

**Commonwealth of Massachusetts**  
Executive Office of Health and Human Services



# **Health Information Technology Council March Update**

March 2, 2015



## Today's Agenda:

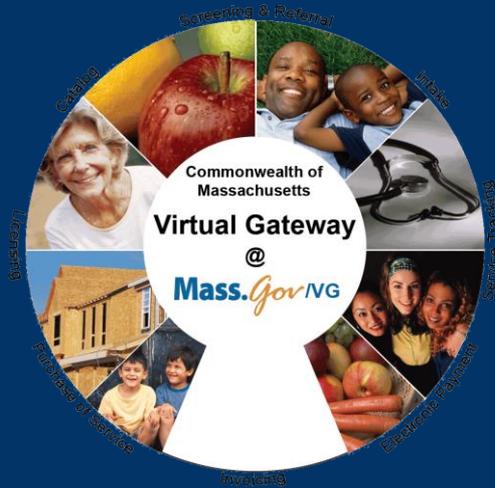
1. **Welcome [15 min]**
2. **Participant Update: OTP Node – [45 min] – Cathy Wheeler**
3. **Operations Update [25 min] – Darrel Harmer**
  - Uptime/Downtime Update
  - HIway Participation and Use Update
  - HIway Release Schedule Update
  - HISP-HISP Update
  - Query & Retrieve Update
  - Communications and Outreach Update
4. **Wrap up [5 min]**
  - 2015 Meeting Schedule



## Discussion Item 1: Welcome



## Discussion Item 2: OTP Node Update



## ***EOHHS Clinical Gateway***

# **Inbound Enrollment and Assessment Transfer Service (I-EATS)**

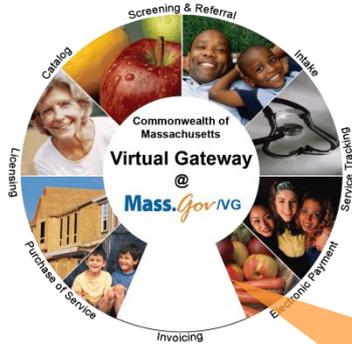




# I-EATS

*(formerly OTP-HL7)*

**The secure, encrypted, electronic transfer of Intake, Enrollment and Health Assessment data from the Provider's Electronic Medical Record to the Virtual Gateway.**

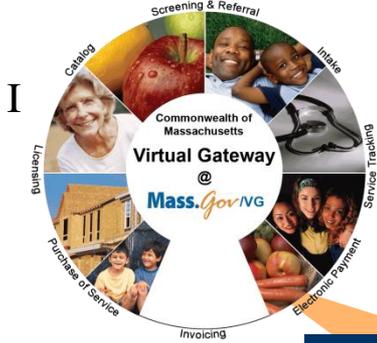




# Why I-EATS



- DPH Bureau of Substance Abuse Services uses the EOHHS Application, EIM-ESM (Enterprise Invoice Management/Enterprise Service Management) as it's system of record. All data entry was manual.
- While opioid use was increasing and more quality data was needed, the Opioid providers were left behind on the inadequate legacy system.
- The larger OTPs had already moved to electronic medical records that generated excel files for the legacy system and were understandably resistant to moving to EIM-ESM.
- The electronic submission of the critical Opioid Treatment data was the option required to bring these providers into EIM-ESM.



# Background



# Background



## ***SAMIS – Substance Abuse Management information System***

- Aging legacy system - SQL database no longer supported by Microsoft
- No longer compliant with Federal data requirements
- Goal was to get all providers off before system retired.

*By 2010 all DPH contacts in **EIM-ESM - Opioid Treatment Programs** were exempted*

- Several large providers were already “paperless”
- Cost prohibitive for providers to add data entry staff for the redundant entry of data already in their EMR systems
- BSAS did not want resources to go to data entry staff rather than program enhancements that would directly impact the quality of client services.



# Rise in Opioid Addiction/SAMIS Failing

*2014 -The failure of the legacy system and the move to HL7 was happening as opioid addiction and overdose deaths were increasing.*

- Risk: SAMIS fails before OTP providers move to EIM-ESM there will be loss of data
  - In response, OTP providers not prepared to submit HL7 by July 2014 were immediately moved to EIM-ESM, representing 30% of the opioid data.
  - This left 4 large providers serving 70% of the clients in treatment on the legacy system through FY14, waiting for their EMR's to promote an HL7
  - Legacy system was retired June 2014 and IEATS transmission began in FY15
  - IEATS is now a critically important source of data from these large providers as BSAS responds to the Opioid crisis.



## *Additional Benefits for DPH*

- Timely and relevant reporting for program management, planning and quality control
- Data readily available to:
  - Identify and promote best practices
  - Support business decisions
  - Evaluate the impact of increased investment in services
  - Identify trends in socio-economic characteristics of clients
  - Document data on overdoses and treatment outcomes
- Ability to comply with Federal reporting requirements
- Improved operational controls and audit trails



# Provider Benefits



## *Additional Benefits for Providers*

- Eliminate redundant data entry
- Health Assessments customized for level of care
- Ability to submit 837 electronic claims for payment
- Ability to track billing submissions and payments in EIM-ESM
- Payments received in 5-7 days rather than 15-30
- Tools for reconciling client enrollment reporting and billing



# Provider Benefits



## *Reporting tools for reconciling client enrollments and billing, for example:*

- Client Enrollment Status Report
  - Clients served during a specific time period. References provider and EIM identifiers
- HIPAA Claim Status Report
  - Payment report by Claim Number/Service Date within 48 hours of submission – available before 835 is generated. De-identified
  - 277 Errors
- Payment Detail Report
  - By Client Name/Claim/Service Date
  - Details all adjustments

