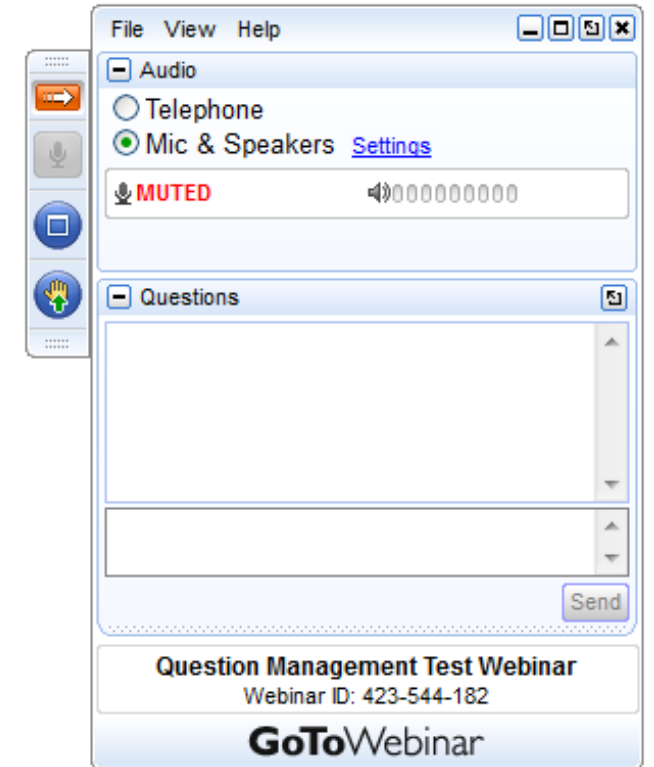


Webinar Logistics

- 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.





Department
of Health

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

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

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

2020



Appointments and
reminders



Prescription refills



Online bill pay



Health record

How can the portal benefit
your patients?

How can the portal benefit your team?



Enhance communications



Reduce call volume



Information sharing



Adherence

Strategies and Considerations

2020

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

Date of Birth

CONFIRMED



ACCOUNT INFO

2. Market and Educate Effectively

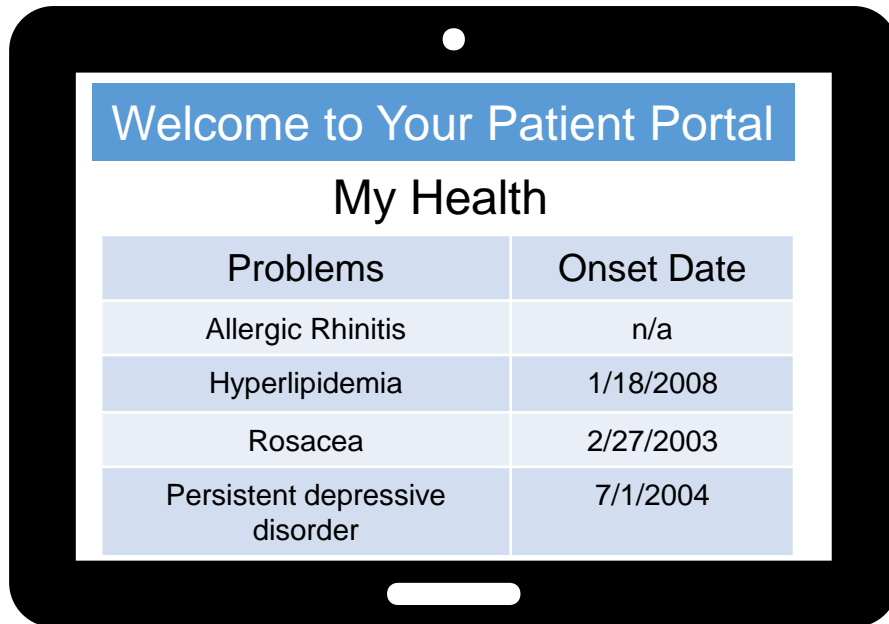
Use every appointment to promote the value of your patient portal.



