MedAllies Direct Implementation Guide - Foothold

Version 3.0
Rev. 4/8/2021

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1. Overview

This document contains the MedAllies Direct Standard Operating Process for the Implementation of Direct Foothold clients. This document is intended to be used by MedAllies in conjunction with Foothold and the Client, where applicable during Implementation of a Direct client.

2. Acronyms Used in Document

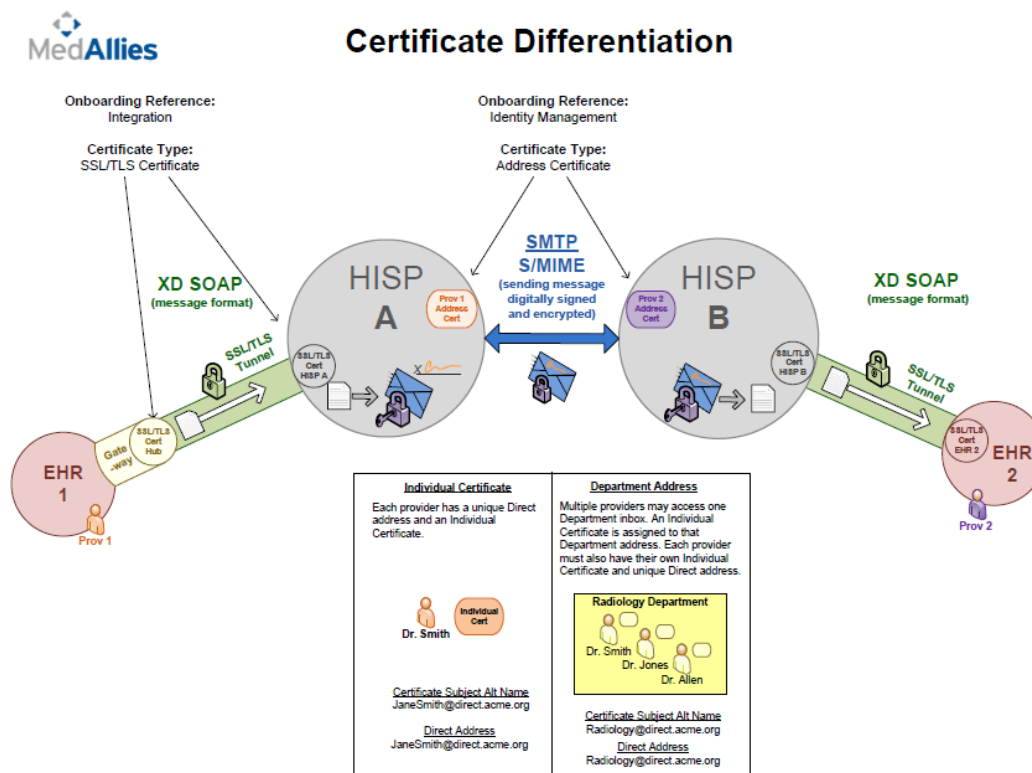| Acronym	Description
API	Application programming interface
CA	Certificate Authority
CCD	Continuity of Care Document
CCDA	Consolidated Clinical Document Architecture
EHR	Electronic Health Record
FTP	File Transfer Protocol
HISP	Health Information Service Provider
LTC	Long Term Care
MU	Meaningful Use
PCP	Primary Care Provider
RA	Registration Authority
SOAP	Simple Object Access Protocol
SSL	Secure Sockets Layer
TLS	Transport Layer Security
VDT	View/Download/Transmit

3. Integration

Foothold clients will connect to the MedAllies HISP through the Foothold gateway. The integration of the gateway and HISP is managed by MedAllies and Foothold.

The connection of the Foothold gateway to the MedAllies Direct Network is enabled by a mutually-authenticated TLS connection. This connection is established through the use of an SSL certificate at the gateway endpoint. As the CA, MedAllies issues the certificate.

