Expanding Participation to Behavioral Health Providers

Alaska eHealth Network

DBH Change Agent Conference
November 2016
Presentation Outline

1. **DHSS Update**, Beth Davidson, State Health Information Technology Coordinator
2. **Overview of Behavioral Health Onboarding Efforts**, Rebecca Madison, Executive Director of the Alaska eHealth Network (AeHN)
3. **Opportunity from the Perspective of a Behavioral Health Provider (and AeHN Board Member)**, Jerry Jenkins, CEO Anchorage and Fairbanks Community Mental Health Services
Department of Health & Social Services Update

- Introduction
  - Health Information Exchange and Behavioral Health
- Centers for Medicare & Medicare Services (CMS) HITECH Funding
- Medicaid Redesign Initiatives
  - Health Information Infrastructure Plan
  - Initiatives that involve Behavioral Health
Introduction

- DHSS has been funding a significant portion of the Health Information Exchange (HIE) design, development, implementation and operation costs. DHSS has funded, through a combination of state and federal funding, over $10,000,000 to Alaska eHealth Network in support of the Health Information Exchange. DHSS is anticipating an additional contract amendment with Alaska eHealth Network for additional design, development and implementation work; including onboarding support for providers.
- DHSS believes the statewide Health Information Exchange is a foundational, technology necessary for the health information infrastructure for Alaska’s system of care.
Activities/Projects Supported by HITECH Funding

- Alaska received funding from the Centers for Medicare & Medicaid Services (CMS):
  - Modifications to the State Level Registry (SLR) to support the Medicaid EHR Incentive Payment Program
  - EHR Incentive Program Onboarding Initiative
  - HITECH Medicaid Information Technical Architecture 3.0 State Self-Assessment
  - Environmental Scan and Health Information Technology Roadmap Development
  - Medicaid Claims Data Feed to the Health Information Exchange (HIE)
  - Medicaid Personal Health Record (PHR) within the HIE
  - Clinical Quality Measure Reporting via the HIE
  - Behavioral Health Connection to the HIE
    - Includes monetary support to connect behavioral health providers to the HIE
    - Includes funding to connect HIE to DHSS behavioral health system
  - Prescription Drug Monitoring Program Connection to the HIE
  - Division of Public Health PRISM/Lab System Development
  - Division of Public Health System Modernization
  - Medicaid Redesign Support
  - Master Client Index Enhancement
  - myAlaska Authentication
Medicaid Redesign

- Health Information Infrastructure Plan is one of several Medicaid Redesign initiatives. This specific initiative outlines that existing technology, such as the statewide Health Information Exchange (HIE) will be used to support Alaska’s system of care.
- The HIE along with other technology will connect disparate technology systems to improve care coordination and reduce costs to all stakeholders.
- Medicaid Redesign Update emails bulletins on a regular basis. To sign up for these bulletins please visit: [https://public.govdelivery.com/accounts/AKDHSS/subscriber/new?topic_id=12](https://public.govdelivery.com/accounts/AKDHSS/subscriber/new?topic_id=12)
- Numerous meetings and webinars related to Medicaid Redesign have been scheduled. Please check the Public Notices website: [https://aws.state.ak.us/OnlinePublicNotices/default.aspx](https://aws.state.ak.us/OnlinePublicNotices/default.aspx) for details about meetings.
List of Medicaid Redesign Initiatives where Behavioral Health is involved

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<tr>
<th>Initiative</th>
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<td>Privatization Studies</td>
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<td>Primary Care Initiative (PCCM &amp; 1945 HHs)</td>
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<td>Behavioral Health System Reform</td>
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<td>Coordinated Care Demo Projects</td>
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<td>Emergency Care Improvement</td>
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<td>1915(i) &amp; 1915(k) Options</td>
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<td>Federal Tribal FMAP Policy</td>
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<td>Fraud &amp; Abuse Prevention Enhancement</td>
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<td>“Medicaid Reform Program”</td>
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<td>Eligibility Verification System; Work/Social Supports</td>
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<tr>
<td>Prescription Drug Monitoring Program</td>
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<td>Telemedicine Workgroup</td>
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<td>Health Information Infrastructure Plan</td>
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<td>Corrections Enrollment</td>
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What is health information exchange?

Electronic health information exchange (HIE) allows doctors, nurses, pharmacists, behavioral health providers, other health care providers, and patients to appropriately access and securely share a patient’s vital medical information electronically—improving the speed, quality, safety, and cost of patient care.

https://www.healthit.gov/providers-professionals/health-information-exchange/what-hie
What is the Alaska eHealth Network?

