



# **Guide to Using Mass HIWay Local Access Network Distribution (LAND)**

May 19, 2016



# Introductions



## Today's speakers



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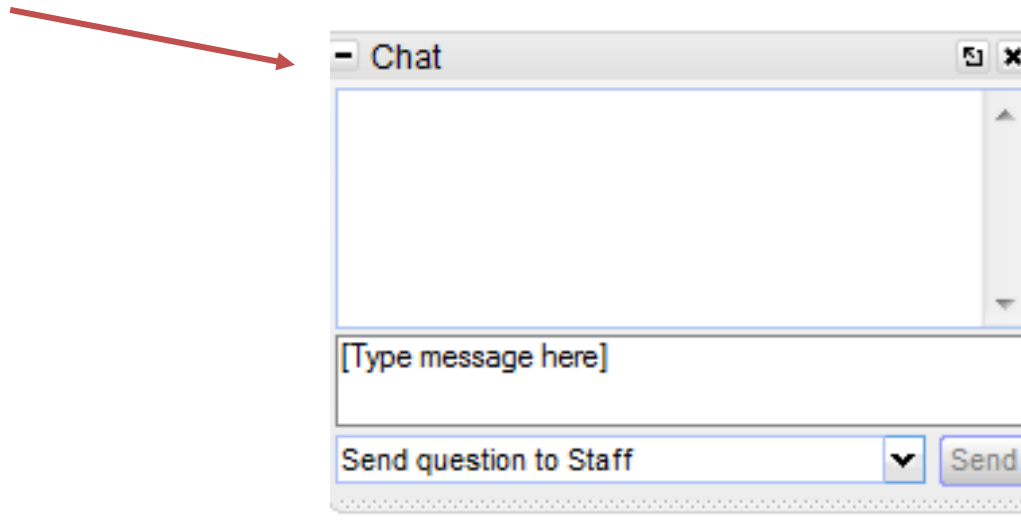
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Mass HIway Business Operations



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**Or feel free to contact us directly after the presentation, we will provide complete contact information on the final slide and distribute this presentation via e-mail**



# Agenda



- A Brief Overview of Mass HIWay and the Progress to date
- What is LAND appliance?
- How does a LAND work?
- When is LAND right for you?
- What are the LAND transport options?
- How do we access provider DIRECT addresses?
- How are the devices monitored?
- Review frequently asked questions (FAQs)
- Q&A



# What is the Mass HIway?



**The Massachusetts Health Information Highway (Mass HIway) is the statewide Health Information Exchange (HIE) providing secure electronic transport of electronic health information among health care organizations regardless of affiliation or technology.**

**The Mass HIway offers two services:**

- 1. Direct Messaging** - Secure point-to-point transport of electronic patient health information among healthcare organizations and authorized government agencies for purposes of patient treatment, payment, or operations.
- 2. Query and Retrieve** – *Relationship Listing Service (RLS) for locating healthcare organizations that hold records for a particular patient. Medical Record Request (MRR) service for initiating a query for a patient’s records. → early adopter phase*

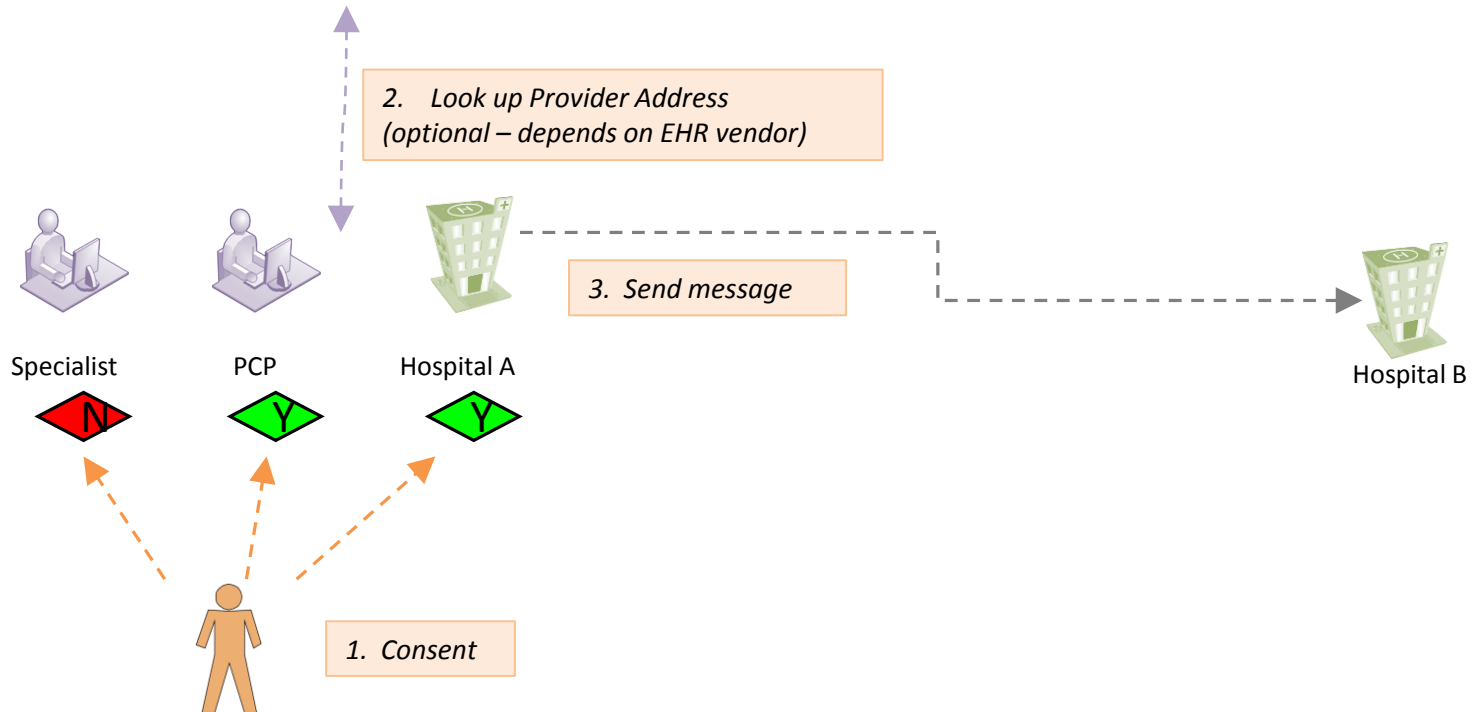
**The Mass HIway is not a clinical data repository HIE and holds no clinical information. The Mass HIway is also not the state health insurance exchange known as the Health Connector.**



