NC HEALTHCONNEX CLINICAL PORTAL

PARTICIPANT ACCOUNT ADMINISTRATOR REFERENCE GUIDE

NORTH CAROLINA

HEALTH INFORMATION EXCHANGE AUTHORITY

(NC HIEA)

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INTRODUCTION

This PAA Reference Guide was developed jointly by the North Carolina Health Information Exchange Authority (NC HIEA) and SAS Institute to assist Participant Account Administrators in supporting their providers and staff in the use of the NC HealthConnex Clinical Portal. Participant Account Administrators are a critically important liaison between the HIEA and the participant health care organization. Additionally, the PAA(s) are the points of contact that have authority to utilize the SAS® HIE Technical Support Team and Help Desk.

Welcome

The Participant Account Administrator's (PAA) roles and responsibilities are as follows:

- Serve as the main contact to receive questions and communications from the NC HIEA, including encouraging access and use of NC HealthConnex for health care operations and patient treatment,

- Manage creation and deactivation of user accounts for the clinical portal and DSM,

- Act as the point person for providers and staff who have questions about NC HealthConnex, including forwarding training opportunities via the quarterly Teletown Hall and scheduling training for their organization upon request,

- Update NC HealthConnex with address and staff changes,

- Ensure the participating entity list (health care organization's participating facilities) is up to date and accurate, and

- Review and attest to the Quarterly User Audit.

CLINICAL PORTAL – USER ACCOUNT MANAGEMENT

Levels of Access and Responsibilities Overview

Access to the NC HealthConnex Clinical Portal is granted to clinicians and other users that provide patient care in a variety of settings, including offices, clinics, emergency departments, hospitals and others.

Different types of providers and health care staff will be assigned levels of access to the information within the NC HealthConnex Clinical Portal based on appropriateness to their role(s) and responsibilities in the patient care process per HIPAA. These are called "role-based permissions."

Role-Based Permissions

The NC HealthConnex Clinical Portal is configured with various views and functionality that end users can access. Not all views need to be accessed by all users, and access is based on sensitivity of information and relevance to the user. User group "levels" are used to control this access and are broadly defined as follow.

Level	Description	Common Examples
%HS_Clinician	This level of access is assigned to a credentialed health care provider or someone who works under a credentialed health care provider to provide patient care functions.	• Physician • Physician Assistant • Nurse Practitioner • Nurse • Resident or Intern • Therapist • Pharmacist • Medical Records • Medical Assistants
%HS_Clerical	This level of access is assigned to a user who may access the Clinical Portal to search for patients and verify demographics. This level of user may not access clinical data.	• Practice Manager • Administrator • Billing Clerk • Registration Staff
%HS_PAA User Administrator	This level of access is assigned to a user who maintains NC HealthConnex Clinical Portal end user accounts for their organization, including password management. This level of user may not access any patient data.	• Participant Account Administrator (PAA) • Health Care Organization (HCO) Staff
%HS_NCNotify	This level of access is assigned to a user who *only* needs access to **view** patient notification/alerts within the NC*Notify Dashboard in the clinical portal. This level does not give permission for the user to access any other clinical data in the clinical portal.	• Care Team Member • Practice Manager • PAA • Nurse • Physician
%HS_NCNotify_SSPL	This level of access is assigned to a user who maintains the NC*Notify patient panel for their organization. The user will be able to upload a patient panel within the clinical portal. This level does not give permission for the user to access any other clinical data in the clinical portal, including viewing notifications.	• Care Team Member • Practice Manager • PAA • Nurse • Physician

Role Combinations

A user may have one of the roles specified in the above table or may be assigned a combination role below.

