



**Department
of Health**

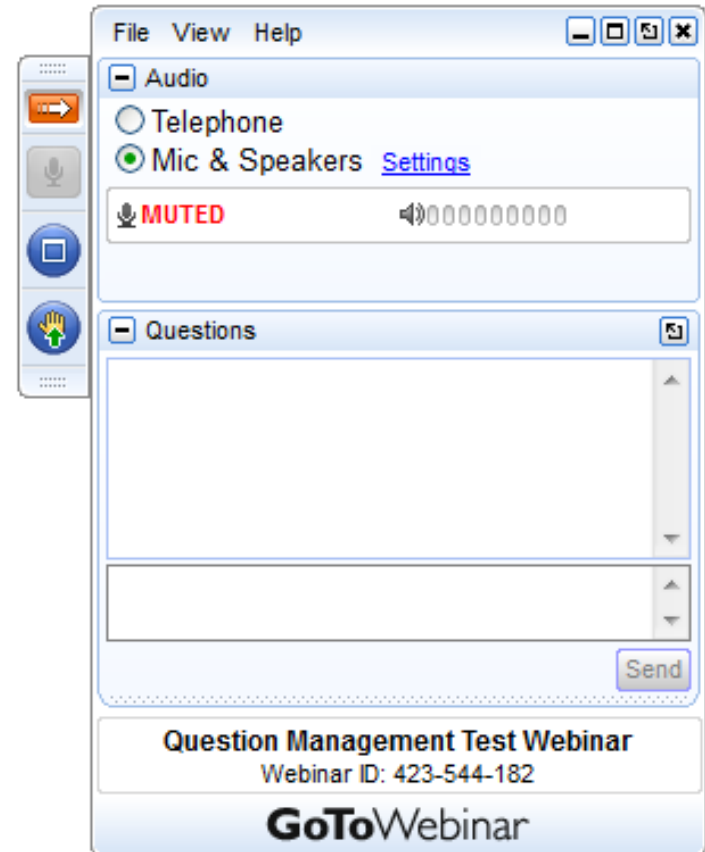
**Office of
Health Insurance
Programs**

NY Medicaid EHR Incentive Program, A CMS Promoting Interoperability Program

Patient Engagement

Webinar Logistics

- For the duration of this webinar you will be in listen-only mode and your station will be muted.
- We welcome your questions and you can submit them at any time during the Webinar by typing them in the “Questions” section of the GoToWebinar console.
- At the end of the presentation we will address your questions during our Q&A session.



Webinar Agenda

Benefits of Using a Patient Portal

Strategies and Considerations

Promoting Interoperability Measures

Program Reminders

Q&A Session

Commonly Used Acronyms

Term	Description
CEHRT	Certified EHR Technology
CMS	Centers for Medicare and Medicaid Services
CQM	Clinical Quality Measure
EHR	Electronic Health Record
EP	Eligible Professional
ePACES	Electronic Provider Assisted Claim Entry System
ETIN	Electronic Transmitter Identification Number
FQHC	Federally Qualified Health Center
MEIPASS	Medicaid EHR Incentive Program Administrative Support Service
MU	Meaningful Use
MURPH	Meaningful Use Registration for Public Health
PDF	Portable Document Format
NPI	National Provider Identifier
RHC	Rural Health Clinic

Acronym Glossary – Medicaid EHR Team (MeT)

Patient Portal and Patient Engagement

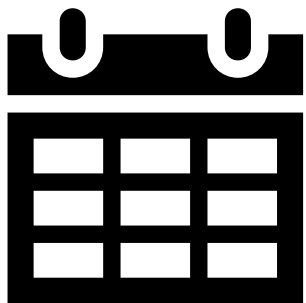


A **patient portal** is a secure website where patients can access their medical history and other health information stored in the EHR.



The portal serves as a tool that enables patients to be more active in the decision-making process for their healthcare. This is what we mean by **patient engagement**.