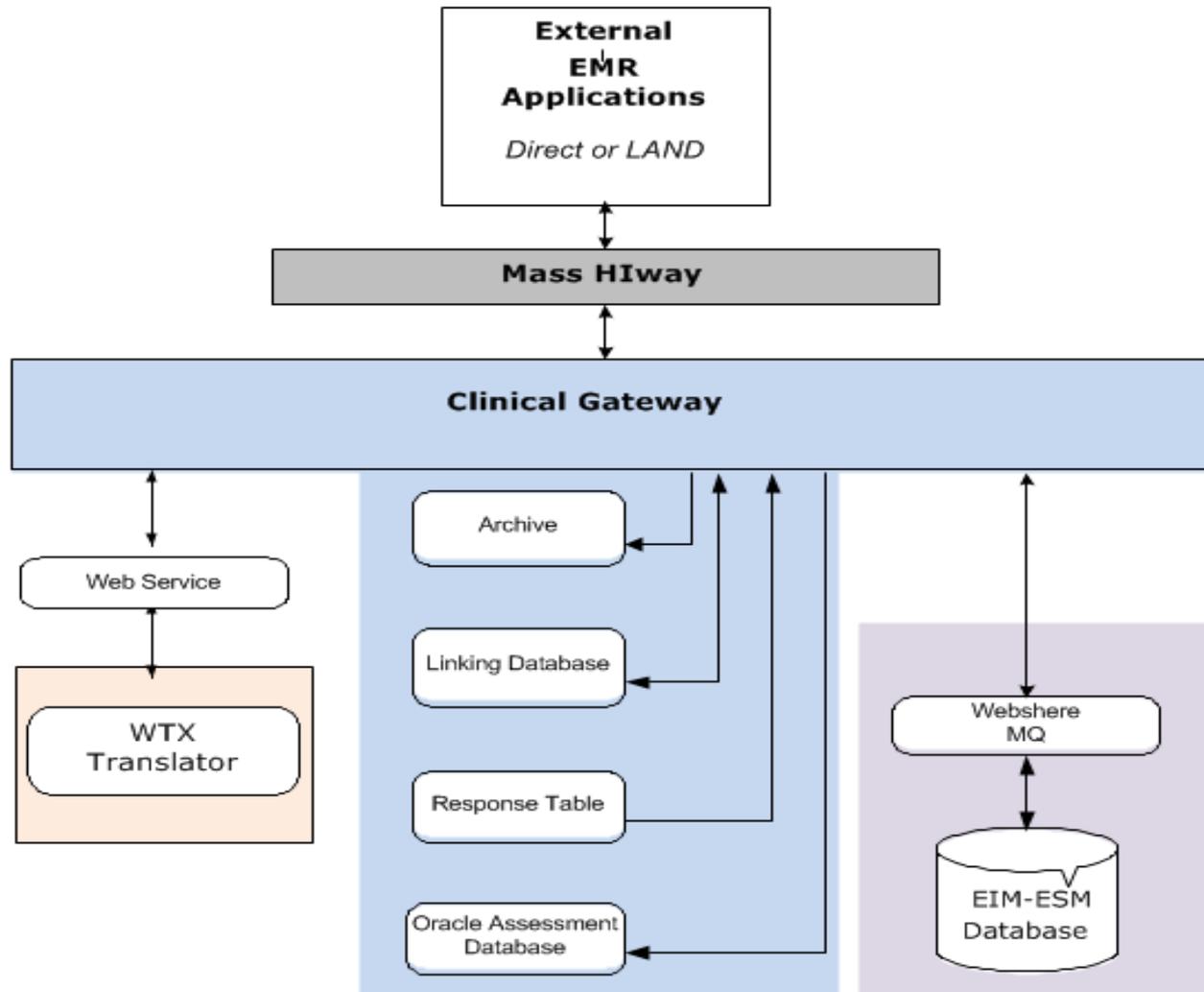


## I-EATS- Overview

Electronic transmission of HL7 messages for Client Intake/Enrollment and Health Assessment data



## High Level Conceptual View of the IEATS Project





- **Message Format:** HL7
  - A01 Intake and Enrollment
  - A03 Disenrollment
  - A08 Health Assessments
    - Liberal use of OBX segments to capture required data
  - A19 Query for Identifiers and Errors report
- **Messages sent to:** Mass Hlway to Clinical Gateway
- **Intake Data and Enrollments:** Persisted in EIM-ESM.
- **Health Assessments:** Persisted in Clinical Gateway Oracle database



# I-EATS Process



## *Day One*

- A01 Intake/Enrollment message transmitted to Clinical Gateway
- Message validated and sent to EIM-ESM
- EIM-ESM sends back ESM Client IDs.

## *Day Two*

- A19 Query transmitted referencing Transaction ID
- Synchronous response returned with ESM IDs and Error Messages
- A08 Enrollment Assessments transmitted, referencing ESM Client and Enrollment ID
- Messages validated and persisted in Clinical Gateway I-EATS Oracle database



# I-EATS Development



## 2009 -2011

- OTP-HL7 initiated as a VG Project.
- \$400,000 from BSAS for EIM-ESM enhancements
- \$200,000 in seed money from MeHI to fund documentation of message requirements; business rules specification and coding

## 2012-2014

- I-EATS added to EOHHS HIE initiative.
- Architecture changed with the new option of Mass Hlway and Clinical Gateway.
- I-EATS development in Clinical Gateway
- Participating OTP providers on-boarded to Mass Hlway and EIM-ESM



# I-EATS Development



*April 2014* - I-EATS Goes-Live

*October 2014* - First Provider Submissions

*February 2015* – 3,000+ Enrollments transmitted

*BY April 2015* - Expect 15,000+ Enrollments in the system



# On-Going Challenges

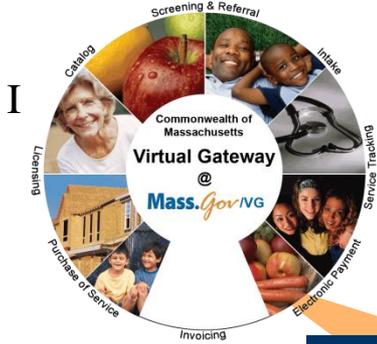


## *EMR Vendor Issues*

- Customization of system is only for Massachusetts customers
- Some vendors decline to offer the functionality
- High cost are passed to providers - prohibitive for the smaller agencies
  - Not Meaningful Use providers – did not qualify for funding.
- Process is complex and technically challenging
- Problems with middleware and connectivity

## *System Enhancements*

- Enhancing system so providers can better understand their errors
- Coordinating change requests for new or updated data elements.



