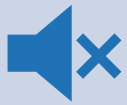
eHealth Exchange™

All Participant Call

April 2026

Housekeeping Items



All lines have been muted to avoid background noise.

Type questions in Q&A section at any time.
We'll open for questions after each agenda topic.

This meeting is being recorded and will be shared via email.

Today’s Topics

FDA BEST	Francis X. Campion, MD, FACP Mark Walderhaug, PhD
TEFCA Updates	Mike Yackanich
Hub Updates	Mike Yackanich
My Directory Portal	Tiffanie Hickman
Updated Website Pages	Tina Feldmann
Marketing Update	Tina Feldmann
Information & Resources	Ashley Green
Q&A	Anyone

BEST IM* Program: Accelerating the Automation of Adverse Event Reporting

*Biologics Effectiveness and Safety (BEST) Innovative Methods (IM)

Mark Walderhaug, PhD, Associate Office Director for Risk Assessment, U.S. Food and Drug Administration, Center for Biologics Evaluation and Research, Office of Biostatistics and Pharmacovigilance

Jessica Zhou, MD, Staff Fellow, U.S. Food and Drug Administration, Center for Biologics Evaluation and Research, Office of Biostatistics and Pharmacovigilance

Francis X. Campion, MD, FACP, Clinical Science, Principal, The MITRE Corporation

BEST IM Goal

Modernize the safety surveillance of vaccines, blood, and biologic therapeutics used to care for patients.

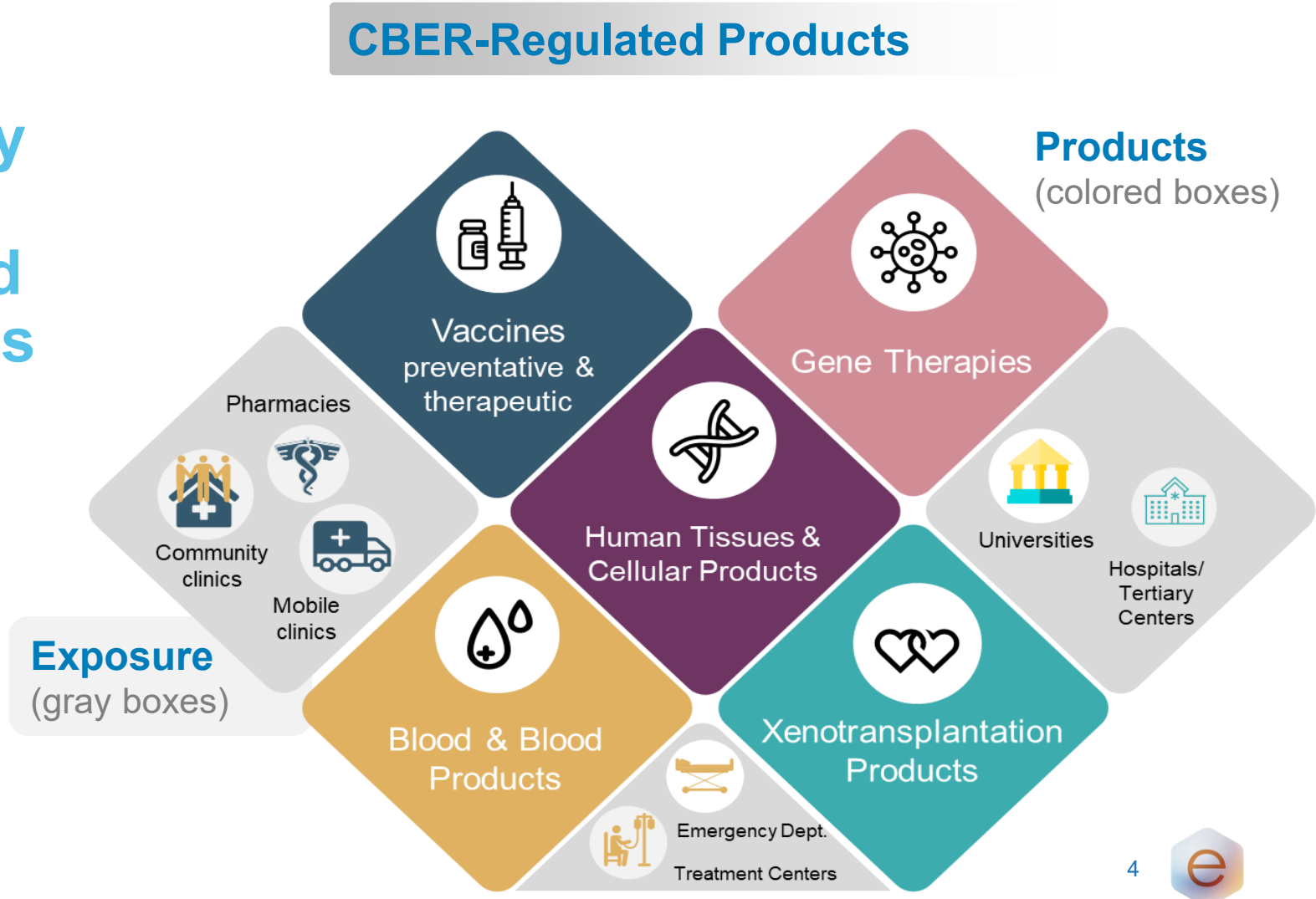
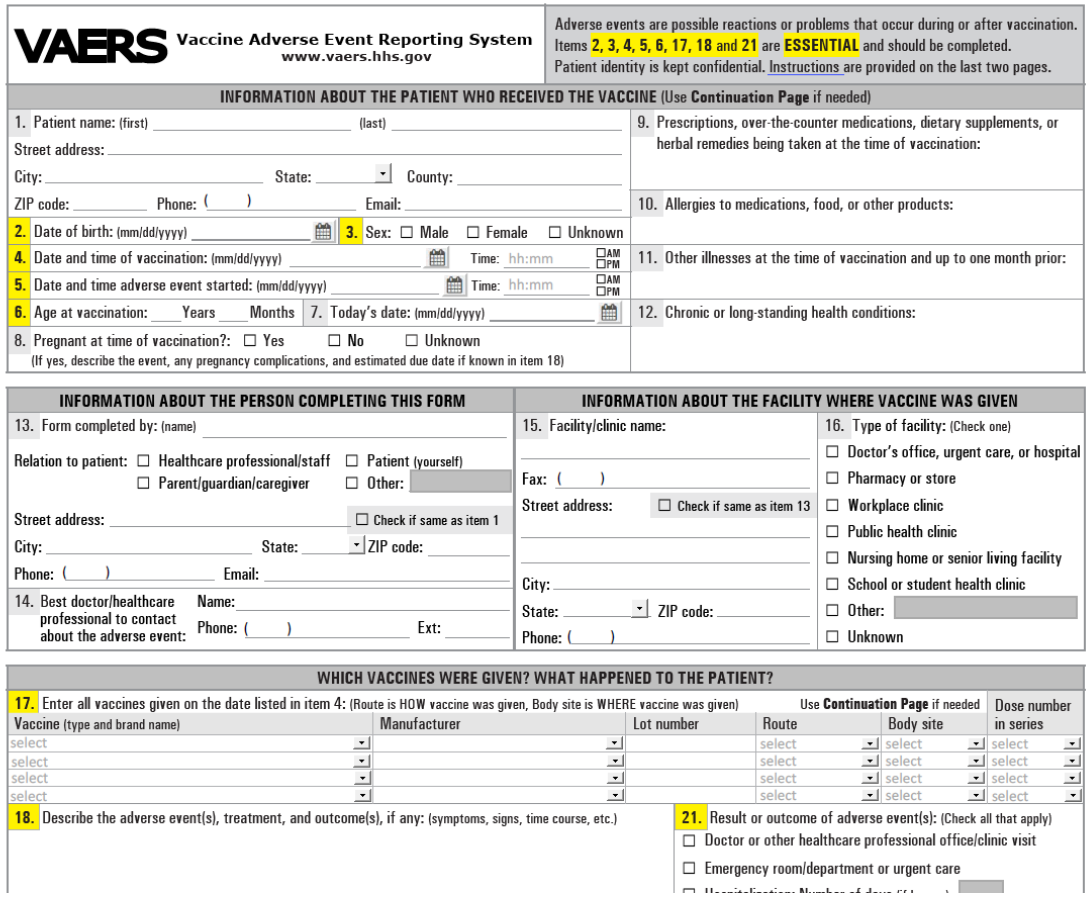


Fig 1: FDA CBER Regulated Products (FDA)

Current Reporting* Tools (~40 min **)

Vaccine Adverse Event Reporting System (VAERS) Form



VAERS Vaccine Adverse Event Reporting System
www.vaers.hhs.gov

Adverse events are possible reactions or problems that occur during or after vaccination. Items 2, 3, 4, 5, 6, 17, 18 and 21 are ESSENTIAL and should be completed. Patient identity is kept confidential. Instructions are provided on the last two pages.

INFORMATION ABOUT THE PATIENT WHO RECEIVED THE VACCINE (Use **Continuation Page** if needed)

1. Patient name: (first) _____ (last) _____
Street address: _____
City: _____ State: _____ County: _____
ZIP code: _____ Phone: ( ) _____ Email: _____
2. Date of birth: (mm/dd/yyyy) _____ 3. Sex: ☐ Male ☐ Female ☐ Unknown
4. Date and time of vaccination: (mm/dd/yyyy) _____ Time: hh:mm ☐AM ☐PM
5. Date and time adverse event started: (mm/dd/yyyy) _____ Time: hh:mm ☐AM ☐PM
6. Age at vaccination: ___ Years ___ Months 7. Today's date: (mm/dd/yyyy) _____
8. Pregnant at time of vaccination?: ☐ Yes ☐ No ☐ Unknown
(If yes, describe the event, any pregnancy complications, and estimated due date if known in item 18)

9. Prescriptions, over-the-counter medications, dietary supplements, or herbal remedies being taken at the time of vaccination:
10. Allergies to medications, food, or other products:
11. Other illnesses at the time of vaccination and up to one month prior:
12. Chronic or long-standing health conditions:

INFORMATION ABOUT THE PERSON COMPLETING THIS FORM

13. Form completed by: (name) _____
Relation to patient: ☐ Healthcare professional/staff ☐ Patient (yourself) ☐ Parent/guardian/caregiver ☐ Other: _____
Street address: _____ ☐ Check if same as item 1
City: _____ State: _____ ZIP code: _____
Phone: ( ) _____ Email: _____
14. Best doctor/healthcare professional to contact about the adverse event: Name: _____ Phone: ( ) _____ Ext: _____

INFORMATION ABOUT THE FACILITY WHERE VACCINE WAS GIVEN

15. Facility/clinic name: _____
Fax: ( ) _____
Street address: _____ ☐ Check if same as item 13
City: _____
State: _____ ZIP code: _____
Phone: ( ) _____

16. Type of facility: (Check one)
☐ Doctor's office, urgent care, or hospital
☐ Pharmacy or store
☐ Workplace clinic
☐ Public health clinic
☐ Nursing home or senior living facility
☐ School or student health clinic
☐ Other: _____
☐ Unknown

WHICH VACCINES WERE GIVEN? WHAT HAPPENED TO THE PATIENT?

