

Direct Secure Messaging Service Transition May 16, 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 as directed
- 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

Current Users of DSM

- Approximately 75 percent of DSM registrants are state agencies or their contractors
- Approximately 90 percent of active users are state agencies or their contractors
- There are about 100 health care provider organizations actively using DSM
- DSM connections to other states have had limited use to-date
- DSM is also connected to Surescripts, Quest and Community Health Systems

Trust Service

- Established as a pilot to support DSM costs associated with receipt of clinical summary documents for meaningful use
- Trust Service transaction fees cover costs to receive and store clinical care summary documents
- Limited response to pilot due to costs and other alternatives now available to health care providers

Necessity of Transition

- Florida HIE is not in a position to subsidize DSM costs
 - Need to reduce and control DSM costs to balance FY 2014-2015 budget
 - Re-direct DSM in support of other revenue generating services
- State agencies can obtain secure email services at lower costs – need to consider value proposition

Limited Direct Services

- Transition started April 1 with notice to users
- DSM only for users of other Florida HIE services
- Current health care provider users supported
- State agencies cannot be supported
- DSM remains costly as limited service

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
- State agencies have choice of Florida HIE fees or another secure email service
- Other Florida HIE services will have access to new Direct service

DSM Transition Solution

- Timeline
 - Complete limited service transition by July 1
 - Start transfer of existing users to new solution
 - Open service to new users
 - Complete transition to new service by October 1
- Questions?