# Provider Summary



# Current Provider Status



## *Providers transmitting HL7 – Smart, Inc.*

- Habit OpCo
- SSTAR
- CSAC

## *Providers waiting to transmit HL7 – NetSmart*

- Spectrum (Avatar)
- Seven Hills (Tier) - currently Manual EIM-ESM
- High Point (Tier) - currently Manual EIM-ESM



# Current Provider Status



*Providers currently manual in EIM-ESM, planning to transmit in FY16*

- Boston Public Health Commission

*Providers currently manual in EIM-ESM planning to transmit in FY17*

- Lahey Clinic – Northeast Behavioral Health / CAB Health and Recovery
- Mercy Hospital

*Providers who will remain manual submitters*

- North Charles
- Bay Cove Human Services
- Addiction Treatment Service of NE



## Discussion Item 3: Hlway Operations Update



# 2015 Mass Hlway Incident Summary Dashboard

## December 2014



Red – Sev1 and Sev2 – All / Most Mass Hlway components impacted as a result of outage  
 Yellow – Sev3 – One Mass Hlway component impacted as a result of outage

### 2014 DECEMBER

CALENDAR YEAR / MONTH

SUNDAY  
FIRST DAY OF WEEK

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	<b>01</b> 10 Hours	<b>02</b>	<b>03</b>	<b>04</b>	<b>05</b> 18 Hours	<b>06</b>
<b>07</b>	<b>08</b> 1.75 Hours	<b>09</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>
<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>
<b>21</b>	<b>22</b> 2.75 Hours	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>
<b>28</b>	<b>29</b> 2 Hours	<b>30</b>	<b>31</b>	<b>01</b>	<b>02</b>	<b>03</b>



# 2015 Mass Hlway Incident Summary Dashboard

## January 2015



Red – Sev1 and Sev2 – All / Most Mass Hlway components impacted as a result of outage  
 Yellow – Sev3 – One Mass Hlway component impacted as a result of outage

### 2015 JANUARY

CALENDAR YEAR / MONTH

SUNDAY  
FIRST DAY OF WEEK

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	31	01	02	03
04	05	06	07	08	09 1.5 Hours	10
11	12 7 hours	13	14	15 1 Hour (XPL GW) 5.25 Hours (Server)	16	17 12.75 Hours (MIIS)
18	19	20 1 Hour (LAND) 8.25 Hours (MIIS) 1 Hour (LAND_IN/XDR)	21 7 Hours (Audit WS)	22 1.5 Hours	23 1 Hour	24
25 1 Hour	26 .5 Hour	27	28	29 .5 Hour	30 2.25 Hour	31



# 2015 Mass Hlway Incident Summary Dashboard

## February 1-20



Red – Sev1 and Sev2 – All / Most Mass Hlway components impacted as a result of outage  
 Yellow – Sev3 – One Mass Hlway component impacted as a result of outage

# 2015 FEBRUARY

CALENDAR YEAR / MONTH

SUNDAY  
FIRST DAY OF WEEK

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
01	02	03	04	05	06	07
08	09	10	11	12	13 3 Hours	14
15	16	17	18	19	20 1 Hour	21
22	23	24	25	26	27	28



# 2015 Mass Hlway Incident Summary Dashboard (Dec. 2014 to Feb. 2015, as of February 20, 2015)



**Monthly Mass Hlway Availability Target: Less than 44 minutes of Sev1+Sev2+PEM outage (99.9% availability)**

*Sev 1 - All / Most Mass Hlway components impacted as a result of outage*

*Sev 2 - Multiple Mass Hlway components impacted as a result of outage in one of the shared service*