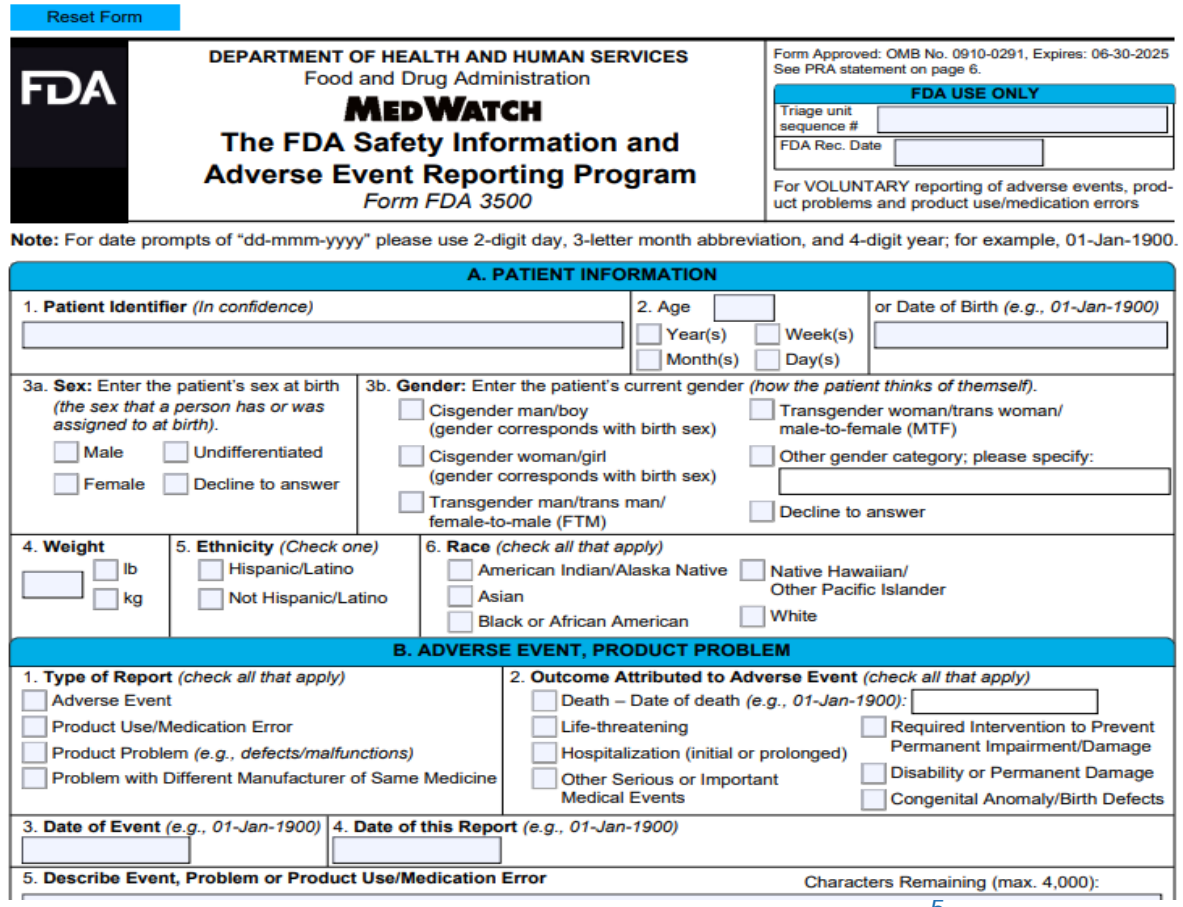
17. Enter all vaccines given on the date listed in item 4: (Route is HOW vaccine was given, Body site is WHERE vaccine was given) Use **Continuation Page** if needed

Vaccine (type and brand name)	Manufacturer	Lot number	Route	Body site	Dose number in series
select			select	select	select
select			select	select	select
select			select	select	select
select			select	select	select

18. Describe the adverse event(s), treatment, and outcome(s), if any: (symptoms, signs, time course, etc.)

21. Result or outcome of adverse event(s): (Check all that apply)
☐ Doctor or other healthcare professional office/clinic visit
☐ Emergency room/department or urgent care

MedWatch Form (Biologics & Blood)



Reset Form

FDA

DEPARTMENT OF HEALTH AND HUMAN SERVICES
Food and Drug Administration
MEDWATCH
The FDA Safety Information and Adverse Event Reporting Program
Form FDA 3500

Form Approved: OMB No. 0910-0291, Expires: 06-30-2025
See PRA statement on page 6.

FDA USE ONLY
Triage unit sequence #
FDA Rec. Date

For VOLUNTARY reporting of adverse events, product problems and product use/medication errors

Note: For date prompts of "dd-mmm-yyyy" please use 2-digit day, 3-letter month abbreviation, and 4-digit year; for example, 01-Jan-1900.

A. PATIENT INFORMATION

1. **Patient Identifier** *(In confidence)*
2. Age ☐ Year(s) ☐ Week(s) ☐ Month(s) ☐ Day(s)
or Date of Birth *(e.g., 01-Jan-1900)*

3a. **Sex:** Enter the patient's sex at birth *(the sex that a person has or was assigned to at birth).*
☐ Male ☐ Undifferentiated ☐ Female ☐ Decline to answer

3b. **Gender:** Enter the patient's current gender *(how the patient thinks of themself).*
☐ Cisgender man/boy (gender corresponds with birth sex)
☐ Cisgender woman/girl (gender corresponds with birth sex)
☐ Transgender man/trans man/female-to-male (FTM)
☐ Transgender woman/trans woman/male-to-female (MTF)
☐ Other gender category; please specify:
☐ Decline to answer

4. **Weight** ☐ lb ☐ kg

5. **Ethnicity** *(Check one)*
☐ Hispanic/Latino ☐ Not Hispanic/Latino

6. **Race** *(check all that apply)*
☐ American Indian/Alaska Native ☐ Asian ☐ Black or African American ☐ Native Hawaiian/Other Pacific Islander ☐ White

B. ADVERSE EVENT, PRODUCT PROBLEM

1. **Type of Report** *(check all that apply)*
☐ Adverse Event
☐ Product Use/Medication Error
☐ Product Problem *(e.g., defects/malfunctions)*
☐ Problem with Different Manufacturer of Same Medicine

2. **Outcome Attributed to Adverse Event** *(check all that apply)*
☐ Death – Date of death *(e.g., 01-Jan-1900)*:
☐ Life-threatening
☐ Hospitalization (initial or prolonged)
☐ Other Serious or Important Medical Events
☐ Required Intervention to Prevent Permanent Impairment/Damage
☐ Disability or Permanent Damage
☐ Congenital Anomaly/Birth Defects

3. **Date of Event** *(e.g., 01-Jan-1900)*
4. **Date of this Report** *(e.g., 01-Jan-1900)*

5. **Describe Event, Problem or Product Use/Medication Error** Characters Remaining (max. 4,000):

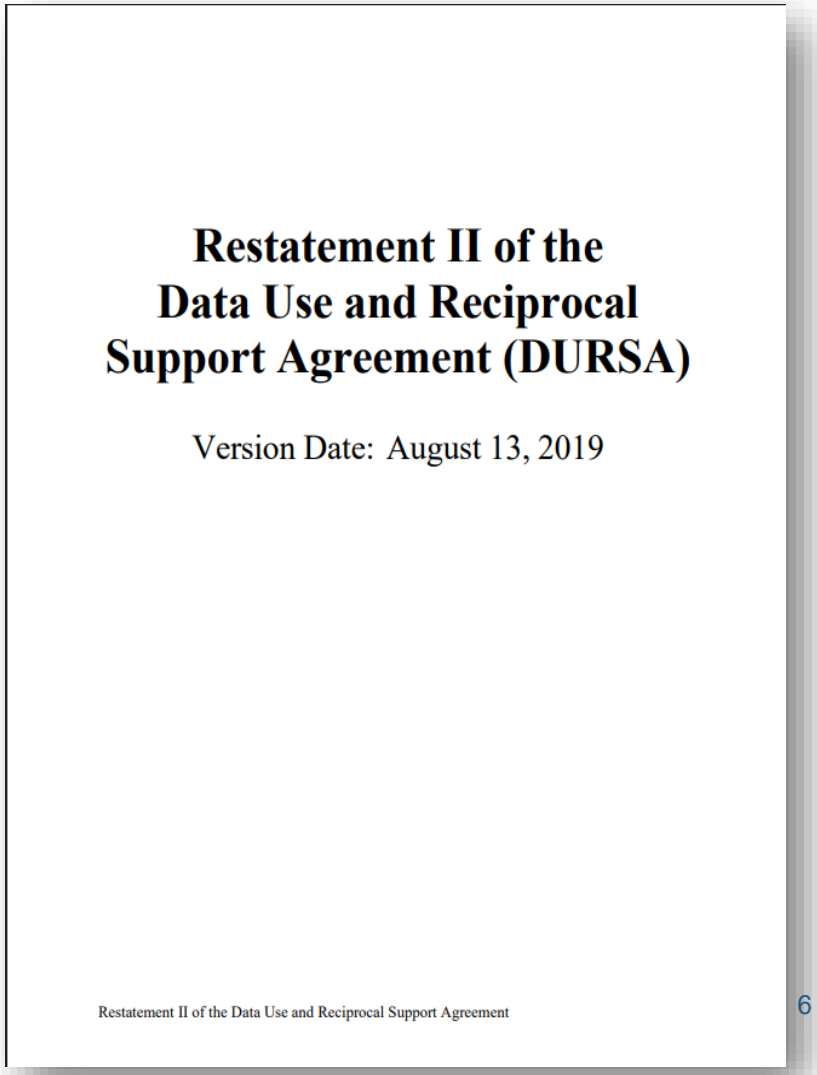
** First line (passive) safety surveillance tools for signal detection*
*** As estimated by OMB*