%HS_Clinician & %HS_PAA User Administrator
%HS_Clinician & %HS_NCNotify
%HS_Clinician & %HS_NCNotify_SSPL
%HS_Clinician & %HS_PAA User Administrator & %HS_NCNotify
%HS_Clinician & %HS_PAA User Administrator & %HS_NCNotify & %HS_NCNotify_SSPL
%HS_Clinician & %HS_NCNotify & %HS_NCNotify_SSPL
%HS_PAA User Administrator & %HS_NCNotify
%HS_PAA User Administrator & %HS_NCNotify_SSPL
%HS_PAA User Administrator & %HS_NCNotify & %HS_NCNotify_SSPL
%HS_Clerical & %HS_NCNotify
%HS_Clerical & %HS_NCNotify_SSPL
%HS_Clerical & %HS_NCNotify & %HS_NCNotify_SSPL
%HS_Clerical & %HS_ PAA User Administrator
%HS_Clerical & %HS_ PAA User Administrator & %HS_NCNotify
%HS_Clerical & %HS_ PAA User Administrator & %HS_NCNotify_SSPL
%HS_Clerical & %HS_ PAA User Administrator & %HS_NCNotify & %HS_NCNotify_SSPL
%HS_NCNotify & %HS_NCNotify_SSPL

A full list of the types of Clinical Portal functionality and information accessible to each user level is provided below.

Clinical Portal Functionality	Clinician	Clerical	PAA User Admin	Clinician & PAA Admin
View Clinical Portal Home Page	X	X		X
View User Administration Home Page			X	X
Search for Patients	X	X		X
View Recent Patients	X	X		X
Break the Privacy Seal (Patient Level Access)	X			X
View Demographics* *Clerical does not include patient phone number	X	X		X
View Encounter History	X			X
View Allergies	X			X
View Medication History	X			X
View Problems	X			X
View Procedures	X			X
View Lab & Pathology Results	X			X
View Radiology Reports	X			X
View Clinical Documents	X			X
View Continuity of Care Documents	X			X
Access NC*Notify Dashboard* *Additional enrollment steps required.	X	X	X	X
Search CSRS* *Additional enrollment steps required.	X		X	X

COMBINATION ROLES

Additional roles can be added to any user.

Please note: Additional steps are required for those users who would like the roles below:

- **NC*Notify** (Viewing Notifications)
  - %HS_NCNotify
  - See section, "ADDING THE NC*NOTIFY "VIEWING NOTIFICATIONS" ROLE
- **NC*Notify** (Upload Panel)
  - %HS_NCNotify_SSPL
  - See section, "ADDING THE NC*NOTIFY "UPLOAD PANEL" ROLE
- **Controlled Substance Reporting System (CSRS)**
  - See section, "Adding the CSRS Role"
  - This user must also be assigned %HS_Clinician

NC*Notify

Adding the NC*Notify role allows the user to access patient alerts/notifications via the NC HealthConnex Portal.

Adding the NC*Notify_SSPL role allows the user to maintain the patient panel for their organization through the NC HealthConnex Clinical Portal.

A	B	C	D	E	F	G	H	I	J
Facility	Facility Code	Roles	User ID	Last Name	First Nam	Suffix	Email	Description	Enabled
North Carolina Health Practice	NCHP	"%HS_Clinician,%HS_Notify_SSPL"	NCHP.John.Doe	Doe	John		John.Doe@hospital.org	Nurse	TRUE

Controlled Substance Reporting System

Health care providers in North Carolina who prescribe controlled substances must access a patient report from the CSRS to verify a patient's prescription-fill history of controlled substances prior to writing prescriptions for targeted controlled substances.

The CSRS role allows the user already accessing the patient's longitudinal record within the NC HealthConnex clinical portal, to view the CSRS report along with the risk scores without leaving the NC HealthConnex portal. This role will help providers meet the Strengthen Opioid Misuse Prevention (STOP) Act requirement.

Note: Your organization must complete the access request process with DHHS prior to requesting access on the NC HealthConnex user management spreadsheet.

For more information and instructions on how to register, please visit the following URL: https://hiea.nc.gov/services/controlled-substance-reporting-system.

PAA PORTAL USER INTERFACE

The NC HealthConnex Clinical Portal user interface refers to the menus, icons, buttons, and other user information on the various screens that helps you interact with the application.

PAA User Account Management Home Page

Participant Account Administrators have a home page designed to assist them in the management of their user accounts. A PAA who has been assigned the role of **HS_%PAAUserAdministrator**, will automatically land on the **PAA User Account Management** home page. This page has the following menu headings:

- **My Account:** This link takes you to your user profile, where you can update your password and other account details.