Benefits of Using a Patient Portal



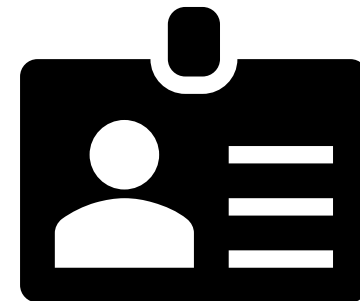
Appointments
and reminders



Prescription refills



Online bill pay



Health record

How could the portal benefit
your patients?

How could the portal benefit your team?



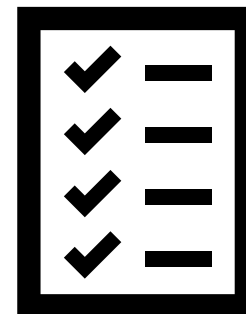
Enhance
communications



Reduce call
volume



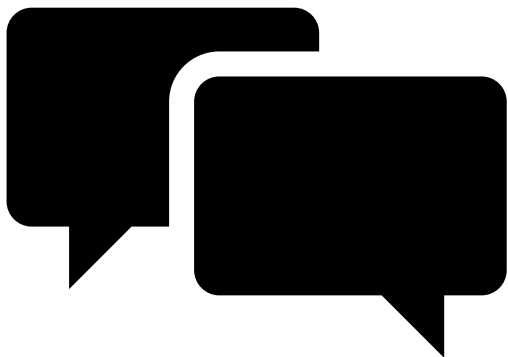
Information
sharing



Adherence

Strategies and Considerations

Staff Training



Be prepared to talk with patients about:

- What the portal is (and is not)
- How to enroll in the portal
- Why patients should use it
- Privacy and security policies

Portal Enrollment

1. Make it easy.

NEW USER

Date of Birth

CONFIRMED



ACCOUNT INFO

2. Market and educate effectively.

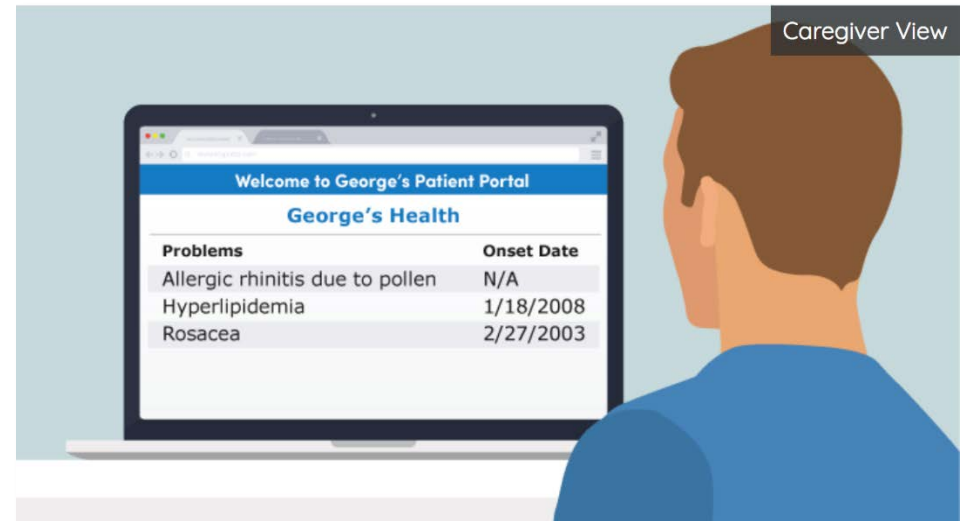
Use every appointment to promote the value of your patient portal.



