

Direct Secure Messaging Service Transition August 15, 2014



**Florida Health Information Exchange
Coordinating Committee**



Background

- Direct Secure Messaging (DSM) was a requirement of the federal cooperative agreement
- DSM was implemented as a web mail service
- Subsequent federal rules for meaningful use stage two do not permit launching a transitions of care document using a web mail service
- DSM can receive clinical documents for meaningful use



DSM Transition Solution

- Outsource to an Direct Trust accredited vendor
 - Offers access to national trust bundle for in-state and out of state exchange
 - Florida HIE can assist providers with meaningful use as a receiver of summary of care records
- Establish mail box fees
- Notify users of fees and transition details
- Sponsor Patient Look-Up (PLU) and Event Notification Service (ENS) user access to new Direct service



Completed Transition Steps

- Harris engaged Inpriva to provide the Direct Messaging service
- Users notified June 30, 2014 of transition of active and sponsored users to new service provider and fees applicable October 1, 2014
- Inactive users notified and given option to continue with the service



Completed Transition Steps

- DSM users informed of new mailbox addresses identifying their organization and given option to revise prior to transfer
- Active DSM users and sponsored users transferred to new service provider and enabled for service August 11, 2014
- SMTP/POP integrated with Direct Messaging enabling the SHI Hybrid PLU (HIE Direct) service and ENS
- Direct Messaging user guides disseminated to transferred users and posted on website



Direct Messaging Plans

- Direct Messaging metrics will be reported on FHIN website for transferred users and new users going forward
- Transactions are expected to grow rapidly through exchange with users of other accredited vendors (e.g. Surescripts, Cerner)



Direct Messaging Plans

- Outreach to new users supporting PLU nodes or other providers for meaningful use
- ENS alerts will be delivered by Direct Messaging to subscribing health plans and hospital data sources
- Hybrid PLU users may register for the Direct Messaging service if users do not already have an Direct account



Direct Messaging

Questions?