Caregiver Access

- Separate login credentials
- Different level of access

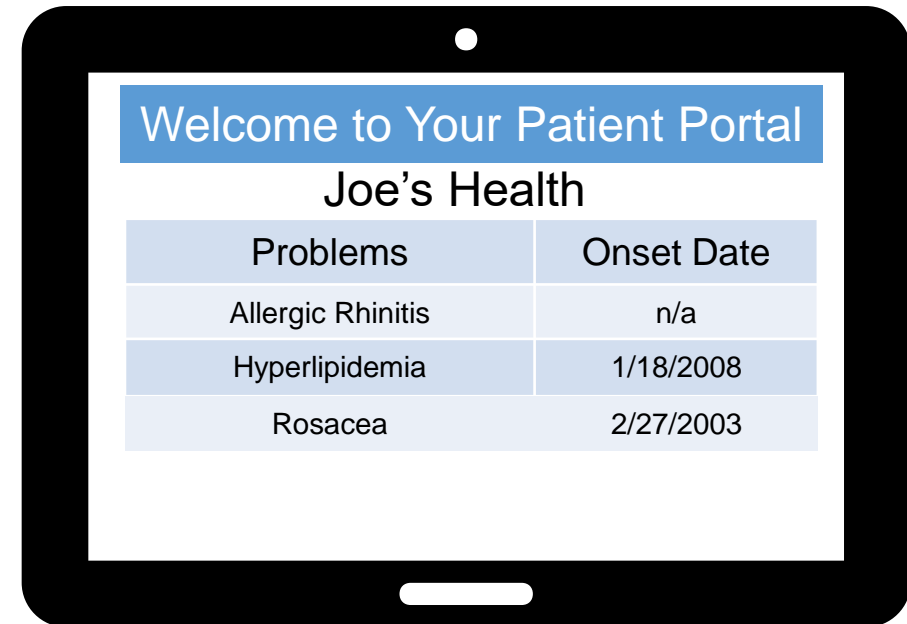
Patient Access



A tablet displaying a patient portal interface. The screen shows a blue header with the text "Welcome to Your Patient Portal". Below the header, the text "My Health" is centered. A table with two columns, "Problems" and "Onset Date", lists medical conditions and their onset dates.

Problems	Onset Date
Allergic Rhinitis	n/a
Hyperlipidemia	1/18/2008
Rosacea	2/27/2003
Persistent depressive disorder	7/1/2004

Caregiver Access



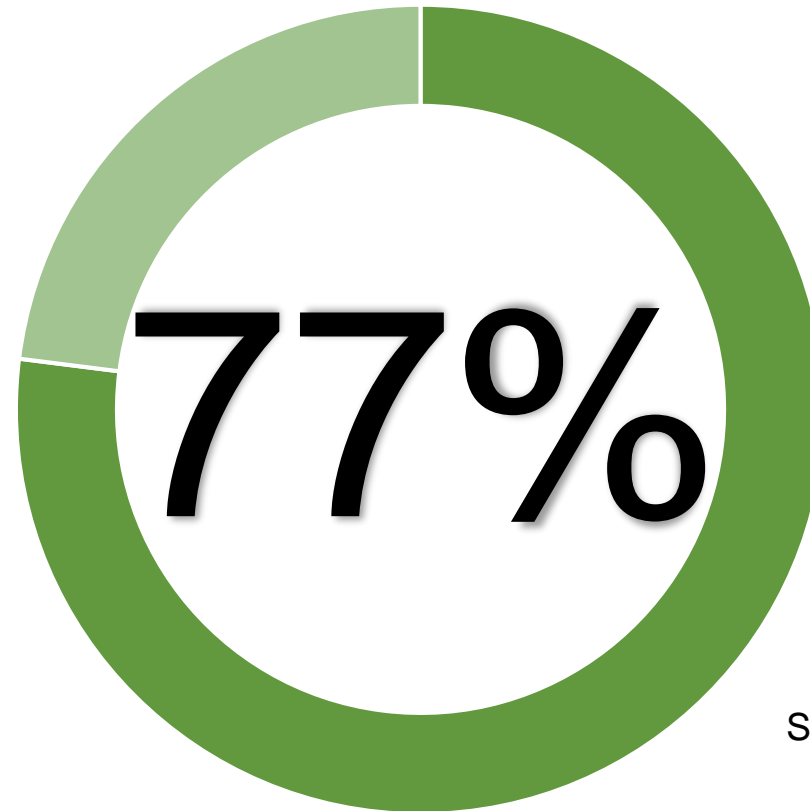
A tablet displaying a caregiver portal interface. The screen shows a blue header with the text "Welcome to Your Patient Portal". Below the header, the text "Joe's Health" is centered. A table with two columns, "Problems" and "Onset Date", lists medical conditions and their onset dates.