Source: [ONC Patient Engagement Playbook](#)

Caregiver Access

- Separate login credentials
- Different level of access

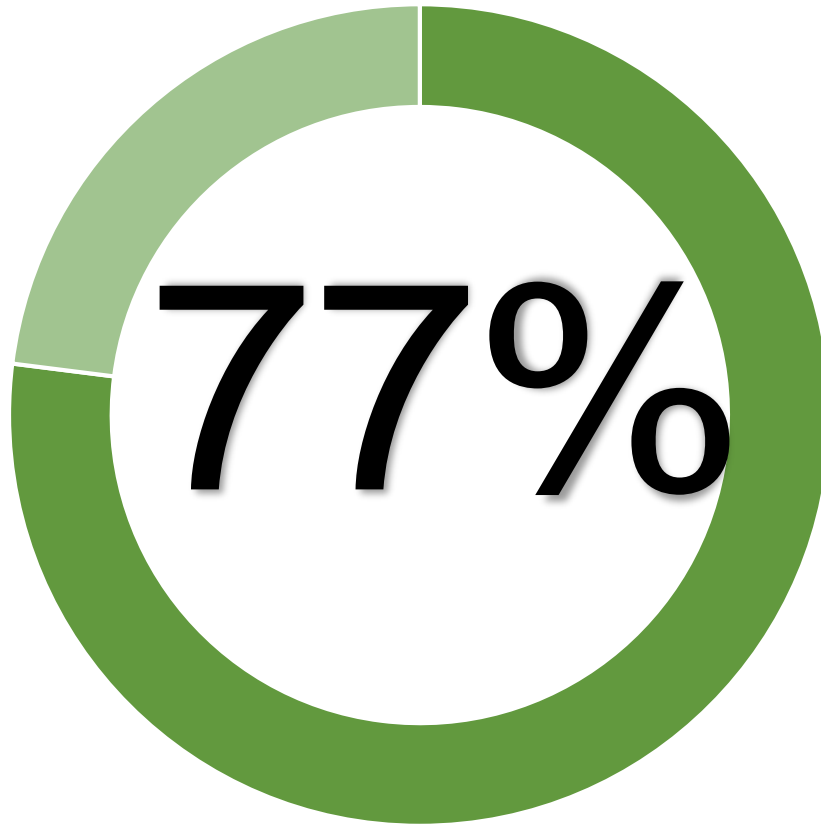


Source: [ONC Patient Engagement Playbook](#)

