

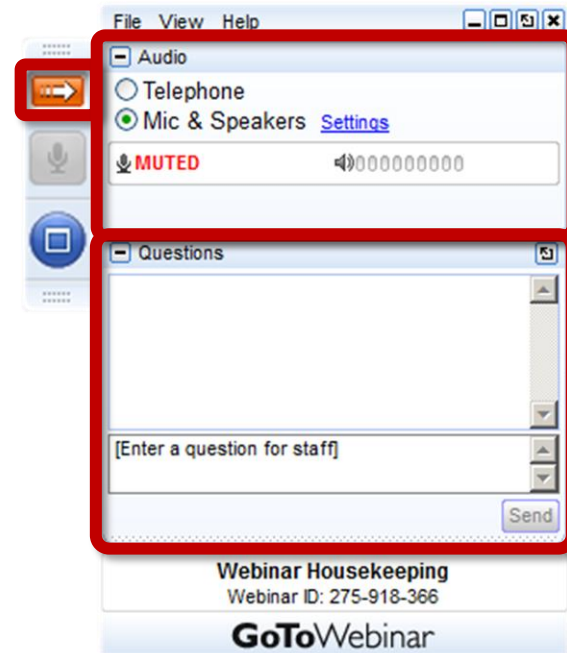
eHealth Exchange™

All Participant Call

October 17, 2024

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How Do I Participate?



Your Participation

Open and close your control panel

Join audio:

- Choose "Mic & Speakers" to use VoIP
- Choose "Telephone" and dial using the information provided

Submit questions and comments via the Questions panel

Note: Today's presentation is being recorded and will be provided within 48 hrs

Today's Topics

New Participants	Ashley Green
Dashboard Updates	Jay Johnstone
Directory Portal	Ashley Green
Trust and Transparency Steps	Ashely Green
QHIN Update	Mike Yackanich Pat Russell
Events & Other Exciting News	Tina Feldmann
Information & Resources	Ashley Green
Q&A	Anyone

New Participants

Congratulations to our newest Participant!



