



NORTH CAROLINA HEALTH INFORMATION EXCHANGE AUTHORITY

Overview of NC HealthConnex
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North Carolina Health Information Exchange Authority

Overview of Topics



- **What is HIE and How Does It Work?**
- **NC HIEA Overview**
- **What Does the Law Mandate?**
- **Connection Process Review**
- **Suite of Services at a Glance**
- **Questions**

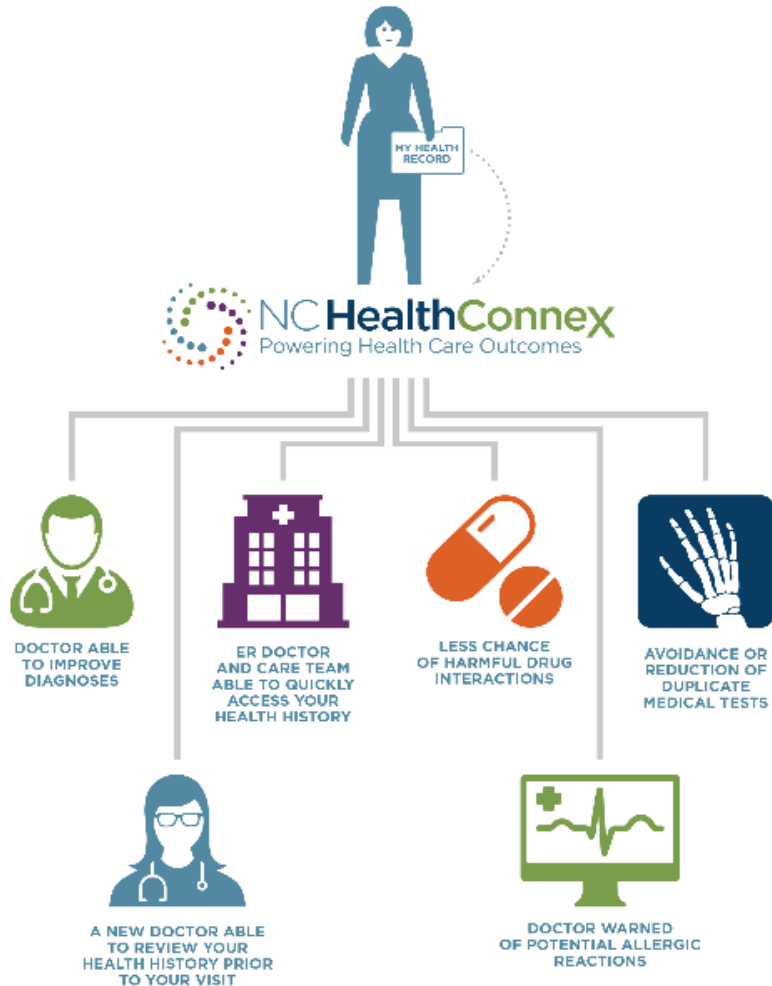
What is Health Information Exchange?

A health information exchange (HIE) is a secure, electronic network that gives authorized health care providers the ability to access and share health-related information across a statewide information highway.



Health Information Exchange

Benefits



- ✓ A full “picture” of a person’s health, including ambulatory visits, hospitalizations and medications
- ✓ Reduction in valuable staff time spent phoning and faxing other providers involved in a patient’s care to track down health information
- ✓ Timely access to important health events as they happen to patients (near, real-time notifications)
- ✓ Improved, more accurate and timely medication reconciliation that reduces errors and avoids unnecessary tests
- ✓ Access to test results, reducing costly duplicative tests and gaps in treatment

Who We Are



STATE DESIGNATED



SECURE



PARTNERSHIP

- The North Carolina General Assembly created the North Carolina Health Information Exchange Authority (NC HIEA) in 2015 to facilitate the creation of a modernized HIE to better serve North Carolina's health care providers and their patients.
(NCGS 90-414.7)
- Housed within the Department of Information Technology's Government Data Analytics Center (GDAC).
- Technology partner is SAS Institute.
- Twelve-member [Advisory Board](#) made up of various health care representatives that includes the DHHS Secretary, DIT Secretary and GDAC Director.