This integration with the HISP is only required once, at the Vendor Partner level, and will not need to be repeated for each individual Foothold client environment.

This SSL Certificate is different than the Address Certificate issued by the MedAllies CA and managed by the MedAllies HISP (see Key and Certificate Maintenance). The SSL Certificate is part of the security structure for EHR connections to the MedAllies HISP. The certificates discussed in the Key and Certificate Maintenance section are necessary for the HISP-to-HISP transactions.

Certificate Differentiation

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4. Identity Proofing

Identity proofing is required for MedAllies Direct participant Implementation.

For an Accredited Certificate Authority (CA) to activate a digital certificate and associated key set to be managed by an Accredited HISP, an Accredited Registration Authority (RA) has to verify identity and maintain records for the Provider and Client.

MedAllies is an Accredited RA and CA. Part of identity verification includes Identity Proofing. Identity proofing will be completed in person.

4.1. Trusted Agent Agreement

As an Accredited RA, MedAllies works via a Trusted Agent Addendums (TAA) for in-person Identity Proofing.

A TAA will be completed for each Client. This TAA is included in the Foothold client contract. In this agreement, the Client identifies a Trusted Agent (TA). The TA provides identity verification services through the Client on behalf of the RA (MedAllies), which will take place on site at the Client.

4.2. Trusted Agent Training

All TA's must complete TA Training. The goal of training is to ensure the TA understands the expectations and legal requirements of the Trusted Agent role.

Upon execution of a TAA, the Trusted Agent will be provided with the link to access the MedAllies Trusted Agent Training site (https://www.tat.medallies.com/trustedAgent/#!/). After reviewing the training, the TA must click through and submit the acknowledgement of completion and understanding, to confirm their attendance and understanding of the TA role. This must be completed prior to Registration.

4.3. Identity Proofing Requirements

Each participant must present acceptable identification and documentation to the Client for verification of the participant's identity. The Trusted Agent must ensure identity proofing procedures are performed in accordance with the Trusted Agent Addendum. Upon identity verification, the Trusted Agent ensures the Client maintains the identity proofing records for 7.5 years after the individual participant's employment ends. The Client may then submit the confirmed identities to MedAllies

through the use of Registration Forms.

5. Implementation Registration

5.1. Data Submission

Organization and Participant and/or Department data must be collected to initiate the registration process.

The Registration Forms consist of the following:

- **Organization File**: An Organization is defined as a legal entity. A primary location must be selected for each Organization.

- **Participant File**: Participant-specific detail may be provided, according to the type of Direct Address requested. Each participant listed in this form will be assigned a Direct Address for data transmission.

- **Department**: Department detail may be provided, according to the type of Direct Address requested. Each Department listed in this form will be assigned a Direct Address for data transmission.

Organization, Participant and Department Implementation registration data is to be extracted from the Edge Application database in the requested Excel file format. Foothold will pre-populate the Direct Implementation Registration Forms for review by the Client prior to submission to MedAllies for account activation.

Foothold will populate the preferred Organization Abbreviation in the Organization Registration File. MedAllies will work with Foothold to ensure the uniqueness of this value, across the HISP.

Any questions for completion are to be directed to the MedAllies Implementation team. Upon completion, the forms are to be returned to MedAllies by Foothold via Secure FTP. The Secure FTP process is further detailed in the MedAllies Direct Registration – Secure FTP Guide.

5.2. Registry Import

MedAllies is responsible for importing the registration data into the MedAllies database. Upon receipt of the completed Implementation Registration Forms, MedAllies will review the files for accuracy and completeness. Any identified issues will be returned to Foothold for completion.

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The Organization will be created initially. Individual Participants/Departments will be created thereafter. Each Participant/Department must be linked to their associated Organization. The Participant/Department's physical address will be that of the associated organization. The intention is for future automation of registration through the use of APIs.