Pathway for BEST IM Studies via eHealth Exchange

1

The **DURSA** permits the **exchange** of information **among** eHealth Exchange **Participants** for the various purposes:

- Treatment, Payment, and Healthcare Operations (HIPAA-defined);
- Innovative payment models (e.g., value-based care);
- **Public Health under applicable Laws;**
- Meaningful use of certified EHR technology;
- Individual access to their own health information


Restatement II of the
Data Use and Reciprocal
Support Agreement (DURSA)

Version Date: August 13, 2019

Restatement II of the Data Use and Reciprocal Support Agreement

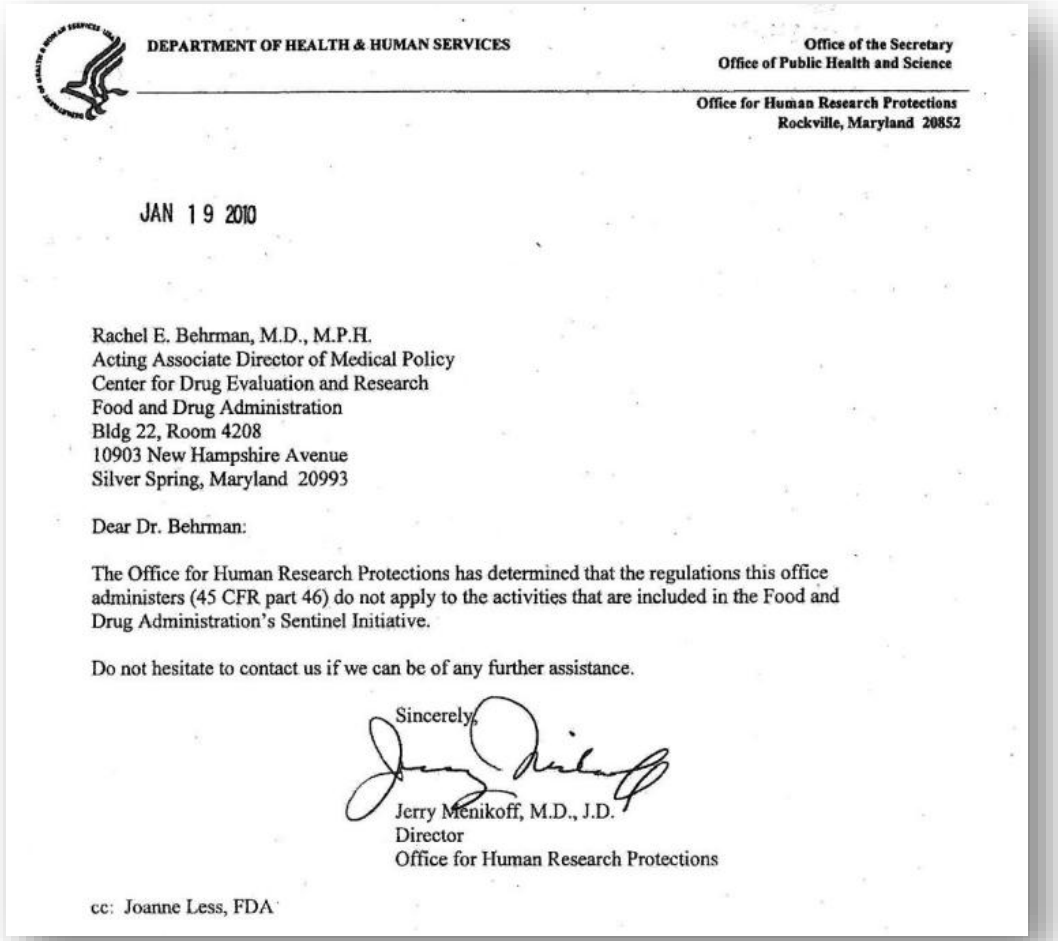
https://ehealthexchange.org/dursa/

Public Health Surveillance Activity

2

The **Office for Human Research Protections** determined that our studies are:

- Conducted under the **FDA Sentinel Initiative**
- Deemed a **Public Health Surveillance Activity**
- **Not considered human subjects research** under 45 CFR part 46
- **OHRP guidance** confirms IRB regulations do **not apply**



DEPARTMENT OF HEALTH & HUMAN SERVICES

Office of the Secretary
Office of Public Health and Science

Office for Human Research Protections
Rockville, Maryland 20852

JAN 19 2010

Rachel E. Behrman, M.D., M.P.H.
Acting Associate Director of Medical Policy
Center for Drug Evaluation and Research
Food and Drug Administration
Bldg 22, Room 4208
10903 New Hampshire Avenue
Silver Spring, Maryland 20993

Dear Dr. Behrman:

The Office for Human Research Protections has determined that the regulations this office administers (45 CFR part 46) do not apply to the activities that are included in the Food and Drug Administration's Sentinel Initiative.

Do not hesitate to contact us if we can be of any further assistance.

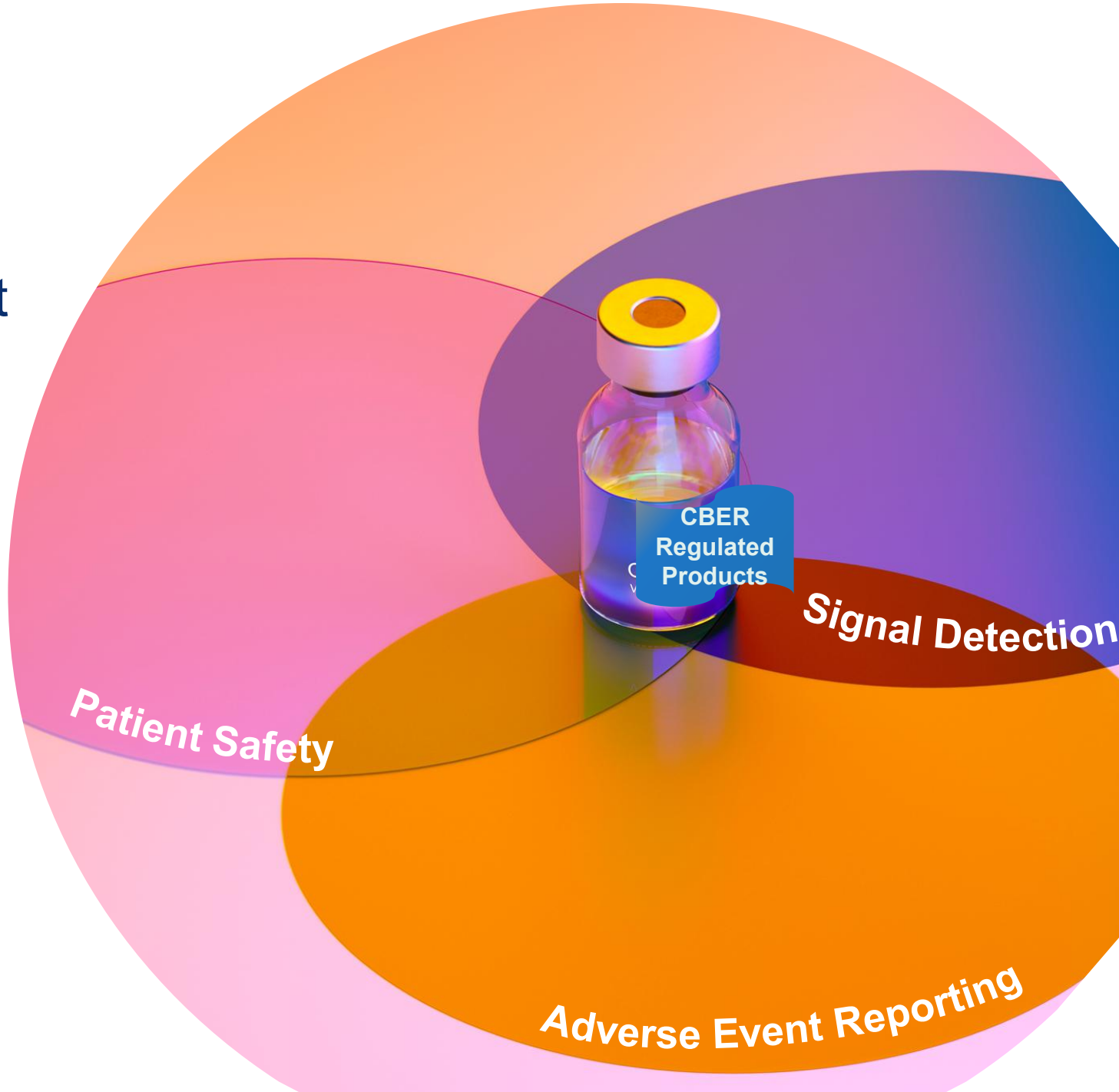
Sincerely,

Jerry Menikoff, M.D., J.D.
Director
Office for Human Research Protections

cc: Joanne Less, FDA

The Opportunity

- **Streamline** Adverse Event Case **Reporting** and **Reduce Provider Burden**
- Enable **Real-Time Signal Detection** and **Active Surveillance**
- **Enhance Patient Safety** Through Improved Data Quality and Timeliness
- **Empower Public Health** Through **Innovation** and **Collaboration**