NC HealthConnex by the Numbers

We connect health care providers to safely and securely share health information through a trusted network to improve health care quality and outcomes for North Carolinians.



NC HealthConnex, By the Numbers:

- 60,000+ providers with contributed records
- 8,000+ health care facilities live submitting data, including 140 hospitals
- 5,000+ health care facilities in onboarding
- 150 million+ continuity of care documents (CCDs)
- 11 million+ unique patient records with clinical documents
- 80 Electronic Health Record (EHR) vendors live
- 22+ border and interstate HIEs connected via the eHealth Exchange and the Patient Centered Data Home, including connections to the VA and DoD

Exchange

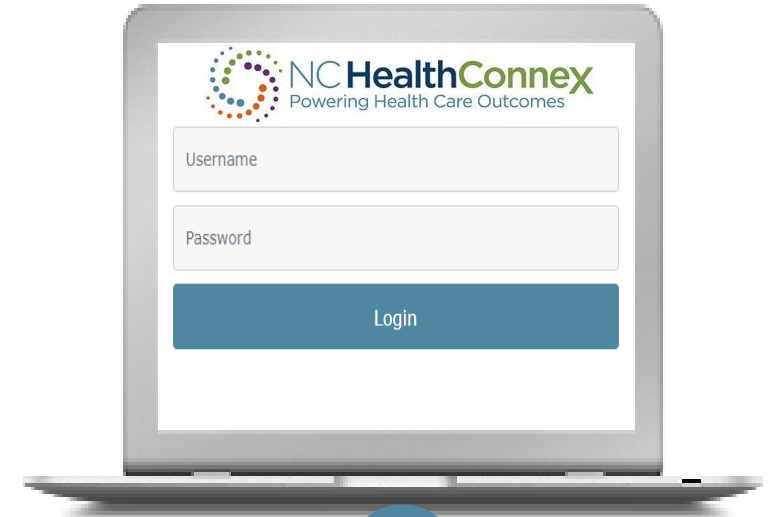
How HIE Works

Uni-directional Connection (Full Participant)



Electronic Health Record

Clinicians enter data into EHR and that data is automatically sent to HIE



Data Provided

Clinicians who have care relationships with their patients are readily able to access that data



Exchange

How HIE Works

Uni-directional Connection (Submission Only)



Electronic Health Record

Clinicians enter data into EHR and that data is automatically sent to HIE



Data Provided

Clinicians who have care relationships with their patients are readily able to access that data



Exchange

How HIE Works

Bi-directional Connection (Full Participant)



Electronic Health Record

Clinicians enter data into their EHR, and that data is automatically sent to the HIE.

Data Sent to EHR

Clinicians who have care relationships with their patients are able to readily access that data via their EHR.



See Who's Connected



NC HealthConnex Participants | NC HIEA

Status	Description
Development underway	Connection build
Intake	On hold
Live in production	Sending data to NC HealthConnex
Live not receiving	Live connection but not sending data or sending limited data

