



Welcome

The e-Health Update is a resource that shares current CRISP initiatives as well as pertinent health care related information for our region.

Each issue provides updates on CRISP services and a sneak peek of what is to come.

The e-Health Update also features spotlights on providers and health IT leaders who are using CRISP to make positive impacts on patient care.

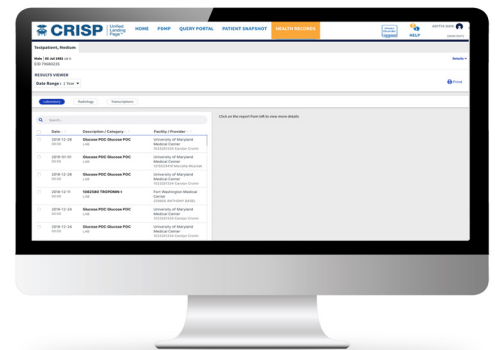
About Us

CRISP is the regional health information exchange (HIE) serving Maryland and the District of Columbia. We are a non-profit organization advised by a wide range of stakeholders responsible for health care throughout the

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INTRODUCING THE CRISP HEALTH RECORDS APPLICATION

Last month, CRISP conducted a pilot program for the new Clinical Query Portal: **Health Records**. The Health Records application is the new and improved Portal, redesigned to provide an enhanced user experience and replace the CRISP Clinical Query Portal. Here, users have the ability to review and print lab, radiology, and transcription reports all within a single window.



As clinical information is created and shared with CRISP, it is made accessible in real-time to participating health care providers through Health Records. The Health Records application retrieves the clinical data from participants and displays it within an interactive screen at the point of care.

With Health Records, the Portal now provides:

- A more visually streamlined experience to make the data more consumable
- Easy access to Laboratory, Transcription, and Radiology clinical data
- Reports available within a single-view with fewer clicks and less scrolling to access patient information

Users who currently have Clinical ULP access will begin receiving access to Health Records in the coming weeks. If you would like to learn more about the Health Records application or need a refresher on CRISP and the tools we provide, please view the CRISP User Guide at userguide.crisphealth.org or contact your CRISP Outreach Liaison to schedule a training session.



LEVERAGING CRISP TOOLS FOR TRANSITION TO TRACK 2 IN MDPCP



The first year of the Maryland Primary Care Program (MDPCP) is now well underway, with 380 practices participating in [every region of the state](#). The suite of tools offered by CRISP is just one of the many resources available to help participating providers transform their practices and bolster the delivery of advanced primary care. CRISP offers tools and services that are critical to primary care including the [Encounter Notification Service \(ENS\)](#), the [Clinical Query Portal](#), the [Prescription Drug Monitoring Program \(PDMP\)](#), and [secure text messaging](#). In partnership with Program Management Office (PMO), CRISP provides additional tools specific to MDPCP, including the [CRISP Reporting Services \(CRS\)](#). CRS displays

Medicare claims data on practices' attributed beneficiaries. These reports allow practices to view healthcare resource utilization by their attributed patients, track trends, look at risk tiers based on HCC scores, track and identify high cost high volume specialists, and compare their practice's performance against state benchmarks.

Track 2 Transition

CMS recently released the approval criteria for practices currently participating in the MDPCP who are ready to transition from Track 1 to Track 2. Interested practices can apply to transition to Track 2 later this year, which will allow them to receive enhanced program payments beginning in January 2020. In addition to meeting all Track 1 program requirements and demonstrating readiness for certain Track 2 components, actively using CRISP tools is a key component of the evaluation process. Specifically, Track 1 practices seeking to apply to move to Track 2 for the following performance year must be able to demonstrate that they regularly perform the following activities:

CRISP Requirements	
1. Care Alerts	Complete Care alerts within EHR/CRISP for high risk patients
2. Transitions of Care	View CRISP data during Transitions of Care
3. Encounter Notification Service rosters (ENS)	Submit beneficiary rosters (patient panels) to CRISP and configure encounter alerts to enable appropriate follow-up activities

Program participants can view the full Track 2 Transition requirements on the [Connect](#) website. *Continued...*



LEVERAGING CRISP TOOLS FOR TRANSITION TO TRACK 2 IN MDPCP CONTINUED...