Problems	Onset Date
Allergic Rhinitis	n/a
Hyperlipidemia	1/18/2008
Rosacea	2/27/2003

Capitalize on Mobile Apps



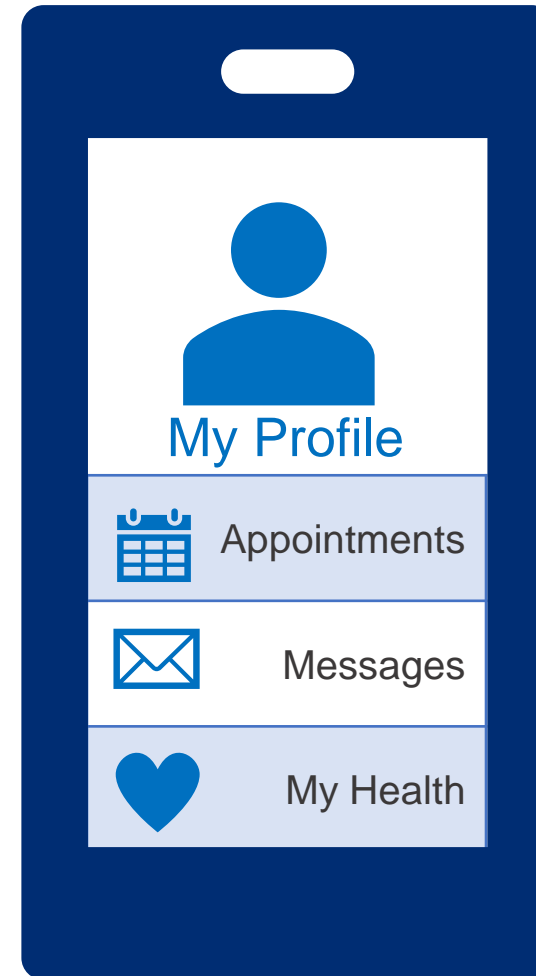
Adults with Smartphones



Source: [Pew Research Center](#)

Market Your Portal's App

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



Promoting Interoperability Measures

2020

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

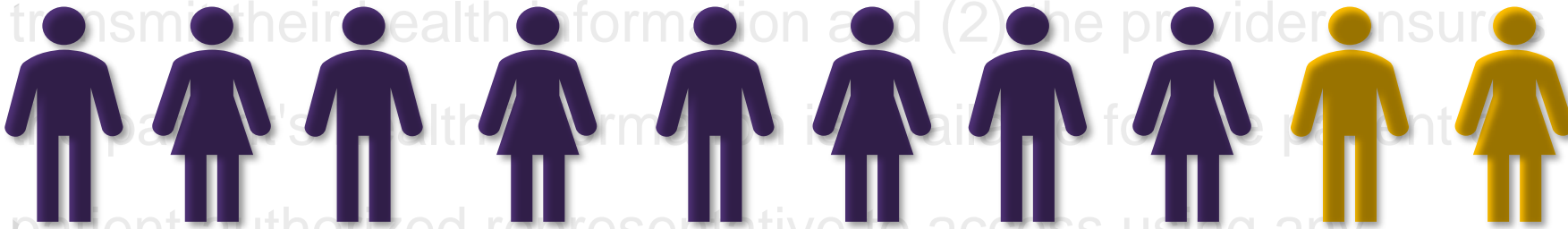
patient-authorized representative to access using any

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

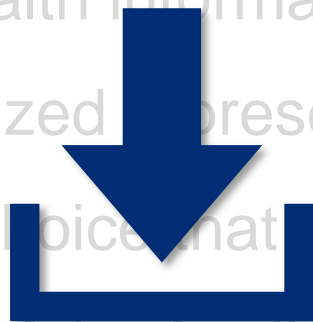
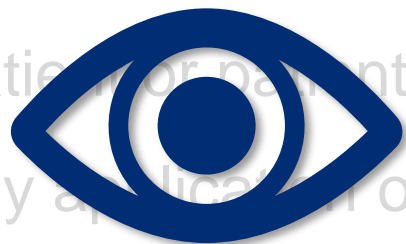
record technology (CEHRT).