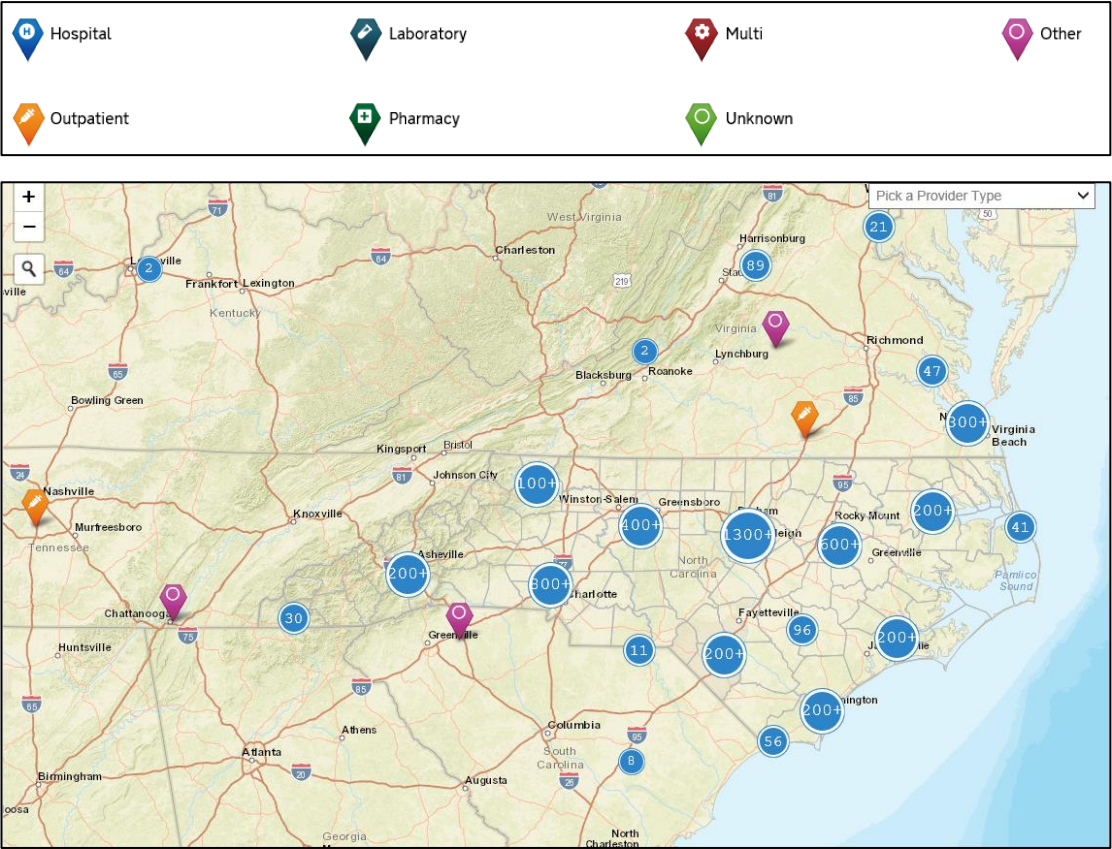
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Show 50 entries Search:

Participant Name	Participant Type	City	Status
 AUDIOLOGY AND HEARING AID CENTER	SPEECH, LANGUAGE, AND HEARING	GREENSBORO	LIVE IN PRODUCTION
 CHILDREN'S HEALTH CENTER SPEECH PATHOLOGY	SPEECH, LANGUAGE, AND HEARING	DURHAM	LIVE IN PRODUCTION

NC HealthConnex Participant Map | NC HIEA



What Does the Law Mandate?

- Under a law passed in 2015, the North Carolina Health Information Exchange Authority was created to oversee and administer the N.C. Health Information Exchange Network ([NCGS 90-414.7](#)).
- Certain providers who receive state funds for the provision of health care services are required to connect and submit patient clinical and demographic data to the HIE by certain dates; January 1, 2023, deadline to connect
- Vision for connectivity to break down data siloes, improve quality of care and support whole person care

Important Updates

- The NC HIEA is launching a pilot to integrate pharmacy claims data with the clinical records in NC HealthConnex.
- The enforcement mechanism is temporarily suspended “until a bill designating a lead agency responsible for enforcement of the Statewide Health Information Exchange Act is enacted into law.”
- The connection deadline of January 1, 2023, remains unchanged.
- In March 2023, the General Assembly will receive a report outlining the status of organizations that met – or failed to meet – the January 1, 2023, connection and submission deadline.

