



Mass Hiway 101

***Introduction to participating in
the statewide health information exchange
for the Commonwealth of Massachusetts***

September 2018



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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- 1. Introduction to the Mass Hlway**
- 2. Overview of Hlway Direct Messaging and the Provider Directory**
- 3. Use Case Development**
- 4. Getting connected to the Mass Hlway**
- 5. Mass Hlway Regulations and Connection Requirement**
- 6. Hlway Adoption and Utilization Support (HAUS) Services**



Mass HIway, the Massachusetts statewide Health Information Exchange (HIE), connects healthcare providers to improve care coordination, and provides the connectivity needed for public health and quality reporting

Mass HIway is operated by EOHHS, the Executive Office of Health and Human Services

EOHHS contracts with two primary vendors to operate and maintain the HIway

- Orion Health provides [Platform Implementation](#) and [Technical Support Services](#)
- MeHI , the Massachusetts eHealth Institute, supports providers with
 - [Account Management](#), [Consulting Services](#), and [Outreach and Education](#)

Goals of the Mass HIway

- To provide a stable, secure, and cost-effective HIE platform
- To increase the adoption and effective use of HIE across the state



Enable Health Information Exchange by healthcare providers and other Hlway users regardless of affiliation, location or differences in technology

HIway 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*

HIway Provider Directory

- Provider Directory listing in-state and out-of-state providers connected to HIE
- Contains information for 21,000+ Hlway Users

HIway-Sponsored Services

- State-wide Event Notification Service (ENS) - anticipated to launch in 2019

HIway Adoption and Utilization Support (HAUS) Services

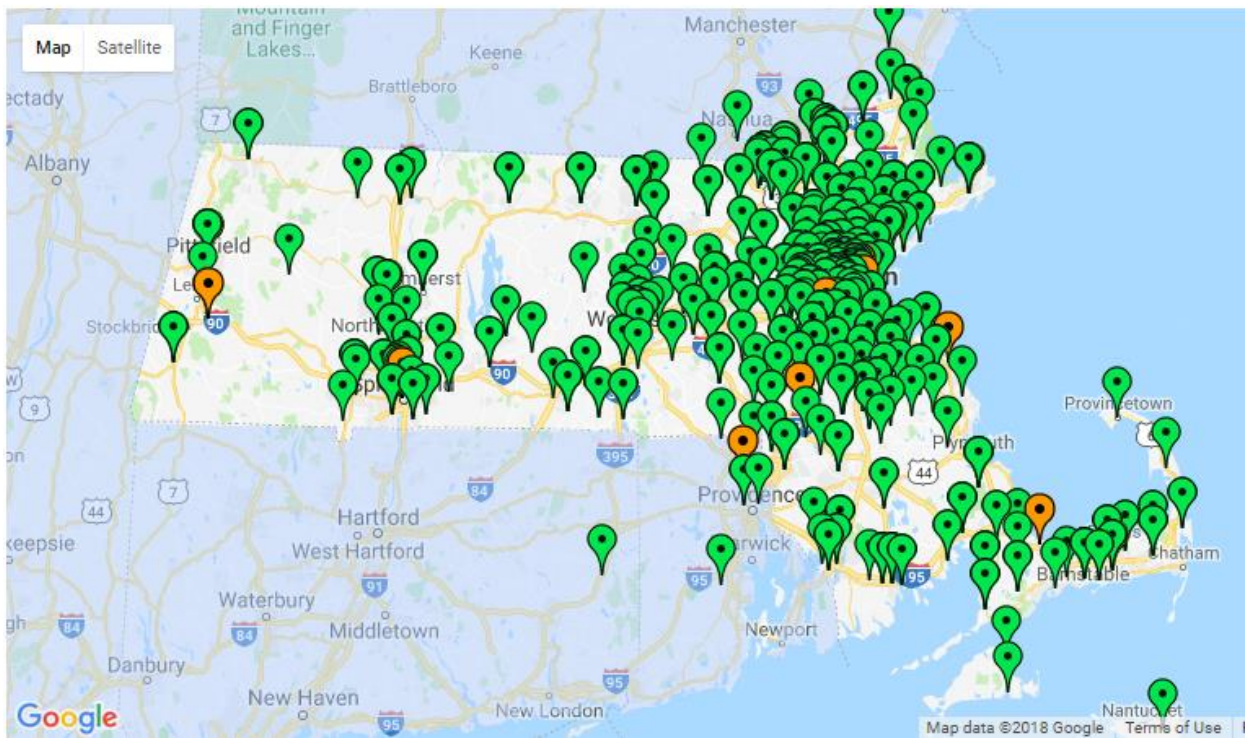
- Assistance for eligible organizations in the deployment of HIE to enhance care coordination



Who is connected to the Mass HIway?



