## Approvals and Revision History

<table>
<thead>
<tr>
<th>Date</th>
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<tbody>
<tr>
<td>2/14/2011</td>
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**Confidentiality/Validity**

This document has been prepared for the sole purpose and exclusive use of OneHealthPort. Due to the confidential nature of the material in this document, its contents should not be discussed with, or disclosed to, third parties without the prior written consent of OneHealthPort.
HIE Operating Manual: Table of Contents

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Secure Hub

The purpose of the Hub is to support and enable secure exchange of HL7, X12 and other similar transactions. OneHealthPort had extensive discussions with stakeholders about specific use cases for the Hub. High-level use cases for the Hub developed with stakeholders input are summarized in the appendix. In the aggregate, these use cases encompass key priorities for ARRA and SSB 5501 to support the achievement of “meaningful use” for interested providers.

The following list provides the data exchange priorities surfaced in the use cases:

- Admission, discharge, transfer and patient demographic details from hospitals to health plans
- Admission, discharge, transfer and patient demographic details from hospitals to primary care/consulting physicians
- Eligibility, benefits, claim status checking
- Medication histories in emergency departments and hospitals
- Lab results delivered to physicians and clinics (and reportable conditions to Public Health Agencies)
- Medication histories and drug formularies to ePrescribing applications used by physicians
- Clinical messaging service to provider portals
- Emergency department hospital discharge summaries to physicians and clinics
- Chart summaries to emergency departments and hospitals
- Chart summaries to physicians and clinics
- Radiology reports to emergency departments and hospitals
- Radiology reports to physicians and clinics
- Reporting to registries
- Immunization reporting to state registry
- Bio surveillance tracking via a regional registry
- Electronic submission of notifiable conditions to public health agencies
- Matching patient records – master person index
- Matching provider records – provider directory
- Finding patient records – record locator service
Chart summaries and results reporting to patient health records

The high level use cases suggest the following basic business requirements for the Hub service:
Enterprise business-to-business (B2B) gateway solution
  o Secure messaging
  o HIPAA compliance, 21 CFR Part 11 compliance, HITSP compliance
  o Highly scalable to very large enterprises
  o Push and pull options
  o Batch and real-time transactions
  o Web services and the full gamut of B2B gateway standards and protocols
  o Proven technology supporting large volumes in health care industry today

Governance for secure messaging
  o Intelligent content-based routing out-of-the-box
  o Support for EDI, XML, HL7, CCD, any document format
  o Automated routing for simple administration of HIE

Security with flexibility
  • Encryption with FIPS 140-2 libraries (HITECH Requirement)
  • Certificate management
  • Secure transport over TLS/SSL & SSH
  • Support for LDAP

Management tools
  o Tracking and visibility of messages - auditing of all transactions
  o Activity monitoring and reporting tools
  o Easy integration options for monitoring, reporting, alerting
  o Automated HIE provisioning tools – trading partner setup
  o Billing/reporting trading partner transactions

The full Strategic and Operational Plans are available at:
Section 1 of the OHP HIE Operating Manual contains a number of documents that encompass the setup and implementation of a new Trading Partner.

The Provisioning Guide details the setup and use of the Web Trader or Activator secure connectivity options and is available online at: http://www.onehealthport.com/HIE/OHP_HIE_Provisioning_Guide.pdf


The Technical Webcast is offered monthly as an introduction and overview for technical implementation teams. The posted webcast PowerPoint provides a reference overview.

The OneHealthPort HIE has enumerated an Object Identifier structure and issues a unique OID for each organization, facility and vendor system connected to the HIE. The most current version of the OID structure is posted at:

http://www.onehealthport.com/HIE/OHP_OIDS.pdf
SECTION 2

- Standard messages – Canonical Guides
  - ePrescribing
  - Continuity of Care Document (CCD)
  - HL7 messages
    - Lab results
    - Radiology results
    - Admission, Discharge, Transfer (ADT)
  - Immunization reporting
  - Eligibility and Benefit query (ANSI x12 270/271)
- Headers and wrappers Guide
- Non-Standard Messages
  - Washington State Community Referral form