5.3. Registration Modifications

It is the Client's responsibility to inform Foothold when a new participant joins or an existing participant is no longer employed by the organization. Foothold is responsible to subsequently inform MedAllies of the required modification. Ongoing updates to registration will be provided via Registration Modification Forms, using the same Secure FTP process.

6. Key and Certificate Maintenance

A Certificate Authority (CA) is required to generate public and private keys and certificates for the secure exchange of Direct messages. MedAllies will operate as the CA.

The public key is released publicly inside a digital certificate and made available to all Direct participants. The private key is securely stored at the MedAllies hosting center.

After confirmation of identity proofing and Direct Address generation, the CA generates an Address-level certificate, maintained as a text file. The certificate is saved locally at the MedAllies hosting center to a specified location. The naming convention of the Address Certificate will coincide with the Direct Address of the Participant.

The certificate is linked with the Direct Address in the MedAllies Direct database. MedAllies will record the Certificate Expiration Date and internally manage certificate renewals.

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7. MedAllies HISP Direct Domains

MedAllies issues Direct Addresses within the domain "medalliesdirect.net". The "direct" segment is included for the purpose of identifying Direct-related messages. In order to distinguish unique organizations within the HISP, an organizational abbreviation is added. A unique Abbreviation will be determined during MedAllies' initial meeting with the Client.

A sequential number will be appended to the provider last name in the Direct Address where duplicate Participant names exist within a given organization. The standard MedAllies Direct Address is in this format:

FirstLast@org-abbrev.medalliesdirect.net

Note:

- All Direct Addresses will be registered using lower case characters only.

- The Domain name may be up to 63 characters in length. Valid characters include letters, numbers, and the special characters "." or ",".

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8. Address Issuance

The MedAllies issued Direct Addresses must be communicated to the Client.

Upon activation of a Participant or Department Direct Address, MedAllies will extract the Direct Addresses from the Direct Directory and import the detail into an additional column on the Implementation Registration File used for initial registration. The completed form is made available on the Secure FTP Server for download by Foothold.

The Direct Address must be integrated into the Edge Application to configure Direct transmission capabilities.

Upon download of the completed Registration Files and Direct Addresses, the Vendor Partner will work with the Client to import the Direct Addresses into the Edge Application and link each with the associated Participant. The process for the Direct Address import and the enabling of Direct capabilities within the Edge Application is Vendor Partner specific and dependent upon Foothold's user interface. The process is manual at this time.

The intention is for future automation of address issuance and integration through the use of APIs.

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9. Clinical Services

MedAllies offers services to improve adoption and utilization of Direct functionality. These services are broken into two parts.

9.1. Identification of Clinical Trading Partners

MedAllies recognizes that Direct messaging requires not only a sending from address but also a receiving to address. To best prepare for the Client testing and going live with Direct messaging, Foothold will work with the Client to identify organizations that the client would need to:

- Send Direct messages to

- Receive Direct messages from

Foothold will assist the Client with the identification of these Clinical Trading Partners by:

- Identifying the Client's specific use cases for Direct messaging (does the Client send/receive to specialists, PCP's, hospitals, LTC facilities, etc.)

- Identifying for each use case, which are on the other end of the Direct message (if the Client receives from specialists, which ones?)

- Identifying which of these organizations are already Direct enabled, using a central zip code, and providing those Direct Addresses for the organizations needed.

9.2. Role-Based Workflows Development

Using the previously identified Client-specific use cases for Direct messaging, Foothold will assist with the identification of best practice role-based workflows for using Direct for patient care transactions, and ensuring all staff are working to the top of their license. Workflows for the Client to establish will be related to:

- Successfully generating and sending the Direct message

- Successfully receiving the Direct message and reconciling the patient record

By defining the role-based workflows and subsequently training the staff on how to use Direct messaging with these role-based workflows, the Client will be well

prepared to go-live with Direct messaging, leaving little to no question as to what is required for successful adoption and usage.