**An interactive Mass HIway Participant Map is available on Mass HIway website*
It includes over 1,400 participants across the care continuum**



- Hospitals**
- Ambulatory Practices**
- Community Health Centers**
- Behavioral Health**
- Long-Term Post-Acute Care**
- Social Services**
- PCPs**
- Specialists**

* Find the map on the Mass HIway website: www.masshiway.net. Under the Resources drop-down menu, select Participant List. The map is maintained in partnership with MeHI, the Massachusetts eHealth Institute.



What type of documents 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

- 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.



The HIway team at EOHHS is working with Orion Health to implement and operate a new Mass HIway Direct Messaging System, known as “HIway 2.0”

HIway 2.0 is based on Orion Health Communicate

- EHNAC/DirectTrust accredited, cloud-based, multi-tenant, Software as a Service solution
- ONC 2015 Edition certified Direct Project, Edge Protocol, and XDR/XDM product

HIway 2.0 introduces a new Provider Directory

- Follows Healthcare Provider Directory (HPD) recommendations
- This standardizes the format and simplifies uploads

Benefits of the HIway 2.0 upgrade

- Leverages national standards for Direct Messaging (didn't exist when HIway launched in 2012)
- Makes it easier for organizations to connect to the Mass HIway
- Simplifies how providers connect to other providers via the Mass HIway



DirectTrust Certification

- Using DigiCert secure certificates, HIway 2.0 is accredited by Electronic Healthcare Network Accreditation Commission (EHNAC) to join DirectTrust certified HISPs

HIway 2.0 connects with 25+ In-State and 120+ Out-of-State HISPs

ONC 2015 Edge Protocol Certification

- Supports compliance with Promoting Interoperability and Meaningful Use programs

Native support for multi-recipient messaging (included with Communicate Direct device)

Single-use certificate support

- For all connection types improves security and increases interoperability with HISPs

Standardized XDR Direct Messaging

- Easily integrates with EHR systems to handle messaging directly from systems providers

Federal Bridge Certification Authority (FBCA) compliance

- Allows message exchange with federal agencies that require FBCA compliance



Migration to Mass Hlway 2.0 is in progress



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





Production Operations started July 2018

- Migration activities from Hlway 1.0 to Hlway 2.0 are in progress for clinical gateway nodes and for participants
- All new onboarding will be done directly onto Hlway 2.0
- Hlway 1.0 will operate in maintenance-only mode, with no enhancements or upgrades until it will sunset in 2019
- Sun-setting activities for Hlway 1.0 will commence after Participants' migration completes
- All existing Hlway 1.0 Participants will be migrated to Hlway 2.0 by Q1 2019



