Webinar Logistics

• The webinar will begin momentarily.

• 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 control panel.

• At the end of the presentation we will address your questions during our Q&A session.
NY Medicaid EHR Incentive Program, A CMS Promoting Interoperability Program

Patient Engagement
Agenda

• Benefits of Using a Patient Portal
• Strategies and Considerations
• Promoting Interoperability Measures
• Program Reminders
• Q&A Session
## Commonly Used Acronyms

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CEHRT</td>
<td>Certified EHR Technology</td>
</tr>
<tr>
<td>CMS</td>
<td>Centers for Medicare and Medicaid Services</td>
</tr>
<tr>
<td>CQM</td>
<td>Clinical Quality Measure</td>
</tr>
<tr>
<td>EHR</td>
<td>Electronic Health Record</td>
</tr>
<tr>
<td>EP</td>
<td>Eligible Professional</td>
</tr>
<tr>
<td>ePACES</td>
<td>Electronic Provider Assisted Claim Entry System</td>
</tr>
<tr>
<td>ETIN</td>
<td>Electronic Transmitter Identification Number</td>
</tr>
<tr>
<td>FQHC</td>
<td>Federally Qualified Health Center</td>
</tr>
<tr>
<td>MEIPASS</td>
<td>Medicaid EHR Incentive Program Administrative Support Service</td>
</tr>
<tr>
<td>MU</td>
<td>Meaningful Use</td>
</tr>
<tr>
<td>MURPH</td>
<td>Meaningful Use Registration for Public Health</td>
</tr>
<tr>
<td>PDF</td>
<td>Portable Document Format</td>
</tr>
<tr>
<td>NPI</td>
<td>National Provider Identifier</td>
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<tr>
<td>RHC</td>
<td>Rural Health Clinic</td>
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</table>
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
How can the portal benefit your patients?

- Appointments and reminders
- Prescription refills
- Online bill pay
- Health record
How can the portal benefit your team?

- Enhance communications
- Reduce call volume
- Information sharing
- Adherence
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
1. Portal Enrollment – Make it easy.

NEW USER

Token Number

Date of Birth

MM DD YYYY

Last Name

SUBMIT

CONFIRMED

✓

SUBMIT

ACCOUNT INFO

Email Address

User Name

Password

Confirm Password

SUBMIT

2021
2. Market and Educate Effectively

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

- Separate login credentials
- Different level of access

Patient Access

Welcome to Your Patient Portal

My Health

<table>
<thead>
<tr>
<th>Problems</th>
<th>Onset Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allergic Rhinitis</td>
<td>n/a</td>
</tr>
<tr>
<td>Hyperlipidemia</td>
<td>1/18/2008</td>
</tr>
<tr>
<td>Rosacea</td>
<td>2/27/2003</td>
</tr>
<tr>
<td>Persistent depressive disorder</td>
<td>7/1/2004</td>
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</table>

Caregiver Access

Welcome to Your Patient Portal

Joe’s Health

<table>
<thead>
<tr>
<th>Problems</th>
<th>Onset Date</th>
</tr>
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<tbody>
<tr>
<td>Allergic Rhinitis</td>
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<td>2/27/2003</td>
</tr>
</tbody>
</table>
Capitalize on Mobile Apps

Adults with Smartphones

96%

Source: Pew Research Center
Market Your Portal’s App

• App name
• Where to download it
• User setup
• Highlight features
Promoting Interoperability Measures
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-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).
Objective 5: Patient Electronic Access

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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.
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).
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 representative.
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.
Patient Engagement Resources

• Patient Engagement Playbook

• Specification Sheets for 2020/2021 Stage 3

• Fact Sheet: Patient-Generated Health Data

• Practical Guide for Patient-Generated Health Data
Program Reminders & Resources
Certified EHR Technology (CEHRT)


- Visit https://chpl.healthit.gov/ to obtain the CEHRT ID
Program Integrity

Retain all supporting documentation for 6 Years

For post payment audit guidance, contact: hitech@omig.ny.gov
or review the materials available on our website
https://www.health.ny.gov/health_care/medicaid/redesign/ehr/audit/
Program Resources

- LISTSERV
- YouTube Tutorials
- Website
- Webinars
- Survey
<table>
<thead>
<tr>
<th>Select</th>
<th>Types of Questions/Information</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option 1</td>
<td>ePACES, ETIN, MEIPASS Technical Issues, Enrollment</td>
<td><a href="mailto:meipasshelp@csra.com">meipasshelp@csra.com</a></td>
</tr>
<tr>
<td>Option 2</td>
<td>Calculations, Eligibility, Attestation Support and Review, Attestation Status Updates, General Program Questions</td>
<td><a href="mailto:hit@health.ny.gov">hit@health.ny.gov</a></td>
</tr>
<tr>
<td>Option 3</td>
<td>Public Health Reporting Objective Guidance, MURPH Registration Support, Registry Reporting Status</td>
<td><a href="mailto:MUPublicHealthHelp@health.ny.gov">MUPublicHealthHelp@health.ny.gov</a></td>
</tr>
</tbody>
</table>

Phone: 1-877-646-5410

NY Medicaid EHR Incentive Program Support Teams
Regional Extension Centers

NYC Regional Electronic Adoption Center for Health (NYC REACH) (inside the 5 boroughs of NYC)

Website: www.nycreach.org
Email: nycreach@health.nyc.gov
Phone: 347-396-4888

New York eHealth Collaborative (NYeC) (outside the 5 boroughs of NYC)

Website: www.nyehealth.org/services/meaningful-use/
Email: ep2info@nyehealth.org
Phone: 646-619-6400

2021
# EHR Incentive Program 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?

<table>
<thead>
<tr>
<th></th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Neutral</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
<th>N/A</th>
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</thead>
<tbody>
<tr>
<td>Timeliness of response</td>
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<tr>
<td>Knowledge of staff</td>
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<td>Professionalism/Politeness</td>
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<tr>
<td>Quality of resolution</td>
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<tr>
<td>Overall experience</td>
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</tbody>
</table>

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

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<tr>
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<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of navigation</td>
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<tr>
<td>Trustworthiness of content</td>
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<tr>
<td>Usefulness of content</td>
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<tr>
<td>Format of resources (e.g. PDF, video, etc.)</td>
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<tr>
<td>Timeliness of updates</td>
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</tbody>
</table>

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

<table>
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2021