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10. Testing

The Client will engage each Clinical Trading Partner, identified during the Clinical Services process, for end-to-end testing upon completion of loop testing with MedAllies and Foothold, discussed during Integration.

A Direct Message will be sent and/or received, as necessary to replicate the expected transactions with each Clinical Trading Partner in real time. MedAllies will work with the Client to ensure that all available end-to-end pairings are successfully tested. Testing each pairing is beneficial to validate connections and to identify any known issues with EHRs or HISPs.

In the case that a message transmission fails, MedAllies will set up a working session to troubleshoot errors. The following members are required for troubleshooting sessions:

- **Client Project Manager** – to coordinate client resources.
- **Client Network Management** – to monitor the firewall traffic.
- **Client Server Management** – to make server configuration changes and ability to look at and understand server logs.
- **Client Business Analysts** – to generate transaction in Client's Edge Application.
- **Foothold Representative** – to make application configuration changes and ability to look at and understand system logs.
- **MedAllies HISP Technical Resource** – to make server configuration changes and ability to look at and understand server logs.
- **MedAllies Technical Coordinator** – to facilitate meetings, ensure progress, distribute notes/next steps
- **MedAllies Implementation** – to advise on registration related concerns and track progress.
- **3rd Party HISP Client Business Analysts (if applicable)** – to generate transaction in client EHRs.
- **3rd Party HISP EHR Vendor Partner (if applicable)** – to make application configuration changes and ability to look at and understand system logs.
- **3rd Party HISP Technical Resource (if applicable)** – to make server configuration changes and ability to look at and understand server logs.

11. Message Transactions

Direct users will have the capability to receive and send Direct messages though the Foothold Awards application. The application will also allow users to search the MedAllies directory for external Direct enabled providers.
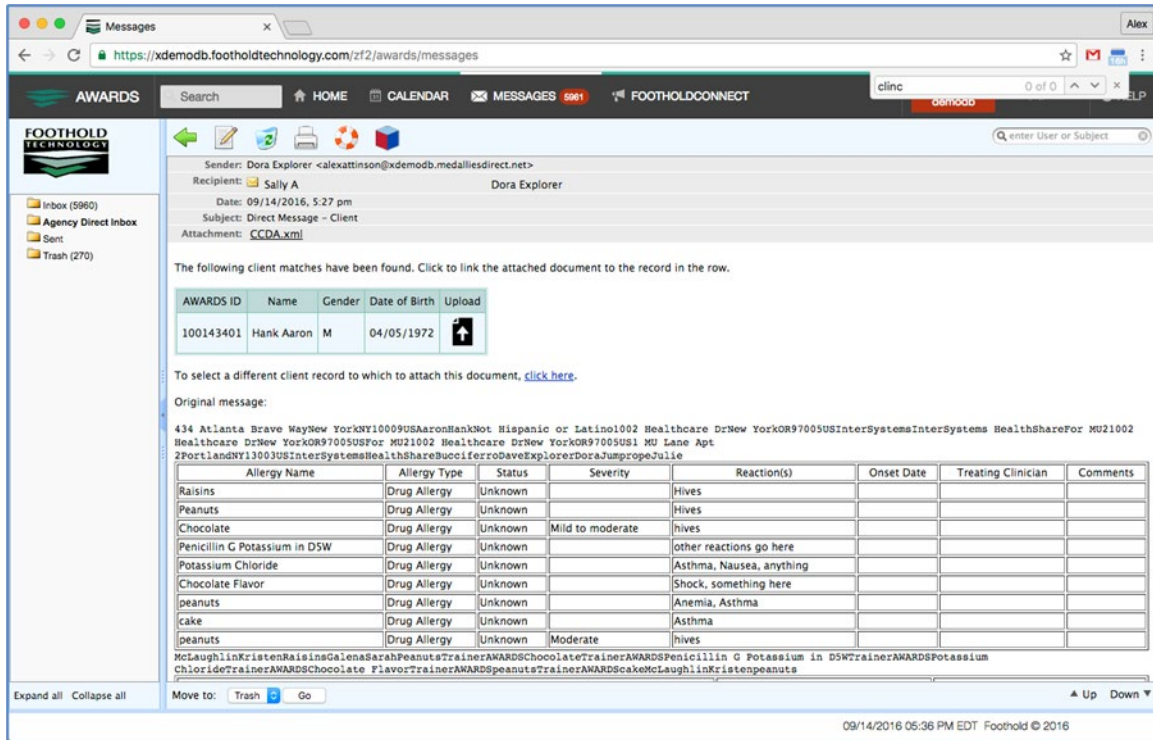
11.1. Inbound Messaging