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Connectivity Options



User types



Physician practice



Hospital



Long-term care
Other providers
Public health
Health plans



Connectivity options



EHR connects directly



**EHR connects through
Communicate Direct
Appliance**

**EHR connects via HISP
(Health Information
Service Provider)**



**User connects
via webmail**

HIE Services





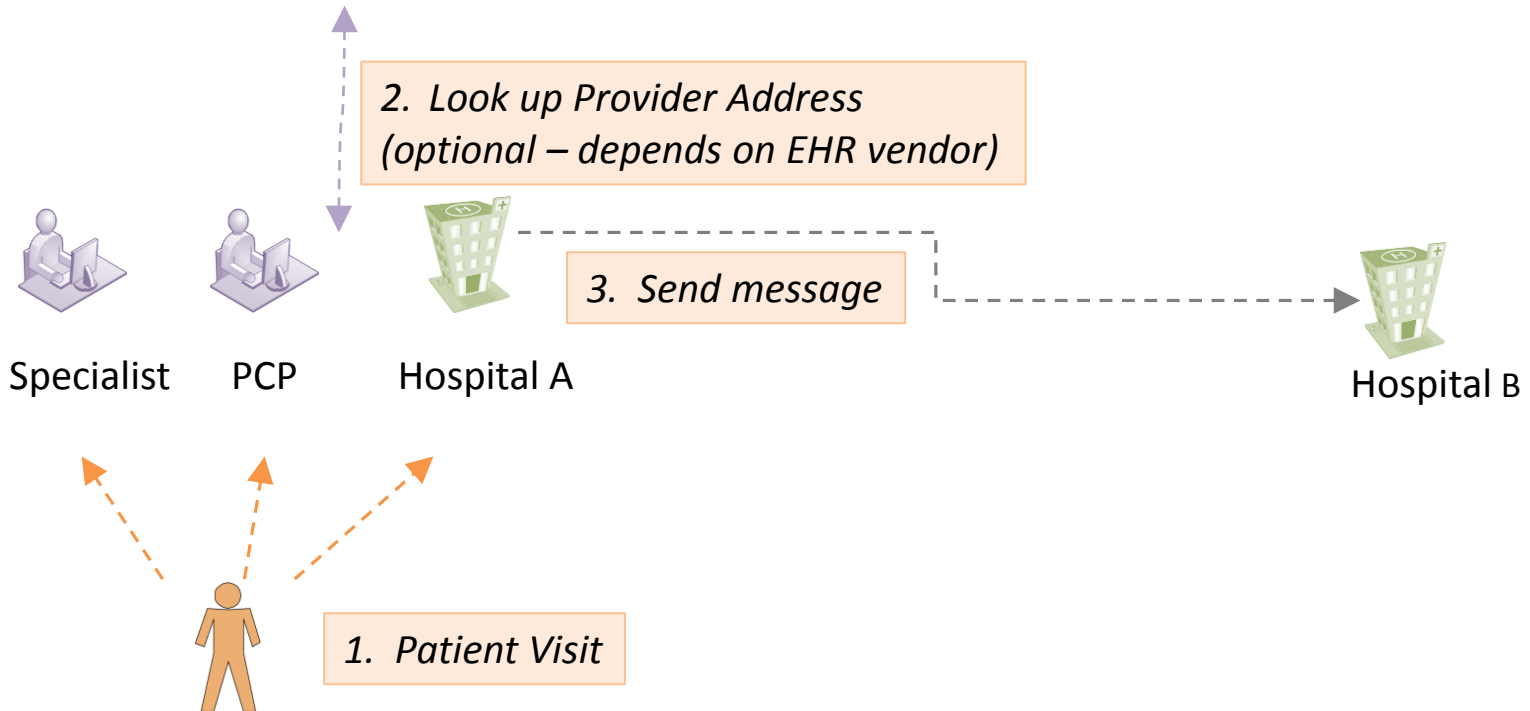
Example of Direct Messaging



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	Marilyn.Smith@direct.HospitalB.masshiway.net
Smith, Marilyn M	Smith, Mary	HPC Primary Care	Marilyn.Smith@direct.HPC.masshiway.net





Direct Messaging is encrypted email sent to secure Direct email addresses

Individual Direct email address:

Endpoint



Organization Direct email address:

XYZRehab@direct.xyzrehabcenter.masshiway.net

Departmental Direct email address:

PresurgicalTestingCenter@direct.abchospital.masshiway.net

Third-Party HISP Direct email addresses:

john.smith@practicename.eclinicaldirect.com

john.smith.x@xxxx.direct.athenahealth.com

johnsmith@xxxxx.allscriptsdirect.net

johnsmith@xxxxx.circlehealthdirect.org



Searchable directory of individual and organizational Direct email addresses

Purpose of the Mass Hlway PD

- Provides destination addresses for Direct messaging (i.e. Direct email address)
- In-state and out-of-state Direct addresses (requires Hlway 2.0)
- 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 25,000+ 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

Participants can get on the distribution list by emailing us at masshiway@state.ma.us



Manual Entry

- If your EHR allows it, you can directly enter a Direct address manually

Mass Hlway Webservice

- Integrates Provider Directory into the internal workflows via your EHR system
- The Webservice allows you to search and retrieve Direct addresses
- Webservice is also available for the Mass Hlway COMMUNICATE connection

Within Webmail

- Mass Hlway Secure Webmail has a provider lookup function

Request access to Mass Hlway PD Extract (CSV/Excel) file

- to integrate the PD into your EHR directories (vendor dependent)
- Vendors and Hlway users can request to be qualified for the extract
- They will receive a monthly notification and password to download the extract from: masshiway.net/HPP/Services/ProviderDirectory/index.htm



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What are Use Cases?



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 • 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
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	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)
	to other agencies	<ul style="list-style-type: none"> • Occupational Lead Poisoning Registry (Adult Lead) • Children's Behavioral Health Initiative (CBHI)



Transitions of Care (Referrals)



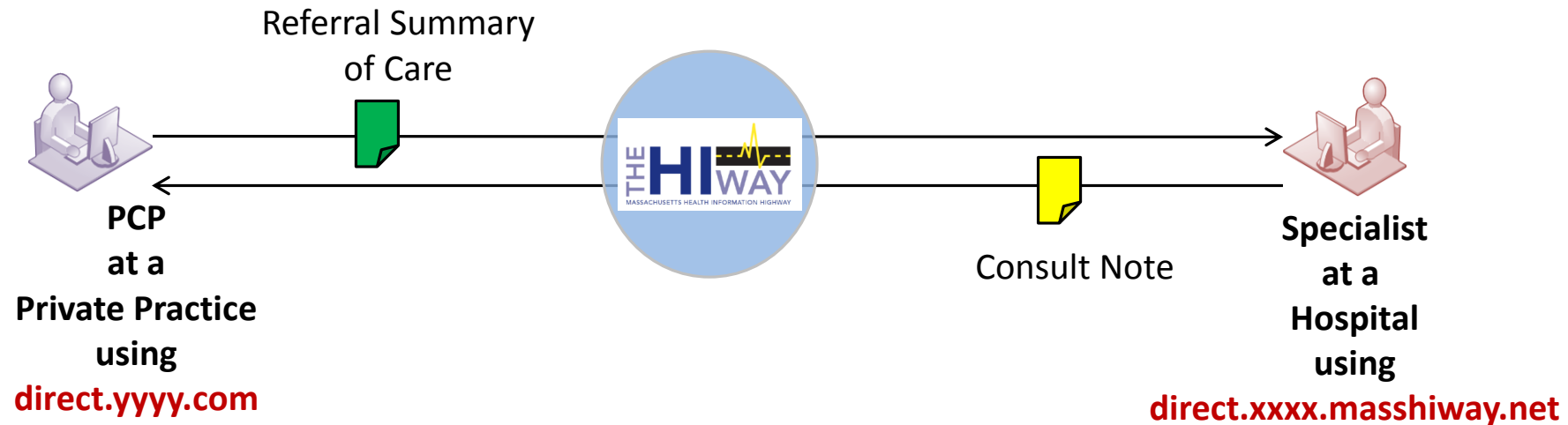
TOC from a Private Practice to Specialists at a Hospital on Mass Hlway