Update for Dental Providers

- It remains mandatory for dental providers to connect to NC HealthConnex by the January 1st, 2023 deadline.
- In March of 2022, the NC HIEA advisory board recommended to the General Assembly that dental providers be reclassified as “voluntary” connections to NC HealthConnex; however, the General Assembly chose not to act on this recommendation.
- Organizations that have signed a participation agreement with NC HIEA but are not yet live and submitting data by January 1, 2023, are considered to be making good-faith efforts to connect.

Pharmacies

- The NC HIEA is launching a pilot to integrate pharmacy claims data with the clinical records in the statewide HIE.
- This effort is one of the first of its kind nationally – to aggregate dispense data with clinical data to provide a more complete health records for North Carolinians at the point of care.
- Both large retail pharmacies and smaller, independent pharmacies are participating in the pilot.
- Technical specifications will become available once the pilot is complete.
- Because the pilot remains in progress, the NC HIEA views pharmacies that have signed participation agreements as acting in good faith to meet the January 1, 2023 deadline.

How Do Providers Meet the Mandate?

1. Participation Agreement (PA)

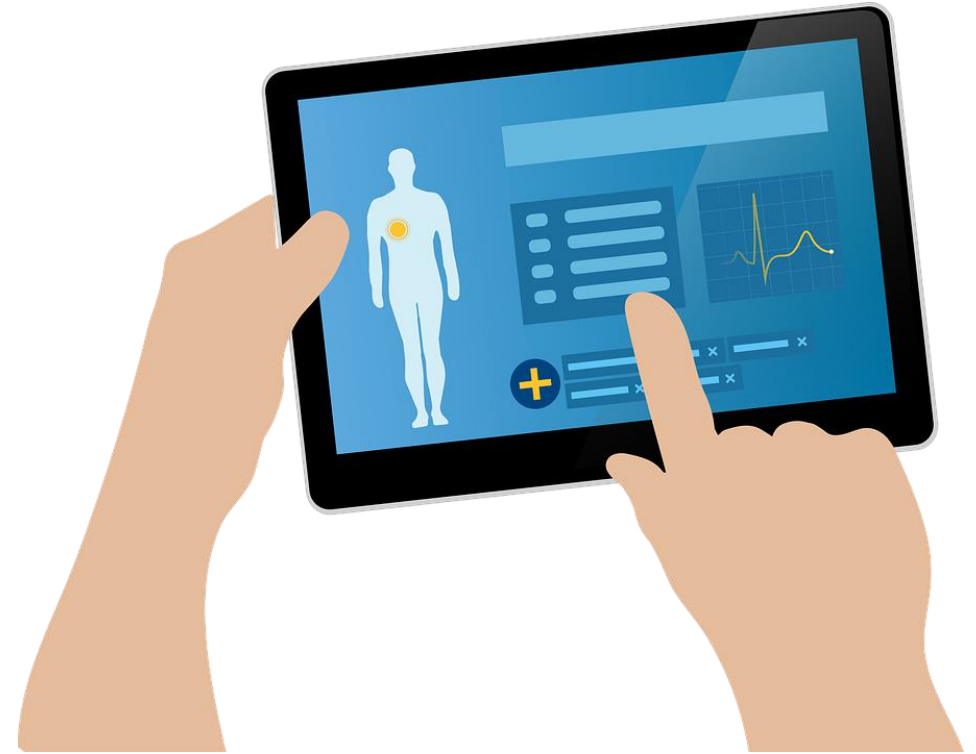
- Legal document governing exchange of data.
- Must be in place before the technical build can begin.
- Types of Agreements
 - Full
 - Traditional Providers/Parent Entities
 - Pharmacy
 - Submit Only
 - Traditional Providers/Parent Entities
 - Pharmacy
- [NC HealthConnex Participation Agreement](#)



How Do Providers Meet the Mandate? (cont.)

