The New England Approach to HIPAA

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Three part approach

- Administrative Simplification
- Security/Confidentiality
- Education

Our Innovative Approach - NEHEN

The New England Healthcare EDI Network (NEHEN) is a consortium of regional payers and providers who have designed and implemented a secure and innovative electronic-commerce solution for reducing administrative costs in healthcare.
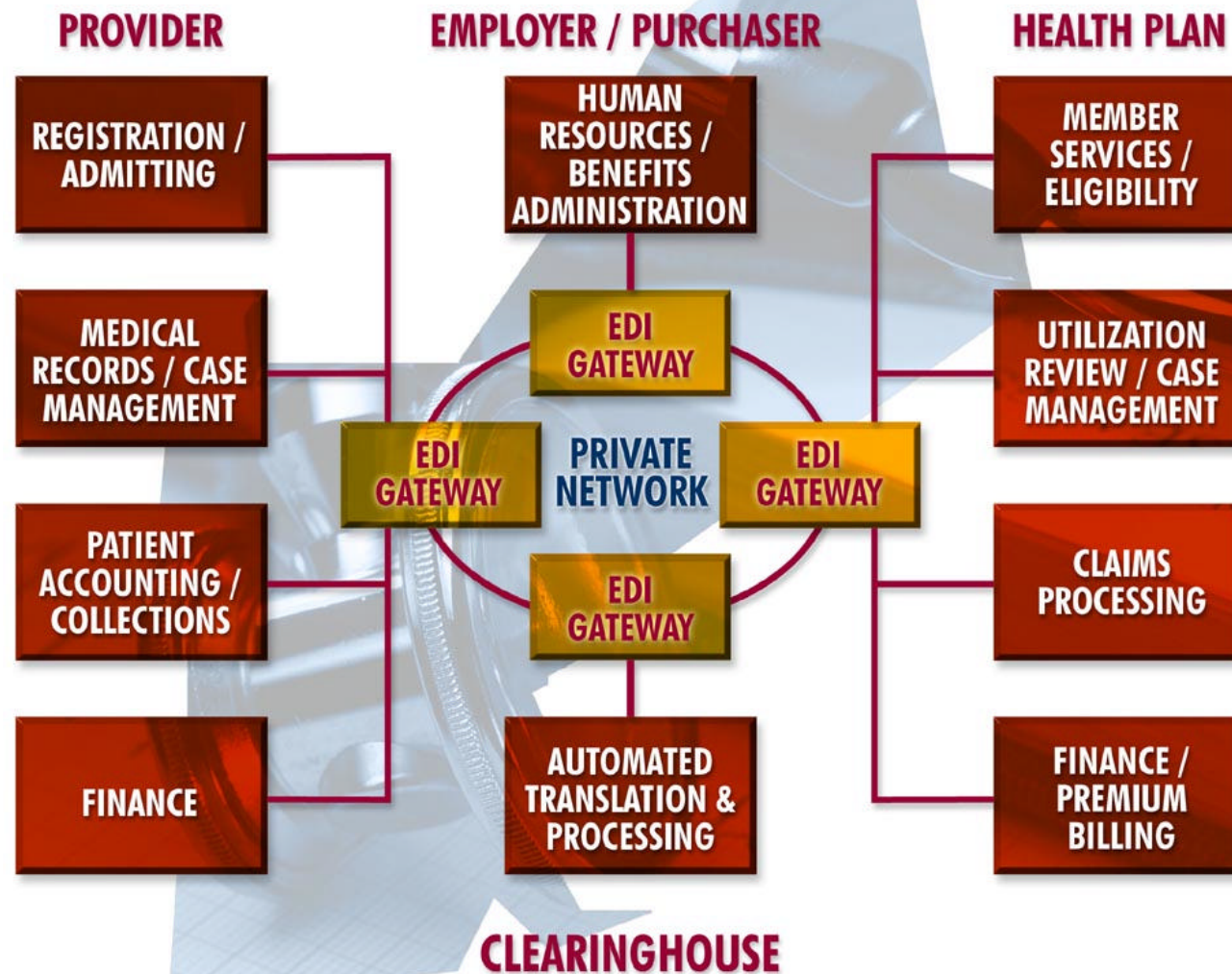