- **Logout:** This link logs you out of the Clinical Portal.

- **Help:** This link opens a new window or tab on your web browser to the Training & Tools section of the NC HIEA website. Here you may access Clinical Portal video tutorials, get help with Clinical Portal credentials, and find other tools and information related to the Clinical Portal.

The **PAA User Account Management** home page is shown below.

If a PAA is also a Health Professional and is assigned the role of %HS_PAAUserAdministrator&%HS_Clinician, they will automatically land on the home page designed for Clinician access, as shown below.

To reach the PAA screen from the Clinician home page, click on the PAA Tools option in the top left section of the menu bar.

EDITING, ADDING & DEACTIVATING USER ACCOUNTS

Note: The Help Desk team cannot assist with creating or disabling any Single Sign-On (SSO) accounts created by your EMR vendor.
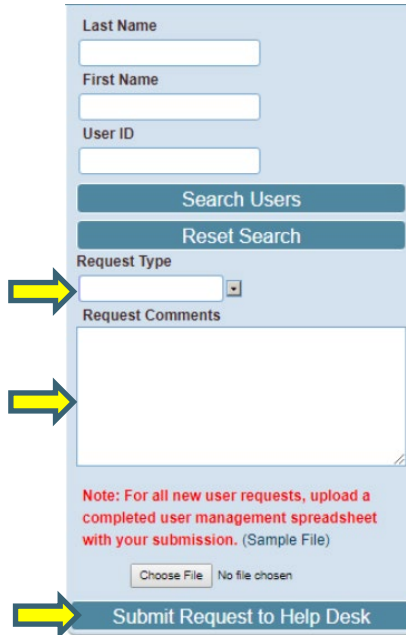
Editing or deactivating an existing user

To edit or deactivate an existing user, put a check beside the user you would like to update. You may search a user by entering the Last Name and First Name into the appropriate fields and clicking **Search Users**.

PAA User Account Management

	NAME	USER ID	EMAIL ADDRESS	ASSIGNED ROLES	LAST LOGIN	ACTIVE
☑	Demo,Admin	DemoAdmin	admin.demo@hiea.com	%HS_PAAUserAdministratc	03/21/2019	X
☐	Demo,AdminClin	DemoAdminClin	adminclin.demo@hiea.com	%HS_Clinician,%HS_PAAL	03/21/2019	X
☐	Demo,Clerical	DemoClerical	mmacgregor@j2interactive.	%HS_Clerical,HSGroup_UN	03/18/2019	X

Select your request type and enter your request into the Request Comments field. Click "Submit Request to Help Desk" to send your request to the NC HIEA Help Desk team.
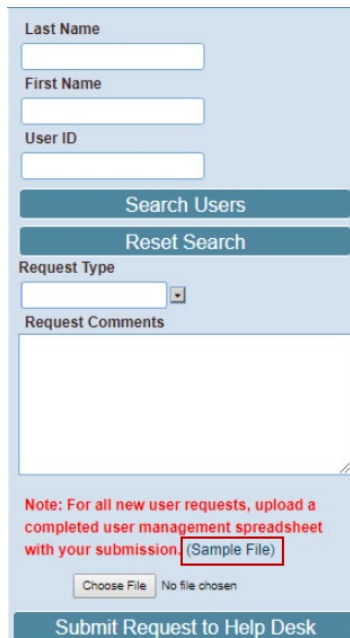
Creating new user portal accounts

To create new user accounts for health professionals in your facility, you will need to complete the following fields in the User Management spreadsheet. If you need the spreadsheet template, please download it using the "Sample File" link on the PAA User Account Management home page or reach out to the HIEA Help Desk Team at HIESupport@sas.com.

The spreadsheet will have one row per user.

If you would like to add a user, add a new row and fill in the values for the required fields listed below.

	A	B	C	D	E	F	G	H
1	Facility	Roles	Last Name	First Nam	Suffix	Email	Job Title or Job Description	Enabled
2	North Carolina Health Practice	%HS_Clinician	Doe	John		Jon.Doe@hospital.org	Nurse	TRUE
3								

- **Facility:** This is the name of your facility or practice. It must match the spelling and format of the legal entity name on your Participation Agreement.