2. Electronic Health Record (EHR) system

- Need to have an EHR that can send HL7 messages (version 2.0 & higher) or CCD.
- [Electronic Health Record Vendor Connectivity Report](#)



The NC HealthConnex Data Target

Patient ID	Name	Date of Birth	Address/ Phone	Language	Race/ Ethnicity	Gender
Date of Visit	Visit Number	Reason for Visit	Patient Class	Place of Service/ Facility Name	Care Provider Name/NPI	
Vital Signs (height, weight, BP, BMI)	Social and Family History	Allergies	Diagnoses	Problems	Procedures	
Laboratory Results	Radiology Results	Medications	Immunizations	Insurance	Plan of Care Appointments/ Orders	

[NC HealthConnex Onboarding Packet and Technical Specifications](#)

Privacy & Security

NC HealthConnex is a secure, private network

- The NC HIEA follows the highest information security standards available
- Information is always encrypted and sent over a private network
- NC HealthConnex is compliant with all federal and state privacy and security laws
- Information that identifies patients will not be sold in any way or shared with anyone other than authorized health care providers or organizations that have entered into HIPAA compliant, data-sharing agreements

Privacy & Security

User Access

Sensitive Data

Opt Out

User Access

We take our role of data stewards seriously and expect that our participants will as well.

- Role-based access to control access levels for each authorized user
- Participant Account Administrator (PAA) will be responsible for assigning roles to users; NC HealthConnex Help Desk will provide credentials to these users ([PAA Reference Guide](#))
- Access to patient information granted if established treatment relationship with the patient

Privacy & Security

User Access

Sensitive Data

Opt Out

NC HIEA Policies

Privacy and Security Policy	Dec. 16, 2021
User Access Policy	April 5, 2021
Behavioral Health Sensitive Data Policy	Nov. 15, 2018
Opt-Out Information	Oct. 2, 2019

Privacy & Security

User Access

Sensitive Data

Opt Out

Opt Out

North Carolina is an opt out state (since 2012). Patients are opted into health information exchange for HIPAA-approved treatment, payment and operations purposes across all information exchanges (public and private).

The HIE Act requires participating health care providers to provide education materials to patients on the benefits of health information exchange and their right to opt out of exchange (or rescind).

The NC HIEA provides:

- Sample notice of privacy practices
- Tri-fold brochure order form
- Talking points, FAQs, Fact sheet
- Employee education materials