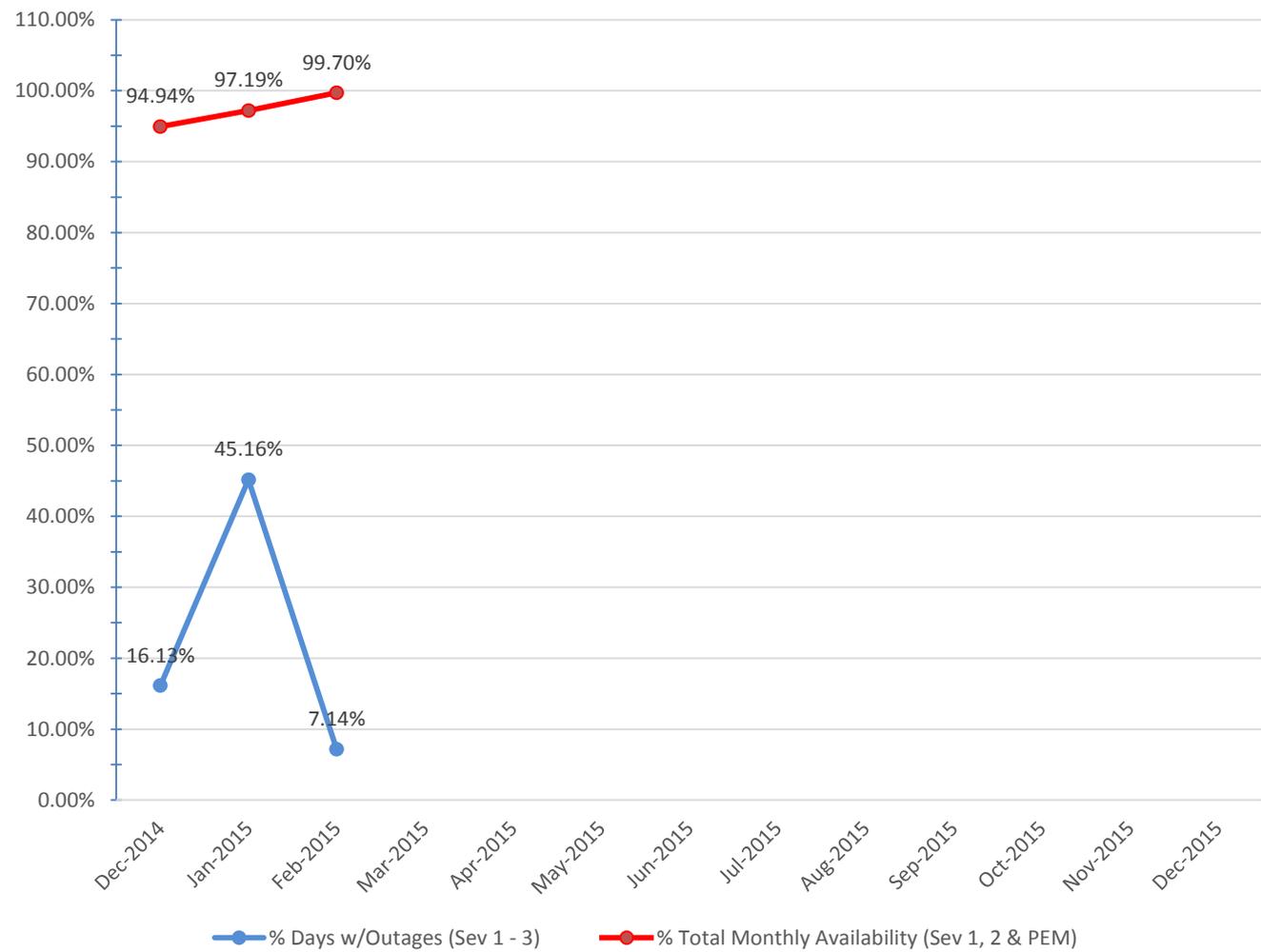
	Severity 1 Issue			Severity 2 Issue			Proactive Emergency Maintenance (PEM)			Totals		
	#	Duration (minutes)	Availability (%)	#	Duration (minutes)	Availability (%)	#	Duration (minutes)	Availability (%)	Total #	Total Duration of Sev 1 Sev 2 PEM (minutes)	Total Monthly Availability (%)
December	0	0.00	100.0000	4	2259.63	94.9381	0	0.00	100.0000	4	2259.63	94.9381
January	1	256.53	99.4253	9	848.42	98.0994	2	150.00	99.6640	12	1254.95	97.1887
February	0	0.00	100.0000	0	0.00	100.0000	1	120.00	99.7024	1	120.00	99.7024
March			100.0000			100.0000			100.0000	0	0	100.0000
April			100.0000			100.0000			100.0000	0	0	100.0000
May			100.0000			100.0000			100.0000	0	0	100.0000
June			100.0000			100.0000			100.0000	0	0	100.0000
July			100.0000			100.0000			100.0000	0	0	100.0000
August			100.0000			100.0000			100.0000	0	0	100.0000
September			100.0000			100.0000			100.0000	0	0	100.0000
October			100.0000			100.0000			100.0000	0	0	100.0000
November			100.0000			100.0000			100.0000	0	0	100.0000
December			100.0000			100.0000			100.0000	0	0	100.0000

%availability based on 24 hours

\* Generated on 2/20/2015



# HIway Availability Trends



## Metric Targets:

- “Total Monthly Availability” – no lower than 99.9% (downtime no more than ~44 minutes/month)
- “Days with Outages” – no higher than ~ 3% (1 day)



# HIway Stabilization Plan



- **EOHHS and Orion signed a contract amendment in December that includes a two phase plan to improve HIway stability, resilience and sustainability**
- **Enhancements being made include:**
  - More robust Monitoring and Automated Alerts
    - LANDs, Infrastructure, Services, Comm. Points, etc.
  - Finalized documentation of all HIway components
  - Resilience/scalability/performance at infrastructure and application levels
  - Additional audit/reporting/logging capabilities
  - Process improvements
  - Key enhancements are scheduled on a 30/60/90 day release plan
    - First delivery on January 20 (30 day)
      - Included upgrade of LAND monitoring tools to support proactive monitoring
      - EOHHS is reviewing the delivered items for acceptance
    - 60 day delivery received on Feb 20; currently being reviewed
    - 90 day delivery scheduled on March 20
- **A 2<sup>nd</sup> phase for complex and less urgent improvements will follow**
- **EOHHS and Orion are also intensively working on a “stabilization sprint” to resolve recent critical stability issues on an accelerated timeline**



# Stabilization Sprint



- **What**
  - 6 week Agile sprint to provide 99.9%, or better, solution availability / up time
- **When**
  - Sprint completion by 1 April, 2015
- **Overview**
  - Orion's Hlway project team, LogicWorks and EOHHS are working as one team to swiftly push changes to the Hlway solution that will increase stability by April 1.
  - Orion is allocating additional product development resources, Rhapsody optimization and Java/Tomcat resources from across its global organization to work onsite on Hlway Stabilization.
  - Team is identifying, testing and implementing system changes, tuning enhancements, etc. to improve stability & performance
  - Stage 1 & 2 Documentation Effort tasks are being reprioritized and rescheduled to increase resource availability for stabilization tasks
- **Next Steps after sprint is completed**
  - Analyze the Hlway infrastructure, environments and business requirements to formulate strategies to simplify, improve agility, scalability and sustainability and reduce support costs