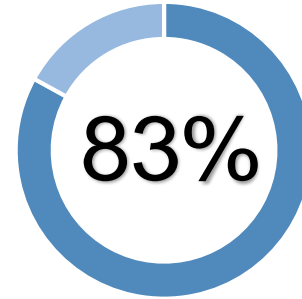
Capitalize on Mobile Apps



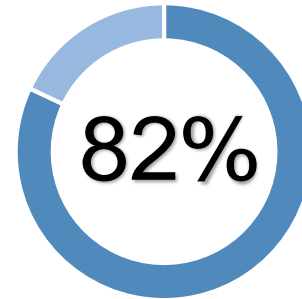
Adults with Smartphones



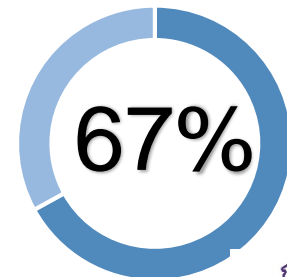
\$50,000 - \$74,999



\$30,000 - \$49,999

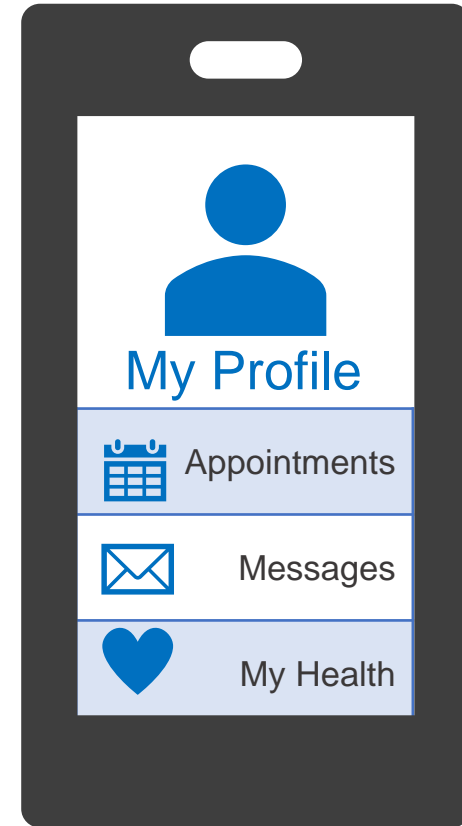


Less than \$30,000



Market Your Portal's App

- App name
- Where to download it
- User setup
- Highlight features



Promoting Interoperability Measures

Stage 3

Objective 5 Patient Electronic Access, Measure 1

More than 80% of all unique patients seen by the EP are

(1) provided timely access to view online, download, and

transmit their health information and (2) the provider ensures

patient authorized representative access using any

application of their choice that is configured to meet the

technical specifications of the Application Programming

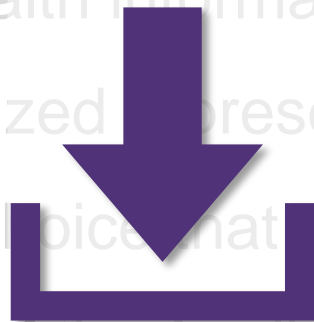
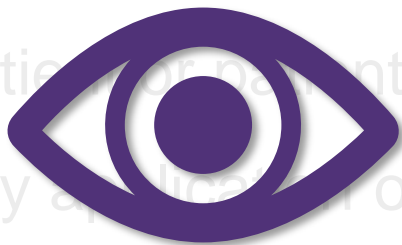
Interface (API) in the provider's certified electronic health

Stage 3

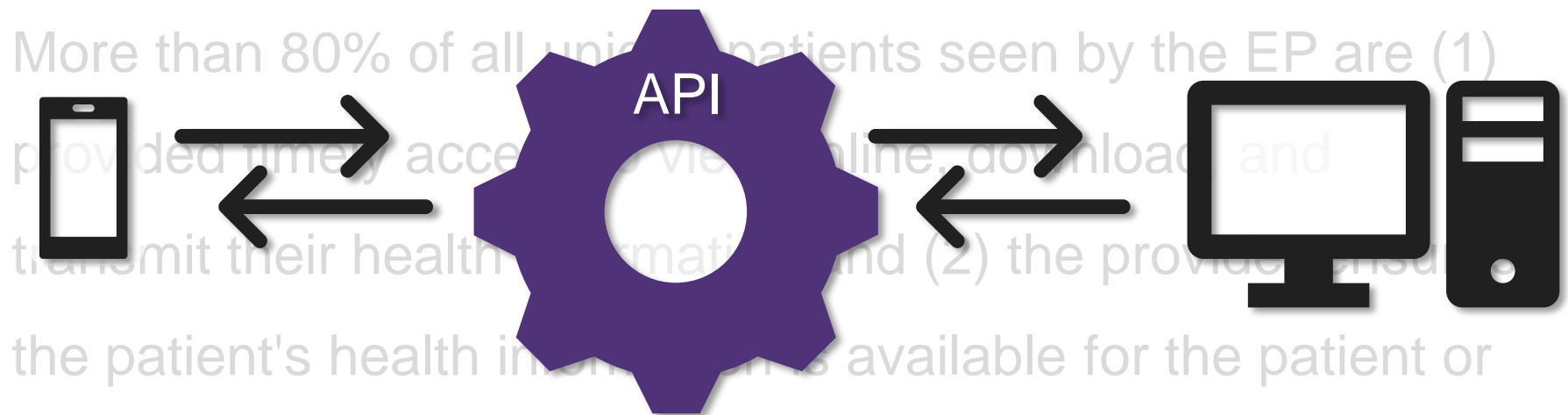
Objective 5 Patient Electronic Access,
Measure 1

More than 80% of all unique patients seen by the EP are (1) **provided timely access to view online, download, and transmit their health information** and (2) the provider

ensures the patient's health information is available for the patient or patient-authorized representative to access through any application of their choice that is configured to meet the technical specifications of the Application Programming Interface (API) in the provider's certified electronic health record technology (CEHRT).