## Data holder sends patient information to recipient

### Provider Directory

<u>Provider name</u>	<u>Local name</u>	<u>Institution</u>	<u>Direct address</u>
Smith, Marilyn M	Smith, Marilyn	Hospital B	<a href="mailto:Marilyn.Smith@direct.HospitalB.masshighway.net">Marilyn.Smith@direct.HospitalB.masshighway.net</a>
Smith, Marilyn M	Smith, Mary	Highland Primary Care	<a href="mailto:Marilyn.Smith@direct.HPC.masshighway.net">Marilyn.Smith@direct.HPC.masshighway.net</a>





# What can you send?



## The HIway 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

### 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



## Care Continuum

650+ Participants

<b>Hospitals/Health Systems</b>	<b>Ambulatory</b>	<b>Long-Term &amp; Post-Acute</b>
---------------------------------	-------------------	-----------------------------------

~58 organizations

Majority of MA hospitals ranging from large health systems and medical centers to single-site community hospitals

>450 organizations/providers

Primary care providers and specialists across a broad range of medical services

Health centers and clinics providing medical, emotional, behavioral, and additional social services

Urgent care and minute clinics

~90 organizations

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

**Note:** 10+ additional orgs include Labs, Payers, Imaging Centers, and Quality Reporting service





**There are currently 650+ participant organizations signed up for the Hlway.**

- The full participant list is available at <http://masshiway.net/HPP/Resources/ParticipantList/index.htm>

**The Provider Directory contains over 7,000 addresses (department and individual level addresses included)**

- The latest Provider Directory extracts are available at the Mass Hlway website <http://masshiway.net/HPP/Services/ProviderDirectory/index.htm>. You will need to sign up to receive monthly notifications of PD extract updates

**Your account manager will assist you in operationalizing the Provider Directory, identifying who of your trading partners are in the Mass Hlway Community today and how to engage additional trading partners to exchange on the Hlway**