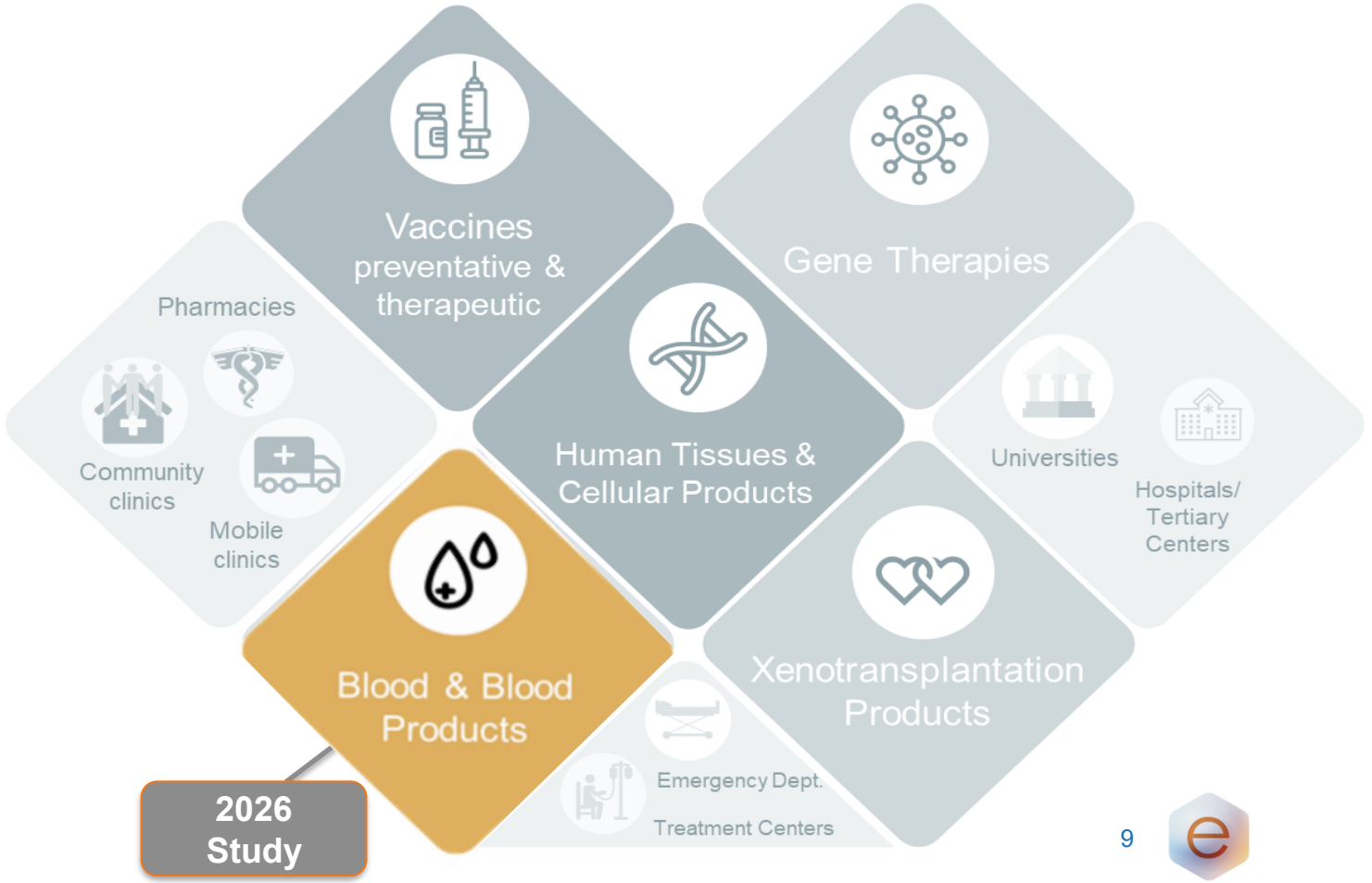


2026 BEST IM Study Topic: Blood & Blood Products

DRAFT

DRAFT Study Protocol Title:

"Automated Identification of Potential Adverse Events Associated with Blood and Blood Products using Electronic Health Record Data"



Draft Study Aims

Data Network Formation

1

Aim:

- Evaluate data connection to ***collect adequate EHR data***…
- through ***health systems***, ***HIEs*** and ***HDUs***…
- using FHIR data standards…
- for health information sharing…
- over the ***eHealth Exchange*** network…
- to ***identify and evaluate potential adverse*** events related to ***blood transfusion and blood product administration***.

LLMs and CQL Logic

2

Aim:

- Develop and apply tools using ***LLMs*** and ***CQL logic*** to FHIR data…
- from electronic health records…
- to assist clinical reviewers…
- to detect ***anaphylaxis*** related to ***blood transfusion*** and ***blood product administration***.

2026 BEST IM Study Focus

Blood & Blood Products

EHR = electronic health records
LLM = large language models
HIE = health information exchange
CQL = clinical quality language
HDU = health data utility

Level of Effort

Step 1 – Initial Exposure Query:

Find the number of exposures to blood / blood products.

- MITRE will provide value sets
- Single number of transfusion events
- No line level data required
- Inpatient + Outpatient Data
- ~4-year time span

Step 2 – Outcomes Query:

Find the number of outcomes of interest (e.g., anaphylaxis).

- MITRE will support (value sets, codes to query patients of interest)
- Leverage FHIR data standards
- Will require data sharing via eHealth Exchange – specifically:
  - ❑ EHR data – link to individual records (e.g., nursing notes – pertaining to transfusions and when additional treatment was rendered, physician progress notes, discharge notes, labs, etc.)

Participation Benefits

Financial Incentives

Incentives available to a limited amount of participants.

Innovate to Improve Patient Safety

Demonstrate public health leadership and community benefit.

Reduce Provider Burden

Replace current manual reporting.

Collaborate with Interoperability Pioneers

Use FHIR for semi-automated detection of biologics-related adverse events, and advance interoperability in your health system.

Publish Findings

Pursue an opportunity to author a white paper or journal article.

Thank you!

CBER-BESTIM@fda.hhs.gov

Notice

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TEFCA Update

Highlighting policy and participation information

Mike Yackanich

Designated Qualified Health Information Networks

TEFCA℠

Designated QHINs

eHealth Exchange QHIN Participant Stages

Live

- One Health Record
- APHL
- HEALTHiE NEVADA Connecting to Care
- CRISP Shared Services
- Indian Health Service PHS 1955
- Social Security Administration USA

2 Federal Agencies, 3 HIEs, and Nationwide Public Health

Testing

- C3HIE
- Georgia Health Information Network
- etHIN
- Manifest MEDEX
- DaVita

4 HIEs, Nationwide Dialysis Centers

Intent to Participate

- Big Sky Care Connect
- contexture — Creating connections. Improving lives.
- Applied Research Works, Inc. COZEVA
- CyncHealth
- DHIN Delaware Health Information Network
- Indiana Health Information Exchange
- KeyHIE Keystone Health Information Exchange
- MiHIN Michigan Health Information Network Shared Services
- SHARE State Health Alliance for Records Exchange
- From Numbers to Knowledge VHI Virginia Health Information

1 Payer Platform, 9 HIEs

eHealth Exchange Hub

Environment Upgrade Project

Mike Yackanich

Hub Upgrade

What?

A version upgrade of the technology platform to the latest version of InterSystems HealthShare and IRIS for Health.

Why?

New features, performance and stability improvements, and preparation for new use cases and workflows.

When?

- The upgrade project kicked off in February 2026.
- A cloned environment was provisioned to test/validate the upgrade to ensure services will continue to function as expected.
- Changes to impacted customizations are in progress.
- Code freeze scheduled to begin on 4/27.

Impacts?

Overarching goal is that there will be no service interruption during the upgrade. A code freeze will be required though. Onboarding and configuration updates can continue to be performed, as needed, during the duration of the code freeze.

eHealth Exchange Hub

IP Address Range Expansion

Mike Yackanich

IP Address Expansion

What?

- Adding an additional public IP address to our existing IP range.
  - eHealth Exchange and Carequality network connections only.
  - Does NOT impact QHIN nor FHIR connections.
- Our FQDN(s) will resolve to both the existing and new IP address.
- Outbound requests from our systems may originate from either IP.

Why?

- Capacity expansion – supporting increased traffic and system load.
- Ensures continued performance and availability as usage scales.

When?

- Target timeframe: Within the next 3–4 weeks (i.e., before May).
- Specific date/maintenance window TBD (will be communicated in advance).

IP Address Expansion

New IP Addresses

Non-Production	Production
68.169.207.182	68.169.207.183

What do I need to do?

- If your organization employs inbound or outbound IP address firewall allowlisting, the additional eHealth Exchange public address must be added to those lists.
  - **Inbound allowlist:** Add the new IP address to allow traffic *from* our systems
  - **Outbound allowlist:** Add the new IP address to allow traffic *to* our FQDN

What Testing is needed?