Stage 3

Objective 5 Patient Electronic Access,
Measure 1

More than 80% of all unique patients seen by the EP are (1) provided timely access to view their health information online, download and transmit their health information, and (2) the provider provided the patient's health information is available for the patient or patient-authorized representative to **access using any application of their choice that is configured to meet the technical specifications of the Application Programming Interface (API)** in the provider's certified electronic health record technology (CEHRT).

Stage 3

Objective 5 Patient Electronic Access, Measure 2

The EP must use clinically relevant information from CEHRT to **identify patient-specific educational resources and provide electronic access to those materials** to more than 35 percent of unique patients seen by the EP during the EHR reporting period.

healthfinder.gov
Live well. Learn how.

Get Your Blood Pressure Checked

The Basics
One in 3 American adults have high blood pressure. High blood pressure can lead to heart disease and stroke. Get your blood pressure checked regularly starting at age 18 – and do so more often if you have other risk factors.

How often do I need to get my blood pressure checked?

- If you are age 40 or older, or if you are at higher risk for high blood pressure
- If you are age 18 to 40 and you aren't at higher risk for high blood pressure

What puts me at risk for high blood pressure?

Your risk for high blood pressure is higher if you:

- Are African American
- Are overweight or obese
- Have blood pressure that is high
- Don't get enough exercise
- Drink too much alcohol
- Don't eat a healthy diet
- Have kidney failure

Learn more about your blood pressure.

Eat Healthy

The Basics
Eating a healthy eating pattern that includes a variety of healthy foods, such as fruits, vegetables, whole grains, and lean proteins, can help you stay healthy and prevent chronic diseases like heart disease, diabetes, and obesity.

Get Your Cholesterol Checked

The Basics
It's important to get your cholesterol ("koh-LEHS-tuh-rah") checked regularly. The good news is that it's easy to get your cholesterol checked. If your doctor recommends it, get your cholesterol checked regularly. The general recommendation is to get your cholesterol checked every 4 to 6 years, depending on their risk for developing heart disease. For example, high cholesterol can run in families. If someone in your family has had heart disease, you may need to get your cholesterol checked more often. Talk to your doctor about what's best for you.

What is cholesterol?
Cholesterol is a waxy substance (material) that's found naturally in your blood. It's used by your body to make hormones and digesting fatty foods.

Source: healthfinder.gov

Stage 3

Objective 6 Coordination of Care Through Patient Engagement, Measure 1

More than 5 percent of all unique patients (or their authorized representatives) seen by the EP actively engage with the EHR

made accessible by the EP and either— (1) View, download, or transmit to a third party their health information; or (2) Access their health information through the use of an Application Programming Interface (API) that can be used by applications chosen by the patient and configured to the API in the EP's CEHRT; or (3) A combination of (1) and (2)



Stage 3

Objective 6 Coordination of Care Through Patient Engagement, Measure 2

For more than 5 percent of all unique patients seen by the EP during the EHR reporting period,

a secure message was sent using the electronic messaging function of CEHRT to the patient (or the patient-authorized representative), or in response to a

secure message sent by the patient or their authorized



Stage 3

Objective 6 Coordination of Care Through Patient Engagement, Measure 3

Patient generated health data or data from a non-clinical setting is incorporated into the CEHRT for more than 5 percent of all unique patients seen by the EP during the EHR reporting period.



