



## **ONEHEALTHPORT HIE OPERATING MANUAL**

---

December 2016

## Approvals and Revision History

Date	Version	Description	Author
2/14/2011	0.09	Initial aggregation draft	Sue Merk
8/6/2012	1.0	Updated for deeper details	Sue Merk
10/14/2014	1.1	Updated policy links and procedures	Sue Merk
10/15/2016	1.2	Updated links to new website and documentation	Kelly Llewellyn
12/22/2016	1.3	Updated content for CDR	Sue Merk/Kelly Llewellyn

**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

### OneHealthPort HIE Overview Introduction

#### Section 1

OneHealthPort HIE Identifiers  
Connectivity Onboarding

#### Section 2

OneHealthPort HIE Transactions

- Prescription Drug Monitoring Program (PMP)
- Admission, Discharge Notification (ADN)
- Syndromic Surveillance (SS)
- Electronic Lab Reporting (ELR)
- Cancer Registry Reporting (CER)
- Consolidated Clinical Data Architecture (C-CDA)
- Direct-Address Provider Directory (DPD)
- Activity Prescription Form (APF)

OneHealthPort HIE Web Applications

- C-CDA Validation Testing Harness
- OneHealthPort Provider Directory
- Portal View of the Clinical Data Repository for Sponsored Lives

#### Section 3

Service Level Commitment  
Support Process  
Customer Service Workflows

#### Section 4

OneHealthPort HIE Security Policy

## OneHealthPort HIE - Overview Introduction

### ***OneHealthPort Secure Health Information Exchange (HIE) Technical Hub***

The OneHealthPort HIE Technical Hub “Hub” supports and enables secure exchange of HL7, X12 and other similar transactions between systems. The Hub is not a repository and does not have a portal. OneHealthPort has added a Sponsored Clinical Data Repository for selective populations sponsored by a payer or clinical entity. OneHealthPort had extensive discussions with stakeholders about specific use cases for the HIE. In the aggregate, these use cases encompass key priorities for the HIE Trading Partner community including support of Meaningful Use and participation in sponsored information exchange initiatives.

The following are the data exchange use cases supported at the HIE:

- Admission, discharge, transfer and patient demographic details from hospitals to health plans
- Medication history query to state prescription monitoring program database
- Lab results delivered to physicians and clinics (and electronic notifiable conditions reporting to public health agencies)
- Reporting to public health registries (Syndromic Surveillance and Cancer Event Reporting)
- Matching provider records – provider directory
- C-CDA (Care Summary or CCD) document submission to and query from sponsored clinical data repository initiatives
- State worker’s compensation injured worker clinical treatment reporting (constrained C-CDA)

The use cases are supported by the following functionality of the Hub service:

#### Enterprise business-to-business (B2B) gateway solution

- Secure messaging
- HIPAA compliance, 21 CFR Part 11 compliance, HITSP compliance
- Highly scalable to very large enterprises
- Push and pull options
- Batch and real-time transactions
- Web services and the full gamut of B2B gateway standards and protocols

#### Governance for secure messaging

- Intelligent content-based routing
- Support for EDI, XML, HL7, CCD, any document format
- 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

Management tools

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

## SECTION 1

This section of the Operating Manual provides an overview of the processes used to assign identifiers to Trading Partners in the OneHealthPort HIE and onboarding for connectivity.

Trading Partners of the OneHealthPort HIE are assigned identifiers for use in identifying the organization in the OneHealthPort HIE Trading Partner community and transactions submitted by that organization through the OneHealthPort HIE infrastructure. A detailed description of the object identifier (OID) structure and Trading Partner assignments may be found on the OneHealthPort HIE Transactions web page at <https://www.onehealthport.com/hie/transactions> under the section *OneHealthPort HIE Object Identifiers*.

The OneHealthPort HIE Hub supports two connectivity options for Trading Partner use. The connectivity options are selected based on transaction use case requirements and Trading Partner capabilities.

- AS2 Secure File Transport
- Web Services

Based on the transactions the OneHealthPort HIE Trading Partner chooses to implement, the appropriate connectivity implementation is coordinated. The OneHealthPort HIE Connectivity Implementation Guide provides an overview of the AS2 connectivity method used for the majority of the transactions supported by the Hub. The guide may be found on the OneHealthPort HIE Transactions web page at <https://www.onehealthport.com/hie/transactions> under the section *HIE Connectivity and Transactions*.

Trading Partners ready to establish connectivity initiate the process by submitting a OneHealthPort HIE Support Request Form. HIE staff coordinate the connectivity process and facilitate connectivity testing activities. The OneHealthPort HIE Support Form may be found at:

<http://www.formstack.com/forms/?1688456-sjNVJY8V7I>

## SECTION 2

This section of the Operating Manual provides an overview of the transactions and HIE applications supported by the OneHealthPort HIE for use by the Trading Partner community.