COTIVITI

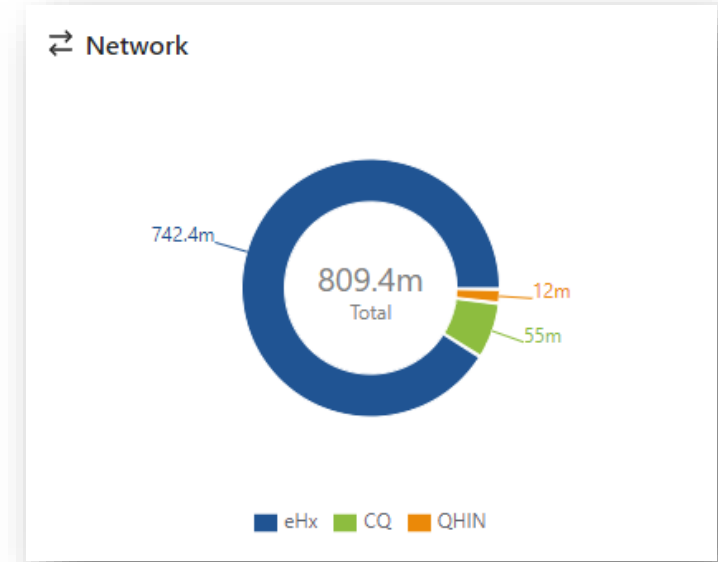
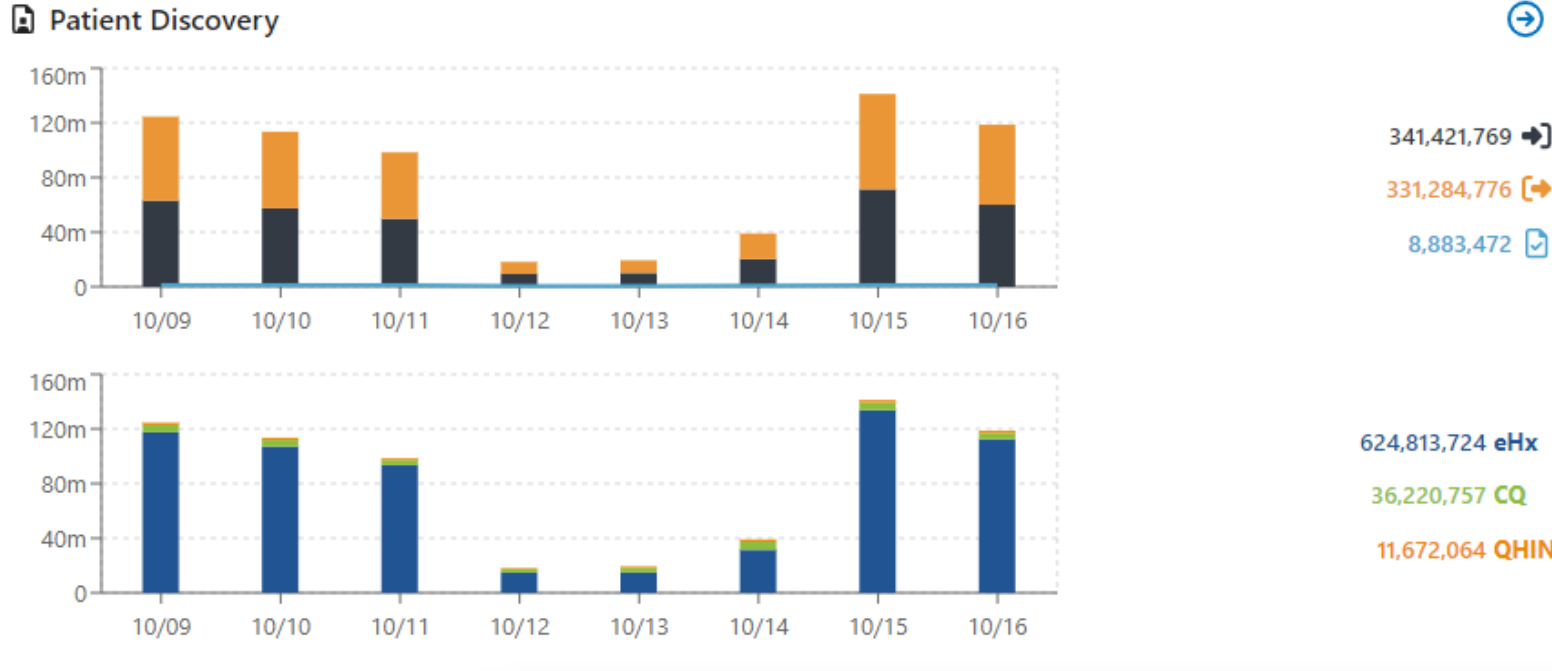
Cotiviti enables healthcare organizations to deliver better care at lower cost through advanced technology and data analytics, helping to ensure the quality and sustainability of how healthcare is delivered in the United States.

As much as \$1 trillion or more in annual waste, abuse, fraud, and low-value care exists in the U.S. healthcare system. Cotiviti's solutions unlock unique opportunities for health plans to solve this persistent challenge by reducing inefficiency, closing care gaps, improving value, helping ensure claims are appropriately reimbursed, and engaging consumers with the right message at the right time. To learn more, visit <https://www.cotiviti.com/about>

Committed to Improving Patient Care via Data Exchange

Dashboard Updates

One Dashboard – Three Networks



PRODUCTION eHealth Exchange

Requests Organizations (23803) ...

