HOW TO UPDATE YOUR DIRECT CONTACT INFORMATION IN NPPES

■ SUPPORT PROVIDED BY ILHITREC:

The Illinois Health Information Technology Regional Extension Center (ILHITREC), under contract with the Illinois Department of Health and Family Services (HFS), is providing education, outreach, and EHR support to Medicaid providers for the Promoting Interoperability Program. Contact us at info@ILHITREC.org

Speaker Biographies

Kerri Lanum, MS, CHC

- Kerri Lanum is a Clinical Informatics Specialist at ILHITREC with over 20 years of experience in the healthcare industry. She is an expert in the design and implementation of innovative technologies to support ambulatory practice workflows. She is certified in several EMR Products, a Lean Six Sigma green belt, certified health coach and has a passion for educating providers and medical office staff on how to track their quality data to improve patient care. Kerri is an active member of the Medical Group Management Association (MGMA) and Health Information Management and Systems Society (HIMSS).

Lauren Wiseman, MSN, RN-BC

- Lauren Wiseman is a Clinical Informatics Specialist for Illinois Health Information Technology Regional Extension Center (ILHITREC). Lauren has 40 years of healthcare experience and works with participating healthcare organizations providing Promoting Interoperability support. She is an active member of the Health Information Management and Systems Society (HIMSS) and the American Nurses Association (ANA). Lauren holds the ANCC board certification in Nursing Informatics and Certified Professional Health Information Management System (CPHIMS)

Disclaimer

- The target audience of this presentation is Eligible Providers, but some references will be made related to Eligible Hospitals.

- This webinar is based on official guidance provided by the Centers for Medicare and Medicaid Services (CMS) and the Office of the National Coordinator (ONC), experiences from ILHITREC, and other Regional Extension Centers.

- This presentation was prepared as a tool to assist providers enrolled in the Medicaid Promoting Interoperability program administered by CMS. The ultimate responsibility for compliance, submission and response to any remittance from CMS rests with the provider. Medicare policy changes frequently. It is highly recommended that providers and their designee review rules and regulations frequently.

- This presentation is focused on the **requirements from the CMS Interoperability & Patient Access Final Rule.**

Acronyms

- CEHRT-Certified Electronic Health Record Technology
- CQM-Clinical Quality Measure
- eCQM- Electronic Clinical Quality Measure
- EHR-Electronic Health Record
- EP- Eligible Professional
- NQF- National Quality Forum
- QPP-Quality Payment Program
- QRDA- Quality Reporting Document Architecture
- PI- Promoting Interoperability
- API-Application Programming Interface
- CDR- Clinical Data Registry
- ADT- Admissions, Discharges, and Transfers
- RPM- Remote Patient Monitoring
- FHIR- Fast Healthcare Interoperability Resources
- NPPES- National Plan and Provider Enumeration System

[CMS Acronyms](#)

ILHITREC UPDATES

Recent Update from CMS On Meeting Stage 3 Objective 7 Health Information Exchange

Measure 1	Measure 2	Measure 3	Meets Requirements?
Exclusion	Exclusion	Exclusion	YES
Exclusion	Exclusion	Met threshold	YES
Exclusion	Exclusion	Answered but didn't meet threshold	**NO**
Exclusion	Met threshold	Answered but didn't meet threshold	**NO**
Met threshold	Met threshold	Answered but didn't meet threshold	YES
Met threshold	Met threshold	Exclusion	YES

Please note: Exclusions cannot be taken if the denominator is > 100

Learning Objectives:

- Discuss requirements from CMS Interoperability and Patient Access Final Rule regarding direct contact information
- Explain WHY updating this contact information is important
- Demonstrate and review the process for updating direct contact information in the NPPES system
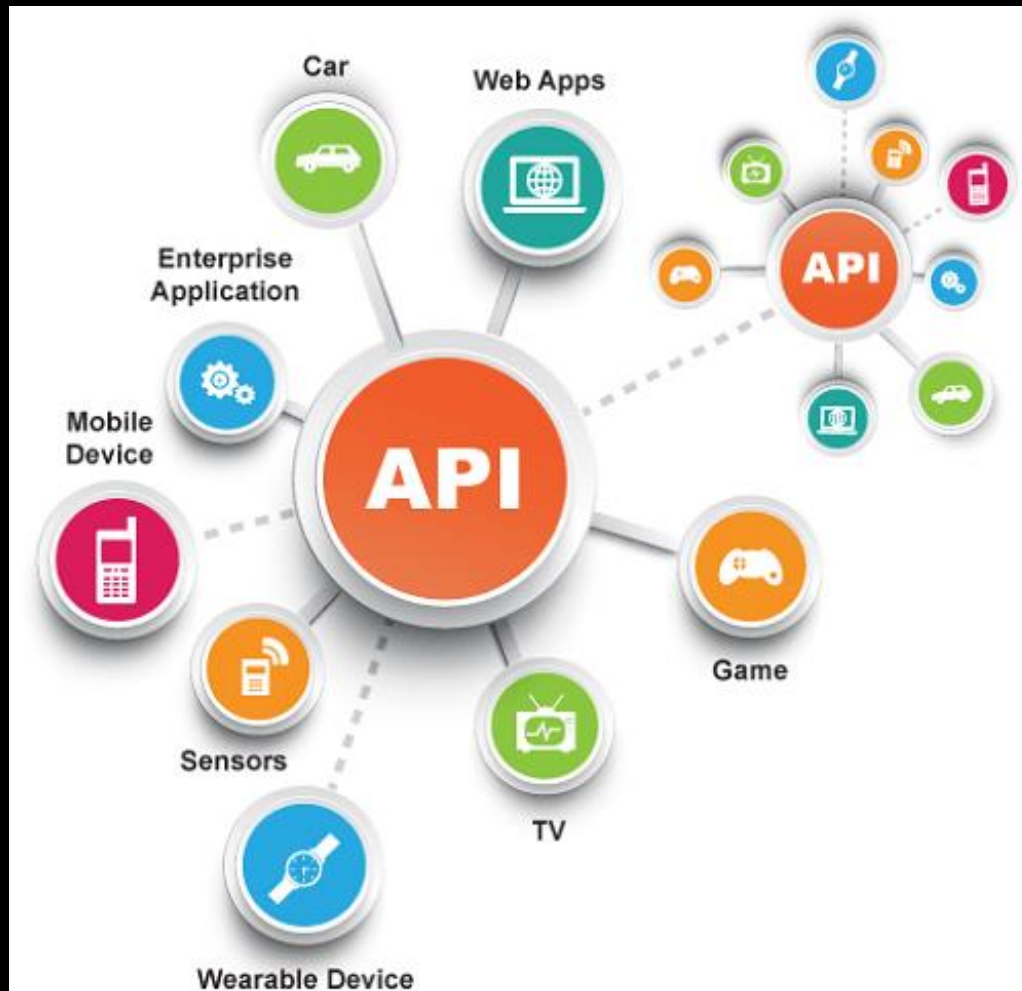- Learn processes for managing this change

CMS Interoperability and Patient Access Final Rule

- Final Rule Published 5/01/2020, effective 6/30/2020

- Finalizes new policies that help liberate health information and move the healthcare system toward greater interoperability.

- Direct contact information refers to information like a Direct address or FHIR API

- Required by Late 2020 or CMS will publish those providers who do not list or update their digital contact information in NPPES

Why is this Important?

- Provide vital healthcare information to providers and patients to deliver the right care at the right time.

- Meet Medicaid PI requirements for Objective 7

- Facilitate the electronic exchange of health care information such as medical records, orders and referrals, etc., in a safe and secure fashion.

- Be compliant with CMS requirements

API - Application Program Interface

Types of Endpoints - Optional

Direct Address   Not a standard email address

APIs connect software systems to seamlessly communicate between those systems.

- *FHIR URL 4.0.1*

  CMS preferred API

- *Connect URL*

- *Restful URL*

- *SOAP URL*

Optional means choose one

Demo of Updating Direct Contact Information in NPPES

- https://nppes.cms.hhs.gov/#/

A word of caution...

APIs will solve many interoperability challenges in healthcare however:

- Testing is needed before connectivity can be established

- Vendor or IT assistance will most likely be needed

- Entering endpoints into NPPES meets the requirement but may not help your sharing partners

- We recommend entering a Direct Address to best support your sharing partners

APIs should be HIPAA compliant and have the HITRUST CSF Certification

Processes for managing this change

■ Work with EHR vendors to locate direct contact info and help them clean up provider files with up-to-date digital information and current National Provider Identifier

■ Implement a monitoring and maintenance process to ensure internal provider directories include the most up to date digital contact information.

– *Manually updating each provider file*

– *Downloading files from NPPES – API or Data Dissemination CSV files*
NPI Registry API help
Instructions for Data Dissemination files

– *Designate a person to be responsible for maintenance*

■ Educate key staff to use NPI registry to find any direct contact info that may be missing from files.
https://npiregistry.cms.hhs.gov/

■ Work with Providers to ensure all NPPES contact info is up-to-date (ex. business address, phone number etc.)

Resources

- [CMS Interoperability and Patient Access Fact Sheet](#)

- [CMS Interoperability and Patient Access Final Rule](#)

- [NPPES Instructions for Entering Direct Contact Info](#)

- [Stage 3 2020 Medicaid PI Objective Measures](#)

- [Health IT Playbook-HIE](#)

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"Give it to me straight, doctor. How much longer do I have before you're able to access all of my medical records?"

QUESTIONS?