## December Participation Activity

### **New Participation Agreements completed 12/1 to 12/20/2014:**

- Aftercare Services Inc.
- Allergy Medical Associates of North Shore Inc.
- Betsy August M.D.
- Boston ENT Associates P.C.
- Boston Spine Group
- Community Health Programs Inc.
- Community Nurse & Hospice Care
- David Lhowe M.D.
- E. Russell Young M.D.
- Family Medicine North – Alain Chaoui M.D. P.C.
- Foundation Medical Partner's Inc.
- Harvard Street Neighborhood Health Center
- Hill Eye Associates P.C.
- Internal Medicine Physicians of the North Shore
- James Haines M.D.
- Karen Szczechowicz M.D. P.C.
- Kevin DeLacy M.D.
- Longwood Urology Associates
- Mark Latina M.D.



## December Participation Activity (continued)

### **New Participation Agreements completed 12/1 to 12/20/2014:**

- Medical Associates of Saugus
- Michael Zach M.D. P.C.
- Nicola Mogavero M.D.
- North Shore Cardiovascular Associates
- North Shore Gynecology
- Northshore Physicians Associates P.C.
- Pain & Wellness Center
- Renin Associates P.C.
- S. Charles Khani M.D.
- Saltzman Urological Associates P.C.
- Shields Health Care Group Inc.
- South Shore Skin Surgeons P.C.
- Steven Rozak M.D.
- Thomas Pearce M.D.
- Walpole Area VNA
- William Belcastro M.D.



## January Participation Activity

### **New Participation Agreements completed 12/21/2014 to 1/20/2015:**

- Allen Engel M.D.
- Chang & Winchell Co.
- Essex Surgical Associates P.C.
- Genesis Health Care
- Greater New Bedford Health Center
- Harold L. Freedman M.D.
- Lahey Health
- Lee Albert M.D.
- Lowell Community Health Center
- Michael Fabrizio M.D. P.C.
- Microsurgical Eye Consultants
- Mitchell Abramson M.D.
- Mitchell Zager M.D.
- New England OB/GYN Associates Inc.
- New England Podiatry Associates
- Northeast Surgery Center LLC.
- Primary Care North
- Reading Pediatrics Associates P.C.
- South End Community Health Center
- Stafford Pediatric Associates P.C.
- Surgical Neurological Associates
- Wellesley Primary Care Medicine P.C.
- Wissam Khoory M.D.



## February Participation Activity

### **New Participation Agreements completed in February:**

- Adams Street Dermatology Associates P.C.
- Alexander Kopp M.D. P.C. (Partner's)
- Asthma & Allergy Affiliates Inc.
- B.D. Gupta M.D. P.C. (Partner's)
- Brockton Pediatrics Inc. (Partner's)
- Centre Pediatrics (Partner's)
- Community Health Center of Cape Cod
- Darin Gogstetter M.D.
- Edward Busick M.D. (Partner's)
- Epoch Senior Living LLC.
- Gastroenterology Healthcare Associates (Partner's)
- Gigi Girgis M.D. (Partner's)
- Hand Surgery P.C. (Partner's)
- InterMed Associates
- Jay L. Cohen M.D. P.C. (Partner's)
- Newton-Wellesley Internists P.C. (Partner's)
- Newton Wellesley Primary Care (Partner's)
- North End Waterfront Health (Partner's)
- Northeast Cardiology (Partner's)
- Quest Diagnostics



## December Connection Activity

### **New Connections completed 12/1 to 12/20/2014:**

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- Betsy August M.D.
- Boston ENT Associates P.C.
- Boston Spine Group
- David Lhowe M.D.
- Family Medicine North – Alain Chaoui M.D. P.C.
- Internal Medicine Physicians of the North Shore
- Karen Szczechowicz M.D. P.C.
- Longwood Urology Associates
- Mark Latina M.D.
- Medical Associates of Saugus
- Michael Zach M.D. P.C.
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- Newton-Wellesley Internists P.C. (Partner's)
- Newton Wellesley Primary Care (Partner's)
- North End Waterfront Health (Partner's)
- Northeast Cardiology (Partner's)
- Shields Health Care Group



# Progress Relative to SFY'15 Targets



Tier	SubTier	Universe (est)	Mass Hlway HISP			Via another HISP		Total		SFY '15 Target	
			# Signed on	# Connected	# Actively Using	# Connected	# Actively Using	# Actively Using	% Actively Using	# Actively Using	% Actively Using
Tier 1	Large Hospitals / Health Systems	29	24	18	12			12	41%	19	66%
	Health Plans	9	4	3	2			2	22%	3	33%
	Multi-entity HIE	5	3	1				0	0%	TBD	TBD
	Commercial Imaging Centers & Labs	TBD	1	1				0	0%	2	TBD
Tier 2	Small Hospitals	37	35	30	19			19	51%	30	81%
	Large ambulatory practices (50+)	11	7	5	4	3	1	5	45%	5	45%
	Large LTCs	8	1					0	0%	4	50%
	ASCs	63						0	0%	4	6%
	Ambulance/Emergency Response	39	1	1				0	0%	5	13%
	Business Associate Affiliates	5	1	1	1			1	20%	3	60%
	Local government, publichealth	TBD	1	1	1			1	0%	TBD	TBD
Tier 3	Small LTC	310	15	13	1			1	0%	12	4%
	Large behavioral health	10	2	2				0	0%	3	30%
	Large home health (Added to 4b)	Merged							Merged		Merged
	Large FQHCs (10-49)	10	14	8	4	1		4	40%	9	90%
	Medium ambulatory practices (10-49)	365	13	8	1	2		1	0%	15	4%
Tier 4	Small behavioral health	90	19	12	1			1	1%	17	19%
	Home Health, LTSS	149	21	12	4	1		4	3%	15	10%
	Small FQHCs	29	4					0	0%	5	17%
	Small ambulatory practices (3-9)	1595	36	53		1		0	0%	80	5%
Tier 5	Small ambulatory practices (1-2)	4010	170	128	16	56	1	17	0%	200	5%
	<b>Grand Total</b>	<b>6774</b>	<b>372</b>	<b>297</b>	<b>66</b>	<b>64</b>	<b>2</b>	<b>68</b>	<b>1%</b>	<b>431</b>	<b>6%</b>