Opportunities for New Applicants

If you are a primary care practice (including OB/GYN, Geriatrics, and other related primary care specialties) not yet participating in the MDPCP, now is the perfect time to begin considering applying! The program is open to all primary care practices comprised of primary care clinicians including physicians, clinical nurse specialists, nurse practitioners, and physician assistants with eligible specialty designations. Eligible practices must meet minimum criteria such as using a 2015 Certified EHR and providing care to a minimum of 125 Medicare fee-for-service beneficiaries.

We are expecting applications for Program Year 2020 to open later this spring/early summer. If you'd like to learn more about the program, we encourage you to visit the [MDPCP website](#) or sign up for one of the upcoming recruiting events. The MDPCP [online calendar](#) is updated frequently so check back often to find an event near you! For any questions on MDPCP, please email mdh.pcmoel@maryland.gov and [sign up to receive program updates](#) for new applicants.

SINGLE-SIGN ON USERS NOW HAVE ACCESS TO THE CRISP UNIFIED LANDING PAGE (ULP)

For users accessing CRISP through [Single-Sign On](#), we have modified the Identity and Access Management (IAM) tool that governs user access to CRISP. These changes have slightly altered the layout of the Clinical Query Portal and now provide Single-Sign On users with access to the Patient Care Snapshot application and additional features in the future. The change requires minimal action, users can simply access CRISP through their EMR to view the updated layout.

This update allows for much faster load times and will support other enhanced functions as they are released. Within the updated layout users now have access to the Clinical Query Portal within [ULP](#) and the Patient Care Snapshot application. The Patient Care Snapshot combines critical information relevant to your role in the patient's care. It displays data from both internal and external sources to provide an at-a-glance view of the patient's clinical history. Future features include enhanced search functionalities and a more user friendly experience.

The Patient Care Snapshot is available to all users with access to the Clinical Query Portal. If you would like to learn more about Snapshot or need a refresher on the CRISP Clinical Query Portal and the tools we provide, please contact the CRISP Customer Care Team at support@crisphealth.org or call 1.877.952.7477



What Else Is New?

Unified Landing Page (ULP) Update

Currently, we are working to release ENS ProMPT and our latest application, Census View in the ULP environment. The two applications work in tandem to provide users with access to real-time alerts right within their standard ULP workflow. ULP will continue to be a streamlined method of accessing all eligible CRISP applications such as the Patient Care Snapshot and PDMP while requiring only one username and password.

The latest ENS ProMPT and Census View applications feature:

- ENS ProMPT in ULP provides new and improved filtering. Users will have the ability to apply multiple filters for the same search item and exclude certain items during a filtered search.
- Instead of logging into two separate platforms, users will now be able to navigate from one screen to the next, have access to PROMPT and other clinical applications like Patient Care Snapshot, PDMP, and Health Records all within one environment.
- Census View allows users to sort notifications by length of stay in each care setting so patients with more severe conditions or longer stays can be contacted for follow up.

Users will begin receiving access to these new applications in the coming weeks. In the meantime, if you have questions regarding your access or would like to gain additional access to other eligible CRISP applications, please contact the CRISP Customer Care by calling 1-877-952-7477 or emailing support@crisphealth.org.

CRISP Security Update

As we continue to expand our services, it is imperative that we ensure patient data is private and secure. We've begun the implementation of a new security feature within the Unified Landing Page (ULP) called "multi-factor authentication."

Multi-Factor Authentication (MFA) is a verification tool that requires a user to receive a unique code through email or text message then enter the code as part of the normal login process. Please note, this process requires the user to enter a unique code once every 12 hours on each workstation used to access the CRISP ULP.

We understand that additional "clicks" are unwanted, however, patient privacy and security are top priority. For questions or additional support, please contact the CRISP Customer Care Team at 1.877.952.7477 or email support@crisphealth.org.

USER RESOURCES

The CRISP Customer Care Team is available to help you with any log-in issues or to assist with adding CRISP services or users to your organization.

Please contact us at 1.877.952.7477 and email support@crisphealth.org

- Accounts that have no activity during the last 90 days will be locked. Users must call CRISP directly to unlock an account or email from the email address on file. Requests for password resets, account unlocks, etc. must come directly from the user.