Patient Scenario:

1. Patient sees PCP at Private Practice
2. PCP refers patient to a Cardiac 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 Hlway
- B. Specialist sends PCP a consult note via the Mass Hlway





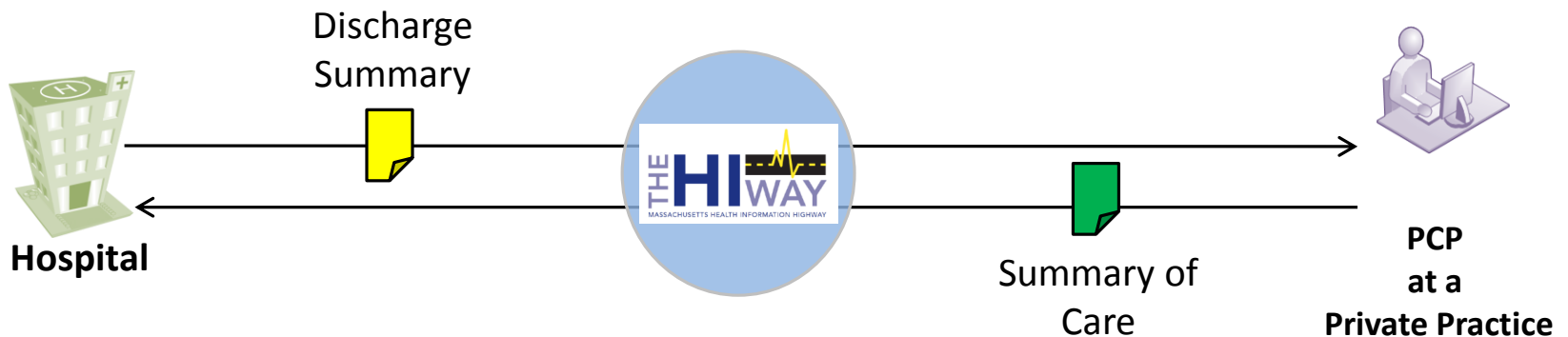
Hospital Sends Patient Discharge CCDA to PCP at a Private Practice

Patient Scenario:

1. Patient discharged from Emergency Department of Hospital
2. Discharge CCDA is sent via Mass Hlway
3. Patient sees PCP for follow up care, PCP has access to Meds prescribed during discharge

Information Flows:

- A. Hospital informs PCP that patient is in ED via point to point interface
- B. PCP sends critical information to Hospital ED via the Mass Hlway
- C. Hospital sends PCP discharge summary via the Mass Hlway





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The 1-2-3 of connecting to Mass HIway



1. **Ask your EHR 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. **Develop and deploy a Use Case to 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



Front-line Mass Hlway support to get you enrolled, connected and using Direct Messaging

- ✓ Enrollment
- ✓ Use case identification
- ✓ Trading partner identification
- ✓ HIE best practices



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Instructions on Mass Hlway Website



Welcome to the Massachusetts Health Information Hlway

[Home](#) [About](#) [Services](#) [Resources](#) [News and Events](#) [How to Join](#) [Patients and Families](#) [Contact Us](#)

[Home](#) > [How to Join](#) > [Steps to Enroll](#)

Mass Hlway Steps to Enroll

The Mass Hlway Participation Agreement Packet includes documentation that must be reviewed and signed before your organization is given access to use the Mass Hlway. The Mass Hlway is currently open to Massachusetts-licensed providers, health plans and legal entities, as well as business associates. Use of the Mass Hlway is limited to health information exchange as allowed by law.

Unless otherwise noted, an individual who is authorized to legally bind the Participant or Participating Organization should act as signatory when required. Examples include a President, CEO, CFO, CIO, or owner of a medical practice.

The Mass Hlway Participation Agreement is non-negotiable and will not be changed or adapted for special requests.

Compliance with the following set of documents is required for Participants to connect to the Mass Hlway:

1. The [Policies and Procedures \(version 4\)](#) document outlines conditions and terms that apply to all Mass Hlway Participants to ensure it is used in a safe, ethical, lawful manner.
2. The [Participation and Business Associate Agreement](#) is the document that governs access and use of the services of the Mass Hlway network. It defines the roles and responsibilities of each party. *This is the document that needs to be signed and returned.*
3. [Mass Hlway Legal Entity and Sub Organization File Sheet V1](#) document includes demographic information about the organization as well as key contact detail. For single entities, complete only the top section for "Legal Entity (Participant)". If signing on behalf of sub or member organizations, you must also completed the section labeled "Sub Organization/Member".
4. [Massachusetts W-9 Form](#) is required to certify the legal entity and to process invoices.