- Connectivity FROM your organization TO eHx
  - telnet hub001val.ehealthexchange.org 443
  - telnet hub001prod.ehealthexchange.org 443
- Connectivity TO your organization FROM eHx
  - eHealth Exchange will be running connectivity reports to ensure

IP Address Expansion

Current State

IP Address	Network	Environment	Fully Qualified Domain Name (FQDN)
164.52.129.168	eHx / CQ (CONNECT)	TEST	hub002val.ehealthexchange.org
164.52.129.166	eHx / CQ (CONNECT)	VAL	hub001val.ehealthexchange.org
164.52.129.167	eHx / CQ (CONNECT)	PROD	hub001prod.ehealthexchange.org
164.52.129.186	FHIR	TEST	fhir002val.ehealthexchange.org
164.52.129.185	FHIR	VAL	fhir001val.ehealthexchange.org
164.52.129.187	FHIR	PROD	fhir001prod.ehealthexchange.org
164.52.129.164	QHIN	TEST	qhin001tst.ehealthexchange.org
164.52.129.164	QHIN	VAL	qhin001val.ehealthexchange.org
164.52.129.164	QHIN	PROD	qhin001prod.ehealthexchange.org

Future State

IP Address	Network	Environment	Fully Qualified Domain Name (FQDN)
164.52.129.168	eHx / CQ (CONNECT)	TEST	hub002val.ehealthexchange.org
164.52.129.166 68.169.207.182	eHx / CQ (CONNECT)	VAL	hub001val.ehealthexchange.org
164.52.129.167 68.169.207.183	eHx / CQ (CONNECT)	PROD	hub001prod.ehealthexchange.org
164.52.129.186	FHIR	TEST	fhir002val.ehealthexchange.org
164.52.129.185	FHIR	VAL	fhir001val.ehealthexchange.org
164.52.129.187	FHIR	PROD	fhir001prod.ehealthexchange.org
164.52.129.164	QHIN	TEST	qhin001tst.ehealthexchange.org
164.52.129.164	QHIN	VAL	qhin001val.ehealthexchange.org
164.52.129.164	QHIN	PROD	qhin001prod.ehealthexchange.org

My Directory Portal

Human-readable, self-service experience with a web-based interface for administrative and onboarding teams

Tiffanie Hickman

My Directory Portal

- The My Directory Portal is now being rolled out to participants
- The My Directory Portal can help manage sub-participants identification to support OPP #17
- Key Highlights:
  - The import feature makes it easy to upload several sub-participants at a time
  - Participants can update contacts, addresses and endpoints
  - Run reports and review data
- Email administrator@ehealthexchange.org for access

New/Updated Web Content

Improvements to Testing and Directory Resources

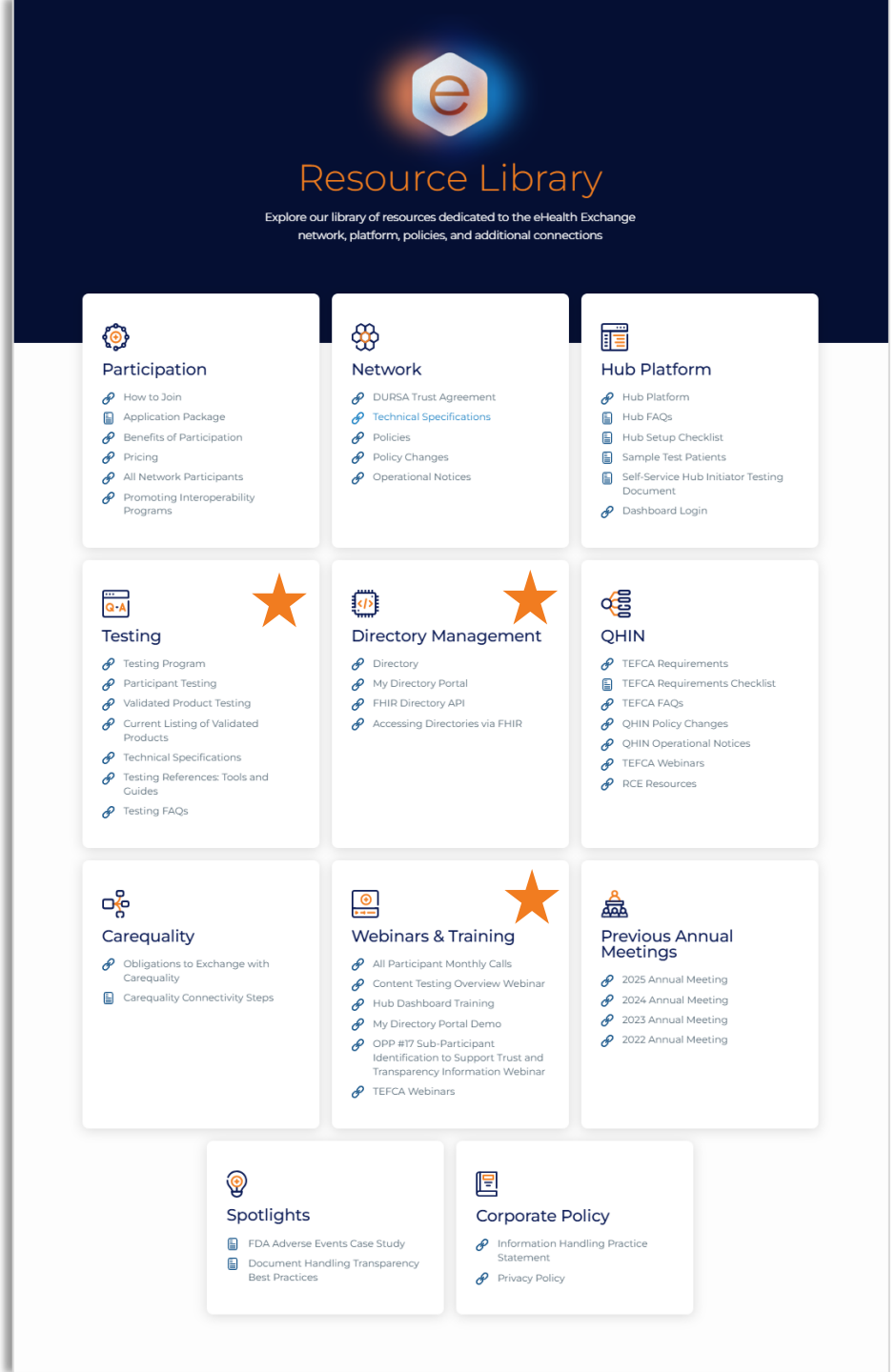
Tina Feldmann

Resources

Summary:

- **UPDATED** page layout
- **NEW** Testing Program resources
- **NEW** Directory Management section
- **NEW** Webinar & Training section

https://ehealthexchange.org/resources-library/



Testing Program

- Participant Testing
- Validated Product Testing
- Testing References: Tools and Guides
- Testing FAQs

Testing Program – Determine Your Path

All participants and products must complete testing to ensure they meet eHealth Exchange standards for interoperability, security, and performance.

Participant Testing

For organizations joining the network or exchanging data directly

- **Onboarding and conformance testing**
  Confirms your systems meet interoperability and security standards
- **Prepares you for live data exchange**
  Confirms your organization can reliably and securely send, receive, and respond to data requests
- **Required for participation**
  A mandatory step for all organizations before going live on the network

LEARN ABOUT PARTICIPANT TESTING →

Product Testing

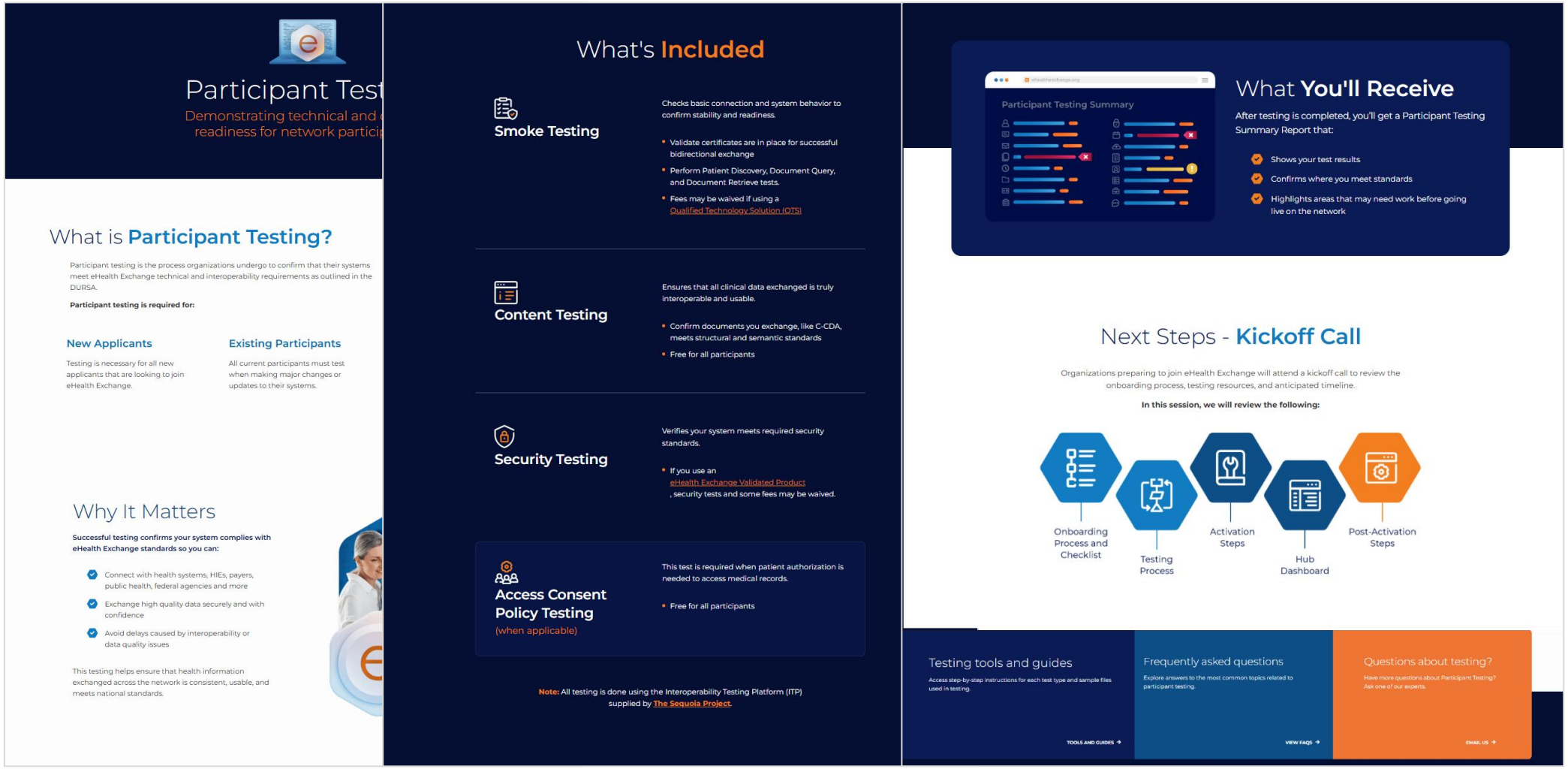
For vendors validating solutions for use on the network

- **Validated for interoperability**
  Conformance and interoperability testing for vendor solutions
- **Faster onboarding for your clients**
  Helps reduce testing effort, time, and cost for participating organizations using your product
- **Recognition across the network**
  Your product is listed as an approved, trusted solution on our website

