



NEHEN AND MA-SHARE

Electronic health record interoperability and health information exchange



WORKING TOGETHER TO IMPROVE HEALTH CARE –
COORDINATING AND COLLABORATING ACROSS CLINICAL,
ADMINISTRATIVE AND ORGANIZATIONAL BOUNDARIES

Participating Organizations

- *athenahealth.com**
- *Atrius Health**
- *Baystate Health* / Health New England**
- *Blue Cross Blue Shield of MA*†*
- *BIDMC / CareGroup*
- *Boston Medical Center*† / BMC HealthNet**
- *Brockton Hospital**
- *Cambridge Health Alliance* / Network Health**
- *Cape Cod Health**
- *Caritas Christi**
- *Children's Hospital*†*
- *Community Care Alliance†*
- *Dana Farber**
- *Emerson Hospital**
- *Commonwealth of Massachusetts Executive Office of Health and Human Services*†*
- *Fallon Clinic**
- *Franciscan Hospital for Children**
- *Harvard Pilgrim Healthcare*†*
- *Healthcare Data Exchange (HDX)**
- *Jordan Health Systems**
- *Lahey Clinic*†*
- *Lawrence General **
- *Lifespan**
- *Lowell General Hospital**
- *Mass Eye & Ear Infirmary*†*
- *MedAvant **
- *Morton Hospital**
- *NEHENNet subscribers**
- *Neighborhood Health Plan**
- *New England Medical Center**
- *Northeast Health Systems*†*
- *Partners Healthcare System*†*
- *South Shore Hospital**
- *Southcoast Health System**
- *SureScripts RxHub†*
- *Tufts Health Plan*†*
- *UMassMemorial Health Care**
- *United Healthcare**
- *Westerly Hospital**

* NEHEN
† MA-SHARE

Two collaborative Massachusetts-based initiatives, the New England Healthcare EDI Network (NEHEN) and Massachusetts Simplifying Healthcare Among Regional Entities (MA-SHARE) – representing 55+ hospitals, 5,000+ physicians and 12 regional and national payer – are leading organizations in the emerging area of health information exchange. Together, NEHEN and MA-SHARE provide the region with one of the most mature health information exchange infrastructures in the nation today.

OUR MISSION

Working together as a team, NEHEN and MA-SHARE coordinate the interoperability of electronic health records, health information technology and health information exchange across organizational boundaries in the New England health care community.

The collaborative efforts of NEHEN and MA-SHARE are directed at improving patient safety, satisfaction and the overall patient experience; simplifying the complexity of health care operations; improving productivity through greater use of information technology; and reducing overall costs for all participants.

NEHEN and MA-SHARE develop and share best practices, provide innovative business and technical solutions that make information available where it is needed to treat patients safely, and help the community operate at a world-class level of efficiency and value.

NEHEN and MA-SHARE bring together clinical and administrative processes and

data in a model emphasizing collaboration, standards-based information exchange and protection of patients' rights.

NEHEN HISTORY

NEHEN (pronounced "nee hen") is one of the most established regional health information exchanges in the nation, with a broad participant base and operating continuously since 1997. Starting from a feasibility study at Partners HealthCare, NEHEN was soon formed by Partners and four other charter health plan and provider organizations as a member-owned limited liability corporation for electronic document interchange (EDI) in September 1998.

NEHEN's mission grew into the region's cooperative approach to adopting standardized electronic transaction and code set processing required under the federal Health Insurance Portability and Accountability Act (HIPAA). Health plans and provider organizations in Massachusetts and Rhode Island complied with the law's October 2003 deadline by collaborating on standardized ANSI X12 transactions through NEHEN.

The NEHEN effort has been recognized as one of the leading examples in the nation of a HIPAA solution that not only successfully met the mandate, but also helped the payers and providers affected by the law meet internal business objectives related to improving their reimbursement and administrative functions.

At the same time, NEHEN is regarded as a successful example of health information

NEHEN Features

Administrative Transaction Processing

- Eligibility verification
- Claim submission (institutional and professional)
- Claim status inquiry
- Electronic remittance advice
- Specialty care referral request
- Authorization / pre-certification
- Home health referral
- Referral inquiry

Technology Platforms

- Distributed onsite servers (Classic)
- Hosted portal (NEHENNet)

Message Types

- EDI
- Web service / XML
- Batch and real-time

MA-SHARE Features

Clinical Messaging Services

- E-prescribing (via SureScripts RxHub)
- Clinical Data Exchange (CDX) – “push” discharge summaries and ER reports

Future Joint Services (planned)

- Referral consultation routing
- Medication history reconciliation
- Quality / performance data routing
- Personal health record (PHR) routing
- Real-time adjudication / claim denial management

exchange for its self-sustaining business model, having operated continuously for over 10 years as of 2008. With connectivity to over a dozen payers, serving more than 55 hospitals and thousands of physician practices in Massachusetts and Rhode Island. NEHEN processes over 50 million payment-related transactions per year.

MA-SHARE HISTORY

MA-SHARE (pronounced “mass share”) was established in May 2003 as a program of the Massachusetts Health Data Consortium. Backed by many of the organizations active in NEHEN, with new leadership, vision and support from Blue Cross Blue Shield of Massachusetts, MA-SHARE has in many ways sought to do for clinical health information sharing what HIPAA and NEHEN have done for administrative processes – namely, to design and deploy technology solutions that assemble, organize and distribute clinical information to a broad range of clinical settings in a secure, confidential manner.

Since its inception, MA-SHARE has tackled a number of challenging projects:

- MedsInfo-ED – retrieving medication histories for emergency room patients
- Record Locator Service – identifying where patient medical records reside
- National Health Information Network (NHIN) Architecture Prototype – one of four projects nationally demonstrating how electronic health records can be developed across multiple states
- Rx Gateway – a live electronic prescribing solution for MA-SHARE providers
- Clinical Data Exchange (CDX) – a live exchange routing standard clinical summaries among MA-SHARE participants

COMING TOGETHER

Having developed separately for historical reasons, NEHEN and MA-SHARE increasingly find their visions and plans crossing administrative and clinical boundaries to incorporate data and processes from both areas.

Over the last 10+ years, Massachusetts’ and Rhode Island’s leading healthcare organizations have invested over \$20M in NEHEN and MA-SHARE to gain new capabilities and avoid spending many millions more in labor, information technology and compliance costs of multiple point-to-point solutions.

The two organizations share a common architecture, infrastructure and support services. There is considerable overlap in leadership and governance that also makes collaboration natural. NEHEN and MA-SHARE are in ongoing discussions about how best to formalize their teaming to leverage their shared services and approach.

CONTACT US

For more information on services NEHEN and MA-SHARE provide today and their future plans for developing common clinical and administrative services, please contact their common program manager Computer Sciences Corporation (CSC):

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