Source: [ONC Patient Engagement Playbook](#)

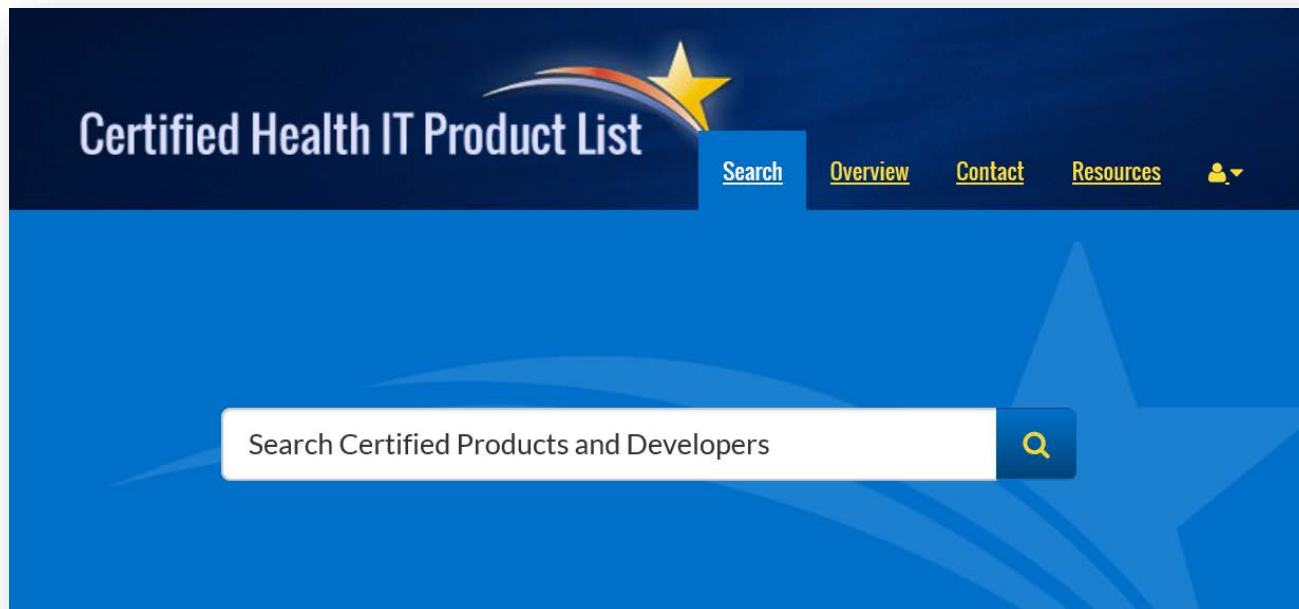
Patient Engagement Resources

- [Patient Engagement Playbook](#)
- [Specification Sheets for 2019 Stage 3](#)
- [Fact Sheet: Patient-Generated Health Data](#)
- [Practical Guide for Patient-Generated Health Data](#)

Program Reminders

Certified EHR Technology (CEHRT)

- Current minimum requirement: 2015 Edition
- Visit <https://chpl.healthit.gov/> to obtain CEHRT ID



Program Integrity



For post payment audit guidance,
contact: hitech@omig.ny.gov

Regional Extension Centers

New York City	NYC Regional Electronic Adoption Center for Health (NYC REACH) Website: www.nycreach.org Email: pcip@health.nyc.gov Phone: 347-396-4888
Outside of New York City	New York eHealth Collaborative (NYeC) Website: www.nyehealth.org Email: hapsinfo@nyehealth.org Phone: 646-619-6400