The OneHealthPort HIE has published Canonical Guides for all standardized transactions. The most current version of the guides is available online at:

http://www.onehealthport.com/HIE/transactions.php
SECTION 3

- Service Level Commitment
- Support process
- Customer Service Workflows

The Service Level Commitment is defined in the current version of the OHP HIE Contract Packet in the Secure Hub Services Schedule. The most current version is available at:


The Support Process utilizes an online form to collect and triage support requests from contracted Trading Partners. The form is available at:

http://www.formstack.com/forms/?114612-P1hy2crrdK
Outline of HIE Customer Service Workflows

1. Introduction

This document provides a general description of various workflows related to customer management for the HIE.

2. Registering Trading Partners
   a. OneHealthPort will host a registration process for HIE Trading Partners as a web form or workflow on the OHP HIE portal.
      i. **Who will use:** any Trading Partner contracted to use the HIE will be sent a request to register using a web form. Any Trading Partner using a different HIE who wants to register with the Statewide HIE Provider Directory will use an OHP hosted web form to provide HIE and transaction information. Initially these are Entity-Level registrations. During 2012 OHP HIE will host an Individual Practitioner Level registry for care givers to register which entities they can receive data at and other practitioners can look them up.
      ii. **How is the registration used:** The data collected is used for a registry and a subset of the data is used to provision accounts on the HIE for contracted Trading Partners. The Registry is where any potential Trading Partner from any public or private entity can look up basic information (OHP OrgID and OHP HIE connectivity information).
         a. **Form registration:** OHP staff has tested and are ready to use the workflow for registering OHP HIE entities.

3. Provisioning HIE Accounts
   a. OHP staff will manage contracts with HIE Trading Partners. Once a contract is fully executed the OHP staff will:
      i. OHP staff will ask the trading partner to test their transactions before starting the connectivity process.
      ii. Verify the Trading Partner has registered
      iii. OHP staff will **create a ticket for Managed Services** to provision an account for the new Trading Partner and include all information needed for account setup including Web Trader, Activator or native connection information. OHP OrgID is unique identifier for accounts in the OHP HIE.
      iv. Managed Services creates account
         1. Account setup for new Trading Partner based on OHP OrgID
         2. Web Trader or Activator setup
3. Native Connection is one where the Trading Partner supplies their own management tools and is able to demonstrate their ability to connect via https using a non-repudiated AS2 protocol.

4. Test account setup
   a. Place a welcome message and a sample CCD in the web trader account. (OHP staff from an OHP Web Trader account)
   b. Place a sample message of each message type the new Trading Partner has indicated they wish to receive in the Activator and native connection accounts. (OHP’ Staff to do)

5. Responds to OHP Ticket with information needed by new Trading Partner to access their new account.

   v. OHP sends standard Welcome email via OHP Secure Messenger with the following information:
      1. Welcome message (OHP standard)
         a. How to contact 1st Tier OHP Support
         b. How to contact OHP on-boarding staff for setup help
      2. Link to Web Trader or Activator download (intro documents as attachments)
      3. Instructions on Trading Partner setup (Provisioning guide as attachment for Activator users)
      4. Links to OHP HIE document library for Canonical Guides (Activator and native)
      5. Explanation of testing process (Testing document as attachment and testing location for the Trading Partner – native and Activator)
      6. Entities using a native connection might follow a slightly modified workflow where a custom Welcome letter is sent out by OHP at completion of contract signing to request their public key for encryption of files. Ticket for account setup is sent from OHP after the public key is received and is sent to Managed Services as a part of the ticket.

4. Testing workflows
   a. There are three levels of testing for each new Trading Partner
      i. Account setup is completed and user has been notified with connection type specific information (Web Trader, Activator or native connection)
   b. **Test against Canonical Transactions:** (can begin at any time, prefer before connectivity)
      i. The new Trading Partner is asked to submit batches of transactions based on transaction type following the normal submission process. The “Send to” identifier will be the test account for the OHP HIE. Each transaction type is submitted in separate batches for testing against the Canonical standard.
ii. OHP On-Boarding staff will communicate testing details and process in a conference call or group on-boarding webcasts.

iii. OHP will provide contact info for testing assistance.