Inbound functionality in contained within our Messages module, accessible from the Messages button in the menu bar of every page in AWARDS. Once in the Messages module, users can access DIRECT messages through their own inbox if they have their own DIRECT address. If users have been granted access to their agency's DIRECT inbox (by request of the Foothold Help Desk), they will also see an "Agency Direct Inbox" folder. To view DIRECT messages and incorporate a CCD into a client's record complete the following steps:

1. Click the Messages button.

2. Open a "Direct Message" either in the "Inbox" folder or the "Agency Direct Inbox" folder.

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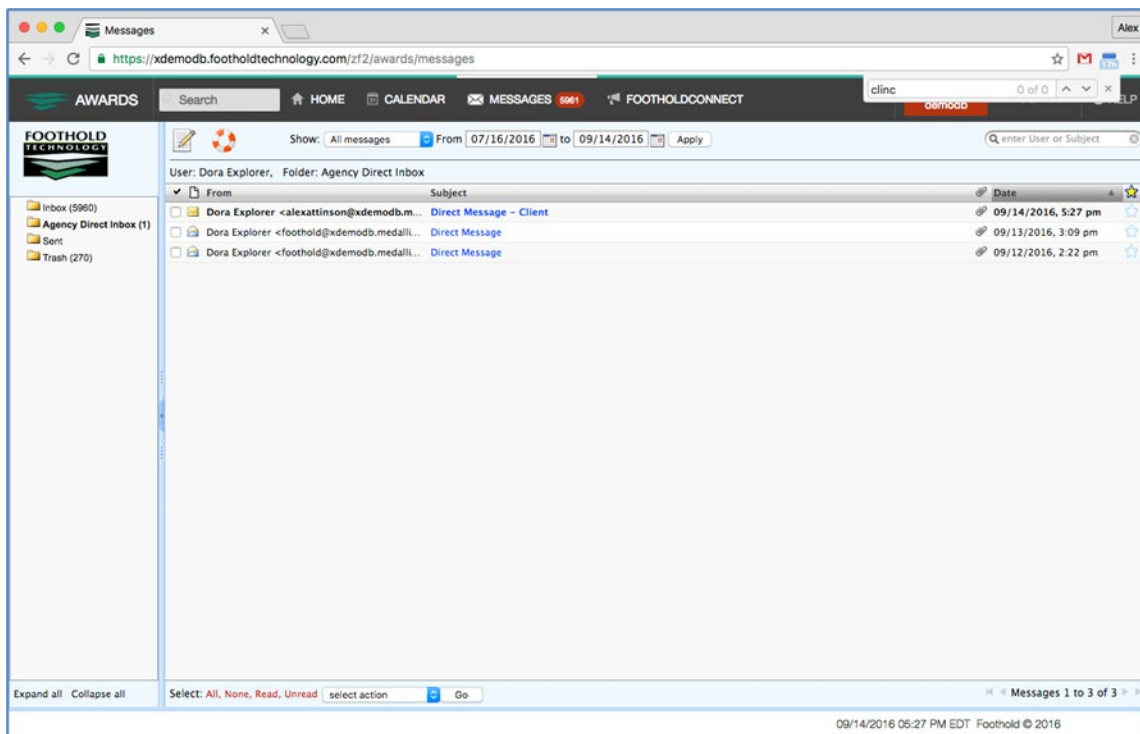
3. To incorporate an electronic document into a client's record (you can only do this once per electronic message per client) click the Upload icon for a matched client or select a different client using the "click here" link.