Requests

02/12/2024 2:19 PM → 02/12/2024 4:19 PM I/O Session Id Search

Type Status Initiator Network Responder Network Reset

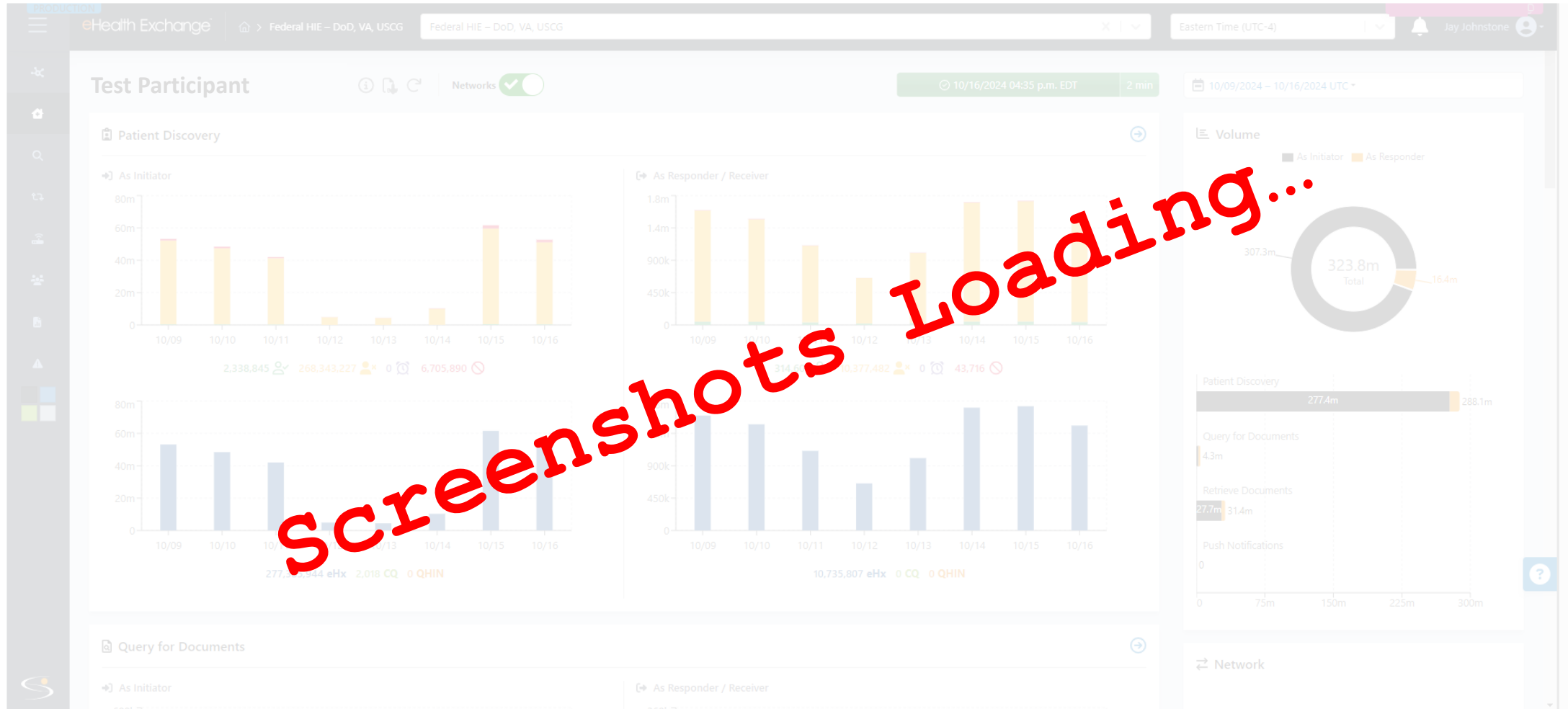
Initiator Responder

Coming soon:
FHIR!!

NOTE: These are initial mock-ups. The final dashboard may have differences.



Coming Soon: Purpose of Use Reporting!



Dashboard Feedback Survey



Dashboard Training

Training was offered in June and September.

[Access Recording →](#)



Directory Portal

Directory Portal Update

The Directory Portal is a user Interface that helps eHealth Exchange manage the directory for the eHealth Exchange network and eHealth Exchange QHIN directory for the TEFCA network. It is a means of conveying the technical information needed to make connections to eHealth Exchange participants.

- Currently in use by eHealth Exchange staff
- Three participant pilots beginning end of September
- Revisit functionality if necessary and roll out later this year

Trust and Transparency Steps

eHealth Exchange Transparency Steps

- Application updated to vet applicants
- Participants attesting yearly upon annual renewal
- Updating onboarding materials
- Active monitoring for reciprocity and exchange patterns
- OPP#17 – requirements for SAML (transactions) and directory listings
- Review concerns from Participants

OPP #17 Sub-Participant Identification Information Webinar

This OPP went into effect July 25, 2024. The policy requires participants to populate the eHealth Exchange directory with sub-participants and update messages to identify the entity/organization originating the request for data by November 25, 2024.