- Alaska’s health information exchange is operated by the Alaska eHealth Network (AeHN), a non-profit organization led by a diverse board representing many facets of Alaska’s health care industry.

- AeHN’s purpose is to promote the use of electronic health records and provide Alaskans with a secure health information exchange.

https://www.healthit.gov/providers-professionals/health-information-exchange/what-hie
AeHN Board of Directors

- Carl Kegley, Fairbanks Memorial Hospital
- Nancy Merriman, Alaska Primary Care Association
- Chris Emond, Matsu Health Foundation
- Becky Hultberg, ASHNHA
- Mark Williams, Providence
- Stewart Ferguson, ANTHC
- Jerry Jenkins, Anchorage and Fairbanks Community Mental Health Services
- Commissioner Valerie Davidson, DHSS
- Timothy Ballard, MD, Veterans Administration
- Melinda Rathkopf, MD, Allergy Center of Alaska
- Erin McArthur, MD, LaTouche Pediatrics
- Jennifer Dahline, Blue Cross Blue Shield
- Jan Harris, University of Alaska
SECURELY CONNECTING ALASKANS TO HEALTHCARE DATA

- Community & Private Hospitals
- Home Health
- Alaska Native Hospitals & Health Centers
- Labs | Pharmacies | Imaging Services
- Personal Health Records
- Community Health Centers
- Private Practitioners & Health Centers
- Residential Treatment Centers
- EMS Providers
- Nursing Homes
- VA/DOD | Coast Guard Hospitals & Health Centers
- Payor Organizations
- State Agencies
- PHNS | Medicaid |
- Lower 48 Speciality & Referral Facilities

AeHN Alaska eHealth Network™ Secure Access to Your Health Record
Alaska Health’s Information Exchange: A Timeline of Key Milestones and Setbacks

1. **2007:** 1st stakeholder engagement gauges interest in a statewide HIE

2. **2008:** Stakeholder engagement helps inform recommendations to legislature.

3. **Jan 2009:** Congress passes the American Recovery & Reinvestment Act.

4. **June 2009:** SB333 signed into law requiring DHSS to establish an HIE with a non-profit governing board.

5. **Aug 2009:** Office of the National Coordinator releases the HIE Funding Opportunity Act.

6. **Nov 2009:** DHSS submits HIT Plan to ONC detailing the development of a sustainable HIE in Alaska.

7. **March 2010:** DHSS and ONC enter into a cooperative agreement to create an HIE in Alaska.

8. **April 2010:** AeHN receives $2.36M in ARRA funding to serve as a Regional Extension Center.

9. **Nov 2010:** AeHN receives $2.36M in ARRA funding to serve as a Regional Extension Center.

10. **Nov 2010:** AeHN selects Orion Health Inc. to implement an HIE solution for Alaska.

11. **Dec 2010:** Alaska becomes the first state to implement Direct Secure Messaging.

12. **Dec 2011:** DHSS contracts with the Alaska eHealth Network to procure and manage Alaska’s HIE.

13. **Mar 2011:** AeHN/DHSS begins HIE pilot preparations for Fairbanks providers.

14. **Nov 2012:** AeHN renegotiates contract with Orion Health Inc.; signs first participant contract with Fairbanks Memorial Hospital.

15. **Aug 2013:** Fairbanks Memorial Hospital goes live and AeHN signs contract with LaTouche Pediatrics.

16. **Mar 2014:** AeHN/DHSS begins submitting data for syndromic surveillance and e- lab reporting.

17. **Apr 2014:** Providence goes live; AeHN begins submitting data for syndromic surveillance and e- lab reporting.

18. **Apr 2014:** DHSS issues final regulations for SB33.

19. **Apr-May 2016:** DHSS reduces funding, AeHN sets new rates, and negotiates lower contract rate with Orion.

20. **June 2016:** DHSS conditionally accepts AeHN’s sustainability plan and signs FY17 contract.


22. **Oct 2016:** CMS approves 90/10 funding for behavioral health and Tribal partners to onboard to the HIE.

Note: The purpose of this timeline is to tell the story of Alaska’s HIE by highlighting key events over time. Dates are approximate.
AeHN Maturity Model (11/2016)

- **ACQUIRE**
  - Clinical Portal Users: 640
  - DSM Users: 4,500
  - Hospitals: 12 Live, 9 Onboarding
  - Provider Organizations: 7 Live, 7 Onboarding
  - Payers: 1 Onboarding

- **AGGREGATE**
  - Public Health Reporting: Syndromic Surveillance and Electronic Lab Reporting Data: Lab, Radiology, Clinical Documentation, and Diagnosis
  - Unique Patient Records: 688,000