NEHEN Founding Partners

The NEHEN Model

NEHEN History

Date	Event
August 1997	• CSC engaged for feasibility study
October 1997	• Initial NEHEN discussions
February 1998	• Bourbon Street Coalition
April 1998	• Beta versions of software tested
June 1998	• Eligibility Pilot started
August 1998	• Web front-end introduced
September 1998	• Original governance documents
December 1998	• Referral implementation guide completed
November 1999	• Incorporation (NEHEN LLC)

Affiliated Networks of New England

- **24 regional providers and payers**
- **Common interest and collaboration on:**
  - **Confidentiality**
  - **EMPI strategies**
- **Common vision on:**
  - **Identifiers**
  - **Clinical and insurance EDI**
- **Forum for IT leadership networking**
  - **Unwieldy forum for implementation**

NEHEN

- Formation
  - Collaborative approach to mutual implementation and adoption
  - Communicate value proposition and potential ROI
  - Create a business-like but collegial atmosphere
- Solution Approach
  - Standards- based
  - Secure extranet connecting the participants
  - Integration with enterprise applications
  - Cost-saving, rather than revenue-generating business model
  - Insourcing model
  - Shared development and intellectual property

Business Model

- Each organization is responsible for:
  - Implementation fees, network fees and a monthly Program Management fee.
  - Security
  - Generating and accepting HIPAA compliant transactions.
- Collaborative and "Win/Win"
  - Payers & Providers benefit by sharing administrative data electronically.
  - Each member has an equal voice.
  - All members receive the gateway software, web browser user interface and the Eligibility & Referral Dataset Implementation Guides.
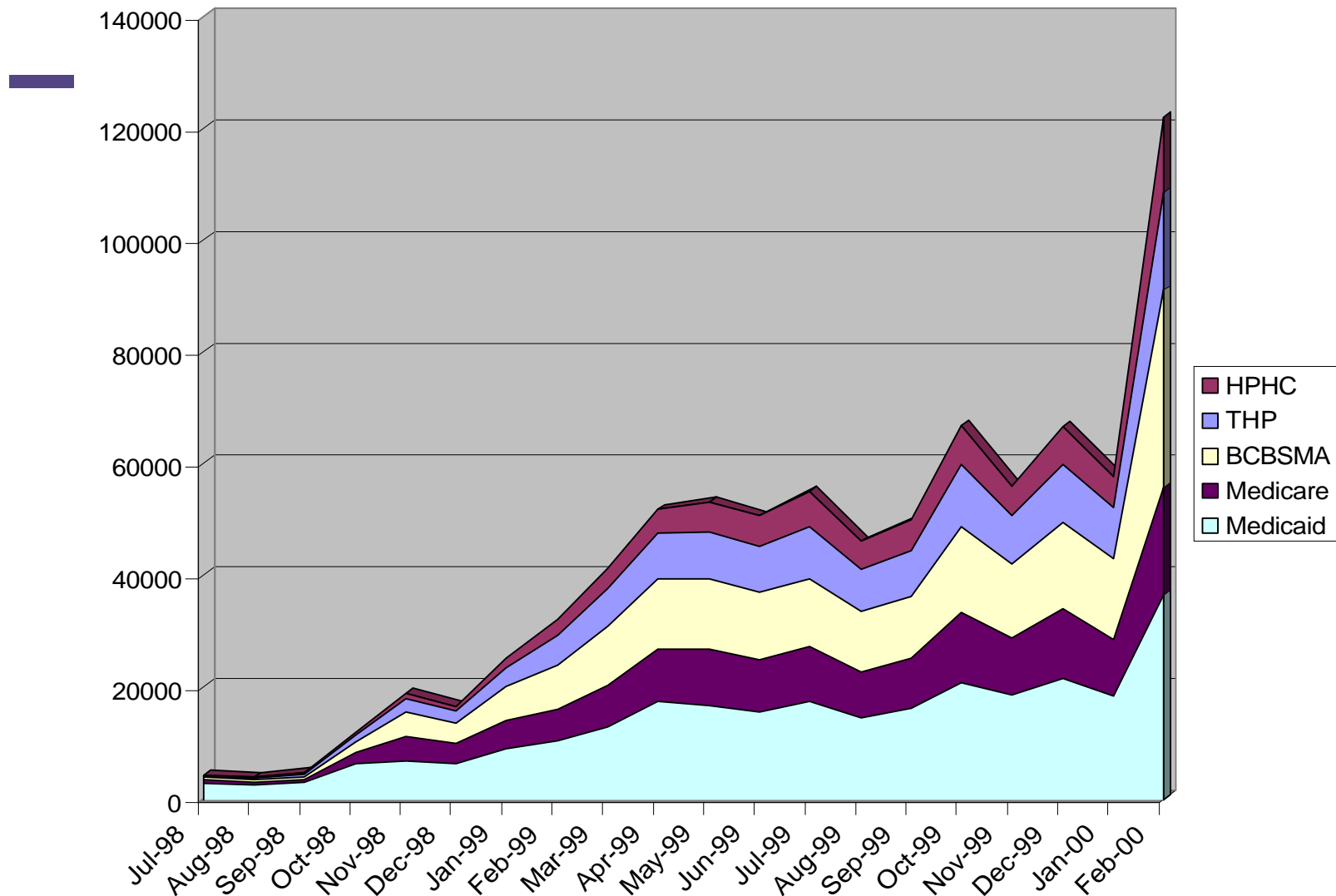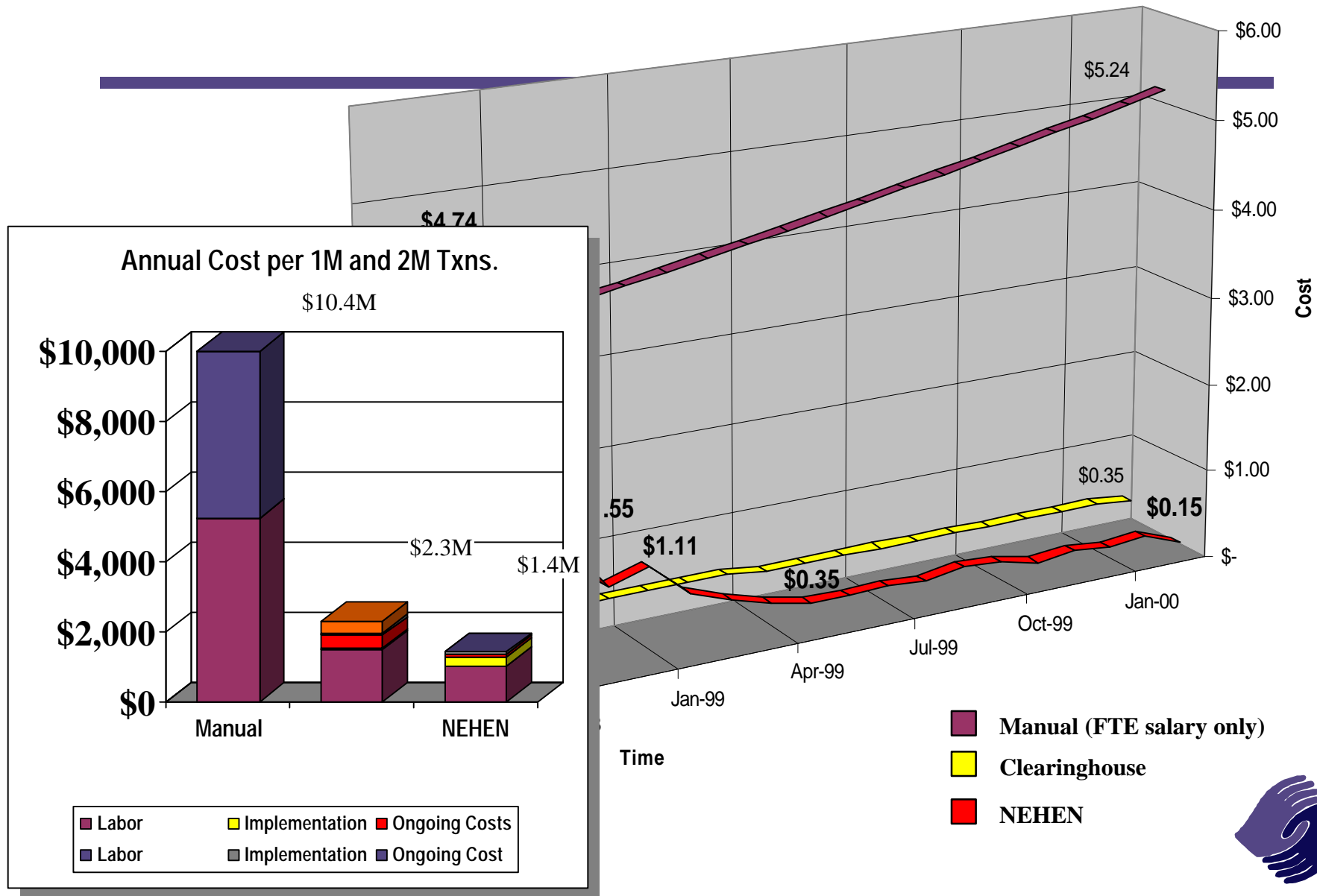
Security