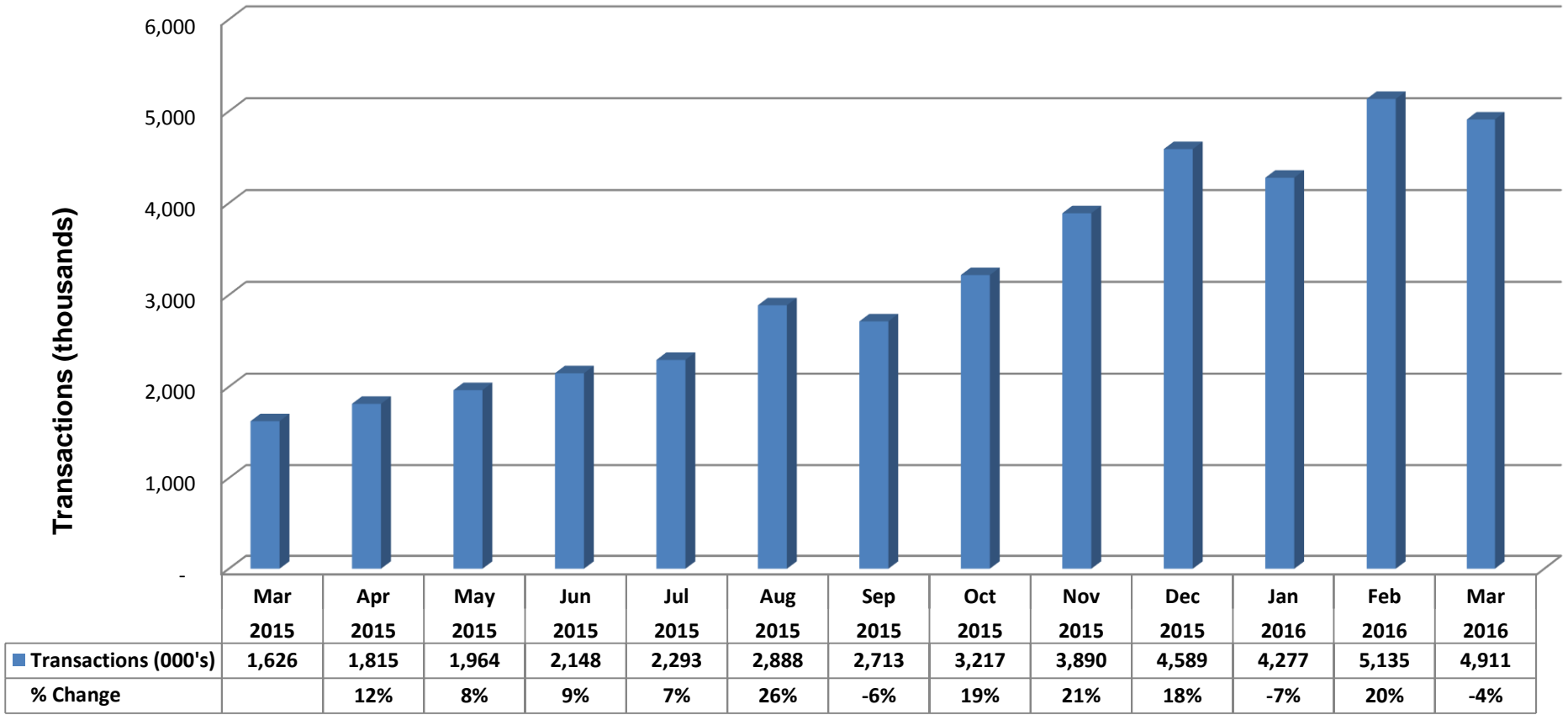
# HIway Transaction Activity



## 13 Month HIway Transaction Activity

**4,910,774** Transactions\* exchanged in March (2/21 to 3/20/2016\*\*)

**50,159,860** Total Transactions\* exchanged inception to date



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

\*\* Note: Reporting cycle is through the 20<sup>th</sup> of each month.

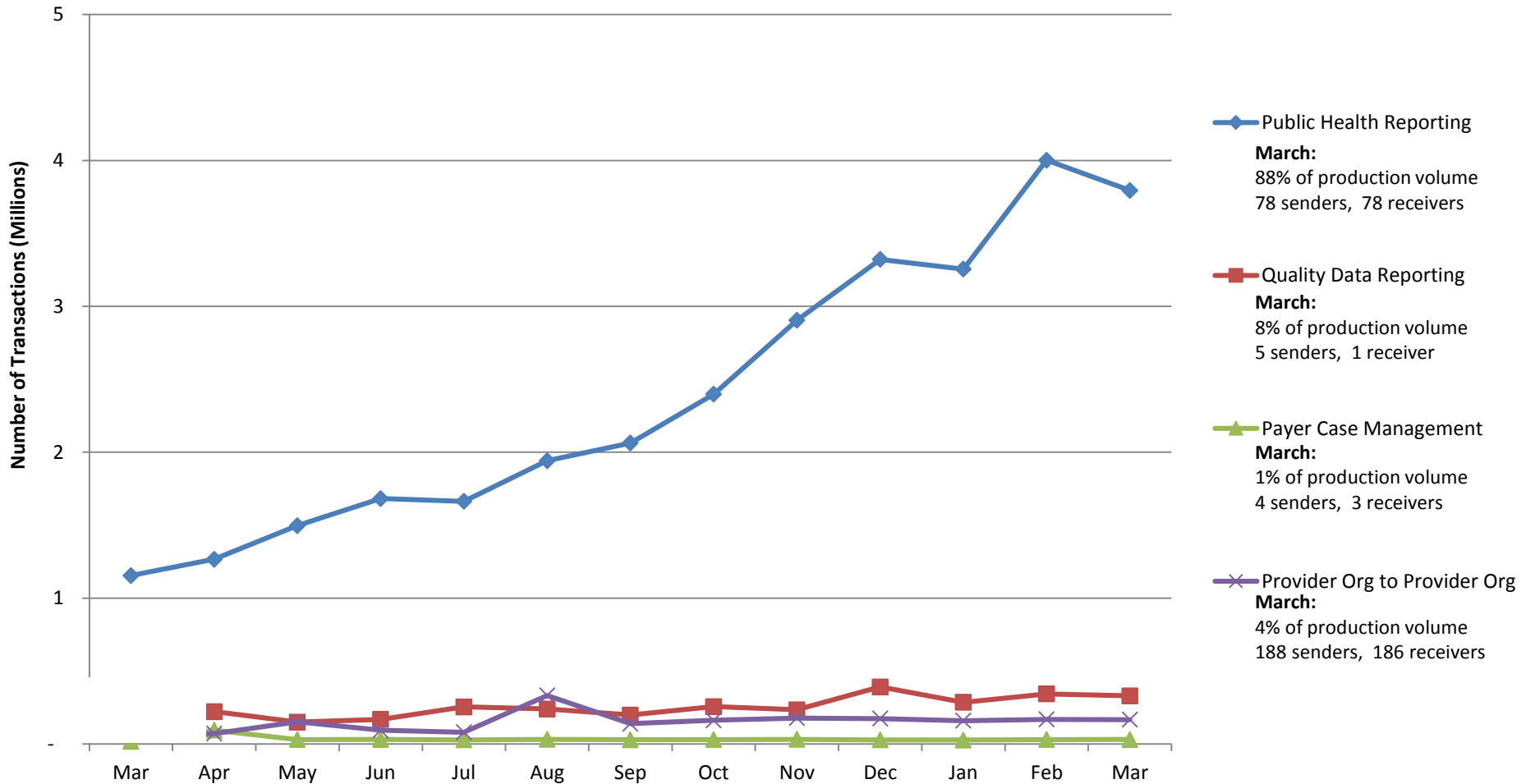


# HIway Transaction Analysis



## 13 Month HIway Production Transaction Trends by Use Case Type

**88%** of HIway activity in March\* was for production transactions



- ◆ Public Health Reporting  
**March:**  
88% of production volume  
78 senders, 78 receivers
- Quality Data Reporting  
**March:**  
8% of production volume  
5 senders, 1 receiver
- ▲ Payer Case Management  
**March:**  
1% of production volume  
4 senders, 3 receivers
- ✕ Provider Org to Provider Org  
**March:**  
4% of production volume  
188 senders, 186 receivers

\* Note: Reporting cycle is through the 20<sup>th</sup> of each month.