If you were unable to join one of the webinars, you can now access the slides and watch the recording for more details.

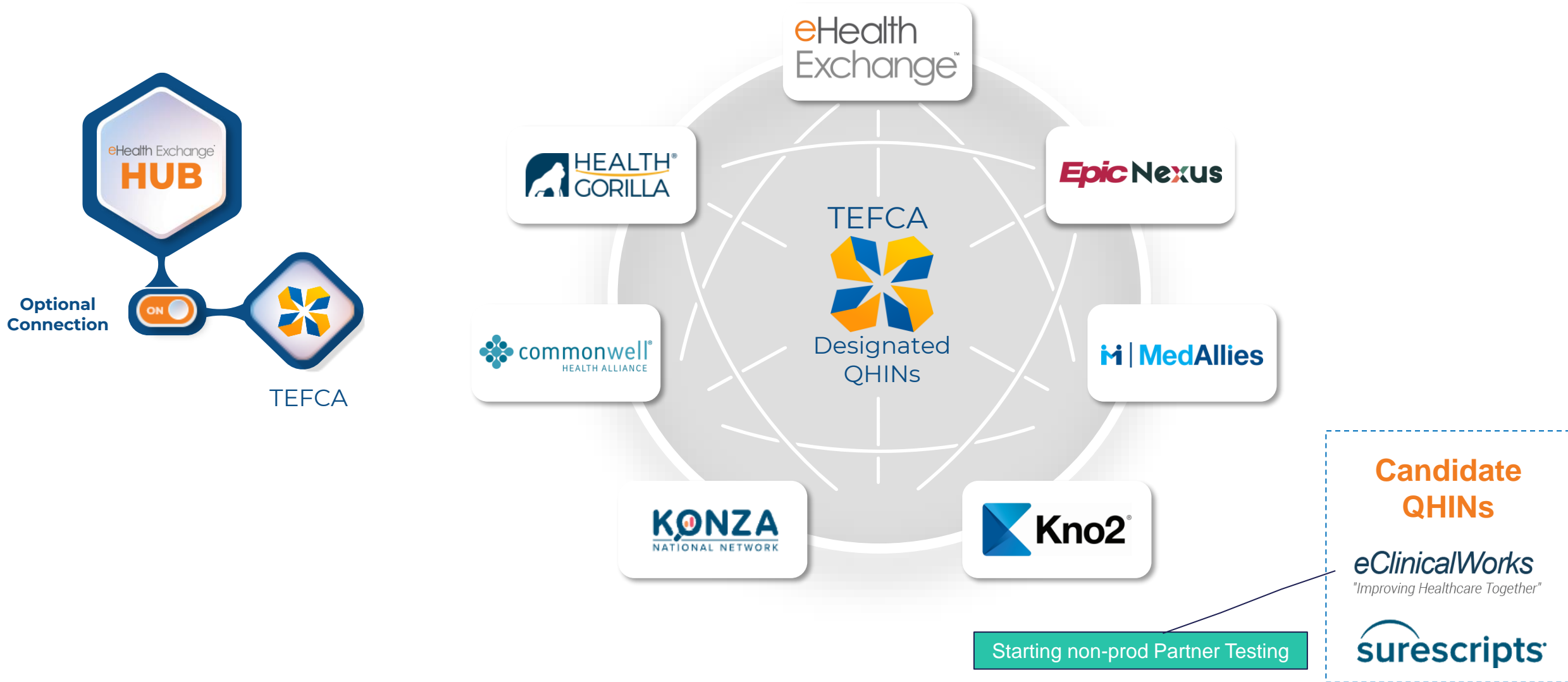
[Watch Recording →](#)

[View Slides →](#)