4. After the message has been attached successfully you will see the following screen:
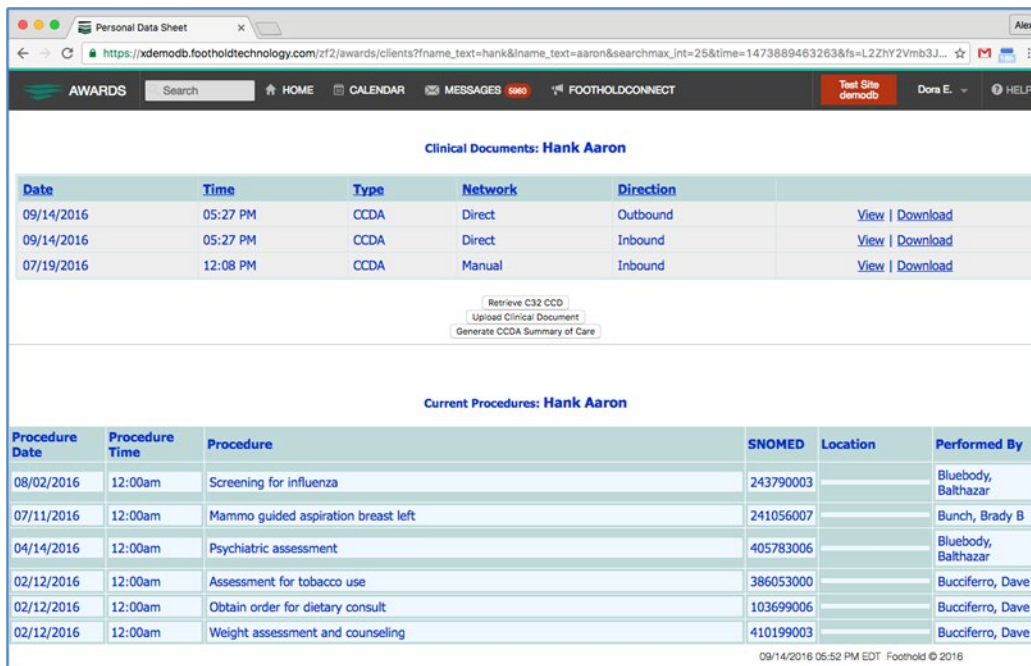
11.2. Outbound Messaging

AWARDS users can send an outbound message anywhere our VDT functionality is present and enabled (areas include Face Sheet>Clinical Documents, Medical>Medical Encounter Form, Discharge, System Setup Interoperability Center).

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To compose a message they will need to click the Transmit button. These instructions will take a user through transmitting a message through the Clinical Documents section on the Face Sheet.

1. Navigate to the client's Face Sheet either through the Search feature or Profile Face Sheet.

2. Scroll down to the Clinical Documents section and click Generate CCDA Summary of Care
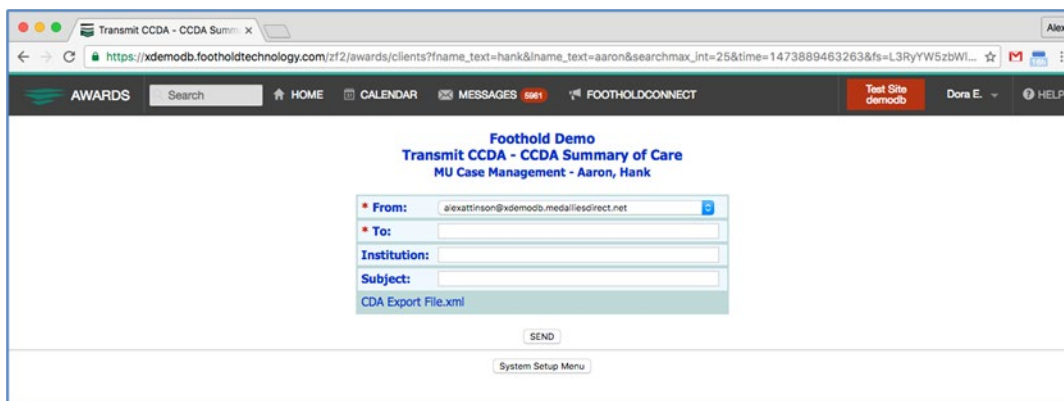
3. Click Transmit.