LEARN ABOUT PRODUCT TESTING →

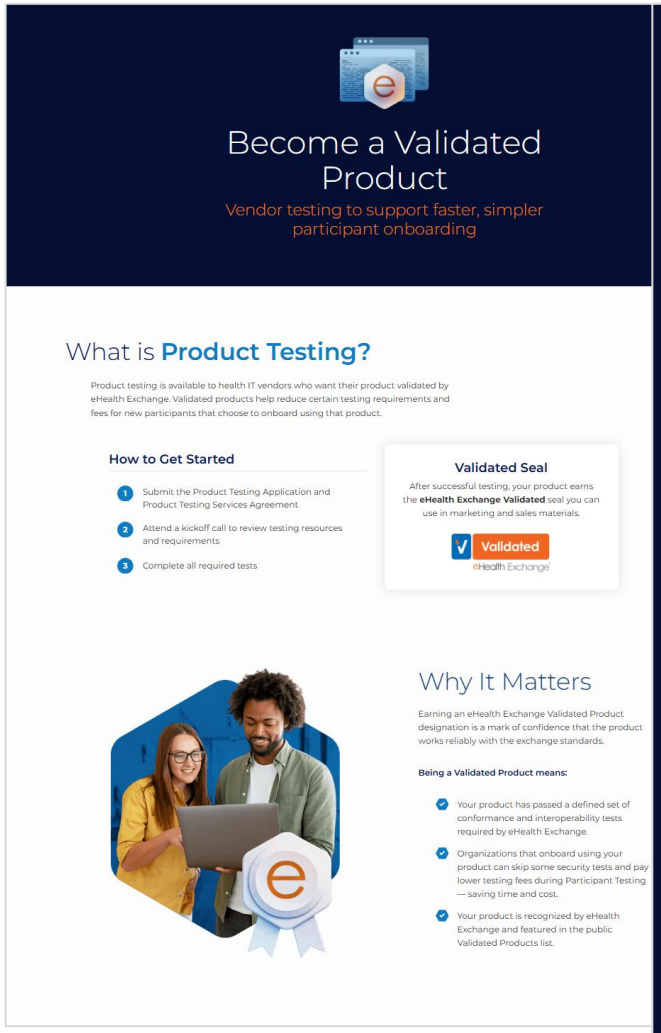
Participant Testing

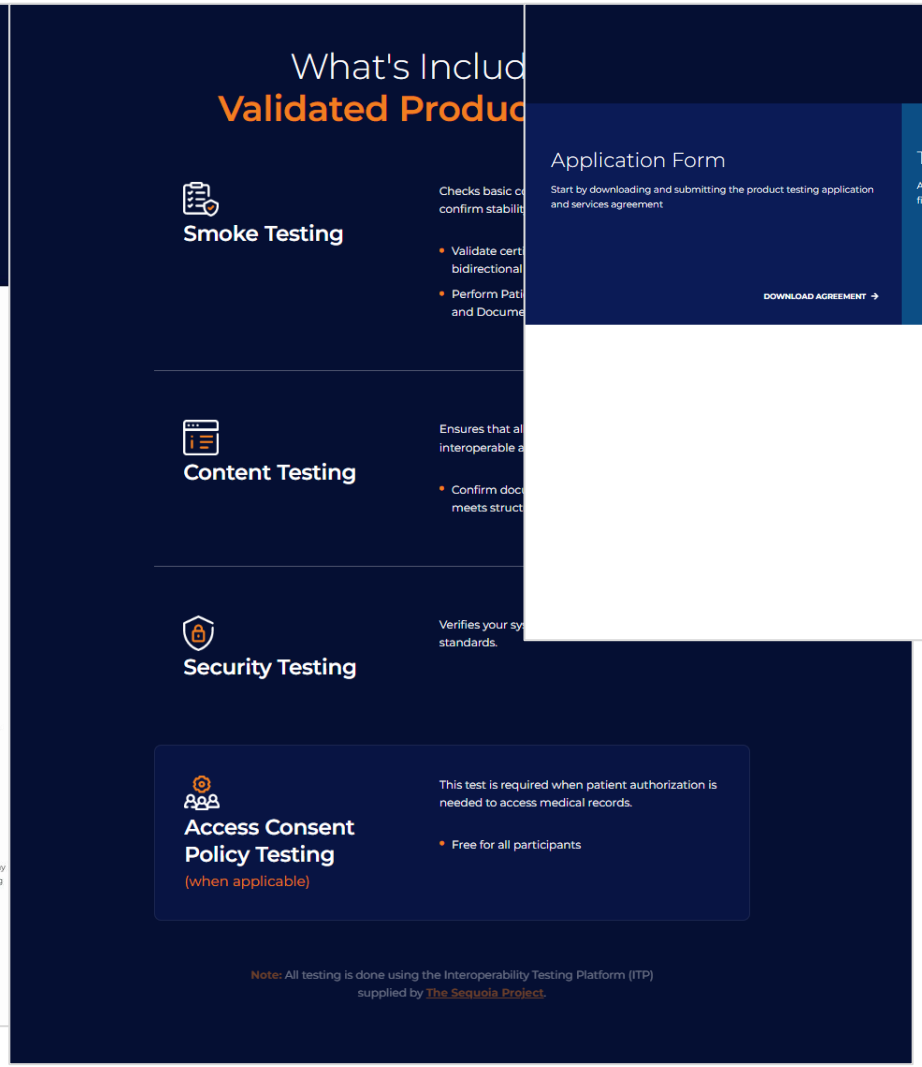
https://ehealthexchange.org/testing-program/participant-testing/