- **Roles:** Review and choose from the Levels of Access on page 5 of this guide.

- **Last Name:** Last name of user

- **First Name:** First Name of user

- **Suffix:** Suffix for the user, if applicable

- **Email Address:** The primary work email address for the user.

- **Description:** A text description of the user's role (nurse, front office staff, physician)

- **Enabled (True):** Account is enabled. If you wish to deactivate/disable a user, please send the request to HIESupport@sas.com or submit the request through your portal account.

ADDING MORE THAN ONE ROLE

Adding the NC*Notify "Viewing Notifications" Role

The NC*Notify "Viewing Notifications" role allows a user to access the event notification and care coordination tool in the NC*Notify section of the provider clinical portal. You must be enrolled in the NC*Notify service to utilize this feature. To add this role, follow the steps below.

- In the "Roles" column (column C), list the roles separated by a comma (,) as shown below.

  - %HS_NCNotify role can be combined with any other role(s).

- Continue to follow the steps listed in the section above, Creating New Portal Accounts.

A	B	C	D	E	F	G	H
Facility	Roles	Last Name	First Name	Suffix	Email	Job Title or Job Description	Enabled
North Carolina Health Practice	"%HS_Clinician,%HS_Notify"	Doe	Jane		jane.doe@hospital.org	Nurse	TRUE

Adding the NC*Notify "Upload Panel" Role

The NC*Notify "Upload Panel" role allows a user to upload NC*Notify Patient Panels via the Self-Service Panel Loader, which is a panel management tool that provides an easy, fast, and convenient method for submitting NC*Notify Patient Panels. You must be subscribed to the NC*Notify service to utilize this feature. To add this role, follow the steps below.

- In the "Roles" column (column C), list the roles separated by a comma (,) as shown below.

  - %HS_NCNotify_SSPL role can be combined with any other role(s).

- Then, continue to follow the steps listed in the section above, Creating New Portal Accounts.

A	B	C	D	E	F	G	H	I	J
Facility	Facility Code	Roles	User ID	Last Name	First Name	Suffix	Email	Description	Enabled
North Carolina Health Practice	NCHP	"%HS_Clinician,%HS_Notify_SSPL"	NCHP.John.Doe	Doe	John		John.Doe@hospital.org	Nurse	TRUE

Adding the CSRS Role

Note: If requesting a CSRS role, at a minimum, the <u>Clinician</u> role must also be listed in column C. Please see additional instructions for adding the CSRS role below. Your organization must complete the access request process with DHHS prior to requesting access on the NC HealthConnex user management spreadsheet.

	A	B	C	D	E	F	G	H	I	J
1	Facility	Facility Code	Roles	User ID	Last Name	First Name	Suffix	Email	Description	Enabled
2	North Carolina Health Practice	HCHP	%HS_Clinician	NCHP.John.Doe	Doe	John		John.Doe@hospital.org	Nurse	TRUE

Once your organization has completed the access request process, a member of our Help Desk team will reach out to assist you in updating the user management spreadsheet and provide you with your CSRS licensee number.

Please follow the steps below:

- Columns C, L, and T through AC must be populated. No blank cells are allowed. Please note: If the CSRS Role is the "Pharmacist" role, column AD, "CSRS Professional License Number", must be populated. For the "Pharmacist" role, the "CSRS DEA" (column T) and "CSRS NPI" (column X) are not required.

- Choose a CSRS role from the table shown on page 11.

*<u>***Important:</u> Your input in column V must be an <u>exact match</u> to one of the roles within the CSRS table.*

T	U	V	W	X	Y	Z	AA	AB	AC
CSRS DEA	CSRS Licensee	CSRS Role	CSRS Location	CSRS NPI	CSRS Address1	CSRS Address2	CSRS City	CSRS State	CSRS Zip
xx1234567	xx12345	Physician Assistant with prescriptive authority	North Carolina Health Practice	000000000	123 Doctor Way	Ste A	Raleigh	NC	27610

Choosing a CSRS Role

Role	Description
Physician	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for physicians.
Pharmacist	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for pharmacists.
Nurse Practitioner	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for nurse practitioners.
Psychologist with prescriptive authority	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for psychologists with prescriptive authority.
Optometrist with prescriptive authority	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for optometrists with prescriptive authority.
Naturopathic Physician with prescriptive authority	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for naturopathic physicians with prescriptive authority.
Physician Assistant with prescriptive authority	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for physician assistants with prescriptive authority.
Medical Resident with prescriptive authority	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for medical residents with prescriptive authority.
Medical Intern with prescriptive authority	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for medical interns with prescriptive authority.
Dentist	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for dentists.