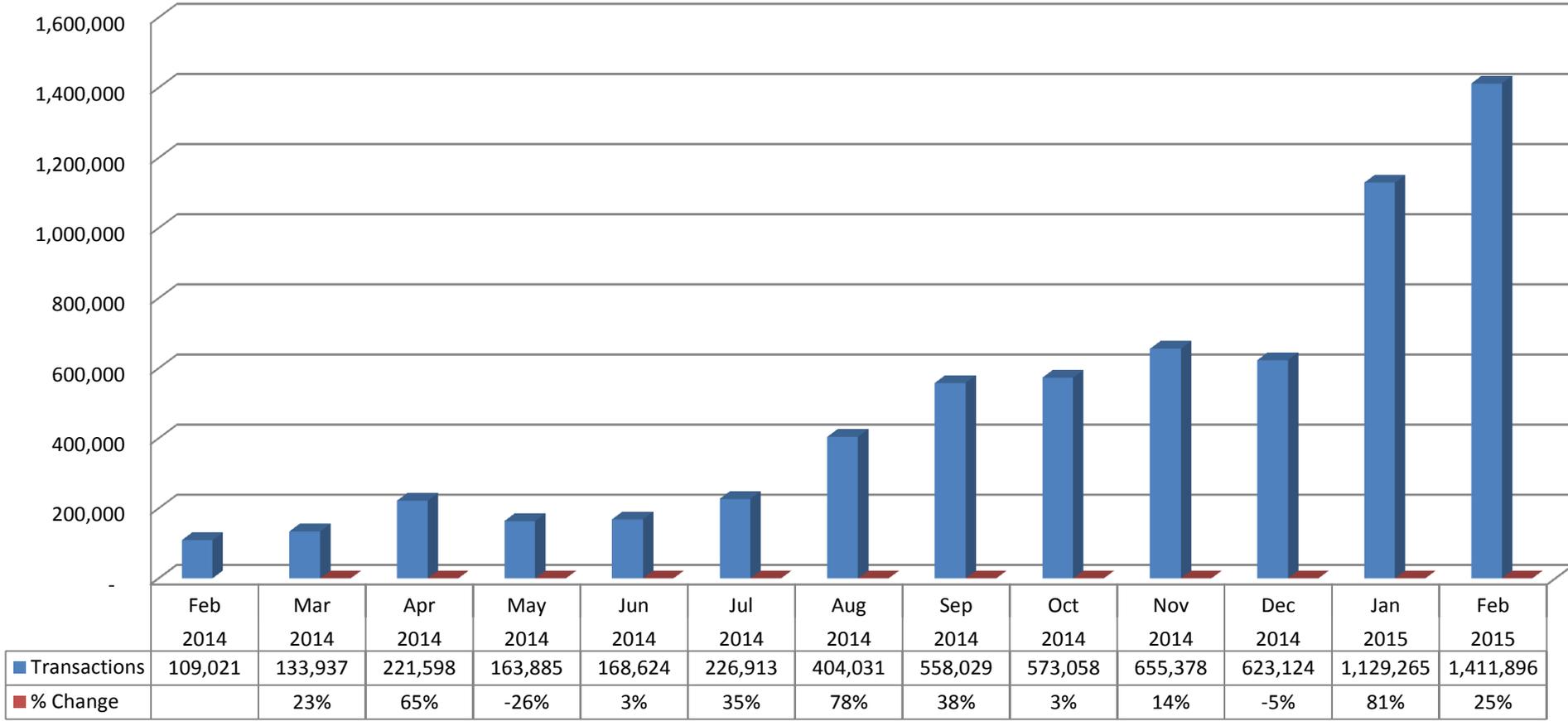
# Hiway Transaction Activity



## 13 Month Hiway Transaction Activity

**1,411,896** Transactions\* exchanged in February (1/21 to 2/20/2015\*\*)

**8,366,296** Total Transactions\* exchanged inception to date



\* Note: Includes all transactions over Mass Hiway, both production and provider test

\*\* Note: Starting 12/20/2014, reporting cycle is through the 20<sup>th</sup> of each month.



# Comparison of Key Metrics: 1 Year Look-back



	# Providers			# Transactions	
<b>HITC Meeting</b>	<b>Signed On*</b>	<b>Connected</b>	<b>Actively Using</b>	<b>Month</b>	<b>Total (to date)</b>
3/10/14	132	104	N/A	109,021	2,096,557
3/2/15	372	361	68	1,411,896	8,366,296
Change	+240	+257	---	+1,302,875	+6,269,739
% Change	182%	247%	---	1195%	299%