Please sign all the documents as outlined. You may scan and e-mail all documents to: masshiway@state.ma.us. Please note, only PDFs are accepted except document number 3 (Exhibit A) which should be submitted in excel format.



Timeline for Hlway Onboarding*



Discovery	Implementation	Testing	Go Live
Week 1 – 2	Week 3 – 5	Week 6 – 8	Week 9
Connection Type Forms/Certifications	Installation Work	Loop back test Transaction testing	Migrate to production

Account Manager walks you through connectivity options to define best solution

Options depend on EHR capabilities and your organization’s technical architecture

- Direct XDR connection to EHR
- Communicate Direct device
- Webmail (shortened timeline to Go Live)

Account Manager will help you select Direct addresses for Mass Hlway Provider Directory

Account Manager will assist you with Identity Verification (see supplementary slides)

Hlway Services Team will configure and test the solution to bring your organization live

* Timeline indicates typical time spent by the Mass Hlway team from the time all completed requirements are obtained from the participant. Actual times vary by connection type and EHR vendor.



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Establishes requirements for organizations that use the Mass Hlway

Implements state requirement for providers to connect to Mass Hlway, which is referred to as the *Hlway Connection Requirement*

Establishes mechanism to allow patients to opt-in and opt-out of Mass Hlway

Regulations went into effect on February 10, 2017

- Require information be transmitted via Hlway Direct Messaging in compliance with applicable federal and state privacy laws and implementing regulations

Supporting documentation available on Mass Hlway website

[Mass Hlway Regulations Summary](#)

[Mass Hlway Regulations FAQs](#)

[Mass Hlway Policies & Procedures \(version 3\)](#)

[Mass Hlway Fact Sheet for Patients](#)

[Mass Hlway Education Webinars](#)



Define important requirements for the use of Hlway Direct Messaging

Aligns Hlway Direct Messaging with other modes of transmission like fax or phone

- In compliance with applicable federal and state privacy laws and regulations
- For example, HIPAA, 42 CFR Part 2, M.G.L. Chapter 93H

Hlway users have option to implement a local Opt-In and Opt-Out process

- This option applies to the organization's use of Hlway Direct Messaging

Hlway users have option to distribute 1-page [Mass Hlway Fact Sheet for Patients](#)

- If this option is applied, the fact sheet released in March 2017 should be used



Fact sheet provides key information for patients about the Mass Hlway

- Hlway does not function as a clinical data repository that holds electronic medical records for individuals
- Patient’s electronic health record(s) are held by provider organizations and not the Mass Hlway
- *Note: Distribution of the Fact Sheet for Patients is not a requirement to use Hlway Direct Messaging.*

The Mass Hlway: Fact Sheet for Patients

The Mass Hlway is a secure statewide Health Information Exchange that allows your healthcare providers to safely and quickly send your health information to where it is most needed.

Doctors or nurses can care for you better when they have important information about your health. The Mass Hlway is designed to make this safer and faster. The goal is better care coordination and quality for you and your family.

<p>What is the Mass Hlway?</p> <ul style="list-style-type: none"> Mass Hlway is the statewide health information exchange (HIE). Healthcare providers can use the Mass Hlway to quickly and securely send and receive your health information to better coordinate your care. The Mass Hlway is managed by the Commonwealth of Massachusetts’ Executive Office of Health and Human Services (EOHHS). <p>How does the Mass Hlway protect my information?</p> <p>The Mass Hlway has security measures in place to protect your information that aren’t true of current methods, like fax, mail, or portable media like a CD or USB (flash drive), such as:</p> <ul style="list-style-type: none"> Using a special code so that only authorized providers can read the information sent over the Mass Hlway (this is known as encrypting data). Establishing policies and procedures that authorize the Mass Hlway to suspend Hlway participants as necessary to prevent unauthorized use of the Mass Hlway. Overseeing who has access to the Mass Hlway and who has used it for a patient’s healthcare. 	<p>How can the Mass Hlway help me?</p> <ul style="list-style-type: none"> If you were discharged from a hospital, the Mass Hlway can be used by the hospital to send your doctor a note about your hospital stay so that he or she is up to date about healthcare that you have received. If you get tests done, the doctor can use the Mass Hlway to send the results to other members of your healthcare team, like your specialist. This helps them coordinate your care. It can also save time and money by reducing the need for repeat tests. If you have a chronic condition your health insurer case manager can use the Mass Hlway to communicate with your doctors to coordinate your care and help you stay healthy. Not all of your healthcare providers may be using the Mass Hlway yet. There may be more benefits to you as more healthcare organizations use the Mass Hlway. 	<p>Who can use the Mass Hlway and why?</p> <ul style="list-style-type: none"> Currently the Mass Hlway may only be used by healthcare organizations (like doctors’ offices, hospitals, public health agencies, and health insurers). The Mass Hlway can only be used for information sharing as allowed by federal and state privacy laws. You still need to give special permission for providers to request and receive certain sensitive information. You can speak to your healthcare provider about what information is sent over the Mass Hlway. <p>Can I request my medical record from the Mass Hlway?</p> <ul style="list-style-type: none"> No. A patient’s medical record itself is not part of the Mass Hlway system. Talk to your provider for information about how to obtain your medical records. <p>Want more information?</p> <ul style="list-style-type: none"> Talk with your doctor or their office staff about how they are using the Mass Hlway. Visit www.masshiway.net, email us at masshiway@state.ma.us, or call us at 1-855-MA-Hlway (624-4929) and press 3.
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Original release April 2014. Updated February 2017.