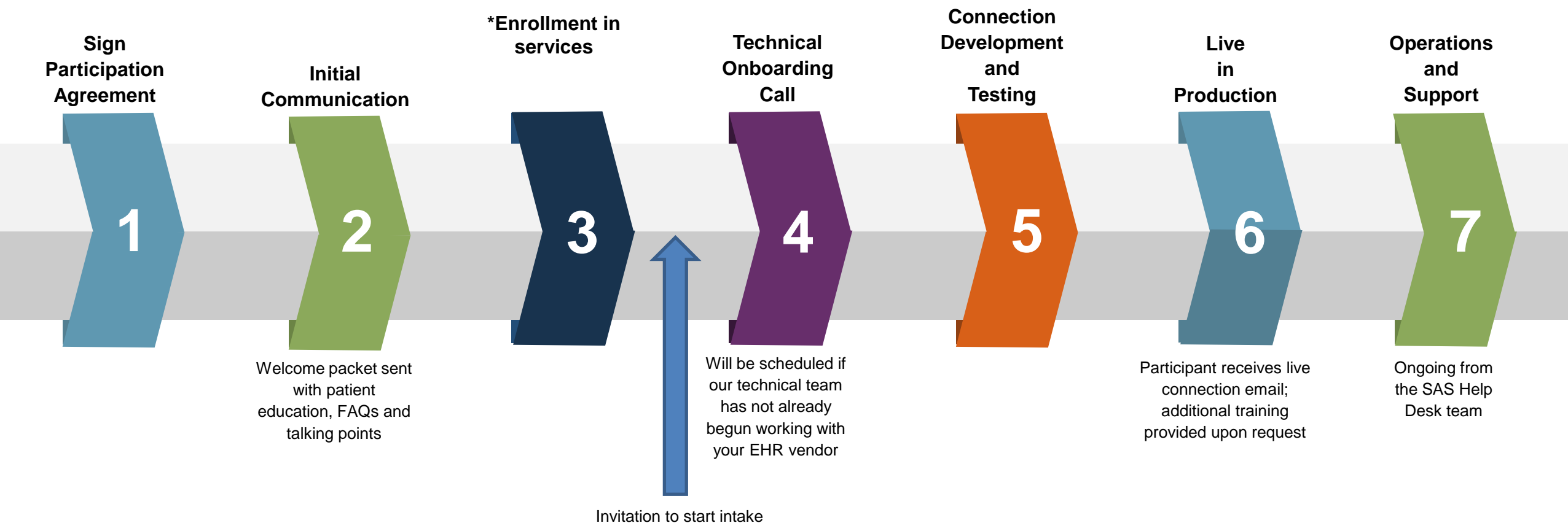
Privacy & Security

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Connection Process



Suite of Services

At a Glance

NC HealthConnex Services



NC HealthConnex Suite of Services



NC HealthConnex Suite of Services

Foundation

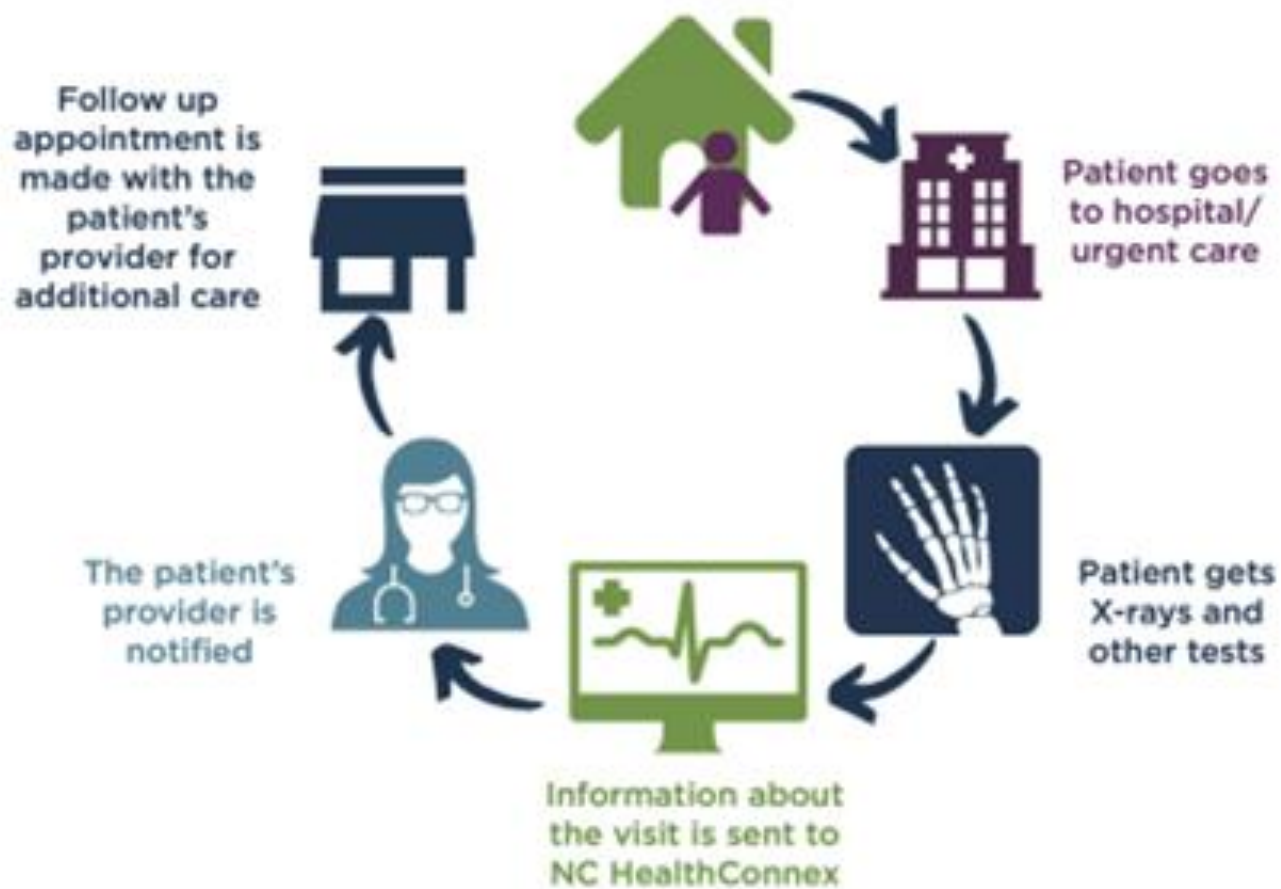
Exchange

Notifications

Pop Health & Analytics

Notifications

NC*Notify (Event Notifications) — How It Works



Notifications

Benefits — NC*Notify

- Providers are notified when their patients have received care in other care settings
- Schedule follow up appointments with patients
- Follow up on medications prescribed or other discharge instructions
- Insight to provide continuity in care to **reduce avoidable readmissions**
- Insight to **achieve financial goals** under value-based care contracts
- Utilize for compliance with state and federal quality initiatives, including Meaningful Use/Promoting Interoperability

Newest Features:

- Auto-attribution
- Self Service Panel Loader
- NC*Notify Dashboard within the Clinical Portal

User Testimonials

"At the Open Door Clinic, we see many patients that have visited the ED and have been hospitalized for chronic medical conditions. The documents we receive directly from NC HealthConnex allow us to have all of the information we need at our fingertips. There is no interruption of workflow to request records, rescheduling patients until we have all of the information we need or even having to track down specialist referral notes. Those providers are in the system and are sending the data that we need via NC HealthConnex! The other side to this is the ED and hospital providers have access to the information we are sharing since our doctors are not on call at all hours. **The continuity of care is incredible!** We love it!"

- Free and Charitable Clinic

"The emergency ADT feed from NC*Notify I reviewed yesterday was timely, and when I went into HealthConnex to pull the CCD, I was able to get some valuable information regarding the physical condition of the client, which could then be shared with the direct care staff in the program as the **guardian failed to let us know when she dropped the child off for treatment.**"