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4. Select the address you would like to send from in the "From" field, either your agency address or your personal DIRECT address, enter the address you would like to send to in the "To" field. Beginning with the fourth character AWARDS will display the twenty closest matches using the MedAllies directory. Enter the "Institution" and "Subject" if they apply into those fields.

5. Click SEND and AWARDS will displaying a "Transmitting…" dialog and let you know when the message has been successfully transmitted.

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12. Meaningful Use Reporting

Providers must be able to produce reportable data to back up Meaningful Use (MU) attestations.

MU Stage 2 requires a percentage of provider communication, during transitions of care, to be completed electronically during the reporting period. A provider utilization report must be generated to display provider usage.

MedAllies supports the current standard of SOAP acknowledgement, returned after endpoint receipt of message. This will be used by Foothold for the numerator in the reporting specification.

12.1. Foothold Reporting

Users with access to the System Setup module and the Interoperability Center can report out on transmissions using the "Transmitted Messages Report". Complete the following steps to run this report:

1. Click System Setup from the Administration section of the Home screen.
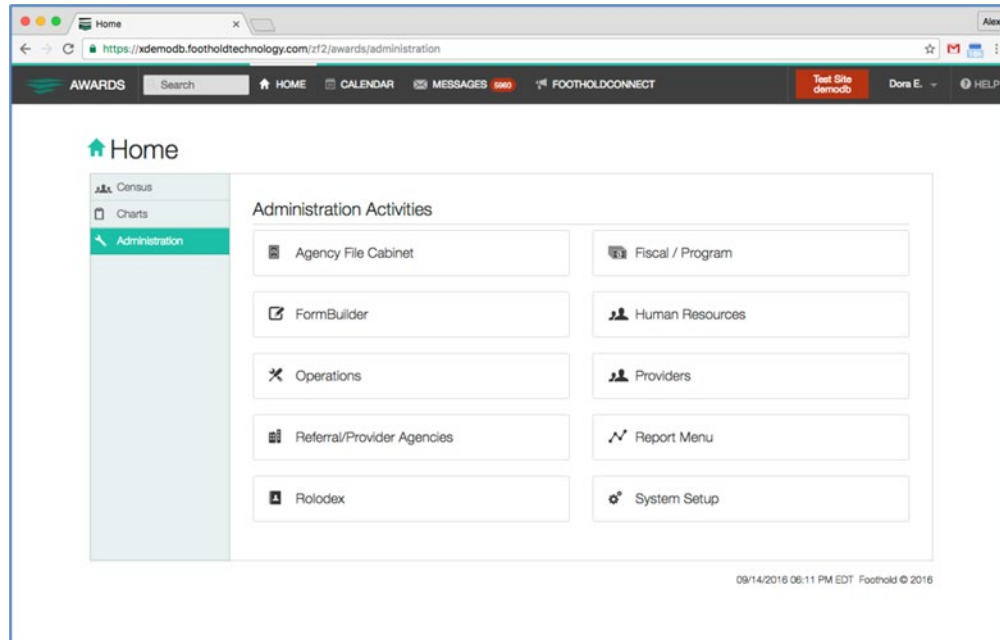
2. Click Interoperability Center.