Hiway Connection Requirement requires providers to connect to the Mass Hiway

as set forth in M.G.L. Chapter 118I, Section 7, and as detailed in the Mass Hiway Regulations (101 CMR 20.00)

The table below shows the year by which organizations must connect to the Hiway

The organizations must subsequently attest to their connection by July 1 of each year

In 2018, organizations must submit the following attestation form:

- *Acute Care Hospitals* Year 2 Attestation Form
- *Large & Medium Medical Ambulatory Practices + Large CHCs* Year 1 Attestation Form

Provider Organization	2017	2018	2019
Acute Care Hospitals	Year 1	Year 2	Year 3
Large and Medium Medical Ambulatory Practices Large Community Health Centers	No requirement	Year 1	Year 2
Small Community Health Centers	No requirement	No requirement	Year 1



The statutory requirement that Provider Organizations implement “interoperable EHR systems” that connect to the Mass HIway will be fulfilled by implementing HIway Direct Messaging

How organizations must fulfill the HIway Connection Requirement is phased in over 4 years

- 1. The connection requirement gets progressively stricter in each year of implementation**
- 2. Penalties for not meeting the HIway Connection requirement begin in Year 4 of implementation**
- 3. The 4 year phase-in period is based on when the Provider Organizations must be connected**

Organization Type	Year 1	Year 4
Acute Care Hospital	2017	2020
Large and Medium Medical Ambulatory Practices	2018	2021
Large Community Health Centers	2018	2021
Small Community Health Centers	2019	2022

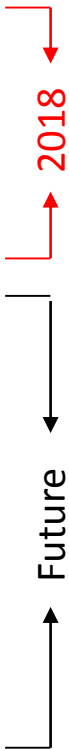
Provider types not yet specified in the regulations are anticipated to be required to connect at a future date. Guidance to the affected providers will be provided with at least one year notice.



The 4 year phase-in approach progressively encourages providers to use the Mass HIway for **Provider-to-Provider communications** via bi-directional exchange of health information

Progressive HIway Connection Requirements

- Year 1** Send or receive HIway Direct Messages for at least one use case
 - o Can be from **any use case category** listed below
- Year 2** Send or receive HIway Direct Messages for at least one use case
 - o Must be a **Provider-to-Provider Communications** use case
- Year 3** Send HIway Direct Messages for at least one use case, **and** Receive HIway Direct Messages for at least one use case
 - o Both must be **Provider-to-Provider Communications** use cases
- Year 4** Meet Year 3 requirement, **or** be subject to penalties if requirement isn't met
 - o Penalties go into effect in the applicable Year 4 (E.g. Jan 2020 for Acute Care Hospitals)



Additional ENS Requirement for Acute Care Hospitals Only

Send Admission Discharge Transfer notifications (**ADTs**) to HIway within 12 months of ENS launch

Use Case Categories:

- | | |
|--|--------------------------|
| 1. Public Health Reporting | 3. Quality Reporting |
| 2. Provider-to-Provider Communications | 4. Payer Case Management |



Provider Organizations must submit an online Attestation Form by July 1 of each year*

The Year 1 and Year 2 Attestation Forms collect two key areas of information

1. How the organization met its Year 1 or Year 2 Hlway Connection Requirement

Attestation questions include:

- On the Year 1 form: The category of the use case?
 - (1) *Public Health Reporting*
 - (2) *Provider-to-Provider Communications*
 - (3) *Quality Reporting*
 - (4) *Payer Case Management*
- Describe the use case
- Approximate # of Hlway Direct Messages per month for the use case

2. Whether the organization has an EHR, and if so, how its EHR connects to the Hlway

Attestation questions include:

- Name and version of the EHR?
- Is the EHR an ONC Certified Health IT Product?
- How is the organization connecting to the Hlway?
Options include: (1) EHR directly to Hlway, (2) EHR via a HISP, or (3) via Mass Hlway webmail

* Organizations that don't meet their connection requirement must send the Hlway an explanatory email to confirm that they didn't meet the Hlway regulations. See the supplementary slides at the end of this presentation for details.



