

Patient Portal RFQ Q&A

REVISED:10/23/2023

As Connie establishes interoperability standards, I would like to know where Connie stands on the FHIR standards. Is Connie looking at Mandating FHR standards as you move forward? Is the data that you currently manage FHIR data?

Connie sees the FHIR standard as a valuable interoperability specification that has the potential to allow for more streamlined and targeted data sharing across the network. Connie's focus is on ensuring data can be shared & received in all applicable standards. This will take time. There is no intention for a mandate specific to FHIR at this time, but the selected vendor is expected to comply with updated requirements in accordance with agreed upon terms.

Can you provide an estimate of the number of unique users? Does Connie have requirements for the number of patient portal users to be supported, or projections of patient adoption of the patient portal?

Connie anticipates users to grow steadily to approximately 5-10% of our patient population, but the actual number of users may be higher or lower. Respondents should anticipate supporting all users of the Connie Patient Portal.

Does Connie's existing CCDA include data regarding the patient's Medicaid status (ie. Coverage Activity)? This is in reference to: "Phase 1, project requirement #4 for 4. Track and export monthly logs on key patient access indicators including but not limited to: a. Number of patients accessing their data, stratified by age, race, geographic location, and if they are a Medicaid member or not.

Providing metrics related to Medicaid membership will only be required if Connie provides the information to the vendor either within the CCDA or a supplement file that includes key demographic information to adequately match the Medicaid ID with the CCDA.

For confirmation, is Connie looking for a managed service for the selected vendor to operationally "Monitor data feeds for maintenance issues" or is there a requirement for Connie to have access and be responsible for monitoring?

The selected vendor is responsible for delivering the service to patients, ensuring data is returned and displayed for the patient, and reporting any issues. The vendor is responsible for monitoring data feeds for maintenance issues and must be able to provide Connie with detailed monthly reports regarding the number of patients using the service and any performance issues. Please describe in your response how you are monitoring whether or not data is reliably being returned for each patient queried.

Regarding Future Project Enhancements # 3 – does Connie have a secure messaging platform established with providers within their community?

Connie does not currently support direct/secure messaging to all providers within our system. If a respondent requires a secure messaging platform to all providers in order to implement activities related to the patient portal, please include that in your response with a justification.

Please describe the type of data patients would upload.

We have not scoped the requirements for patient uploaded data. Patients have expressed interest in submitting health information they have received from other providers that they are not seeing in their chart and/or their own medication reconciliation documentation. We are interested in learning if this functionality is currently included in your available features or is being discussed/already on your new features roadmap.

Does Connie operate a Master Patient Index (MPI)?

Yes.

If Connie operates an MPI, can a respondent connect to the MPI to verify patient identities?

Patients will need to verify their ID through the selected vendor, or its subcontractor, before a call is made to the Connie MPI to access their patient record. Once the patient's ID has been verified and validated, the API call with patient demographic information will be matched to Connie's MPI to retrieve the appropriate patient record from Connie's system.

If Connie does not operate an MPI, does Connie maintain any other form of patient identifiers that a respondent may reference?

Connie operates an MPI.

Can Connie identify the query/retrieve protocol to be used to retrieve CCDA documents?

Connie supports standard ITI protocols such as those used by national networks (e.g. eHealth Exchange and Carequality). The Respondent will initiate 3 calls: first the Patient Demographic Query (XCPD) with and Connie response. Second the Registry Stored Query Request (ITI-18) or Cross Gateway Query (ITI-38), with associated response from Connie. Third the Retrieve Document Set Request (ITI-43) or Cross Gateway Retrieve (ITI-39) with associated response from Connie.

Will the respondent patient portal receive notification that patients have received a new CCDA document?

The Query/retrieve protocol does not support notification of new CCDs.

Would Connie consider allowing a respondent to receive CCDAs via a feed or push method in addition to the query/retrieve protocol, if this approach reduced overall cost and complexity?

Respondents should describe the approach and budget using the query/retrieve protocol. If they would like the review committee to entertain other approaches, and the benefits of those approaches, they are invited to also include alternatives, but not to the exclusion of the query/retrieve approach.