# Connectivity Options



## User types



Physician practice



Hospital



Long-term care  
Other providers  
Public health  
Health plans



## Connectivity options



EHR connects directly



EHR connects  
through LAND  
Appliance



webmail

Vendor HISP

## HIE Services





## Mass Hlway provides following connection options

**DIRECT** connection can interface directly with the Participant's EHR or SMTP message sending service. DIRECT uses XDR and/or SMTP/SMIME and is the most robust connection option allowing for seamless integration into a Participant's system with proper configuration

**LAND** is a network based hardware appliance that is physically installed in the Participant's infrastructure to seamlessly exchange transactions over the Hlway with multiple integration options. LAND is Orion's Rhapsody integration engine software in an appliance form

**Webmail** provides for communication on the Mass Hlway through a web browser, such as Internet Explorer or Firefox. Users log into a website to receive and send messages manually. The user interface looks very much like modern online mail sites (e.g. Outlook email) and has many of the same capabilities such as user alerts. Attachment files can also be sent through webmail and the communications are secure

**Vendor HISP** – Mass Hlway as HISP also allows its Participants to connect using vendor Health Information Service Provider (HISP). Mass Hlway will review its HISP agreement with the vendor, perform necessary testing and enable the connectivity for secure transaction exchange with the respective HISP providers



## 21 HISPs Connected to Mass Hlway

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

## 4 HISPs In Process of Connecting to Mass Hlway

HISP Vendor	Kickoff	Onboarding	Testing	Hlway Prod Readiness	Live/Target Date
ASP.md					2016-Jun
eClinicalWorks Plus					2016-Jun
Care 360					2016-Jun
ICA-Direct					Initiated



# When is LAND right for you?



## **LAND is recommended for but not limited to:**

- Participants who do not have Direct compliant EHRs (e.g. 2014 CEHRT)
- Participants who require a central point of transmission for multiple systems
- Participants needing another pathway (e.g., Department of Public Health reporting)

## **Pros**

- Participant is not responsible for appliance maintenance or installation
- Can be used for Provider to Provider communications
- Can be used for Public Health Reporting
- Handles encryption and decryption behind participant firewall

## **Cons**

- Requires infrastructure/IT network configuration changes to enable LAND performance and availability monitoring
- Additional integration work may be needed to optimize workflow



# What is a LAND Device?



## Local Area Network Device (LAND)

- Server installed on Participant Internal Network
- Allows for easy connection of Participants

**Provides a secure connection to the Mass Hlway**

**Provides multiple connection methods to the device to send and receive files**

**Available in two sizes for Participants depending on their usage volume**

- Large – HP DL360E 1U Rack Server (1TB hard-drive)
- Small – Intel DCCP847DYE (100GB hard-drive) - Typically for participants sending less than 15000 messages per month

### Small LAND



### Large LAND



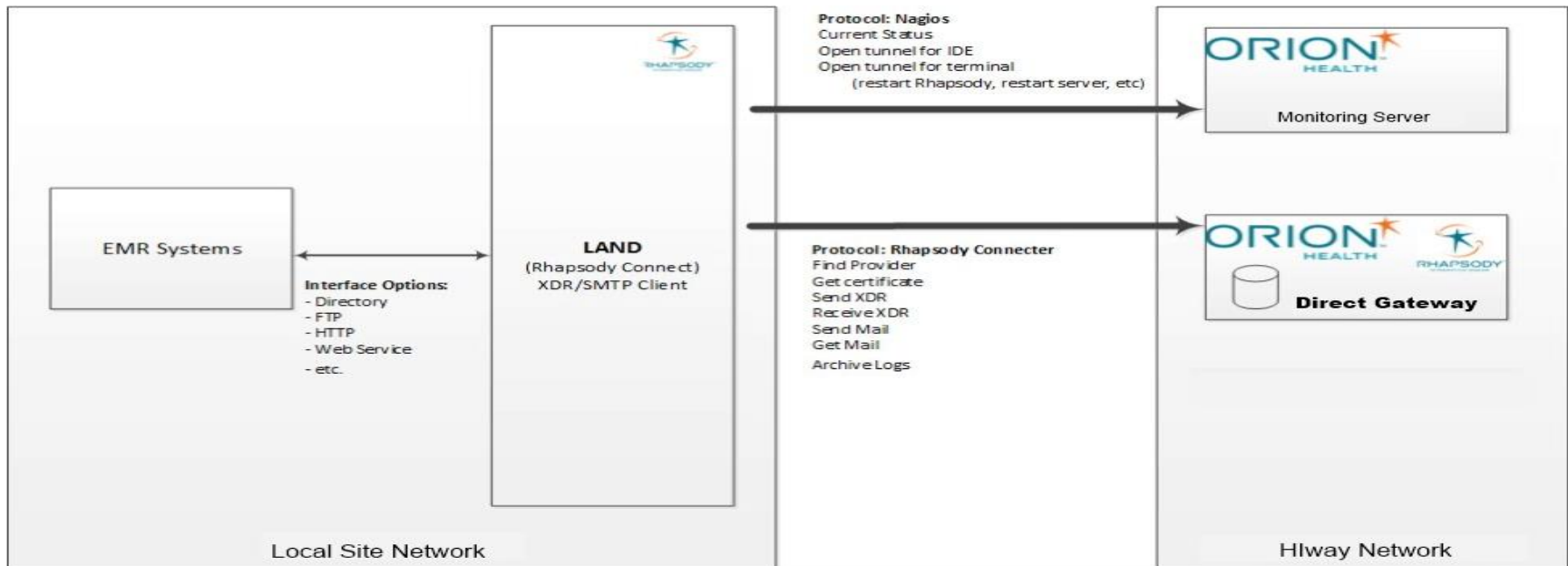




# What Does a LAND Do?

## Facilitates Secure Message Transmission

- Installed inside your network within your firewall
- Handles the signing and encryption of outbound messages
- Decrypts and verifies inbound messages