QHIN Update

Designated Qualified Health Information Networks



eHealth Exchange QHIN Participant Stages

Exchanging PHI



Testing



Intent to Participate



On Demand TEFCA SOP Information Webinars

1. Exchange Purposes and Treatment Implementation
2. Delegation of Authority SOP and Directory Implementation
3. eHealth Exchange TEFCA Security Protocol and Security Incident Reporting SOP
4. Facilitated FHIR Implementation SOP and Technical Specifications
5. Public Health Implementation SOP and Technical Specifications
6. Health Care Operations Implementation SOP and Technical Requirements

[View slides and watch recordings →](#)



Events & Other News

Upcoming Events

November

[NCQA Health Innovation Summit](#)

October 31- November 2, 2024 |

Nashville, TN

Exhibiting Booth #415

December

[eHealth Exchange Annual Meeting](#)



No December All Participant Call!



eHealth Exchange
**ANNUAL
MEETING**
NASHVILLE ★ TN
DECEMBER **10** 2024

Registration
NOW OPEN

ehealthexchange.org/annual-meeting

Keynote Speakers

2024 ANNUAL MEETING

Agenda and Keynote Speakers Announced

eHealth Exchange is thrilled to share that this year's event will feature two keynote speakers. The morning keynote will feature Jim Jirjis, MD, MBA, FACP from the Centers for Disease Control and Prevention (CDC). Our afternoon keynote will be provided by Dr. Marc Overhage of Elevance Health. Along with our keynote speakers this year's agenda has also been released.

[View the Full Agenda](#)



Agenda Released



MONDAY, DECEMBER 9

Jay's Happy Hour

🕒 5:30 - 6:30 PM 📍 The Overlook Rooftop Bar

eHealth Exchange President Jay Nakashima is hosting an informal happy hour for attendees arriving at the hotel early. Please join us at the Embassy Suites Overlook Rooftop Bar for drinks, appetizers, and casual networking.



TUESDAY, DECEMBER 10

Networking Reception

🕒 5:30 - 7:00 PM 📍 Harmony Room, 4th Floor

Please join us in the Harmony Room of the Embassy Suites by Hilton for drinks and hors d'oeuvres while you catch up with old friends and new acquaintances.

New This Year: Short Demos at “Ask-the-Expert” Booth

TUESDAY, DECEMBER 10

Ask-the-Expert Booth

This year we've added scheduled demonstrations at the Ask-the-Expert Booth before the conference, during breaks and lunch.

Ask-the-Expert Booth will be set up in the lobby outside the ballroom. Come join us for these short and informative sessions.

BOOTH SCHEDULE

7:30 - 8:00 AM | Prior Authorization at Scale

8:00 - 8:30 AM | Directory Portal (MyDirectory Portal)

10:30 - 10:45 AM | Federated RLS with HRR Logic – How to Control Your Volumes

12:00 - 12:30 PM | FDA BEST Adverse Event Reporting, Powered by Task-based Exchange

12:30 - 1:00 PM | Public Health Use Cases

2:30 - 2:45 AM | Hub Dashboard with FHIR Representations

Join Us!

Hotel Information Embassy Suites by Hilton Downtown Nashville

708 Demonbreun Street
Nashville, TN 37203

Room Rate

\$249 + taxes/night

(available until November 19, 2024)

[Annual Meetings 2024 - Start your reservation \(passkey.com\)](https://passkey.com)



Sponsorship Prospectus Available



Sponsorship	Cost
Reception Sponsorship	SOLD
Entertainment Sponsorship	\$4,000
Wi-Fi Sponsorship	SOLD
Break Sponsorship	\$2,000
Advocate Sponsorship	\$1,000