The OneHealthPort HIE supports transactions that meet the information exchange needs of the Trading Partner community. OneHealthPort and other Trading Partners publish transaction implementation guides that provide an overview of the transaction, technical specifications, connectivity options and testing instructions. Supported transactions include:

- Prescription Drug Monitoring Program (PMP)
- Admission, Discharge Notification (ADN)
- Syndromic Surveillance (SS)
- Electronic Lab Reporting (ELR)
- Cancer Registry Reporting (CER)
- Consolidated Clinical Data Architecture (C-CDA)
- Direct-Address Provider Directory (DPD)
- Activity Prescription Form (APF)

Transaction information for the OneHealthPort HIE can be found at:

<http://www.onehealthport.com/hie/transactions>

The OneHealthPort HIE also provides a web application portal offering secure access to applications used by Trading Partners that support transaction activity. The HIE web applications include:

- C-CDA Validation Testing Harness
- OneHealthPort Provider Directory
- Portal View of the Clinical Data Repository for Sponsored Lives

Information about the OneHealthPort HIE web application portal may be found at:

<http://www.onehealthport.com/application-portal>

## SECTION 3

This section of the Operating Manual provides an overview of the service level commitment, support process and customer service workflows.

The Service Level Commitment is defined in the current version of the OneHealthPort HIE Participation Agreement Contract Packet in the Secure Hub Services section of the agreement. The most current version of the HIE Participation Agreement is available on the OneHealthPort HIE Contracting web page at <https://www.onehealthport.com/hie/contracting> under *Step 1*.

The OneHealthPort HIE 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/?1688456-sjNVJY8V7I>

The OneHealthPort HIE provides several customer workflows for onboarding, testing and customer support. An overview of the customer service workflows is provided below.

### 1. Introduction

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

### 2. Contracting Trading Partners

OneHealthPort hosts an online contracting workflow for the HIE Trading Partners as a secure application. Once contracted, an organization can register additional facilities in order to receive unique object identifiers for each facility.

- a. **Who uses the optional facility registration process:** Trading Partners contracted to use the HIE will be sent a request to register. If the only entity to be recognized by the HIE and others using the HIE is the parent organization, no additional facility registrations are needed. Those organizations that choose to send information from multiple facilities or be recognized by facility will need to register those facilities for child OIDs assigned by the HIE.

### 3. Provisioning HIE Accounts

Once a contract is fully executed, the OneHealthPort HIE staff:

- a. Works with the Trading Partner to learn what transactions they have selected to implement before starting the connectivity process.



- b. Creates and submits a deployment request for the HIE Managed Services team to provision an account for the new Trading Partner. Deployment requests include all identifiers and information needed for the account and connectivity set-up.
- c. Provides Trading Partner with:
  - i. Instructions and link to OneHealthPort HIE Support Form
  - ii. System Maintenance Schedule
  - iii. Sign-up information for system notification list serve

Managed Services does the following to create Trading Partner accounts:

- a. Account setup for new Trading Partner is based on the identifiers assigned by OneHealthPort.
- b. The Trading Partner connectivity method is prepared and provisioned based on the deployment request.
- c. Provisioning, connectivity set-up and testing information is sent along with a meeting invitation to the Trading Partner for the connectivity session.

#### 4. Testing workflows

There are three levels of testing for each new Trading Partner:

- a. **Transaction Format Conformance Testing:** *(This testing can begin at any time, preferably before connectivity is established.)*
  - i. The new Trading Partner is asked to provide sample transactions to the OneHealthPort or appropriate staff based on transaction type. OneHealthPort on-boarding staff will communicate testing details and process in a conference call or group on-boarding webcasts.
  - ii. OneHealthPort will provide contact information for testing assistance.
  - iii. Managed Services will assist in testing as requested by OneHealthPort staff.
  - iv. OneHealthPort on-boarding staff will evaluate and review the transaction format conformance testing results with the Trading Partner.
  - v. Once a Trading Partner has successfully validated file format, transactions can then be end-to-end tested in the User Acceptance Testing (UAT) environment of the OneHealthPort HIE. Once UAT testing is complete and approved by OneHealthPort HIE staff, the Trading Partner can move to Production for that transaction type.
    - 1. Managed Services is notified by OneHealthPort via a deployment request to set up Trading Partner for a specific transaction in Production.
    - 2. Trading Partners may only move approved transactions to Production.
- b. **Connectivity Confirmation Testing:** Trading Partner technical contact (or vendor contact) will test and confirm connectivity based on connection type:

- i. Each new connectivity account will have an approved transaction sent via the established connectivity to test the full end-to-end flow of the transaction, troubleshooting as needed to ensure proper throughput.
- c. **Testing Between Trading Partners**
  - i. The OneHealthPort HIE recommended convention includes 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 set of test transactions will be sent to the Trading Partner in the UAT 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 OneHealthPort HIE or Managed Services staff unless the testing requires technical assistance with or troubleshooting of the connectivity.
  - ii. NOTE: OneHealthPort 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.
- d. **Re-Test Cycles – Change Management**
  - i. When a new version of a transaction implementation guide is released, the Trading Partners interested in moving to the new version must provide sample transactions 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 implementation guide standards 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 set of test transactions in the HIE Test environment to confirm the impact on Trading Partners.

## 5. Technical Support for Trading Partners

OneHealthPort and Managed Services have the following roles for Trading Partner technical support:

- a. OneHealthPort staff provides all first tier support for Trading Partners for routine connectivity, file format questions, on-boarding and testing requests.
- b. Managed Services staff provides second tier support to OneHealthPort staff and Trading Partners. Coordination of second tier support for Trading Partners is managed by OneHealthPort Staff.

## SECTION 4

This section of the Operating Manual provides information about the OneHealthPort HIE Security Policy.

The OneHealthPort HIE Security Policy is reviewed and approved by an external oversight group. The current version of the approved policy can be found in the OneHealthPort HIE Participation Agreement located on the OneHealthPort HIE Contracting web page at <https://www.onehealthport.com/hie/contracting> under *Step 1*.