Requesting New DSM Accounts

Note: Your organization must have a Full Participation Agreement and a DSM sub-domain created by the NC HIEA. Please contact HIESupport@sas.com to request a DSM sub-domain for your organization.

	I	J	K	L	M	N	O	P
	DSM Address	Provider NPI Number	Phone Number	Address 1	Address 2	City	State	Zip
	Yes	123456811	555-555-5555	101 East Health Way		Raleigh	NC	27513

To request a new DSM account, you will need to complete all the fields in columns A–H, as well as the required fields included below.

- **NPI Number: Individual NPI is required.**
  - If you do not have a personal NPI number, please leave the NPI field blank.
- **Phone Number**
- **Mobile Number: if applicable** *(this number is not captured by SES for the DSM Directory)*
- **Address 1**
- **Address 2: if applicable**
- **City**
- **State**
- **Zip**

Once you have completed the spreadsheet, email a copy to HIESupport@sas.com or upload it directly to the NC HealthConnex portal. In the email, please summarize the changes you have made.

USER AUDIT

The Quarterly User Audit Within the Clinical Portal

As the PAA (Participant Account Administrator), you play an important role in helping to manage and monitor usage of the NC HealthConnex Clinical Portal.

As a PAA, you will attest to user activity from within your NC HealthConnex portal account. The quarterly User Audit involves reviewing **Break the Seal** and **Patient Search** activity for the users in your facility. You are expected to request invalid accounts be disabled by the Help Desk and report any unusual Break the Seal and Patient Search activity to the NC HIEA.

At the close of each quarter, an updated banner will include a reminder letting you know it is time to attest for the previous quarter's activity:

Notice:

Attention PAA (Participant Account Administrator) : You must attest to facility user activity each quarter. Log in with your PAA account and review user activity on your home page. When ready, click the "Attest to Audit" button to complete the audit attestation. Please work with the Help Desk to make any necessary changes to the users assigned to your organization prior to clicking the "Attest to Audit" button.

Overview

To begin the audit, log in to your PAA account. Navigate to your PAA home page if you are not automatically redirected to this page.

The PAA home page is used by PAAs to review the users who are part of their facility, to review the status of those users, and to request assistance from the Help Desk with user-related issues.

Key

Key:
BTS: Break the seal (gained access to patient record without preexisting relationship)
EXCEEDS AVG BY 50% : User activity exceeds facility average by more than 50%

PS: Patient search
FLAGGED : User exceeds BTS and/or PS facility average by more than 50%

Above the User Table, you will find the key that describes some of the abbreviations that appear in the table. Here are a few that may be helpful:

- BTS (Break the Seal) – When a user attempts to open a record for a patient with whom they do not already have a recorded relationship, they will be prompted to break the seal. This activity is logged. Although there are valid reasons a user may need to view the record, for security purposes, this activity is logged and audited. Example: A user breaks the seal to see records on a new patient.

- PS (Patient Search) – When a user searches for a patient, an event is logged and audited.

- EXCEEDS AVG BY 50% – Each user is compared to the facility average for a specific activity. If that user's activity exceeds the facility average by more than 50%, the user is flagged for your attention and possible investigation. The average is for the last full quarter only.

- FLAGGED – If a user exceeds the average for Break the Seal or Patient Search actions for the facility by more than 50%, this is set. The average is for the last full quarter only.

User Table

This is a list of current users in your facility. Each row includes the user's name, user ID, inactive or active, last logon, role etc., along with BTS and PS metrics for each user. Please note that you may see Single Sign-On (SSO) user accounts in the list of users for your organization. Please treat these user accounts as you would any others during the audit process.

