



Interoperability Center

Information Sheet & Service Agreement

About Interoperability Center

How It Works

HIEs, or Health Information Exchanges (in some states these are known as RHIOs (Regional Health Information Organizations)) allow for the sharing of client data from one provider with any other providers that are a part of the same network. This connection is often referred to as a HUB connection. That data can then be accessed via the HIE either through the receipt of a similar file sent from the HIE or through a portal if they offer one. AWARDS makes available to our customers a set of functionality that enables them to work directly with the HIEs that they belong to, automatically transmitting client data upon the completion of common data entry tasks such as intake/admission, merge, transfer, discharge, demographics information update, and consent form completion.

While the bulk of the data transmission work to the HIE happens behind-the-scenes and without user intervention, AWARDS also provides access to an Interoperability Center – a central point from which administrative users can complete the same transmission functions manually. Within the Interoperability Center, located in the System Setup module, users also have access to review and reporting tools not available elsewhere.

There are several features available via the Interoperability Center in AWARDS. While Foothold offers the capability to do all the below, please note that each HIE may support only a subset of functionality. Please refer to our [Resource Center](#) for the status of each existing connection.

AWARDS interoperability functionality includes:

- **HIE Consents** – Consents are built into the intake/admission data entry process flow and are also available on the Face Sheet for ongoing updates as needed. Consent-related data is automatically transmitted to the relevant HIE every time it is entered or updated in AWARDS.
- **Data File/Message Transmission** – There are two variables in any exchange: What data you are sending and how you are sending it. By far, the most common pairing today is for providers to share data associated with the CCD (Continuity of Care Document) via HL7 messaging. AWARDS can handle this exchange as well as exchanges based on PIX, PDQ, XDS, CCDA, and XCA formats as well as the Direct Protocol.
- **Retrieval** – The Interoperability Center also allows for downloading and viewing files sent by other providers into HIEs/RHIOs. Once retrieved, the CCD, or other file, can be viewed and securely saved as needed.
- **Legacy Client Record Keeping** – In addition to the built-in functionality that ensure automatic transmission of client registrations and discharges, the Interoperability Center also allows for transmitting this information for legacy clients if needed.
- **Direct Messaging** – With the HISP option, AWARDS has the ability to securely send and receive health information directly to and from another provider. Addresses for individual providers as well as an agency wide address with a permissions-based, shared inbox are available.

Qualifications

If your agency is interested in using the AWARDS Interoperability Center, you must be able to clearly define what entity/ies you will be transmitting data to and from, as well as what data needs to be transmitted.

If this connection will represent a new partner for AWARDS interoperability, we will need you to connect us with the technical lead at the HIE in order to coordinate the data exchange process with them. Additionally, we will need to

evaluate the partner's ability to connect, scope work and add this project to our development timeline. Invoicing for this connection will not start until an agreement to connect and a timeline have been established and the development work has commenced.

Before beginning to use the Interoperability Center, your agency must already have fully implemented AWARDS in those programs which will be interoperating. If your agency is in the process of implementing AWARDS, agency staff knowledgeable about interoperability requirements must participate in decisions about database configuration that relate to data sharing requirements. Foothold will be responsible for the proper operation and maintenance of the Interoperability Center. We will provide guidance on how to interact with the Interoperability Center and Help Desk services to answer any questions about how the feature works.

Using AWARDS for interoperability requires that you use AWARDS as certified electronic health record technology (CEHRT). The CEHRT version of AWARDS requires certain add-ons to function properly. In order for AWARDS to transmit medical terminology properly, your database must utilize the IMO add-on prior to establishing your connection. More information about using IMO in AWARDS can be found [here](#).

Pricing

The Interoperability Center in AWARDS is integrated with the [InterSystems HealthShare](#) platform and the MedAllies HISP (Alerts by Direct Message) [InterSystems](#) is a global leader in software for connected care and the HealthShare platform is currently being used by HIEs extensively across the US and around the world. The price shall increase by 3% on each annual anniversary of the start date.

	Package (HISP+HUB)	HISP Alone	HUB Alone
# of hub connections	1	0	1
# of HISP addresses	Unlimited	Unlimited	0
Activation Fee	\$5,000 one-time	\$3,500 one-time	\$2,500 one-time
Maintenance Fee	\$2,500/year	\$1,500/year	\$2,500/year

There is no additional cost for user HISP addresses and agencies are limited to a single shared agency address at this time. Additional HIE connections can be added for the HUB price above.

Invoicing for the Activation Fee will occur, and invoicing for the Maintenance Fee will begin ("Invoicing Effective Date") once a go-live timeline has been established and the development work has commenced. The Invoicing Effective Date will always be on the first of a month.

The standard startup timeline for a HUB connection with an existing partner is 8 weeks. If this request represents a new connection please be aware that the timeline can vary based on the Health Information Exchange's ability to connect, development resources needed, and prioritization.

Authorization

In the course of implementing the Interoperability Center for your agency, Foothold may need to transmit test messages and files on your behalf. We cannot and will not submit these test messages on your behalf unless and until you give us explicit permission to do so.