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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

Two 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 for the purposes of meeting the regulations



Mass Hlway Website and Newsletter



To learn more, visit the www.MassHlway.net website

- Select Resources for additional info, or News and Events for on demand presentations,
- and sign up to receive the Hlway newsletters and notices

Skip to main content

THE HIWAY Welcome to the
MASSACHUSETTS HEALTH INFORMATION HIGHWAY
Massachusetts Health Information Hlway

Home About ▾ Services ▾ Resources ▾ News and Events ▾ How to Join ▾ Patients and Families ▾ Contact Us ▾

The Massachusetts Health Information Hlway (Mass Hlway)

In October 2012, Massachusetts launched the statewide electronic health information exchange, The Massachusetts Health Information Highway (The Mass Hlway). The Mass Hlway offers doctors' offices, hospitals, laboratories, pharmacies, skilled nursing facilities, and other healthcare organizations a way to securely and seamlessly transmit vital data electronically.

[Sign up for our newsletter](#)

What's New

Click [here](#) for the interactive Mass Hlway Participant List Map.



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



Reasons to Connect
Identity Verification
Regulations
Attestations
Pricing Rates



Connect to Mass Hlway to improve care coordination with other healthcare providers, and to implement your public health and quality reporting

✓ **Participate in Healthcare Improvement Initiatives**

- Meaningful Use: Transition of Care and Public Health Reporting
- Accountable Care Organization (ACO)
- CMS Delivery System Transformation Initiatives (DSTI) including DSRIP Statewide Investments to MassHealth ACOs and Community Partners (CP)
- Community Hospital Acceleration, Revitalization and Transformation Grants (CHART)
- Massachusetts Infrastructure and Capacity Building Grants (ICB)
- Patient Centered Medical Home (PCMH)

✓ **Comply with Massachusetts Law**

- Mass Hlway connection satisfies Board of Registration in Medicine (BORIM)
- EHR proficiency requirement for license renewal (MGL Chapter 224)
- Requirement to connect to statewide HIE (MGL Chapter 118I)



Service Manager will work with you to initiate Identity verification process

Complete Declaration of Identity for Direct Identity Verification & Authorization Form (DOID)

- Designates individual to DigiCert, the certifying body, as an authorized representative of the organization as the Healthcare Organization's (HCO) Administrator

Complete Communicate HCO Account Request Form(s)

- Complete appropriate connection form(s) depending on the solution(s) selected

Communicate Direct XDR HCO Account Request Form

Provides the Communicate Direct XDR supports connection for EHR systems that have integrated support for the Direct standards

Communicate Webmail HCO Account Request Form

A web-based secure mail solution within Orion Health™ Clinical Portal

Communicate Connect HCO Account Request Form (previously known as LAND device)

Secure and scalable managed device that simplifies connection to the secure messaging network to send and receive encrypted healthcare information



All Forms must be completed by the person serving as the HCO Administrator

Obtain a signature from a notary public for the DOID Form

- HCO Administrator must show proof of identity documents to the notary only
Don't submit these documents with your Mass HIway application

Complete HCO form(s) depending on the selected HIway 2.0 connection(s)

Send the signed DOID and HCO forms immediately after notary signature*

- Send using one of these methods

Direct Message to: HIway2.0Migration@direct.hieadmin.masshiway.net

Email to: HIway2.0Migration@state.ma.us

Regular mail to: Attention: HIway 2.0 Migration Office
100 Hancock Street, 9th floor, Quincy, MA 02171

*** DigiCert must speak with the notary within 30 days or the form becomes invalid**

Incomplete forms (e.g. missing signatures or missing key organization information) will slow down the process and may require another notary signature as notary signature is only deemed valid for 30 days from the date signed.



Sample DOID and HCO Forms



Sample DOID Form

Sample HCO Form



DECLARATION OF IDENTITY (DOID) FORM FOR DIRECT IDENTITY VERIFICATION AND AUTHORIZATION

Service Provider	HISP Name: Orion Health on behalf of Mass Hiway	Telephone: +1 800 905 9151
	Address: Evans Office Complex, Building C, Suite C-100, 7350 East Evans Rd, Scottsdale, Arizona 85260	Account #: 080088
Organization	Organization (Legal Business Name):	Main Telephone:
	Address:	
	HIPAA Compliance: <input type="checkbox"/> HIPAA covered entity <input type="checkbox"/> HIPAA Business Associate <input type="checkbox"/> Other HIPAA Entity - Health-care organization that treats protected health information with privacy and security protections that are equivalent to those required by HIPAA.	
Applicant	Applicant Name:	Personal Telephone:
	Home Address:	Personal Email:
	Date of Birth:	
	Work Address:	Work Phone:
	Title:	Work Email:

By signing this document, I hereby 1) state that I am the Access Administrator (in accordance with Section 7 of the [Mass Hiway Policies and Procedures](#)) or an authorized Officer of the Organization listed above; and 2) agree to the attached authorization, request a Direct Certificate and declare under penalty of perjury under the laws of the United States that I am the Access Administrator for the Organization listed above.