- FLAGGED – Users with "Yes" in this column have exceeded the facility average for Break the Seal or Patient Search activity by more than 50% for the previous quarter. Pay special attention to these events and report unusual activity to the NC HealthConnex Help Desk at (919) 531-2700 or HIESupport@sas.com.

- BTS LAST QTR – The number of Break the Seal actions for this user in the last full quarter.

- BTS 2 QTR AGO – The number of Break the Seal actions for the quarter before the last full quarter. This is for historic reference.

- BTS AVG LAST QTR – This is the facility average for Break the Seal actions in the last full quarter. Note, this average is calculated by looking at the number of users active in the last full quarter, adding up their break the seal actions, and dividing by the number of users active in the last full quarter. Users may have been added since this average was calculated but the cutoff is the end of the last full quarter.

- BTS LAST QTR EXCEEDS AVG BY 50% – This column shows if this user's activity exceeds the facility average last quarter by more than 50%. Although you will want to review activity for all users, you may want to pay special attention to any flagged in this column.
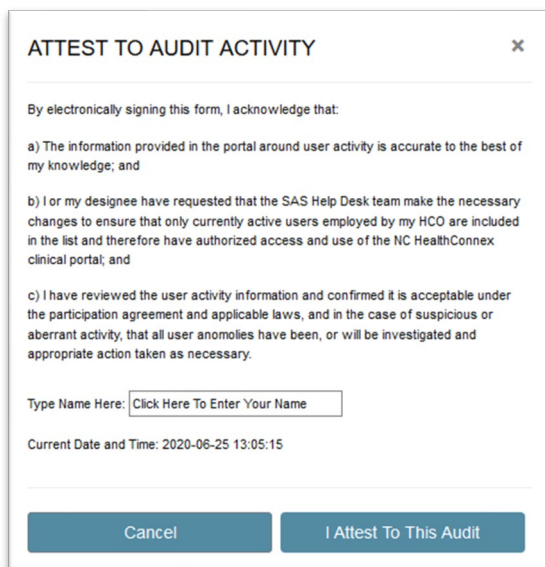
    ***Note:* *These same metrics are repeated for patient search activities.*

Notes

In addition to the information listed above, the User Audit screen will display the following data elements:

- Days left in this quarter – How many days are left in this quarter which means it is time to do another audit.

- Date of last attestation – The date of your last completed attestation.

- Quarter attesting to – The quarter for which the data in the table above pertains.

Attest to Audit Button

This button is used to complete the audit. Once you have reviewed the user list and activity of the users and agree that it complies with the user access policy, click this button. A dialog will be displayed for you to acknowledge.

***Note:* *Inactive users must be removed via the Help Desk before completing this step.*

Type your name in the field provided and click "I Attest To This Audit" when you are ready to attest. Click "Cancel" to go back to the user screen without attesting.

After attesting you will see a notification informing you that a copy of this action has been recorded and emailed to the email address associated with your portal account.
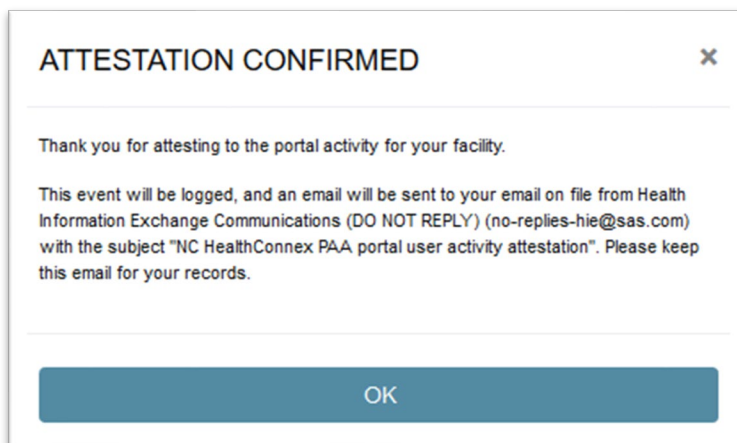
Email

A record of the attestation event and a copy of the data within the table at the time of attestation will be sent to your email on file. Please keep this for your records. Your attestation will also be logged in a report maintained by the NC HIEA.