# How does it work?



## Process

- The LAND is delivered to the Participant pre-configured with site specifications
- Certificates and network configurations are set up on the device to the participants preferred connection method
- Requires only an outbound connection – operates in proxy or poll only mode
- LAND Polls the Mass HIway once every 30 Seconds for messages bound for participant
- Connection Methods in and out of LAND
  - Directory Drop / Directory Split
  - Web service
  - FTP
  - HTTP
- Multiple sending connections permitted, only one receiving connection permitted



# LAND Deployment to date



**Total LAND interfaces: 209**

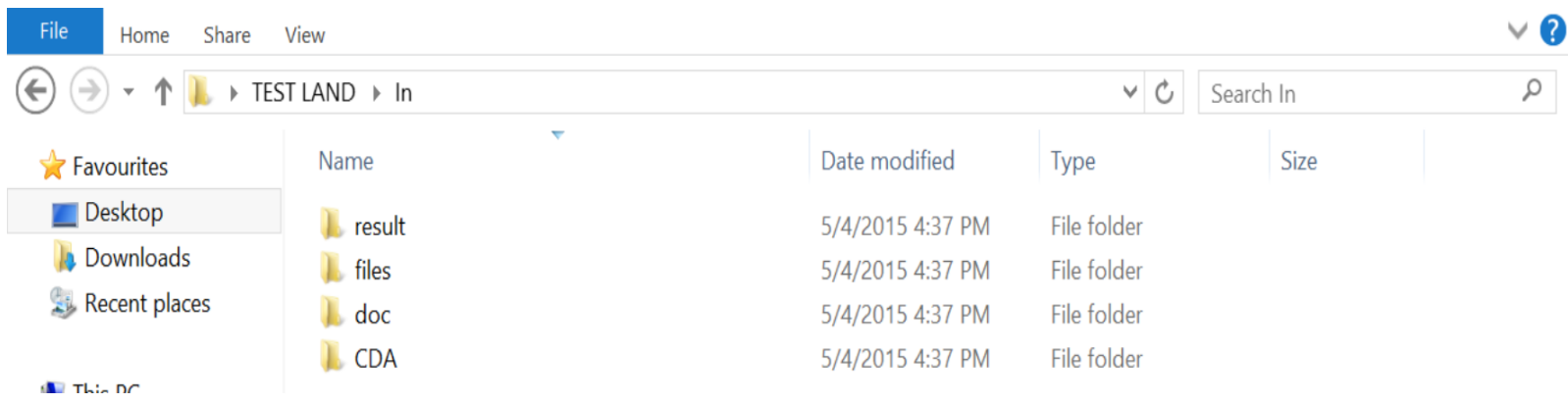
Receiving Connection Method	Example Participant	Use Cases
Directory Drop	Berkshire Health DPH BIDCO Holyoke Health DPH	P2P, DPH Receive only
FTP	Lahey Health UMASS Memorial	P2P, DPH Receive only
HTTP	New England Baptist	P2P, DPH
Web Services	Partners Healthcare BIDMC Tufts Medical Center	P2P, DPH Receive only
<b>Total</b>		

*\* Note: Some Participants are using multiple Sending Connection methods to interface with LAND appliance*



## Setup:

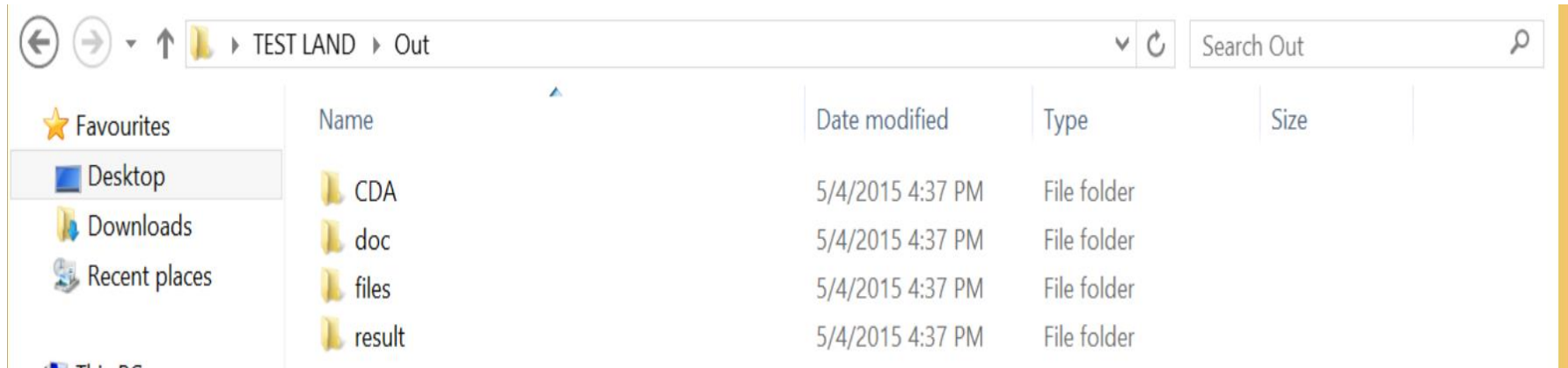
- Participant sets up file share on network and provides credentials to Mass Hlway
- Mass Hlway configures the LAND to poll the network share
- In and Out folders are created with use case specific subfolders
- Sending
  - Messages are dropped with appropriate naming convention to the in folder
  - Messages are picked up by land and transmitted to participant or clinical node address