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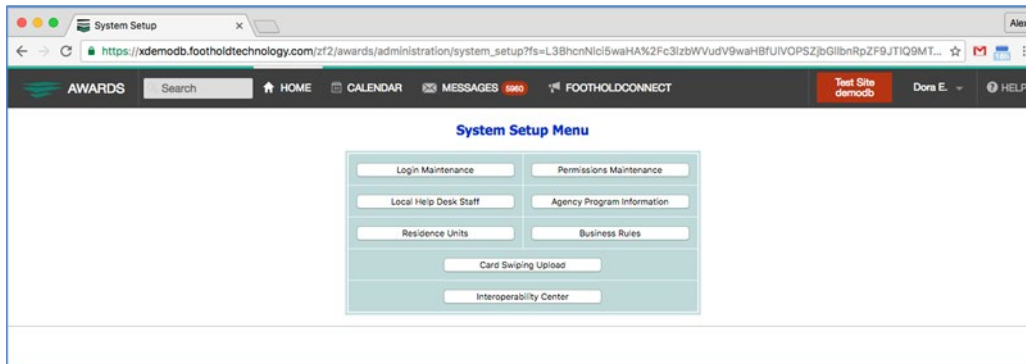
3. Select "Transmitted Messages" from the" Actions menu. You may also filter the program you want to run the report form.
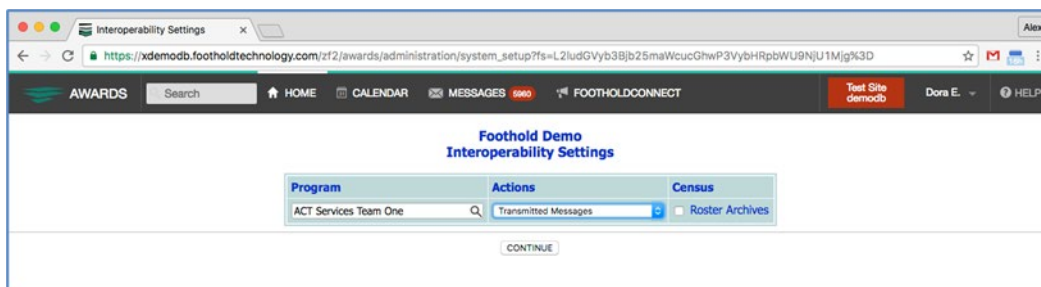
4. On the Report Settings page you can filter by date and by consumer. Click CONTINUE.
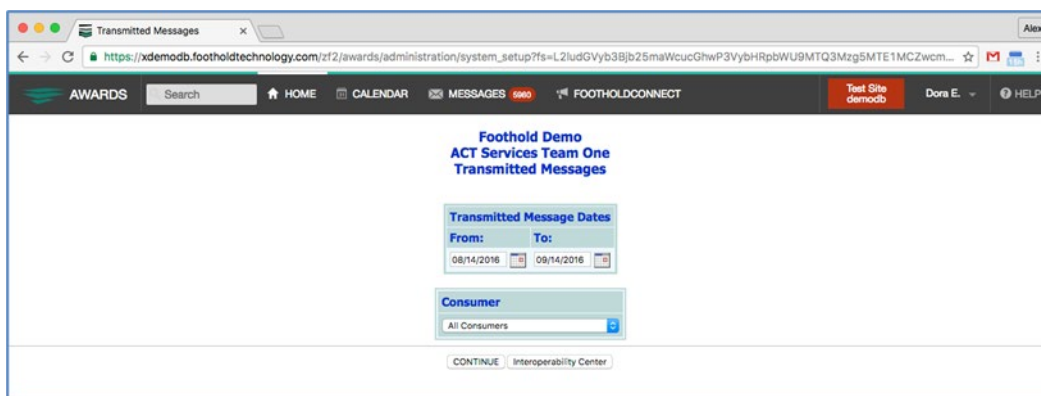
5. The report will show you a list of transmitted messages, messages sent using the MedAllies HISP will show as "DIRECT" under the "Network" heading.

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