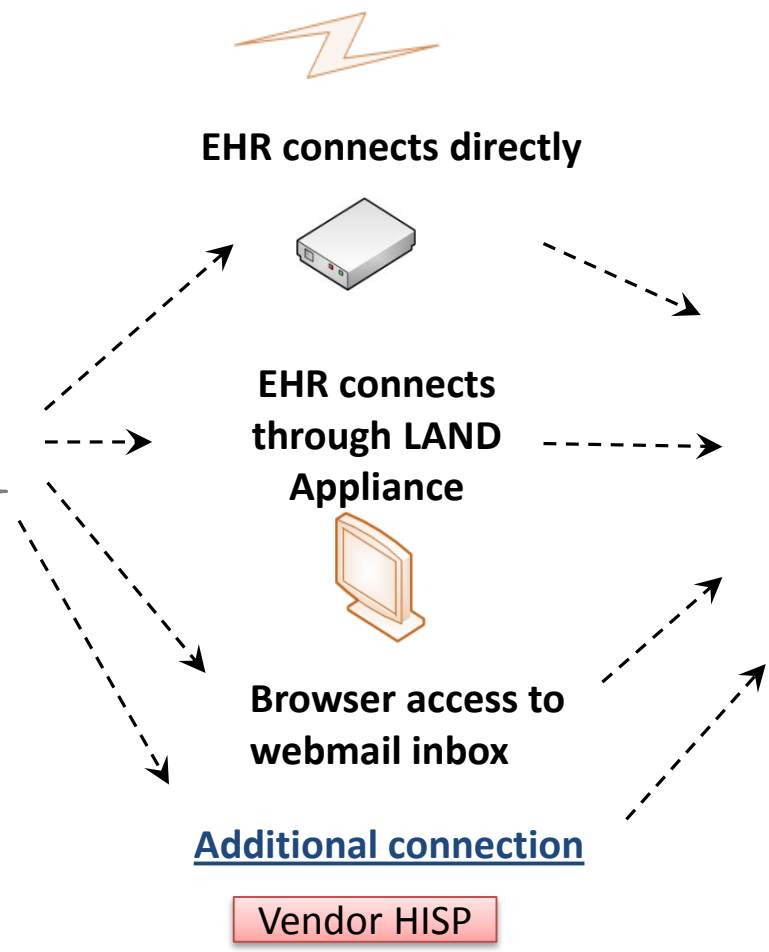
Connectivity Options



User types

-  Physician practice
-  Hospital
-  Long-term care
- Other providers
- Public health
- Health plans
- 

Connectivity options



HIE Services