## Receiving

- Mass Hlway polls the gateway every 30 seconds
- When messages bound for the address are discovered, the LAND pulls that message down to appropriate out folder (e.g. MIIS acknowledgements come into 'doc' folder)





**The LAND has a Web Service in and out option that allows site to connect directly with the device and have the device forward the messages directly to the receiver**

- LAND is called by using the endpoint of the device which is LANDIP:9100
- Two types of Web Services most commonly used when calling the LAND device
  - SendDocuments
  - XDR

**SendDocuments:**

**WSDL:** [http://LANDIP:9100/services/API\\_RhapsodyConnect?wsdl](http://LANDIP:9100/services/API_RhapsodyConnect?wsdl)

**Endpoint:** [http://LANDIP:9100/servicesAPI\\_RhapsodyConnect.API\\_RhapsodyConnectHttpSoap12Endpoint](http://LANDIP:9100/servicesAPI_RhapsodyConnect.API_RhapsodyConnectHttpSoap12Endpoint)

**XDR: (e.g. Meditech & Siemens EHR Vendor sites)**

**WSDL:** [http://LANDIP:9100/services/XDR\\_Private?wsdl](http://LANDIP:9100/services/XDR_Private?wsdl)

**Endpoint:** [http://LANDIP:9100/services/XDR\\_Private.XDR\\_PrivateHttpSoap12Endpoint](http://LANDIP:9100/services/XDR_Private.XDR_PrivateHttpSoap12Endpoint)



# Provider Directory Search



- The LAND device allows for providers to query the Mass Hiway provider directory using a web service
- Uniform Resource Locator (URL):  
<http://LANDIP:9100/services/ProviderDirectorySearchService?wsdl>
- Requires EHR vendor or site to build a user interface (UI)

```
http://172.24.1.129:8085/services/ProviderDirectorySearchService.ProviderDirectorySearchServiceHttpSoap11Endpoint
[soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"]
  <soapenv:Header/>
  <soapenv:Body>
    <sear:searchOrganization>
      <Name>Tufts</Name>
      <zip>02111</zip>
    </sear:searchOrganization>
  </soapenv:Body>
</soapenv:Envelope>

[soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"]
  <soapenv:Body>
    <ns0:searchOrganizationResponse xmlns:ns0="http://search.providerdirectory.services.masshiway.com/">
      <return>
        <organization>
          <identifier xmlns:ns1="http://common.providerdirectory.services.masshiway.com/">
            <memIdNum>2.16.840.1.113883.3.89.105.100.1.123</memIdNum>
            <srcCode>HIEORG</srcCode>
          </identifier>
          <BillingContactInfoList xmlns:ns1="http://common.providerdirectory.services.masshiway.com/">
            <BillingContactInfo>
              <address1>800 Washington st</address1>
              <address2/>
              <city>Boston</city>
              <county/>
              <faxExtension/>
              <faxNumber/>
              <phoneExtension/>
              <phoneNumber/>
              <state>MA</state>
              <zip4/>
              <zipCode>02111</zipCode>
            </BillingContactInfo>
          </BillingContactInfoList>
          <LanguageList xmlns:ns1="http://common.providerdirectory.services.masshiway.com/">
            <Language>EN</Language>
          </LanguageList>
          <MailingContactInfoList xmlns:ns1="http://common.providerdirectory.services.masshiway.com/">
            <MailingContactInfo>
              <address1>800 Washington st</address1>
              <address2/>
              <city>Boston</city>
              <county/>
              <faxExtension/>
              <faxNumber/>
              <phoneExtension/>
              <phoneNumber/>
              <state>MA</state>
              <zip4/>
              <zipCode>02111</zipCode>
            </MailingContactInfo>
          </MailingContactInfoList>
          <name>Tufts Webmail</name>
          <PrimaryContactInfoList xmlns:ns1="http://common.providerdirectory.services.masshiway.com/">
            <PrimaryContactInfo>
              <address1>800 Washington st</address1>
              <address2/>
            </PrimaryContactInfo>
          </PrimaryContactInfoList>
        </organization>
      </return>
    </ns0:searchOrganizationResponse>
  </soapenv:Body>
</soapenv:Envelope>
```



## **Mass HIway LAND monitoring service once every minute to provide status checks on a number of LAND components**

- Remote monitoring by Mass HIway Technical Operations staff
- Daily health checks
- Integrates with the Orion Health Icinga Monitoring system
- Active monitoring of all LAND devices
- SSH (Secure Shell Protocol) connectivity to a management server.
  - This connection allows for remote troubleshooting and applying upgrades.
- Hardware metrics
- Rhapsody status
- Mass HIway support team will notify Participant (e.g., down status)