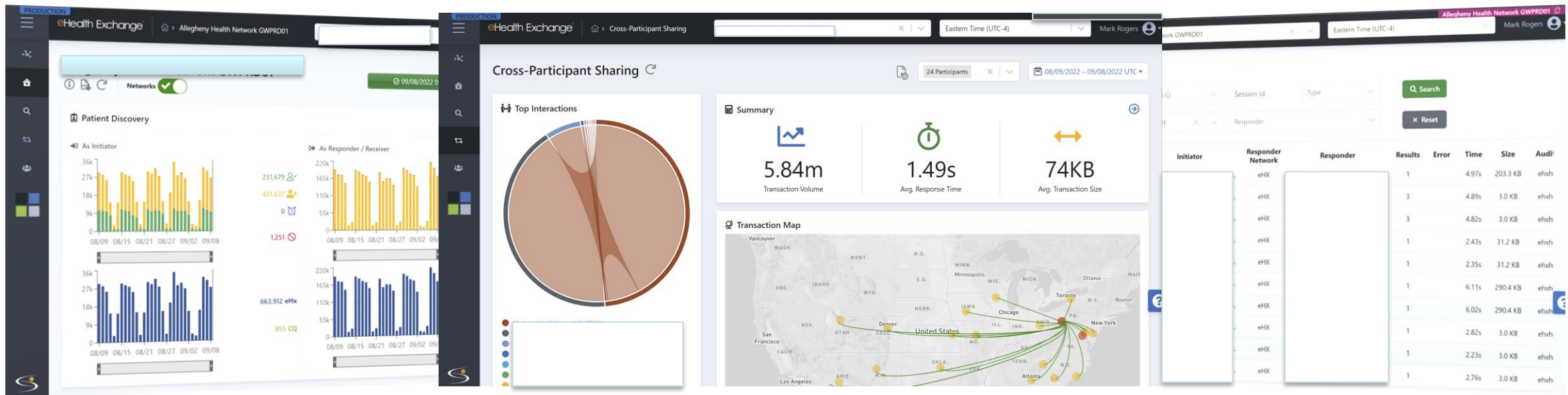
Information & Resources

Contacts for Your Organization

We want to ensure that we are reaching the right people at your organization with our communications.

- If you have had recent or past changes and are unsure if we have an updated list: email administrator@ehealthexchange.org requesting the Contact List Template to complete and return.
- The template asks name, title, phone number, email address, and what type of emails the resource should receive.
- This will assist eHealth Exchange and each Participant in knowing that the communication we send is received appropriately.

Your Hub Dashboard – Your web portal providing interoperability insights.






- Identify transaction volume, response times, drill-down, & download.
- Who is querying your organization?
- Where are your clinicians searching?
- How much care occurs outside your organization?

Access Hub Dashboard: <https://insightsprod.ehealthexchange.org/#/hub>

Hub Dashboard Access

Don't forget to maintain your Hub Dashboard accounts! If nobody at your organization currently has the rights to add/remove Dashboard accounts, please reach out to us at administrator@ehealthexchange.org.

The screenshot shows the 'User Management' interface. At the top right, there are navigation links: 'Sample File', 'Import', and 'View Imports'. Below these is a search bar labeled 'Search by organization...' and a user selection dropdown showing 'ehealthexchange'. The main content is a table with the following columns: '#', 'Email', 'First Name', 'Last Name', 'MFA', 'Active', and 'Organization'. One user is listed with the email 'kbingman@ehealthexchange.org', first name 'Kathryn', and last name 'Bingman'. Both the 'MFA' and 'Active' columns for this user have green checkmarks in circles.

#	Email	First Name	Last Name	MFA	Active	Organization
1	 kbingman@ehealthexchange.org	Kathryn	Bingman			

Hub Dashboard Maintenance

- Clean-up of all user accounts older than 1 year
- Multi-factor authentication (MFA) enabled on all accounts
- Outreach to users whose accounts are about to expire
- Identify Participant Authorized Agent role for at least one person in your organization
- Hub Dashboard Training: <https://ehealthexchange.org/resources-library/>

Monthly Technical Work Group

Every 1st Thursday 4-5pm Eastern: email administrator@ehealthexchange.org for an invite

Typical Topics:

1. Technical Specifications
2. Testing
3. Hub Updates
4. Capacity planning [Final Thursday each month]

Request an invite: <https://ehealthexchange.org/technical-workgroup-form/>

How might I obtain assistance?

What	Who	How
Certificates	DirectTrust Support	support@directtrust.zohodesk.com
Technical Support	Technical Support	servicedesk@hub.ehealthexchange.org
Testing Questions	Testing Team	testing@ehealthexchange.org
Questions about the DURSA, policy, or anything else!	Administrator	administrator@ehealthexchange.org

Visit: <https://ehealthexchange.org/contact-us/>



eHealth ExchangeTM

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