- **ACCESS/ACT**
  - Case Management/Referrals Notifications/PDMP
  - Patient Portal Invites: 910
  - Lab Results Sent to EHR: 63,800
  - Clinical Portal Active Logins: 3,300

- **ANALYZE/ACT**
  - Predictive Analytics
  - Population Health
  - Smart Dashboards

- **ADAPT**
  - Evolve
  - Monitor Quality/Savings

*Adapted from Orion Health 2016 slide*
AeHN Active Services

- Patient Identity Reconciliation
- Care Coordination/Case Management
  - Clinical Portal
  - Smart Notifications
  - Patient Portal
  - Direct Secure Messaging (DSM/Direct)
  - Lab Results to EHR
- National eHealth Exchange Query
- Certified Solutions to Meet Meaningful Use
- Public Health and Registry Reporting
- Coming soon: Minimum Data Set Reporting to DBH
What data is available?

- Patient Demographics
- Encounter History
- Labs Results, Radiology Reports
- Diagnosis and Procedures
- Transcriptions (H&P, DC Summary)
- Progress Notes
- C-CDA/CCD
What can the HIE do?

- Clinical Summary View
- Provider to Provider Referral
- Results Lookup
- Care Coordination
- Notifications
- Public Health Query
- Advanced Directives
Rules of Engagement

- **Patient Rights**
  - Clinical/Mental Health – Opt Out
  - Substance Abuse – Opt In

- **Provider Rights**
  - EHR establishes relationship
  - “Break the Seal”

- **Privacy Oversight**
  - Privacy and Security Officer
  - AeHN Board of Directors
  - Privacy, Security and Compliance Workgroup
Query Access via Web Browser
Single Sign On from EHR
Current Participants

**Hospitals**
- Alaska Native Medical Center (Partial)
- Bristol Bay Area Health Corporation
- Central Peninsula General Hospital
- Fairbanks Memorial Hospital
- MatSu Regional Medical Center
- Petersburg Medical Center
- Providence Alaska Medical Center
- Providence Kodiak Island Medical Center
- Providence Seward Medical Center
- South Peninsula Hospital
- Valdez Community Hospital
- Wrangell Medical Center
- Yukon Kuskokwim Health Center

**Under Contract**
- Bartlett Regional Hospital
- Alaska Regional Hospital

**Provider Organizations**
- Fairbanks Cancer Care
- Homer Medical Clinic
- LaTouche Pediatrics
- Ninilchik Traditional Council
- Pensinsula Internal Medicine
- Seldovia Village Tribe
- Southcentral Foundation (Partial)
- Tenana Valley Medical Surgical Group

**Future Outreach Efforts will Target**
- North Star Behavioral Health
- Alaska Psychiatric Institute
- Pharmacies
Timeline for Typical Onboarding Project

MONTH 1 | MONTH 2 | MONTH 3 | MONTH 4

Pre-implementation Prep

Project Initiation and Planning

Configuration, Build, and Test

Training

GoLive
Steps to Go-Live

- Sign the agreement
- Complete onboarding document, VPN and HCO forms, readiness assessment
- Connect and test VPN
- Send test messages
- Validate the messages
- User acceptance testing (UAT)
- Live messages
## Participants’ Role

### Participant Responsibilities
- Signed Participation Agreement
- Security, Privacy – internal & external policies
- Patient Notification
- Data Integrity/Quality
- EHR Vendor Coordination

### Participant Resources
- Project Management
- Legal – Participation Agreements
- Technical – Network (VPN) and Interfaces
- Privacy and Security Policies and Procedures
- Patient Communications and Outreach
- Staff Education, Training
AeHN’s Role

- Overall project management and assistance with compiling documents
- Coordinate activities with EHR and HIE vendors and participant
- Data quality analysis
- Coordinated DSM/HIE/CP/PP services
- Training and use cases
- Ensure administrative, physical and technical safeguards
- Perform security audits and risk assessments
- Breach reporting
- Sustainability
FY17/18 and Beyond

AeHN is working aggressively to increase value and advance the maturity of Alaska’s health information exchange.

Supporting participation by behavioral health providers is a key strategy.