NY Medicaid EHR Incentive Program Support Teams

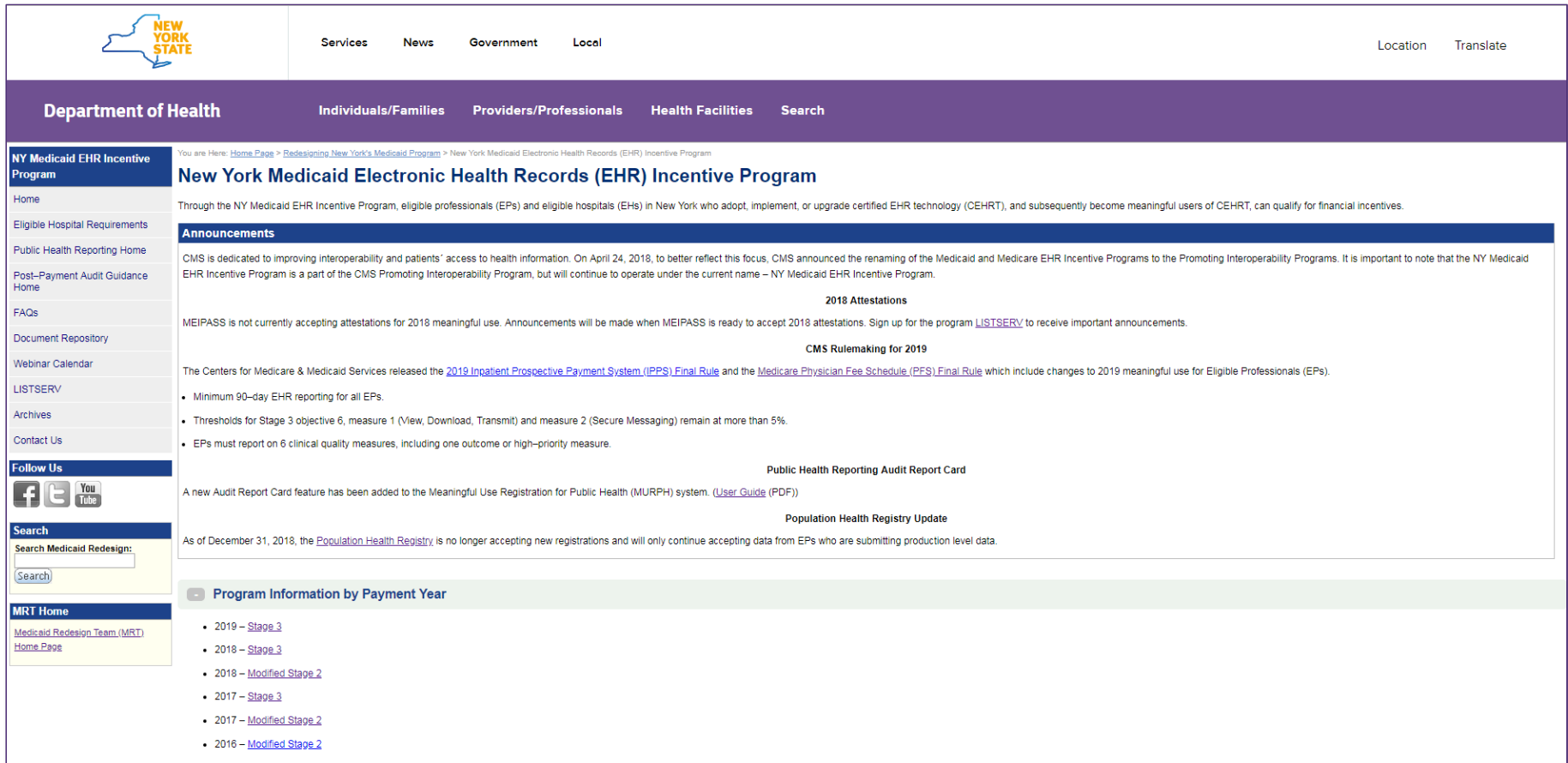
Phone: 1-877-646-5410

Option 1: ePACES, ETIN, MEIPASS Technical Issues, Enrollment
Email: meipasshelp@csra.com

Option 2: Calculations, Eligibility, Attestation Support and Review,
Attestation Status Updates, General Program Questions
Email: hit@health.ny.gov

Option 3: Public Health Reporting Objective Guidance, MURPH
Registration Support, Registry Reporting Status
Email: MUPublicHealthHelp@health.ny.gov