Communicate Direct XDR HCO Account Request- Hlway 2.0 Migration

Communicate Direct XDR supports connection for Electronic Health Record (EHR) and Electronic Medical Record (EMR) systems that have integrated support for the Direct standards

This form should be completed by the Health Care Organization (HCO) Representative that has been identified or will be identified on the Declaration of Identity (DOID) Form for Direct Identity Verification and Authorization as "Applicant".

Organization Details

Please fill out a separate form for each organization requesting access to the HIE.

Legal Organization Name	Name of your HCO
HIPAA Compliance	<input type="checkbox"/> HIPAA Covered Entity <i>A Covered Entity (CE) performs medical services on the patient and has the most trusted access to Protected Health Information (PHI).</i> <input type="checkbox"/> HIPAA Business Associate <i>A Business Associate (BA) is someone who a CE uses for services and who needs access to the PHI of the CE's patients to perform some level of service.</i> <input type="checkbox"/> Other HIPAA Entity <i>Health care organization that treats protected health information with the privacy and security equivalent to those required by HIPAA.</i>
Address	Street Address Address Line 2 City Postal Code State Country
Main Telephone for the HCO	Country code - Area code - Phone number
Preferred Direct Email Domain	Name Your Production Domain Mass Hiway Direct Address format for the Production Environment: direct.yourdomain.masshiway.net (you can keep your current domain address or provide a new one if you prefer)



Support resources related to the Mass Hlway Regulations include

- [Mass Hlway Regulations Summary](#) (Feb 2017)
- [Mass Hlway Fact Sheet for Patients](#) (Feb 2017)
- [Mass Hlway Regulations FAQs](#) (Version 2 released in Apr 2018)
- [Mass Hlway Policies & Procedures](#) (Version 4 became effective in Dec 2017)
- [Year 1 and Year 2 Attestation Forms](#)
 - **Online attestation forms** available since May 2018 (for online submission)
 - Updated **PDF versions** released in Apr 2018 (for attestation preparation only)





Attestation Forms: Where & How



The Attestation Forms are available on the Mass Hlway website: www.masshiway.net

The online attestation must be completed in one sitting. Suggested completion steps:

1. To access the forms, go to the “Resources” drop-down menu and select “Participant Forms”
2. Download the PDF version to prepare the answers
3. When ready to submit online, click on the link for “Click [here](#) to access the online version...”

1

3

2

Welcome to the
Massachusetts Health Information Hlway

Home About Services **Resources** News and Events How to Join Patients and Families Contact Us

Home > Resources > Participa

Mass Hlway Documentati

- **Mass Hlway Policies and** apply to all Mass Hlway Pa
- **Mass Hlway Attestation Form.** Provider Organizations with required dates for connecting to the Mass Hlway must submit information regarding 1) whether or not they have an EHR, and 2) how their EHR, if any, connects to the Mass Hlway. Review the Mass Hlway Regulations [Summary](#) and [FAQ](#) for more information. The due date to receive Attestation Forms from Provider Organizations subject to the Regulations is July 1 of the year of the connection requirement specified in the Regulations. *Mass Hlway will no longer accept paper Attestation Forms after May 1, 2018, Provider Organizations must use the online version.*

o Click [here](#) To access the online version of the Year 1 or Year 2 Attestation Form. **Important: The online Attestation Form must be completed in one session.** Data cannot be entered and saved for completion at a later time. If you are not ready to complete the full Attestation Form at this time, we suggest that you use the PDF version of the Attestation Form to plan and prepare responses, then complete the online version when all of your responses are ready.

- Click [here](#) for the Year 1 Attestation Form (updated April 2018)
- Click [here](#) for the Year 2 Attestation Form (updated April 2018)

Use Cases & Success Stories
Participant List
HISP and Vendor Participants
Meaningful Use
Participant Forms

[Procedures Version 4](#) outlines conditions and terms that ethical, lawful manner.



Provider Organizations that don't meet their connection requirement must send the HIway an explanatory email to confirm that they did not meet the HIway regulations

The explanatory email must include the following information

- Identifying/contact information
- Information about their EMR/EHR
- Reason for not meeting with the connection requirement
- Brief description and estimated timeline of the organization's plan to comply with the connection requirement

The email must be sent to

- MassHIwayAttestation@state.ma.us

Organizations that provide an explanatory email, should not submit an online Attestation Form



Mass Hlway Pricing Rates



Massachusetts Health Information Highway Rate Card effective December 1, 2017

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 or Technical Integrator (see 14.1.1)				
	1d	Commercial imaging centers & labs				
Tier 2	2a	Small hospitals	\$1,000	\$10,000	\$15,000	\$60
	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				
	2h	MassHealth ACO, CP, or CSA Technical Integrator (see 14.1.1)				
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 providers)				
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)				
	4e	Community Service Agency (CSA)				
	4f	CP or CSA management-only entity				
Tier 5	5a	Very Small ambulatory practices (1-2)	\$25	\$60	\$60	\$60