# Example LAND Monitoring Report



Problems (6)		Host	Status	Last check	Duration	Info	Output	Attempt
	Unhandled service problems	EOHHS3_v1	UP - 1	2015-05-04 13:41:15	6d 17h 19m 43s		OK	1 / 3
	All service problems	AtriusTest	UP - 1	2015-05-04 13:42:09	4h 11m 33s		OK	1 / 3
	Unhandled host problems	ChildrensTest-v2	UP - -	2015-05-04 13:41:14	1w 4d 22h 36m 10s		OK	1 / 3
	All host problems	Emerson_v2	UP - -	2015-05-04 13:41:36	1w 8h 38m 43s		OK	1 / 3
	Open problems	SouthShoreTest	UP - 1	2015-05-04 13:42:16	1w 4d 22h 36m 30s		OK	1 / 3
	All problems	TuftsTest	UP - -	2015-05-04 13:42:02	2w 2d 18h 37m 49s		OK	1 / 3
Status (7)		Holyoke_Health	UP - 1	2015-05-04 13:42:11	2w 1d 22h 15m 30s		OK	1 / 3
	ServiceStatus	Harbor_Medical	UP - -	2015-05-04 13:42:09	2d 23h 3m 53s		OK	1 / 3
	HostStatus	Holyoke-v2	UP - 1	2015-05-04 13:42:24	2w 13h 12m 10s		OK	1 / 3
	Hostgroups	Beverly_v2	UP - 1	2015-05-04 13:42:29	2w 2d 18h 37m 39s		OK	1 / 3
	Servicegroups	MAO-C-Atrius	UP - -	2015-05-04 13:42:10	4h 12m 3s		OK	1 / 3
	Downtimes	AnnaJaques	UP - 1	2015-05-04 13:42:11	6d 9h 26m 33s		OK	1 / 3
	Status Map	BayCove	UP - 1	2015-05-04 13:41:14	1w 4d 22h 36m 30s		OK	1 / 3
	Instances	Berkshire	UP - 1	2015-05-04 13:42:03	2w 2d 18h 36m 39s		OK	1 / 3
History (4)		BID_Plymouth	UP - 1	2015-05-04 13:41:13	1w 4d 22h 36m 40s		OK	1 / 3
	ServiceHistory	BID_Milton	UP - 1	2015-05-04 13:41:36	1w 7h 50m 23s		OK	1 / 3
	HostHistory							
	Downtime History							
	Notifications							
Tactical Overview (3)								
	TO Charts							
	TO Hostgroup							
	TO CustomVariable							
Misc (6)								



# LAND Monitoring Issues



Monitoring Help

116 / 0 UP 29 / 0 / 0 DOWN 0 / 0 / 0 UNREACHABLE 0 PENDING 29 / 145 IN TOTAL 0 OK  
 947 / 0 OK 36 / 0 / 1 WARNING 61 / 0 / 85 CRITICAL 11 / 0 / 0 UNKNOWN 0 PENDING 194 / 1141 IN TOTAL 1 DOWN

Settings

Problems (6)

- Unhandled service problems
- All service problems
- Unhandled host problems
- All host problems
- Open problems
- All problems

Status (7)

- ServiceStatus
- HostStatus
- Hostgroups
- Servicegroups
- Downtimes
- Status Map
- Instances

History (4)

- ServiceHistory
- HostHistory
- Downtime History
- Notifications

Tactical Overview (3)

- TO Charts
- TO Hostgroup
- TO CustomVariable

Misc (6)

Welcome ServiceStatus Hostgroups Hosts for eohhs-up Hosts for eohhs-large-up

Refresh Settings View filter Commands

Host	Status	Last check	Duration	Info	Output	Attempt
Heywood-v2	DOWN - 9	2015-05-04 13:41:52	2w 2d 10h 58m 18s		CRITICAL: Host checks are stale	1 / 3
MAO-DSM-SaaS-LAND	DOWN - 9	2015-05-04 13:41:52	2w 2d 10h 58m 18s		CRITICAL: Host checks are stale	1 / 3
OrleanMedical	DOWN - 9	2015-05-04 13:41:52	9w 2d 22m 54s		CRITICAL: Host checks are stale	1 / 3
Zinman	DOWN - 9	2015-05-04 13:41:52	9w 1d 13h 8m 47s		CRITICAL: Host checks are stale	1 / 3
SouthShoreSurgeons	DOWN - 9	2015-05-04 13:41:52	7w 3d 23h 45m 4s		CRITICAL: Host checks are stale	1 / 3
MAO-C-Dev	DOWN - 9	2015-05-04 13:41:52	3d 1h 36m 25s		CRITICAL: Host checks are stale	1 / 3
MAO_Synthetic	DOWN - 9	2015-05-04 13:41:52	3d 1h 36m 25s		CRITICAL: Host checks are stale	1 / 3
IcingaTest1_v2	DOWN - 9	2015-05-04 13:41:52	3d 1h 35m 25s		CRITICAL: Host checks are stale	1 / 3
EOHHS3_v1	UP - 1	2015-05-04 13:42:37	6d 17h 20m 32s		OK	1 / 3
AtriusTest	UP - 1	2015-05-04 13:42:09	4h 12m 22s		OK	1 / 3
ChildrensTest-v2	UP - -	2015-05-04 13:43:05	1w 4d 22h 36m 59s		OK	1 / 3
Emerson_v2	UP - -	2015-05-04 13:43:14	1w 8h 39m 32s		OK	1 / 3
SouthShoreTest	UP - 1	2015-05-04 13:42:16	1w 4d 22h 37m 19s		OK	1 / 3
TuftsTest	UP - -	2015-05-04 13:43:10	2w 2d 18h 38m 38s		OK	1 / 3
Holyoke_Health	UP - 1	2015-05-04 13:42:11	2w 1d 22h 16m 19s		OK	1 / 3
Harbor_Medical	UP - -	2015-05-04 13:42:09	2d 23h 4m 42s		OK	1 / 3
Holyoke-v2	UP - 1	2015-05-04 13:42:24	2w 13h 12m 59s		OK	1 / 3
Beverly_v2	UP - 1	2015-05-04 13:43:14	2w 2d 18h 38m 28s		OK	1 / 3
MAO-C-Atrius	UP - -	2015-05-04 13:42:10	4h 12m 52s		OK	1 / 3