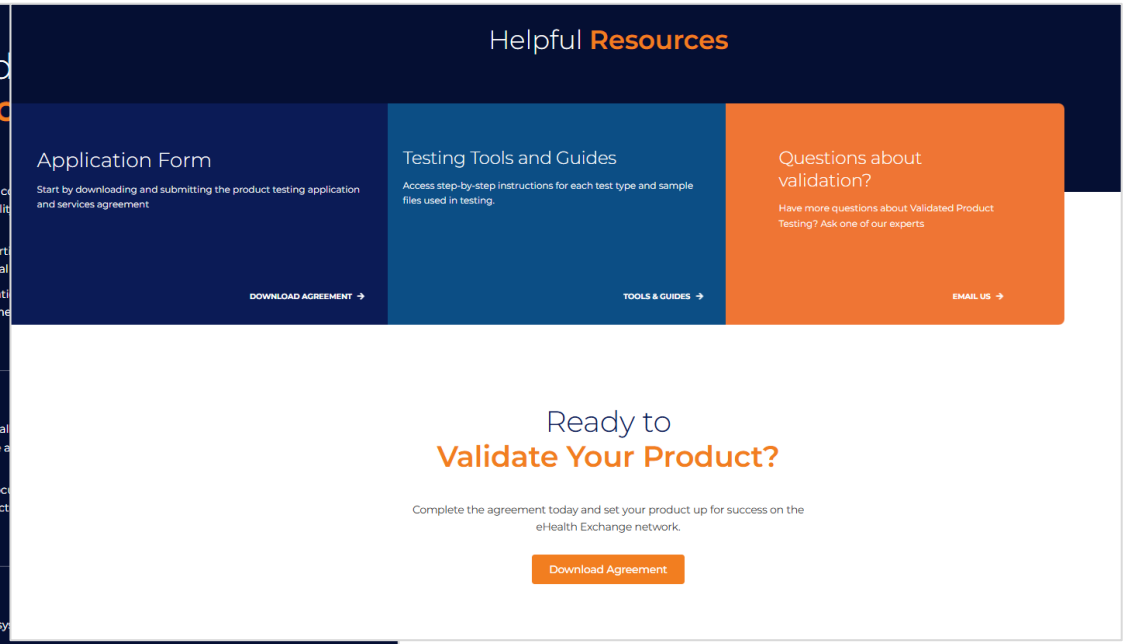


Product Testing

https://ehealthexchange.org/testing-program/product-testing/



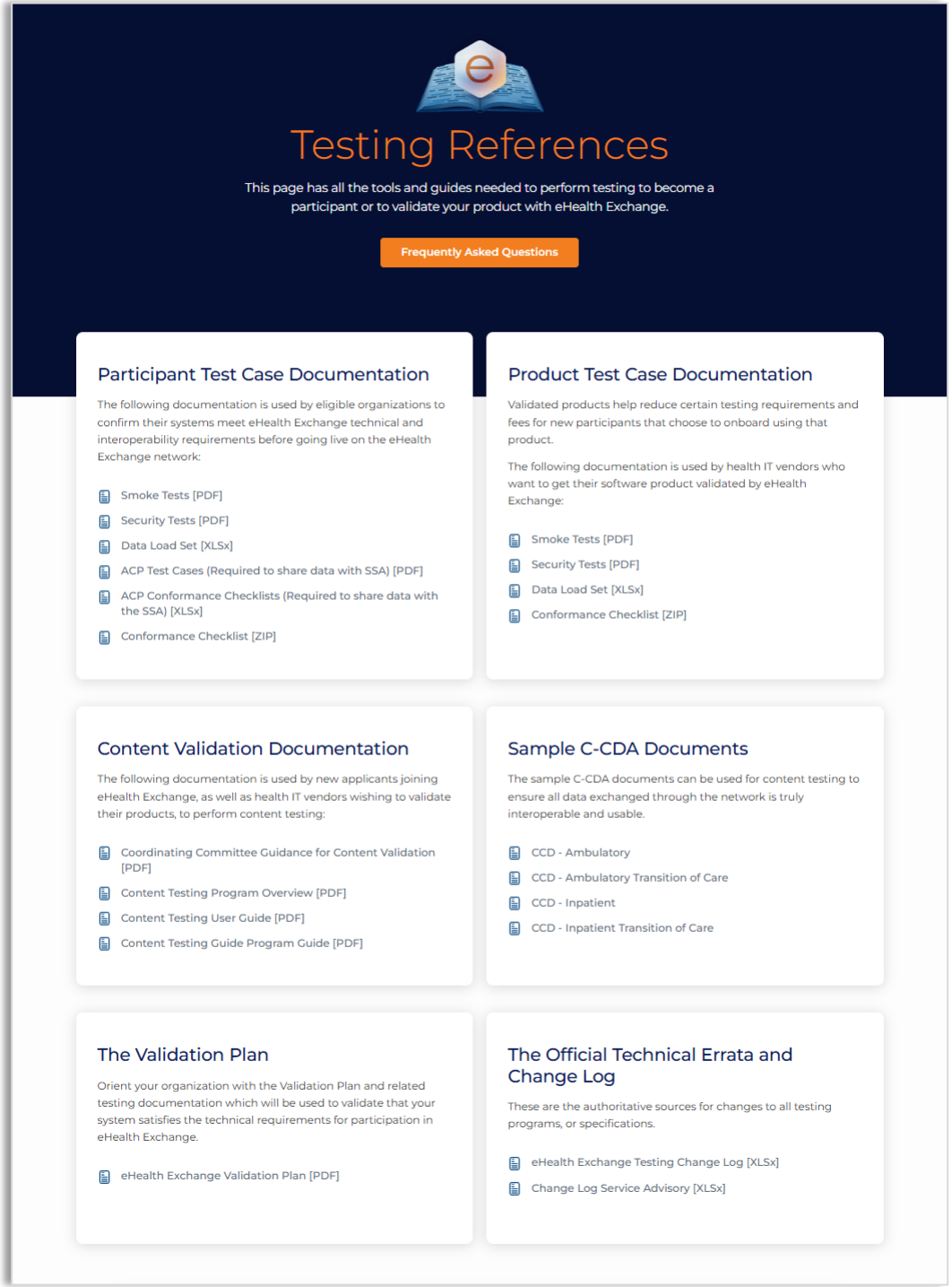




Add'l Updates

Summary:

- **UPDATED** content to make it current and accurate
- **UPDATED** Testing FAQs
- **ADDED** Sample C-CDA Documents



https://ehealthexchange.org/testing-program/testing-references/

Directory Management

Directory

My Directory Portal

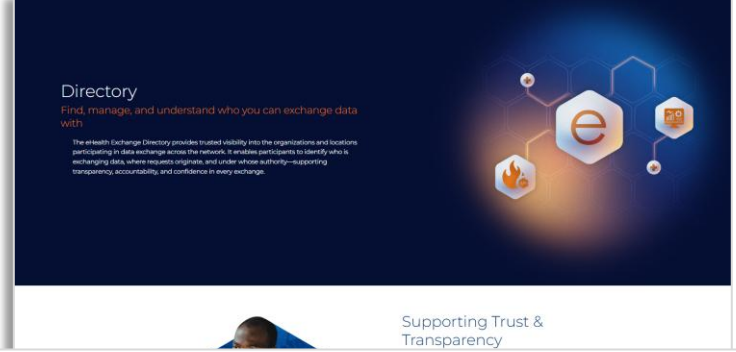
FHIR Directory API

Directory

Summary:

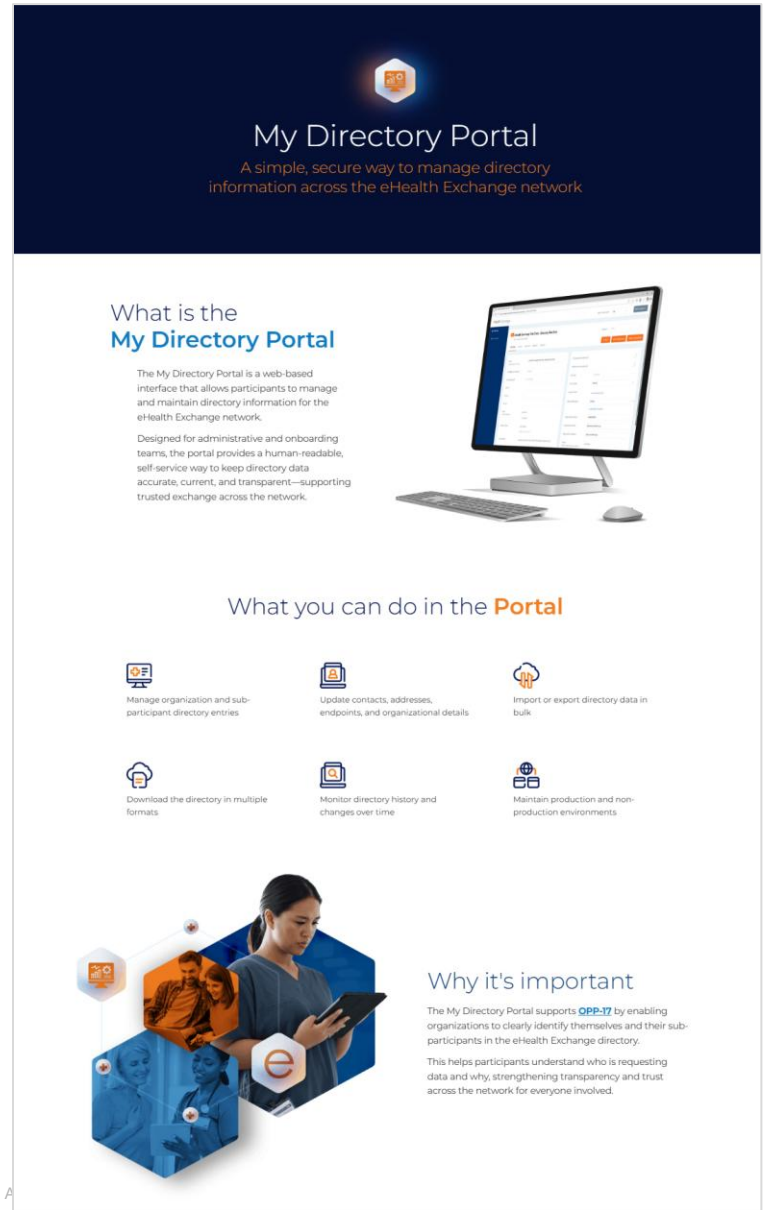
- **NEW** Directory page
- **NEW** My Directory Portal page
- **NEW** FHIR Directory API page
- **UPDATED** FHIR API Resources

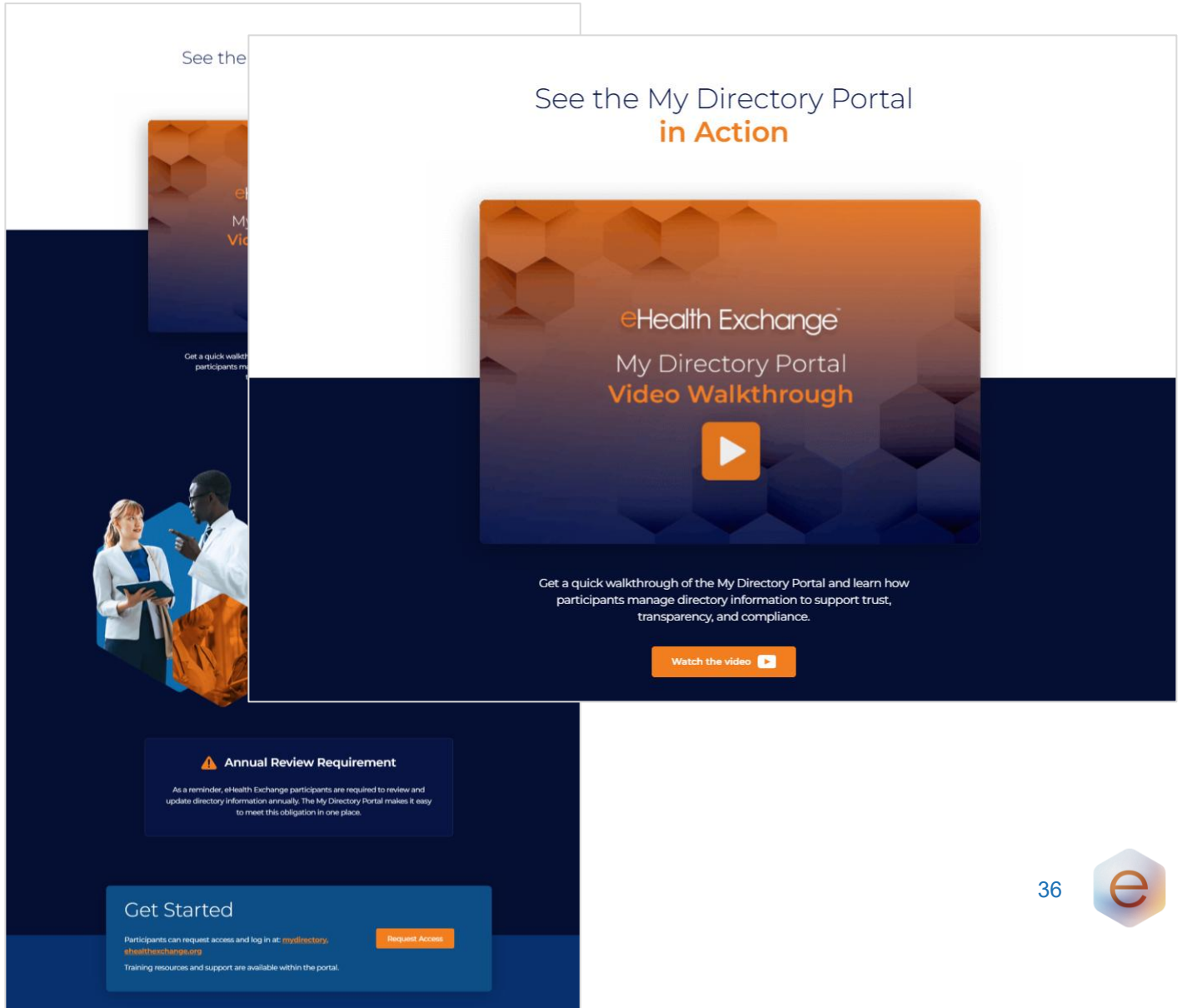
https://ehealthexchange.org/directory/



My Directory Portal

https://ehealthexchange.org/my-directory-portal/





FHIR Directory API

FHIR Directory API

Read only, system-to-system access to the eHealth Exchange directory

What is the **FHIR Directory API**

The FHIR Directory API provides secure, system-to-system access to eHealth Exchange directory information. Designed for participants that want to consume directory data through technical integrations, it supports automated workflows and large-scale data retrieval.