- Security and confidentiality protections must be extraordinary to safeguard patients and health plan members as well as the reputations of the participating organizations. NEHEN has adopted a strict security architecture in response:
  - No central database - all patient-identifiable data is transitory in nature
  - Use of private network rather than the Internet
  - Signed agreements among participants safeguarding other parties' data

Volume Statistics

Legend:
- HPHC
- THP
- BCBSMA
- Medicare
- Medicaid

Y-axis: 0, 20000, 40000, 60000, 80000, 100000, 120000, 140000

X-axis: Jul-98, Aug-98, Sep-98, Oct-98, Nov-98, Dec-98, Jan-99, Feb-99, Mar-99, Apr-99, May-99, Jun-99, Jul-99, Aug-99, Sep-99, Oct-99, Nov-99, Dec-99, Jan-00, Feb-00

Costs per Transaction

Annual Cost per 1M and 2M Txns.

$10.4M

$10,000

$8,000

$6,000

$4,000

$2.3M

$1.4M

$2,000

$0

Manual   NEHEN

- Labor
- Implementation
- Ongoing Costs
- Labor
- Implementation
- Ongoing Cost

$6.00

$5.24

$5.00

$4.74

$4.00

$3.00

$2.00

$1.00

.55

$0.35

$0.15

$1.11

$0.35

$-

Cost

Jan-99   Apr-99   Jul-99   Oct-99   Jan-00

Time

- Manual (FTE salary only)
- Clearinghouse
- NEHEN

Eligibility ROI

Eligibility ROI	Year 1	Year 2	Year 3
Labor savings:	$397,975	$ 397,975	$ 397,975
+ Improved collections:	$88,010	$88,010	$88,010
Gross savings:	$485,985	$485,985	$485,985
- NEHEN program mgmt. fees:	$72,000	$72,000	$72,000
- Implementation costs (H/W, network, labor):	$250,000	$10,000	$10,000
Net savings (cumulative): (+ incidence avoidance)	**$163,985**	**$568,905**	**$972,890**
ROI:	**1.5X**	**2.4X**	**3X**

Declaration of Interdependence

Signing Ceremony — NEHEN LLC — October 1999

CareGroup Implementation

- Benefits/Eligibility
  - Web
  - Hospital Information System
- Referral/Auth
  - STARS
- Patient Self Service
  - PatientSite

CareWeb

Cyberprise

Web Email

CQV EIS

Lit Search

Online Reports

Find a DR

STARS

Eligibility

Create Myportal

Myportal Log In

Username

Password

Log in

Sunday, May 21, 2000

CAREGROUP
HEALTHCARE SYSTEM

Lookup Another Patient

JOHN HALAMKA: Eligible

Service Date: 1/1/00

Patient Demographics			
Name:	**HALAMKA, JOHN**	Member ID:	**HPCG02815-00**
Sex:	**M**	Date Of Birth:	**5/23/62**
Address:	**11 ALDEN RD** **WELLESLEY HLS MA 02481-6702**		
Start Date	**1/1/00**	End Date	**12/31/9999**
Primary Care Provider Info			
PCP Name:	**DUPEE,RICHARD**	PCP Plan ID:	**2928**
Address:	**65 WALNUT STREET** **WELLESLEY MA 02181**		
PCP Phone:	**(781) 235-9089**		
Benefits			
Plan:	**HPHC**	Product:	
Copay Info			