\* Providers that have signed HIway Participant Agreements



# Development Release Schedule



## Mass Hlway 2014 Development Timeline

Activity	Target date
Opioid Treatment Program Node Go-Live	<b>Complete</b>
Cancer Registry Node Go-Live	<b>Complete</b>
Webmail Upgrade Go-Live (CCDA Editor, shared folders to support SEE application)	<b>Complete</b>
Meditech XDR Solution Go-Live (enables providers to send/receive Direct messages from their Meditech EHR)	<b>Complete</b>
HISP to HISP Solution Go-Live (see detailed slide by vendor)	<b>Complete</b>
Healthcare Provider Portal R1 (Provider Directory Bulk Load & Cert Mgmt.)	<b>Complete</b>
Healthcare Provider Portal R2 (Enrollment self-service & PD and cert mgmt. enhancements) ----- Additional releases ----- -----	<del>Oct</del> Dec 2014 thru 2015 Q1 thru 2015 Q2
eReferral Phase 1 Node Go-Live (enables bi-directional communication on health related targets given from HPOs to CBOs such as YMCA, Tobacco quit lines, etc.)	Release 1 (SFTP) ----- <b>Complete</b> Release 2 (Hlway integration) ----- <b>Complete</b>
Childhood Lead Paint Poison Prevention Program (CLPPP) Node Go-Live	<b>Complete</b>
Relationship Listing Service R2 (Web service access, eMPI tuning, Provider Notifications, etc.)	<b>Complete</b>
Children's Behavioral Health Initiative (CBHI) Go Live ----- On-boarding – Phase 1 -----	Dec 2014-Feb 2015 March 2015



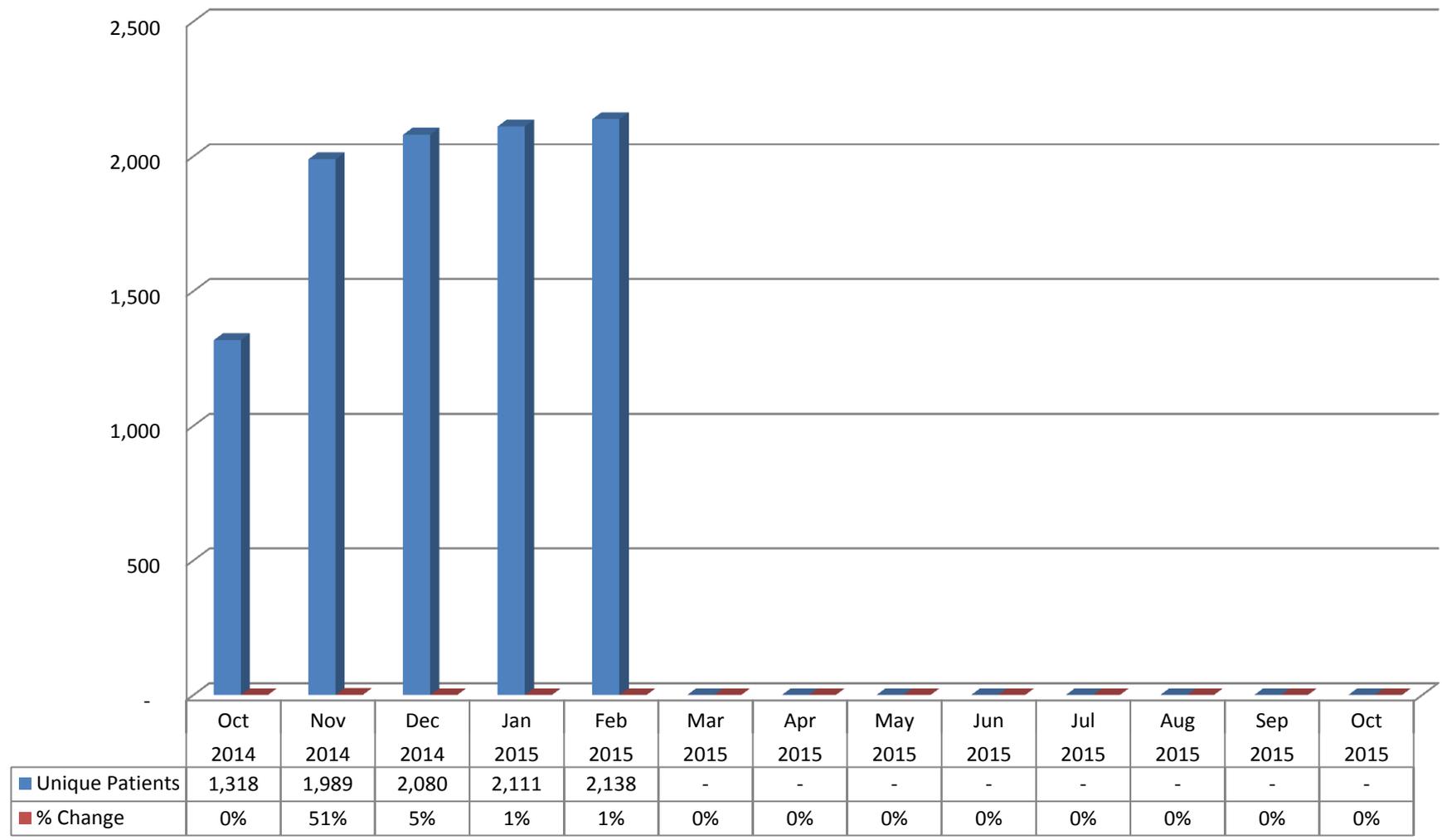
# HISP to HISP Connectivity



#	HISP Vendor	Kickoff	Onboarding	Testing	Hlway Prod Readiness	Live/Target Date
1	eLINC					✓ 2014-May
2	ADS/DataMotion					✓ 2014-Jun
3	Alere					✓ 2014-Jul
4	Inpriva					✓ 2014-Aug
5	SureScripts					✓ 2014-Oct
6	eClinicalWorks					✓ 2014-Oct
7	Mckesson(RelayHealth)					✓ 2014-Dec
8	AllScripts(MedAllies)					✓ 2014-Jan
9	NHHIO					2015-Mar
10	SES					2015-Mar
11	Athena Health					TBD
12	NextGen Share					TBD
13	Medicity					TBD
14	EMR Direct					TBD
15	Aprima					On Hold
16	Medfx					On Hold
17	NexJ					On Hold
18	Claim Track					On Hold