- Behavioral Health Agency

A large hospital system is utilizing NC*Notify to gain insights into other facilities **in their system** that are not on the same EHR, as well as for feeding **downstream care management dashboards.**

- Large Health System

"I use the portal to look up labs, test results, consult notes from other providers for quality reporting. This data is provided to insurance companies and other agencies. I also use it to see if the patient has changed practices or has seen specialists. **It provides an accurate picture of where the patient has been in their health care journey while saving valuable time and research.**"

-FQHC Case Manager

"I was able to confirm that a patient of mine who had **several outstanding referrals** to different care organizations had not rescheduled her appointments as planned. This saved time for me and the medical records staff from having to log into three separate Epic systems to get the same information."

- Independent Physician's Office

"With services like NC*Notify, the entire care team can have much-needed information to keep patients safe during the riskiest times: when they **transition between one care entity and another.**"

- FQHC Participant

"Patient care has largely been synchronous with a scheduled appointment. Now, our real-time data gathering from the HIE has allowed us to prepare for a remodel of our system to asynchronous real-time knowledge-based care, where our providers' workflows are disrupted 24/7, giving them **immediate, actionable knowledge to make their care plans living documents as our patients navigate the healthcare ecosystem around us.**"

- Behavioral Health Services Provider

Training Opportunities



- On Demand Training
 - [NC HIEA Training Modules](#)
- Live Training
 - [Training Requests](#)
- Teletown Hall Webinars
 - [NC HealthConnex Teletown Hall \(November 16, 2022\)](#)



Question and Answer

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