FAQs

How can I get a copy of the User Management Spreadsheet?
- There is a link named "Sample File" on the PAA User Account Management home page that will open a blank copy of the User Management Spreadsheet.
- You may also obtain a copy by emailing HIESupport@sas.com.

Can I delete a user?
- For security purposes, users cannot be deleted. If you have a user account that needs to be disabled, please send an email to HIESupprt@sas.com. Include the User ID for each user account you want disabled or submit your request through your portal account.

If I want to update an existing user, do I need to complete the spreadsheet?
- No. You may send your request to update a user to the Help Desk team via the NC HealthConnex Clinical Portal. Please refer to the instructions on page 8 of this guide.

Is it possible to have a DSM account without a NC HealthConnex portal account?
- No. All DSM messaging is done through a user's portal account by clicking on the "Messaging" tab within the menu bar.

Will I automatically have DSM access with my new portal account?
- No. A PAA must request a DSM account for each user. Once the DSM account has been created, the Messaging function within the portal will be activated. For more information, see the Direct Secure Messaging Fact Sheet.

Can users reset their own password?
- Yes. Please refer to page 11-12 in the NC HealthConnex Clinical Portal User Guide for instructions on password reset and account security information.

How can I get additional training?
- Visit the Training page of the NC HealthConnex website at https://nchealthconnex.gov for additional tools and to register for upcoming Teletown Halls.

Where can I find the NC HealthConnex Clinical Portal User Guide?
- The User Guide can be found on the Documents & Resources page of the NC HIEA website.

Can a provider reach out to the Help Desk directly?
- All user account and DSM management functions must be coordinated by the person in the health care organization that has been assigned the role of Participant Account Administrator (PAA). The HIEA Help Desk team will work with the health care organization's PAA to create, edit or deactivate accounts. Contact the HIEA Help Desk at HIESupport@sas.com or (919) 531-2700.

WHO TO CONTACT:

- NC HealthConnex website: https://nchealthconnex.gov

- HIEA Business Office: HIEA@nc.gov or (919) 754-6912

- NC HealthConnex Help Desk: HIESupport@sas.com or (919) 531-2700

- Specific Questions?

  - **NC HealthConnex Portal & DSM Accounts:** Contact the HIEA Help Desk at (919) 531-2700 or HIESupport@sas.com.

  - **Quarterly User Audit:** Contact the HIEA Help Desk at (919) 531-2700 or HIESupport@sas.com.

  - **NC*Notify or other NC HealthConnex Value-Add Services**: Contact the HIEA Business Office at (919) 754-6912 or HIEA@nc.gov.

  - **Additional NC HealthConnex Portal Training**: Contact the HIEA Business Office at (919) 754-6912 or HIEA@nc.gov. Visit our Training & Resources | NC HIEA webpage to request training or access on-demand training modules.

SAS® NC HIEA HELP DESK COMMUNICATION PROCESSES:

All Participants of the NC Health Information Exchange Authority (NC HIEA) should designate one or two **Participant Account Administrators (PAAs)** for their organization who will have authority to utilize the SAS® HIE Technical Support Team and Help Desk.

PAAs should communicate their name and contact information to the SAS® HIE Technical Support Team at HIEsupport@sas.com, as well as future changes in administration so that contact information is kept up to date.

All end users from an organization should communicate any questions about usage of the Clinical Portal to their organization's PAA(s). The PAA(s) should first try to answer the questions for their end users. If the PAA(s) is unable to answer the question or has discovered an issue with the application, they should then direct questions, themselves, to the SAS® HIE Technical Support Team by contacting HIESupport@sas.com or (919) 531-2700.

Technical Support Escalation Process

To contact the SAS® NC HealthConnex Help Desk: Call (919) 531-2700 and ask for assistance with NC HealthConnex or email HIESupport@sas.com.

SAS® NC HealthConnex Help Desk Hours of Operation: Monday - Friday 8 a.m. to 6 p.m.

Escalations: If you need to escalate an issue, please contact the SAS® NC HealthConnex Help Desk at HIESupport@sas.com and copy HIEA@nc.gov with "Escalation" in the subject line of the email. Please include details of the original issue in this email.

