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eHHR Program: Leading the Way to Better Collaboration



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In 2012, the electronic Health and Human Resources (eHHR) Program was awarded the COVITS Governor's Technology Award for Cross-boundary Collaboration on IT Initiatives. In the past year, the eHHR Program has continued its unprecedented degree of collaboration. A recently completed Independent Verification and Validation (IV&V) for the Program Management Office (PMO) concluded that all three secretariats, Health and Human Resources, Technology, and Motor Vehicles, and the secretaries themselves fully support the program and have demonstrated strong support from the program's inception.

The IV&V also found that the PMO has facilitated collaboration and communication across agencies and across secretariats and has demonstrated a willingness to get down into the details to build consensus and facilitate risk and resolve issues. During interviews for the IV&V, team members expressed general pride and enthusiasm about being involved in the eHHR Program and accomplishing something new and unique on many levels.

Below is a sampling of what various agency and program leaders have to say about their experience with this unusual level of collaboration across state government:

"Business, legal, and technical collaboration from multiple agencies is critical in making significant strides towards a shared COV enterprise vision that can address a current Medicaid business problem with high enrollment error rates. Collaboration also provides many benefits for all stakeholders: interoperability between systems; more positive and secure customer experiences; better information to manage programs; modern technology for users of our application systems by state, local government, and community partners; and increased efficiency and flexibility in state government programs."

- David Mix, *electronic Health and Human Resources Program Director*

"All of us embraced the vision that our collective information technology efforts in health and human resources would benefit the citizens of the Commonwealth. We knew such an effort would not be easy and we faced challenges. However, as a result of extensive collaboration between agencies, many, many staff from those agencies and volunteers on the HITSAC board, such a collective IT effort now is imminent. Service oriented architecture and enterprise data management now are a reality within the Commonwealth for the eHHR program."

- Samuel A. Nixon, Jr., *Chief Information Officer of the Commonwealth*

"As a customer-focused service delivery agency, we are pleased to play a lead role in the Commonwealth's authentication process that enables online citizen access to even more services."

- Richard Holcomb, *Department of Motor Vehicles (DMV) Commissioner*

"The eHHR program offers VDH and other HHR agencies the opportunity to collaborate and share data at a level that is unprecedented. It is certainly refreshing to come together as a business community and discuss how information can be shared and utilized in order to serve the Commonwealth more efficiently."

- Debbie Condrey, *Chief Information Officer, Virginia Department of Health (VDH)*

"The collaboration of different agencies is truly remarkable. Everybody is recognizing that the success of the overall project is the number one priority. Listening to each other's challenges and providing suggestions on how to overcome them has been amazing. I continue to be impressed even when some of the discussions are long, and decisions are hard but together we make a difference. It all goes along with the saying that "I" does not exist in the word TEAM. TEAM truly means "Together Everyone Achieves More".

-Robert Hobbelman, *Chief Information Officer, Virginia Department of Social Services (VDSS)*

"The platform being provided by the eHHR Program offers the Commonwealth a generational leap forward in terms of computing environment. We are looking forward to modernization within the Department of Behavioral Health and Developmental Services and see tremendous gains in operational efficiency by leveraging this shared resource."

-Russell Sarbora, *Chief Information Officer, Department of Behavioral Health and Developmental Services (DBHDS)*

Ancestry.com Partners with Vital Records Office



The Virginia Department of Health will soon be kicking off a project with Ancestry.com to provide Virginia's public vital records in a genealogical format. Ancestry will incorporate into its online tool an index of Virginia's public vital records, including births, deaths, marriages, and divorces. The Vital Records Office and Ancestry will also be working together to digitize images of these records and those images will be available as well. This index, with associated images, will be available by June 2015.

All Payer Claims Database Development Underway

During the 2012 session of the General Assembly, HB343 directed the creation of an All Payer Claims Database (APCD) for Virginia. The legislation called for the Virginia Department of Health to enter in to a contract with a non-profit to create this database. VDH is now working with Virginia Health Information (VHI) to create this new tool for the Commonwealth. The APCD is a collection of all claims information in Virginia. This information is to be used for very specific purposes including public health and population health reporting, research, and as a tool to determine the cost and efficiency of healthcare.