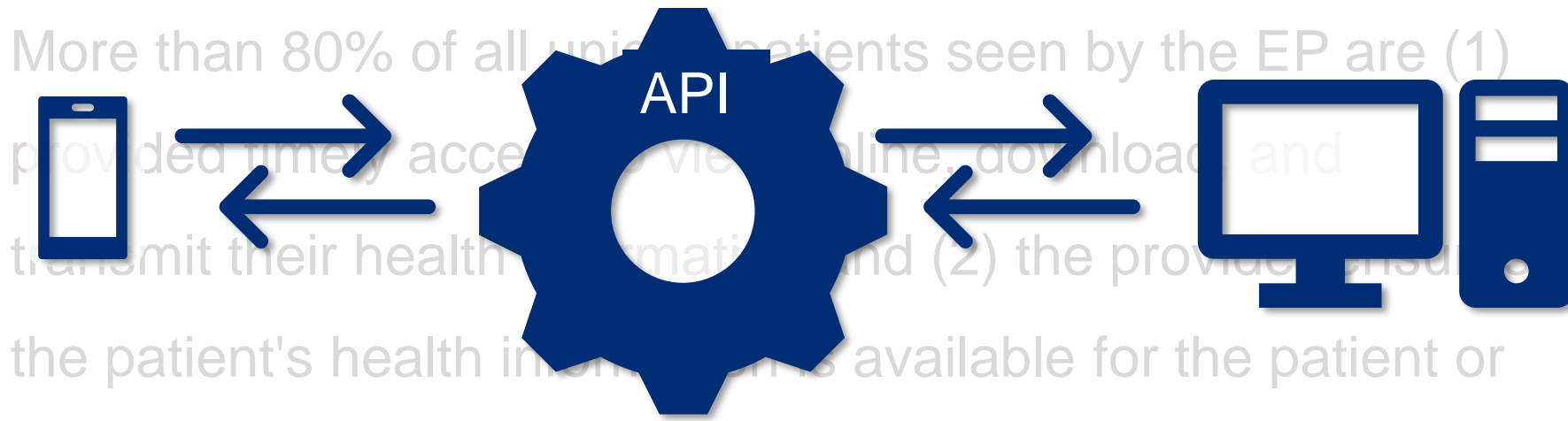
Objective 5: Patient Electronic Access Measure 1

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 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 Measure 1



More than 80% of all unique patients seen by the EP are (1) provided timely access to their health information online, downloaded, 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 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 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



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 Stage 3](#)
- [Fact Sheet: Patient-Generated Health Data](#)
- [Practical Guide for Patient-Generated Health Data](#)

Program Reminders

2020

Certified EHR Technology (CEHRT)

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



Program Integrity



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

Visit our [Website](http://www.health.ny.gov/ehr) (www.health.ny.gov/ehr)



The screenshot displays the New York State Department of Health website. At the top left is the New York State logo. To its right are navigation links for Services, News, Government, and Local. Below this is a purple navigation bar with the Department of Health logo and links for Individuals/Families, Providers/Professionals, Health Facilities, and Search. The main content area features a breadcrumb trail: "You are Here: Home Page > New York Medicaid EHR Incentive Program > New York Medicaid Electronic Health Records (EHR) Incentive Program". The page title is "New York Medicaid Electronic Health Records (EHR) Incentive Program". Below the title are "Open All" and "Close All" buttons. The section "Eligible Professionals (EPs)" contains three expandable menu items: "Program Information by Payment Year", "Program Forms", and "Program Resources". A left sidebar contains a list of links: Home, Eligible Professional Home, Eligible Hospital Requirements, Public Health Reporting Home, Post-Payment Audit Guidance Home, FAQs, Document Repository, Webinar Calendar, LISTSERV, Archives, Regional Extension Centers (RECs), and Contact Us.

**NY Medicaid
EHR Incentive
Program
Support Teams**

**Phone:
1-877-646-5410**

Select	Types of Questions/Information	Email
Option 1	ePACES, ETIN, MEIPASS Technical Issues, Enrollment	meipasshelp@csra.com
Option 2	Calculations, Eligibility, Attestation Support and Review, Attestation Status Updates, General Program Questions	hit@health.ny.gov
Option 3	Public Health Reporting Objective Guidance, MURPH Registration Support, Registry Reporting Status	MUPublicHealthHelp@health.ny.gov

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: 646-817-4101

EHR Incentive Program Survey

 **Department of Health** | Office of Health Insurance Programs

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?

Q & A