*Adapted from GiconHealth 2016 slide.*
FY17/18 and Beyond

Increasing Participation

CMS Funding FY17:
- 140 Organizations
  - Behavioral Health
  - Tribal Partners
  - Tribal Referrals

Comprehensive Patient Record
- Pharmacies
- Dental
- Long Term Care
- Home Care
- Public Health Nursing
- Department of Corrections
Behavioral Health Timeline

- AeHN privacy, security and compliance workgroup begins to develop Behavioral Health access and consent policies [Fall 2015]
- The Trust commits funds for CMS 90/10 request for behavioral health interfaces [Spring 2016]
- CMS approves DHSS funding request [Sept 2016]
- DHSS contracts with AeHN to onboard behavioral health providers [~ Jan 2017]
- Onboarding process [~Jan 2017 to Jan 2018]
- AeHN and DBH partner to transmit minimum data set for participating providers [~ July 2017]
An Important Opportunity for Behavioral Health

**Client A**

- Client is admitted for mental health issues to Fairbanks Memorial Hospital
- The hospital calls Fairbanks Community Mental Health Services (FCMHS) seeking same day services
- Client A arrives at FMCHS with no patient record
- Eventually, patient record is faxed, must be processed and reconciled with FMCHS assessment
HIE Participation Changes the Paradigm

- Providers using the HIE are able to provide continuous care to Client A
  - Fairbanks Memorial Hospital data is fed real-time into the HIE (all day, everyday) - An Emergency Department (ED) admission typically appears within 5 minutes of presentation
  - With appropriate permissions, FCMHS can access the patient record directly through AeHN’s query module today
  - When FCMHS is connected to the HIE with an interface, the ED physician will be able to access FCMHS records to inform future care
An Important Opportunity for Behavioral Health

- **Client B**
  - Client B is enrolled in Medicaid and a client of Anchorage Community Mental Health Services (ACMHS)
  - Client B receives 4 services in one day, including 2 ED admissions at separate EDs – no one realizes it
  - Client B is treated in EDs more than 100 times in one year – no one realizes it
  - Client B attempts suicide 3 times, audit finds that increase in services pre-dates all 3 attempts
HIE Participation Changes the Paradigm

- Providers using the HIE are able to intervene early to support Client B
  - Today, ED physicians can see ED utilization and records from other hospitals
  - Today, ACMHS providers can connect to the query module and view client records
  - When ACMHS is connected to the HIE with an interface, an ED physician will be able to access ACMHS records to inform care
How much does it cost participate in the HIE?

Two Categories of Costs

1. Development of interfaces for data exchange (typically a one-time cost)
2. Annual participation fees
1. Interface Development

- Costs vary based on the EHR provider; costs are often a major barrier for participation in data exchange.

- CMS / Trust funding is now available for interfaces for approximately 40 behavioral health providers (~Jan 2017 to Jan 2018).

- Opportunity specific to behavioral health providers with EHRs.
2. Annual Participation Fees are Key to Sustainability

Rates for Behavioral Health providers will be examined and set in early 2017.

Participation does not require interface / data exchange.

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<tr>
<th>Providers</th>
<th>Hospitals</th>
<th>Payors</th>
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</thead>
<tbody>
<tr>
<td>Basic</td>
<td>$22/user/year</td>
<td>$22/user/year</td>
</tr>
<tr>
<td>Silver</td>
<td>$250 per provider/year</td>
<td>As per hospital fee schedule</td>
</tr>
<tr>
<td>Gold</td>
<td>$1350/provider/year</td>
<td>NA</td>
</tr>
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</table>

**POTENTIAL ADD ON FEES:**

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<tr>
<th></th>
<th>Providers</th>
<th>Hospitals</th>
<th>Payors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Imaging</td>
<td>$100/provider/year</td>
<td>$100/provider/year</td>
<td>NA</td>
</tr>
<tr>
<td>Population Health</td>
<td>$250/user/year</td>
<td>$250/user/year</td>
<td>NA</td>
</tr>
<tr>
<td>Disease Management</td>
<td>$250/user/year</td>
<td>$250/user/year</td>
<td>NA</td>
</tr>
<tr>
<td>Notifications</td>
<td>Included in Silver or Gold</td>
<td>Included in Silver</td>
<td>TBD</td>
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Next Steps

- Providers interested in HIE query access can reach out to AeHN to begin participating immediately
- DHSS to contract with AeHN for interface development
- Onboarding begins ~January 2017
- Providers will be asked to submit letters of interest soon
- Hear more about DBH’s data strategy and the Minimum Data Set this afternoon
Questions?

Rebecca Madison  
Executive Director,  
Alaska eHealth Network  
(907) 770-2626, x 5  
rebecca@ak-ehealth.org

Jerry Jenkins  
AeHN Board Member  
CEO, Anchorage and Fairbanks Community Mental Health Services  
(907) 261-5310  
jjenkins@acmhs.com

Beth Davidson  
State Health Information Technology Coordinator, DHSS  
(907) 375-7725  
beth.davidson@alaska.gov

Shaun Wilhelm  
Chief of Risk and Research Management, Division of Behavioral Health  
(907) 269-3408  
shaun.wilhelm@alaska.gov

http://www.ak-ehealth.org

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