The ultimate goal in creating and using an APCD is to improve health outcomes going forward. Several activities have taken place in support of this project. Key stakeholders met throughout 2012 to create and implement a Participation Agreement that establishes participation in the APCD and defines the funding source. VDH reported to the General Assembly in December 2012 that all parties are collaborating and work is proceeding according to the legislation. Additionally, we created several key documents: data usage and submission agreements and business associate agreements. In early 2013, VHI and VDH began work to secure an analytics vendor who will be responsible for collecting the claims information and creating the analytics and reporting for the APCD. Recently this was awarded to Milliman Associates who have experience working with several other states on All Payer Claims Database creation and management. The vendor officially began its work last month with a project definition session with VDH and VHI. We anticipate the first collection of data to occur later in the summer or early fall with reports available in 2014.

DBHDS OneMind Update

The "go-live" period for the pilot phase of OneMind, the new electronic health record (EHR) system for DBHDS, is over and the three pilot hospitals have returned to normal staffing levels.

A subset of beds in the pilot facilities — those that are categorized as Medical/Surgical — are involved in the initial phase of the OneMind implementation to ensure that OneMind, coupled with care delivery processes and workflows, will meet the Meaningful Use requirements defined by federal regulations.

A significant number of components of the system remain in development and will continue to be developed throughout the pilot period. Following three months of successful OneMind operation in Medical / Surgical beds OneMind usage will be extended to all beds in the pilot hospitals. Meetings are planned to more specifically detail the path forward and the necessary prerequisites for implementing OneMind in the pilot facilities, and then the remaining 11 hospitals by the end of 2014.

Congratulations to the clinical staff in the pilot hospitals — Eastern State Hospital, Southwestern Virginia Mental Health Institute, and Western State Hospital — for a successful go-live! Their responsiveness in a quickly changing environment has provided the kind of support that will help successfully implement OneMind across DBHDS. Dozens of other people also contributed to this early win, and their hard work will ensure that the broad-scale rollout of OneMind is performed with patient safety as the top priority.



Frequently Asked Question About the Affordable Care Act (ACA)

Two key dates for implementation of ACA are on the horizon. Beginning on October 1, 2013, many Virginians will be able to compare and purchase insurance through the Health Insurance Marketplace (HIM) or the "federal exchange". Coverage through the HIM is currently set to begin under federal law on January 1, 2014. In addition, on October 1, 2013, the Virginia Medicaid program will implement several changes including the following:

- ◆ A new national standard for calculating financial eligibility for Medicaid, which is called Modified Adjusted Gross Income (MAGI);
- ◆ A new electronic enrollment and eligibility system; and
- ◆ A call center to answer questions about Medicaid eligibility.

For answers to questions about these coming changes, please refer to the following resources.

Frequently Asked Questions about Health Insurance (both individuals and businesses):

Q: Is my existing health insurance policy changing?

A: Call your health plan directly at the number listed on your insurance card.

Q: Where can I shop for private insurance for myself or my employees?

A: Call the federal Health Insurance Marketplace toll-free at 1-800-318-2596. Hearing impaired callers using TTY/TDD can dial 1-855-889-4325. You may also inquire online at www.Healthcare.gov.

Q: Will I qualify for federal subsidies for health insurance?

A: Refer to the same resources listed above. Insurance through the FFM should be available for comparison and purchase beginning October 1, 2013 and coverage begins January 1, 2014.

Frequently Asked Questions about Medicaid Coverage:

Q: I am currently enrolled in a Virginia Medicaid insurance plan (Anthem HealthKeepers Plus, Coventry Cares, INTotal Health, MajestaCare, Optima Health, or Virginia Premier). Will there be changes to my plan?

A: Call your health plan directly at the number found on your Medicaid insurance card.

Q: Am I eligible for Medicaid today?

A: Visit your local department of social services or visit <https://commonhelp.virginia.gov/access/>.

Q: Will I be eligible for Medicaid when the MAGI rules take effect on October 1, 2013?

A: Until the new eligibility and enrollment system and call center are operational in October 2013, visit your local department of social services or visit <https://commonhelp.virginia.gov/access/>.

eHHR Online

Please visit us online for more eHHR information and to see past newsletters:

<http://ehhr.virginia.gov>

Questions or Comments?

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