Transaction time:2 Seconds

PROVIDER SERVICE
NETWORK
Affiliated with CAREGROUP

ELIGIBILITY

Inquiry

AUTHORIZATIONS

Quick Search

General Search

Request Referral

Request Admission

Request Service

REPORTING

Activity

OTHER

Provider Directory

Help

Logout

Member ID: Plan: select a plan   SEARCH

Referring PCP: Select One   SEARCH   CUSTOMIZE

Provider Details

Member P   CUSTOMIZE

Admission   CUSTOMIZE

Admission

Telephone

Admission

Admission

Type of Ac

Admission Category: Medical

Primary Admission
Dx: SEARCH   Secondary
                                              Admission Dx: SEARCH

Reason for
Admission:

Select to route this
request to your
CareGroup PSN Case   Liability and   Select One
Manager: ☐   Recovery:

Request Admission

ICD9 Search - Microsoft Internet Explorer

ICD9 Search

Search for ICD9 codes about:

[   ]   Search

My Computer

File   Edit   View   Go   Favorites   Help

Back   Forward   Stop   Refresh   Home   Search   Favorites   History   Channels   Fullscreen   Mail   Print   Edit

Address   C:\WINDOWS\DESKTOP\Prototype-981108\top.html   Links

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Out-Of-Network Requested?

This referral is to an out-of-network provider, which will trigger a review.
If you make use of a network provider, your referral will be auto-approved.

- Option 1: Modify referral request

- Option 2: Request out-of-network referral

Justification: Patient request

Comments:

Request Out-of-Network

Done   My Computer

File   Edit   View   Go   Favorites   Help

Back   Forward   Stop   Refresh   Home   Search   Favorites   History   Channels   Fullscreen   Mail   Print   Edit

Address C:\WINDOWS\DESKTOP\Prototype-981108\top.html   Links

PROVIDER SERVICE NETWORK
Affiliated with CAREGROUP

Temporary Tracking Number A682432

ELIGIBILITY

Inquiry

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Patient Details

Member ID:	0277883612	Plan:	BCBSMA
Name:	Carter, John	Product:	HMO Blue
Referring PCP:	Taussig, Helen	PSN ID:	16351
Risk Unit:	BIDMC		

Provider Details

| Refer To Provider: | Woo, John | PSN ID: | 12786 |
| Risk Unit: | BIDMC | | |

Referral Details

Start Date:	10-07-1998		
End Date:	12-31-1998		
Services Requested:	Consult only	Visits:	1
Reason for Referral:	Worsening symptoms over the past 5 days. Patient complaining of severe chest pain and shortness of breath.		

Diagnosis

| Primary Diagnosis: | 413.1 | Description: | Prinzmetal Angina |
| Secondary Diagnosis: | | Description: | |

This referral is

Done   My Computer

Welcome to PatientSite

CareGroup HealthCare System implemented PatientSite to give patients the opportunity to communicate with their physicians through the Web. It is secure and free for all CareGroup patients. PatientSite should NOT be used for emergencies.

Please enter your Username and Password to login.

If you are not a registered patient of PatientSite, click on "Take a Tour" and see what it has to offer you, or go directly to registration by clicking on "Register Now"!

Take a Tour

Register Now!

Forgot Password?