What you can do with the **FHIR Directory API**

The FHIR Directory API provides structured, standards-based access aligned with modern interoperability frameworks enabling participants to:

- Access production and non-production environments
- Integrate directory data directly into internal systems
- Support localized real-time operational workflows
- Download and transform directory data for internal consumption
- Monitory directory history and changes over time

Need to update directory data?

Any time you introduce a new subparticipant to the network, the directory needs to be updated with that information immediately.

The My Direcotory Portal enables organizations to update their sub-participants in the eHealth Exchange directory, ensuring compliance with OPP-17.

This helps participants understand who is requesting data and why, strengthening transparency and trust across the network for everyone involved.

Note: *As a reminder, eHealth Exchange participants are required to review and update directory information annually.*

https://ehealthexchange.org/fhir-directory-api/

Carequality and TEFCA™ participants

Participants connected to Carequality and/or the eHealth Exchange QHIN™ access and download directory data through the same FHIR API framework.

Who It's For

The FHIR Directory API is ideal for participants who have technical or engineering resources who can leverage system-to-system APIs to consume directory information.

Helpful **Resources**

FHIR API Directories - Technical Overview	https://ehealthexchange.org/wp-content/uploads/2026/03/Technical-Highlights-FHIR-API-Directories-January-2026.pdf
Technical Specifications	https://ehealthexchange.org/testing-program/technical-specifications/
Accessing Participant Directories via FHIR	https://ehealthexchange.org/wp-content/uploads/2022/05/Accessing-the-eHealth-Exchange-Directories-via-FHIR.pdf

Get Started

Participants can request a FHIR API key and receive support by contacting an eHealth Exchange administrator.

Contact us

FHIR Directory API

Under the FHIR Directory API there is a section titled "Helpful Resources" with a link to FHIR API Directories – Technical Overview.

The FHIR API Directories Technical Overview provides information on accessing the network directories using the FHIR API, including access to:

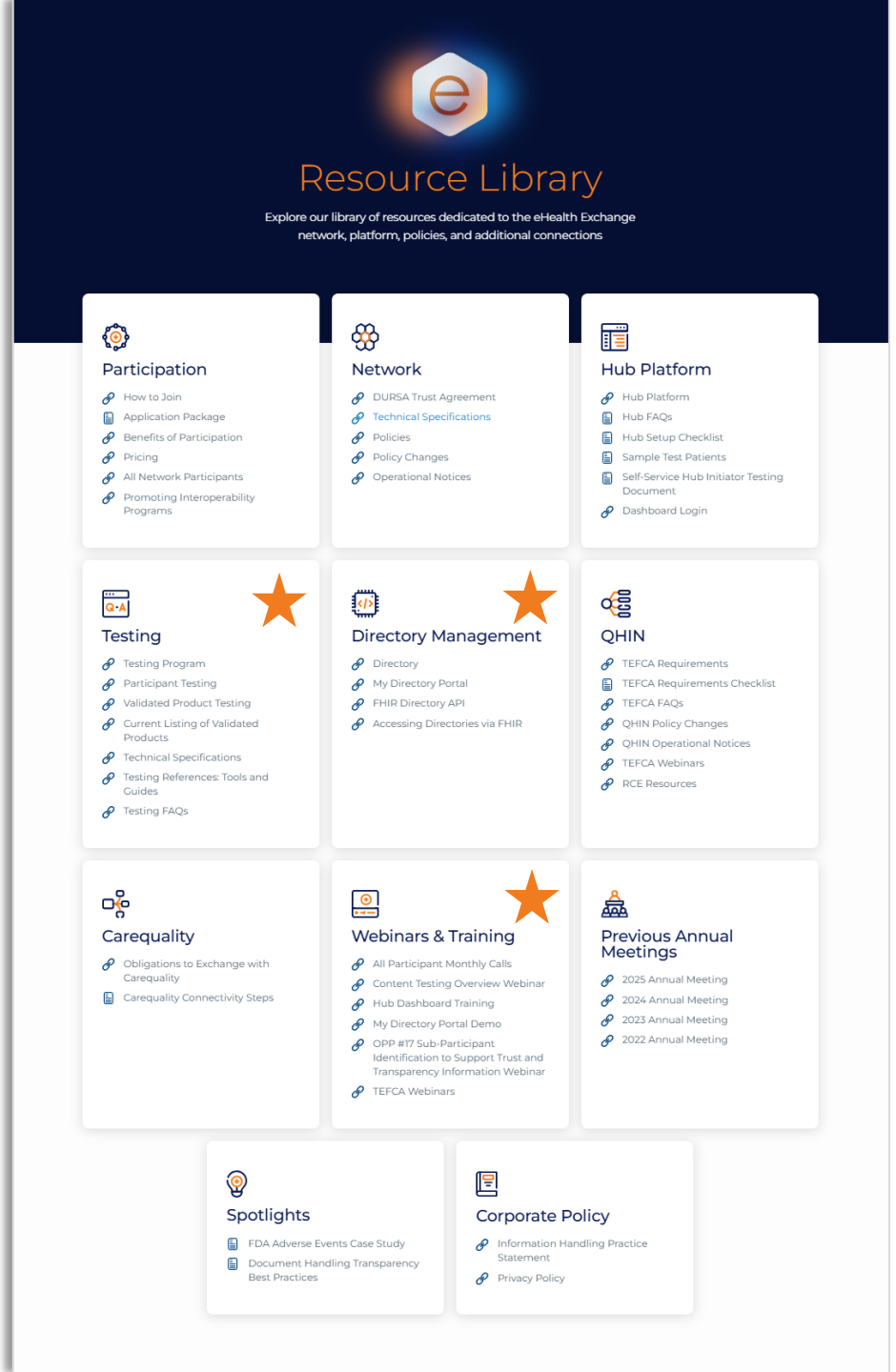
- The eHealth Exchange network directories (VAL and PROD)
- The Carequality clone directories (STAGE AND PROD) with a Carequality subscription (read-only access)
- The QHIN directories (DEV, STAGE and PROD) with a QHIN subscription (read-only access)

NOTE: To avoid providing the full directory API URLs on a publicly accessible website, we have omitted the hostname (FQDN) information from the FHIR API Directories – Technical Overview publication. Email administrator@ehealthexchange.org to receive a slide deck with the full URLs for the FHIR directory APIs.

Resources

Locate all the new content for Testing and Directory Management from the Resource Library

https://ehealthexchange.org/resources-library/



Marketing Updates

News, events, webinars, and more…

Recent Publications & Coverage

MAR 25
- From Trust to Transformation: The Next Era of Payer-Provider Partnership - KLAS Research

MAR 2
- How EHR sharing speeds up disability applications for patients | TechTarget

FEB 15
- Social Security Expands TEFCA Link To Speed Disability Claims

FEB 11
- Preparing providers and payers for interoperability mandates | Healthcare Finance News

Upcoming Events

4th ANNUAL

Spring Payer Issues Roundtable

[Becker's Healthcare Event Link]
Apri 13-14 | Chicago, IL

InterSystems READY 2026

[InterSystems READY 2026]
Apr 27-30 | National Harbor, MD

e·solutions Xchange
A Blue Plan Collaborative for Innovation

[eSolutions Xchange Event Link]
Apr 19-22 | Chattanooga, TN

KLAS RESEARCH

[KLAS K2 Collaborative Payer/Provider Summit 2026]
May 5-7 | Salt Lake City, UT

Upcoming eHealth Exchange Monthly Webinars

[Technical Workgroup]

May 7th | 4-5:00 PM ET

[All Participant Call]

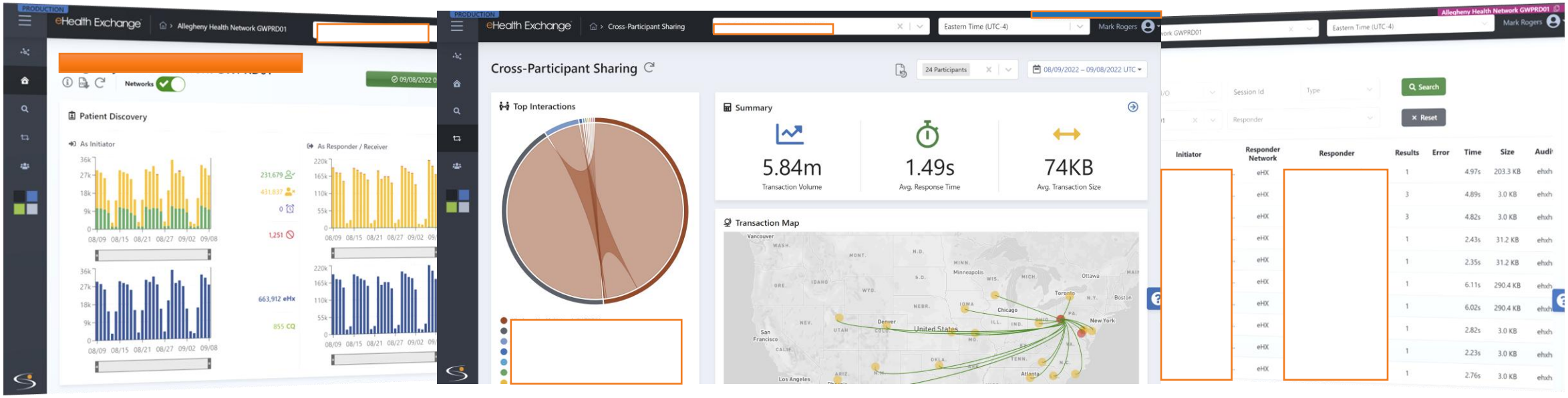
May 14th | Noon-1PM ET


eHealth Exchange
ANNUAL MEETING
LOST PINES RESORT & SPA
Save the Date
TUESDAY | OCT 27 2026 | AUSTIN, TX
ehealthexchange.org/annual-meeting

Resources

Hub dashboard, updating your info, how to get in touch…

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

Monthly Technical Workgroup

- Every 1st Thursday 4-5pm Eastern

- Typical Topics
  - Technical Specifications
  - Testing
  - Hub Updates
  - Capacity planning

- Register Here

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.

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/