iv. Managed Services will test the submitted transactions against the Canonical standard for the specific transaction type and provide OHP On-Boarding staff with the test results.

v. OHP On-Boarding staff will evaluate and review with the Trading Partner.

vi. If mapping is required the Trading Partner is offered three options:
   1. Trading Partner staff can map using Trading Partner tools.
   2. Trading Partner can request quote for mapping services from HIE.
   3. Trading Partner can request quote/work order with their application vendor.

vii. Once a Trading Partner has successfully mapped to the Canonical standard, a transaction can be approved by OHP HIE staff and the Trading Partner can move to Production for that transaction type.
   1. Managed Services notified by OHP On-Boarding staff to setup Trading Partner for a specific transaction in Production.
   2. Only approved transactions move to production for a trading partner.

c. **CONNECTIVITY confirmation testing:** Technical contact from new Trading Partner is asked to test and confirm connectivity based on connection type:
   1. Each new account will have an approved transaction sent to their secure mailbox by the OHP trading partner account so the new trading partner can see a sample transaction and how it will arrive once connected.
   2. Web Trader is asked to access their new account and verify they have a Welcome message from the OHP HIE and a test CCD message in their account.
   3. Activator is asked to setup activator and test connection per directions. Trading Partner can pull sample messages to confirm everything works and have first test messages to work with.
   4. Native connection is asked to connect and pull the test messages in their secure mailbox to verify everything is setup correctly.

d. **Testing between Trading Partners (Activator and native connections only)**
   i. The OHP HIE recommended convention will include an introduction test with a new Trading Partner to validate the partner is willing to accept messages. For each transaction type the Trading Partners plan to exchange, a test batch should be sent to the Trading Partner in the Test environment. This test is for user acceptance of the data content between two Trading Partners. The Trading Partners determine if they are satisfied and accept the new transaction type. The Trading Partners set up their systems to accept messages from the Trading
Partner. Trading Partner to Trading Partner communications do not include OHP HIE or Managed Services staff.

ii. **NOTE:** OHP HIE will allow messages from any Trading Partner to any other Trading Partner to flow through the system. Individual Trading Partners set designated rules on who they will accept a specific transaction from.

iii. The Web Trader account can receive and send any pdf formatted documents to any other Trading Partner on the HIE.

e. **Re-Test Cycles – change management**
   i. When a new version of a Canonical standard is released, the Trading Partners wishing to move to the new version must provide sample batches to test against the new standard in the Test environment. The HIE will support two versions of a standard to allow Trading Partners time to make changes in their systems.
   
   ii. When a Trading Partner changes the version of software they are using which changes content details for their transactions, they should re-test against the Canonical Standard to verify they are still in compliance with the standard. They should also verify with their Trading Partners that they have changed versions of software and offer a test batch in the HIE Test environment to confirm the impact on Trading Partners.
   
   iii. OHP HIE will work to develop a communication workflow to simplify Trading Partner communications on change management.

5. **Support and Professional Services for Trading Partners**
   a. **Role of OHP staff in Trading Partner Support**
      i. OHP Staff will provide all first tier support for Trading Partners for routine connectivity, file format questions, on-boarding and mapping requests.
      
      ii. Managed Services staff will provide second tier support for OHP staff with all Trading Partner communications managed by OHP staff unless arranged by OHP staff.
      
      iii. All account setup will be managed by Managed Services based on ticket requests from OHP staff or automated accounts generated by an OHP managed registration of a new organization.
      
      iv. Mapping requests will be communicated by OHP Staff to Axway Professional Services in an agreed fashion.
         
         1. Each Trading Partner requesting Mapping Services will be issued a SOW from Axway Professional Services and copied to OHP. OHP is the billing entity that collects the fees and pays Axway for all Mapped or other Professional Services provided to Trading Partners.

            a. OHP will bill Trading Partner and collect for any SOW services. All Axway billing will be to OHP HIE.
SECTION 4

- OHP HIE Credential Policy
- OHP HIE Security Policy

The OHP HIE Credential Policy and Security Policy are reviewed and approved by an external oversight group. The current versions of the approved policies are available at:

Security Policy:

Credential Policy: