

## KY REC Tip for the Kentucky Medicaid EHR Incentive Program (Promoting Interoperability)

### How to Find a Direct Secure Email Address for HIE Objective

With the change to the Health Information Exchange Objective for Stage 3, it is more important than ever to know how to find the direct secure email address for your top referral partners and for them to know yours.

#### Stage 3 Health Information Exchange Requirements: [Medicaid Eligible Providers Objective 7 Health Information Exchange](#)

An EP must attest to all three measures and meet the threshold for two measures for this objective. If the EP meets the criteria for exclusion from two measures, they must meet the threshold for the one remaining measure. If they meet the criteria for exclusion from all three measures, they may be excluded from meeting this objective.

Measure 1: For more than 50 percent of transitions of care and referrals, the EP that transitions or refers their patient to another setting of care or provider of care: (1) Creates a summary of care record using CEHRT; and (2) Electronically exchanges the summary of care record.

Measure 2: For more than 40 percent of transitions or referrals received and patient encounters in which the EP has never before encountered the patient, he/she incorporates into the patient's EHR an electronic summary of care document.



Measure 3: For more than 80 percent of transitions or referrals received and patient encounters in which the EP has never before encountered the patient, he/she performs a clinical information reconciliation. The EP must implement clinical information reconciliation for the following three clinical information sets: (1) Medication. Review of the patient's medication, including the name, dosage, frequency, and route of each medication. (2) Medication allergy. Review of the patient's known medication allergies. (3) Current Problem list. Review of the patient's current and active diagnoses.

**The Kentucky Health Information has a catalog of Direct Email addresses that is easy to use and search.**

**Kentucky Direct Email Catalog**

<https://khie.ky.gov/tech/Pages/dec.aspx>

**STEP 1:**

To enter your practice provider's individual direct addresses into the catalog, first create a Kentucky Online Gateway (KOG) account using these instructions. You do not need to create a new account if you already have a KOG account.

Please refer to the Kentucky Direct Email Catalog User Guide for instructions to enter direct addresses, complete a bulk upload, search the catalog and update your Direct email addresses.

**STEP 2:**

To search for referral partners' Direct secure email address follow this link to Search the catalog for specific providers.

You will need to first enter your (or provider in your practice) Direct secure email address in the search form before proceeding to search for your referral partners.

**Direct Provider Search**

\* Enter your direct email address:





#### Important Note:

The Kentucky Health Information Exchange encourages all providers to enter their Direct addresses into the catalog to build a comprehensive record of addresses in and beyond the Commonwealth of Kentucky.

Remember-practices can't send you an electronic referral or summary of care if they don't know your Direct secure email address. Don't just search the KHIE catalog for other addresses, be sure yours is added and up to date. You can find easy step by step instructions with screen shots in the Kentucky Direct Email Catalog User Guide (see Step 1).

#### Best Practices:

- Check the KHIE catalog often for referral partner Direct secure email addresses.
- Upload your practice providers Direct secure email address to the KHIE Direct Catalog.
- If your referral partner is not in the KHIE catalog, call them and ask them what their Direct secure email address is. The person answering the phone may not know the answer so ask to speak to their IT person or staff that handles Medicaid Promoting Interoperability (Meaningful Use)/MIPS. If they give you an address, make sure to encourage them to add it to the catalog.

#### Common Problems:

- If you have eClinical Works (eCW) your referral partner must also be on eCW and in your EHR P2P catalog to send an HIE referral. If they are not on eCW, check with your vendor for instructions on how to add them to your P2P catalog and send a referral.
- Some specialists may not have an EHR that can receive HIE referrals. Advise your referral partner to check with KHIE about setting a CareAlign Account which will allow them to receive referrals electronically.
- A Direct secure email address has the word "Direct" in the address, it is not a yahoo, Gmail or other provider regular email address as those are not secure to transmit HIPAA protected health information.
- Make sure your staff know the workflow to send an electronic referral and attach a CCDA. EFax does not count for HIE.