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## A LAND is required to be able to talk to our monitoring service, and the Direct Gateway environment of the Mass HIway

- If your appliance is in '**production**' environment, you must allow the monitoring and management servers plus the **direct.masshiway.net host**
- If your device is in '**PRTST**' environment, you must allow the monitoring and management servers plus the **direct.prtst.masshiwaystage.com host**
- LAND **only requires an outbound connection**. There is no need to worry about inbound traffic
- Your Service manager or Account Manager can provide you with the Host, IP address and Ports required for LAND configuration



## Timeline

- Participant fills out LAND appliance form as well as organizational spreadsheet and provider spreadsheet (if necessary)
- Send information in to Service Manager to get certs created
- Once LAND device is ready for installation, service manager contacts the participants technical team to up a LAND install at the data center
- Field engineer comes directly to facility to install the LAND device
- Field engineer remotely loads Mass Hlway certificate onto the LAND device (if not done previously)
- After installation, service manager will work with participant to make sure they are properly connected to the Mass Hlway via a round of testing
- After testing is complete, participant is live in production on the Mass Hlway

Discovery	On Boarding	Testing	Go Live
Week 1 – 2	Week 3 – 4	Week 4	Week 5
Forms/Domain	Installation	Testing	Go-live



# Rate Card



## Massachusetts Health Information Highway (Mass HIway) Rate Card

Effective Date – October 1, 2014

Tier	Category	Description	One-time set-up fee (per node)	Direct Messaging Service			Direct Messaging Service + Query & Retrieve Service	
				Annual HIE Services Fee (per node)	Annual HIE Services Fee + LAND (per node)	Annual HIE Services Fee Webmail (per mailbox)	Annual HIE Services Fee (per node)	Annual HIE Services Fee + LAND (per node)
Tier 1	1a	Large hospitals/Health Systems	\$2,500	\$15,000	\$27,500	\$60	\$30,000	\$42,500
	1b	Health plans						
	1c	Multi-entity HIE						
	1d	Commercial imaging centers & labs						
Tier 2	2a	Small hospitals	\$1,000	\$10,000	\$15,000	\$60	\$17,500	\$22,500
	2b	Large ambulatory practices (50+ licensed providers)						
	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	\$4,750	\$6,750
	3b	Large behavioral health (10+ licensed providers)						
	3d	Large FQHCs (10+ licensed providers)						
	3e	Medium ambulatory practices (10-49 licensed providers)						
Tier 4	4a	Small behavioral health (< 10 licensed providers)	\$25	\$175	\$250	\$60	\$275	\$350
	4b (includes former 3c)	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	\$90	\$90



## **What do I have to do to install the LAND device**

Simply fill out the LAND appliance form and assure outbound firewall is set, a Field Engineer will come on site and install the device with your network team at a pre determined time

## **What size LAND should I get?**

Depends on use cases and transaction volume, we recommend a small LAND for less than 15,000 transactions per month and a large LAND greater than 15,000 per month

## **Can we have more than one transport method**

You can use Web services and directory drop simultaneously for sending, but can only have ONE outbound method set for receiving

## **Where can I find the LAND implementation or Use guide?**

You can download the LAND Selection, implementation, and Use guide from the following link: <http://masshiway.net/HPP/Resources/Documentation/index.htm>



## **LAND device has lost power or had the power reset**

The LAND devices are configured to encrypt upon losing power as a security feature, so a Mass Hlway Field Engineer must log into the device to decrypt it and restart the Rhapsody engine. You will be unable to use it until this has happened. Please contact Production Support immediately if your device loses power.

## **Time-out error when attempting to send to my LAND**

A time out error is indicates that the LAND is unable to connect to either the Internet or to the Mass Hlway. Contact Production Support so that we can look into the issue to determine what might be preventing the land from talking to the Mass Hlway.

## **“Recipient lookup” error:**

If you attempt to send to your LAND and get a recipient lookup error – please verify that there are no typos in your “To Address”. Please also verify that the address you are sending to is a valid either in the Provider Directory or by contacting business operations at the receiving site.





# Getting Started...



If your organization is interested in connecting to the Mass Hlway or improving **Care Coordination** contact the lead for the Mass Hlway Account Management Team: **Murali Athuluri**, [mathuluri@maehc.org](mailto:mathuluri@maehc.org) 781-296-3857

## Hlway Account Management Team:



Len Levine



Jessica Hatch, RN



Kelly Luchini, PMP



Jennifer Monahan

The Mass Hlway Account Manager will be your personal liaison to take you through **Enrollment, Onboarding, Addressing, Connection** steps, and exchanging **with your trading partners**

The Massachusetts Health Information Highway

1.855.MAHIWAY (1.855.624.4929) Option 1

General Support: [masshiway@state.ma.us](mailto:masshiway@state.ma.us)

[www.masshiway.net](http://www.masshiway.net)





**Thank You**