Visit our Website



The screenshot displays the New York State Department of Health website. At the top left is the New York State logo. Navigation links include Services, News, Government, and Local. On the right, there are links for Location and Translate. A purple navigation bar contains Department of Health, Individuals/Families, Providers/Professionals, Health Facilities, and Search. The main content area is titled 'New York Medicaid Electronic Health Records (EHR) Incentive Program'. It includes a breadcrumb trail, a description of the program, and several sections: Announcements, 2018 Attestations, CMS Rulemaking for 2019, Public Health Reporting Audit Report Card, and Population Health Registry Update. A search bar is located on the left side of the page. At the bottom, there is a section for 'Program Information by Payment Year' with a list of links for various years and stages.

NY Medicaid EHR Incentive Program

You are Here: [Home Page](#) > [Redesigning New York's Medicaid Program](#) > New York Medicaid Electronic Health Records (EHR) Incentive Program

New York Medicaid Electronic Health Records (EHR) Incentive Program

Through the NY Medicaid EHR Incentive Program, eligible professionals (EPs) and eligible hospitals (EHs) in New York who adopt, implement, or upgrade certified EHR technology (CEHRT), and subsequently become meaningful users of CEHRT, can qualify for financial incentives.

Announcements

CMS is dedicated to improving interoperability and patients' access to health information. On April 24, 2018, to better reflect this focus, CMS announced the renaming of the Medicaid and Medicare EHR Incentive Programs to the Promoting Interoperability Programs. It is important to note that the NY Medicaid EHR Incentive Program is a part of the CMS Promoting Interoperability Program, but will continue to operate under the current name – NY Medicaid EHR Incentive Program.

2018 Attestations

MEIPASS is not currently accepting attestations for 2018 meaningful use. Announcements will be made when MEIPASS is ready to accept 2018 attestations. Sign up for the program [LISTSERV](#) to receive important announcements.

CMS Rulemaking for 2019

The Centers for Medicare & Medicaid Services released the [2019 Inpatient Prospective Payment System \(IPPS\) Final Rule](#) and the [Medicare Physician Fee Schedule \(PFS\) Final Rule](#) which include changes to 2019 meaningful use for Eligible Professionals (EPs).

- Minimum 90-day EHR reporting for all EPs.
- Thresholds for Stage 3 objective 6, measure 1 (View, Download, Transmit) and measure 2 (Secure Messaging) remain at more than 5%.
- EPs must report on 6 clinical quality measures, including one outcome or high-priority measure.

Public Health Reporting Audit Report Card

A new Audit Report Card feature has been added to the Meaningful Use Registration for Public Health (MURPH) system. ([User Guide](#) (PDF))

Population Health Registry Update

As of December 31, 2018, the [Population Health Registry](#) is no longer accepting new registrations and will only continue accepting data from EPs who are submitting production level data.

Program Information by Payment Year

- 2019 – [Stage 3](#)
- 2018 – [Stage 3](#)
- 2018 – [Modified Stage 2](#)
- 2017 – [Stage 3](#)
- 2017 – [Modified Stage 2](#)
- 2016 – [Modified Stage 2](#)

Website: <http://health.ny.gov/ehr>

NY Medicaid EHR Incentive Program
A CMS Promoting Interoperability Program

Program Satisfaction Survey



NY Medicaid EHR Incentive Program, a CMS Promoting Interoperability Program

Program Satisfaction Survey

The NY Medicaid EHR Incentive Program strives to deliver the best program experience. Please take a few minutes to complete this survey to help make program improvements.

1. How would you rate the phone and email support provided by the NY Medicaid EHR Incentive Program?

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A
Timeliness of response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism/Politeness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. How would you rate the website features provided by the NY Medicaid EHR Incentive Program?

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A
Ease of navigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trustworthiness of content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Format of resources (e.g. PDF, video, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of updates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. How would you rate the webinars hosted by the NY Medicaid EHR Incentive Program?

Questions & Answers

Please type your questions into the console