Username: _____

Password: _____

Login

MyHealth   🔒 **Privacy Policy**   ❓ **Help**   ❌ **Sign Out**

CareGroup's Personal Health Web Site for Ignacio Gende, a patient of Dr. John Halamka
You have 18 messages

Patient Education

BIDMC Fact Sheets/Instructions
BIDMC HealthLinks
Care! TV Education Channel
CareNotes Health/Drug Information
External Health Web Sites
Learning Center Services
Pharmacy Locator
Seminars and Support Groups

MyLinks

BIDMC
general health information

Self Service Benefits Check

| MyHealth | 🖊 MyMail | 📝MyRecord | MyServices | 🔍 Search | 📋 MyProfile |

MyServices   ✖ Exit   ❓ Help   ❌ Sign Out

Check my insurance benefits
Patientsite survey for patients
Refill a prescription
Request a referral
Request/Confirm/Cancel an appointment
Review bills (BIDMC)

Check Benefits/Elibility   ✕ Exit   ❓ Help   ✕ Sign Out

IGNACIO GENDE: Eligible

Service Date: 9/16/00

Patient Demographics

Name:	GENDE, IGNACIO	Member ID:	HPCG01648-00
Sex:	M	Date Of Birth:	19651205
Address:	27 NUT RD AUBURN NH 03032		
Start Date	4/1/00	End Date	4/1/01

Primary Care Provider Info

PCP Name:	CAMPO,RAFAEL	PCP Plan ID:	65095BI 0010
Address:	330 BROOKLINE AVE BOSTON MA 02215		
PCP Phone:	6176672422		

Benefits

Plan:	HPHC	Product:	

Copay Info

Professional (Physician) Visit - Office	$5.0000/Visit
Hospital - Emergency Medical	$40.0000/Visit
Generic Prescription Drug	$10.0000/Visit
Brand Name Prescription Drug	$0.0000/Visit

Transaction time:2 Seconds

Audit | ✕ Exit | **Return to List Choices** | ❓ Help | ✕ Sign Out

Date	Time	Person	Function	Location
9/5/00	5:31:00 PM	Gende, Ignacio	labs	10.150.60.126
9/5/00	5:31:03 PM	Gende, Ignacio	lab_detail	10.150.60.126
9/7/00	4:18:50 PM	Gende, Ignacio	/myhealth.asp	207.16.63.250
9/7/00	4:34:20 PM	Gende, Ignacio	/mailbox.asp	207.16.63.250
9/7/00	4:34:32 PM	Gende, Ignacio	/myrecord.asp	207.16.63.250
9/7/00	4:39:42 PM	Gende, Ignacio	/services.asp	207.16.63.250
9/7/00	4:43:13 PM	Gende, Ignacio	/search.asp	207.16.63.250
9/7/00	4:43:35 PM	Gende, Ignacio	/services.asp	207.16.63.250
9/9/00	10:09:15 AM	Halamka, John	/ccclabs.asp	10.150.60.126
9/9/00	10:09:15 AM	Halamka, John	labs	10.150.60.126
9/9/00	10:11:44 AM	Halamka, John	/ccclabs.asp	10.150.60.126
9/9/00	10:11:44 AM	Halamka, John	labs	10.150.60.126
9/9/00	10:17:30 AM	Halamka, John	/ccclabs.asp	10.150.60.126
9/9/00	10:17:30 AM	Halamka, John	labs	10.150.60.126
9/9/00	10:38:22 AM	Gende, Ignacio	/myhealth.asp	10.150.60.126
9/9/00	10:38:24 AM	Gende, Ignacio	/myrecord.asp	10.150.60.126
9/9/00	10:38:26 AM	Gende, Ignacio	/cccxrays.asp	10.150.60.126
9/9/00	10:38:26 AM	Gende, Ignacio	xrays	10.150.60.126
9/9/00	10:38:32 AM	Gende, Ignacio	/cccxrays.asp	10.150.60.126
9/9/00	10:38:32 AM	Gende, Ignacio	xrays	10.150.60.126
9/9/00	10:42:18 AM	Gende, Ignacio	/cccxrays.asp	10.150.60.126

Security/Confidentiality

- Best Practices – National Academy of Sciences "For the Record"
- Current and Future Recommendations
  - Strong Authentication
  - Role-based access control
  - Auditing
  - Encryption
- Implemented in all our systems

Education

- Formal training in confidentiality
- Volunteers are trained
- Web based training and record keeping
- Single program for all of CareGroup

Summary

- Administrative Simplification
  - Live today with 270/271, 278
  - December for 834/837
- Security/Confidentiality
  - Full auditing, strong authentication and access control in place
- Education
  - Ongoing effort