Emergency Issues After-Hours: If your organization experiences a total HIE system failure, this is considered a critical priority 1 issue. Please have the system administrator and IT point

of contact validate the outage is across all users. For these emergency issues, please call the phone support lines for assistance, 919-531-2700. The SAS® operator will forward you to a live, SAS® Technical Support representative who will gather information and triage your issue appropriately.

PAA USER GUIDE CONTENT DISCLAIMER

The screenshots and presentations herein are intended as examples only and may differ from the actual screenshots and presentations generated by the released product in commercial production.

PARTNERS

About SAS Institute

The NC HIEA's technical partner for delivering NC HealthConnex is SAS Institute.

Through innovative analytics, business intelligence and data management software and services, SAS helps customers at more than 80,000 sites make better decisions faster. Its world headquarters are based in Cary, North Carolina. SAS also operates the NC HIEA Technical Support Help Desk. For more information, visit SAS.com.

About InterSystems

The NC HealthConnex HIE Platform is powered by the InterSystems HealthShare product.

InterSystems is the engine behind many important applications in health care, finance, government, and other sectors where lives and livelihoods are at stake. Founded in 1978, InterSystems is a privately held company headquartered in Cambridge, Massachusetts (USA), with offices worldwide, and its software products are used daily by millions of people in more than 80 countries. For more information, visit InterSystems.com. J2 Interactive is the integration partner working with InterSystems for NC HealthConnex.

About SES

NC HealthConnex Direct Secure Messaging is powered by Secure Exchange Solutions (SES).

SES sets the standard for seamless, scalable, secure connectivity across organizational boundaries. As an industry-leading health information technology provider, SES protects, streamlines and delivers sensitive and critical health care information while ensuring compliance and improving efficiency and quality. Hospitals, health systems, physicians, health plans and channel partners rely on SES for integrated secure communications that expand their reach and empower them to improve patient care. SES is a committed member of DirectTrust, helping healthcare stakeholders leverage standards-based communications to communicate across organizational boundaries. For more information, visit SecureExSolutions.com.

About DirectTrust

NC HealthConnex, in connection with SES, is part of the DirectTrust nationwide network.

DirectTrust is a collaborative non-profit association of 121 health IT and health care provider organizations to support secure, interoperable health information exchanges via the Direct Secure Message protocols. DirectTrust has created a "trust framework" that makes it easy for health care professionals, health IT vendors and their patients/customers to communicate securely, with identity proofing, regardless of end-user application. Over 300 EHR and personal health record (PHR) vendors' products, and over 50 HIEs, participate in the DirectTrust network, ensuring interoperability and security via Direct Secure Messaging for exchange of health information to more than half the professionals in the U.S. health care system. For more information, visit DirectTrust.org.

About The North Carolina Department of Health and Human Services (NCDHHS)

The NC HIEA works closely with NCDHHS to support Medicaid and public health efficiencies.

The North Carolina Department of Health and Human Services (NCDHHS) manages the delivery of health- and human-related services for all North Carolinians, especially our most vulnerable citizens such as children, the elderly, disabled persons, and low-income families. The Department works closely with health care professionals, community leaders and advocacy groups; local, state and federal entities; and many other stakeholders to make this happen. The Department is divided into 30 divisions and offices. NCDHHS divisions and offices fall under four broad service areas: health, human services, administrative, and support functions. NCDHHS also oversees 14 facilities: developmental centers, neuro-medical treatment centers, psychiatric hospitals, alcohol and drug abuse treatment centers, and two residential programs for children. For more information, visit NCDHHS.gov.

About the North Carolina Health Information Exchange Authority (NC HIEA)

The North Carolina Health Information Exchange Authority (NC HIEA) operates North Carolina's state-designated health information exchange, NC HealthConnex. NC HealthConnex is a secure, standardized electronic system in which providers can share important patient health information. The NC HIEA is committed to its mission: to connect health care providers to safely and securely share health information through a trusted network to improve health care quality and outcomes for North Carolinians. For more information about the NC HIEA visit: https://hiea.nc.gov/about-us/about-nc-hiea.