## RLS Unique Patients Count





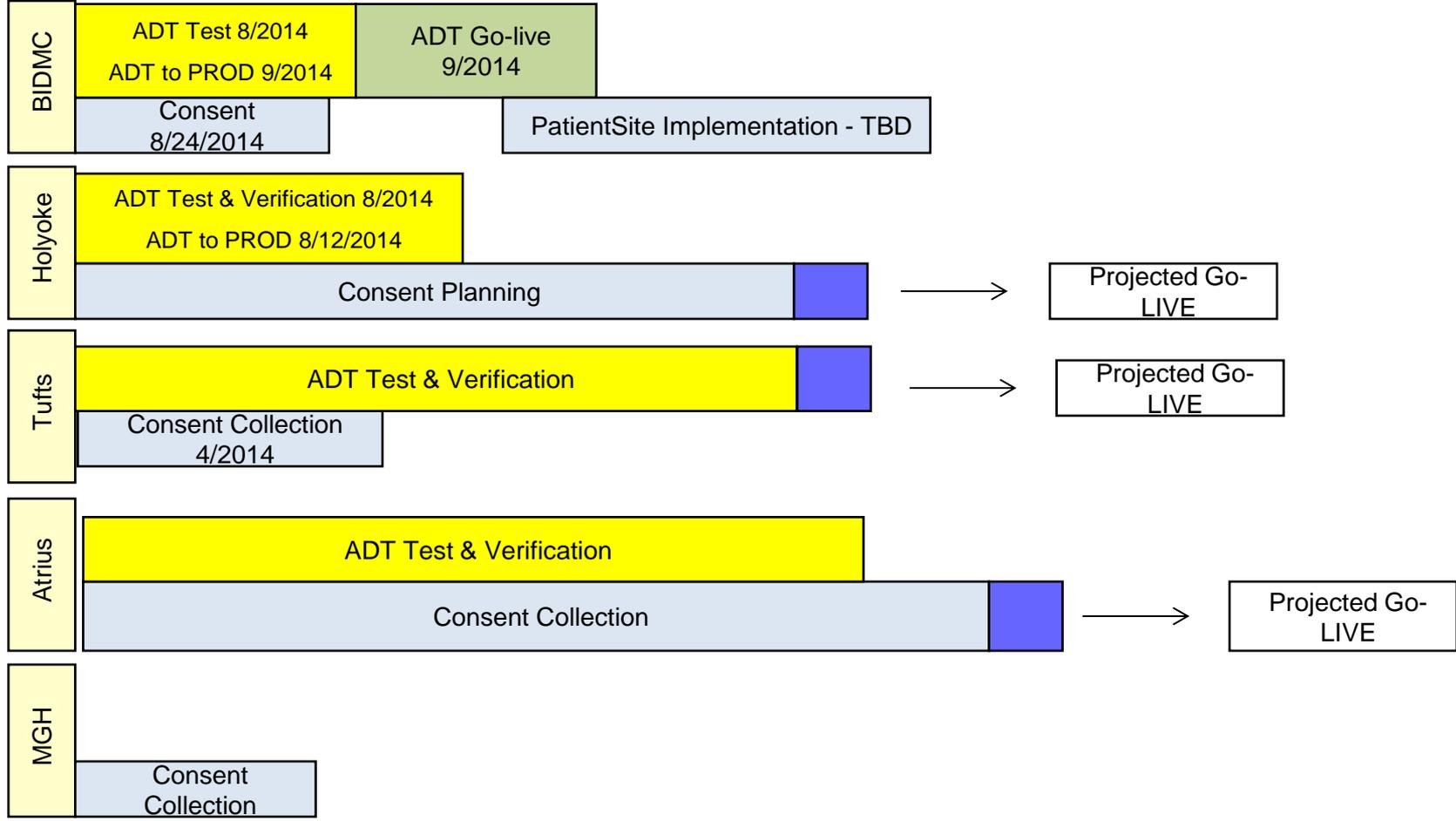
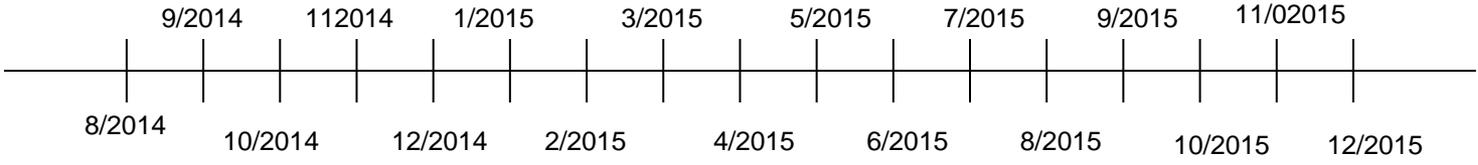
# Query & Retrieve Pilots



- **BID:** Now using PatientSite (patient portal ) for the first entry point where patients can opt-in or opt-out to the Mass Hlway. The programming for that shift is in progress. There is no ETA for testing PatientSite for this purpose at this time.
- **Atrius:** Using a newly automated process, 55,928 out of 284,930 consent forms have been filed in Epic as of 2/17. The ability to send ADTs to the Mass Hlway for patients that have a consent on file is functioning with a successful test of both opt-in and opt-out consented patients. Ongoing efforts are in place for additional testing and a process for identifying duplicate patients within Epic.
- **Tufts:** The first test transactions have been successfully completed. Weekly testing resumes during the month of March to confirm additional send/receipt of ADT submissions to the Mass Hlway. Production status to be updated upon completion of testing.
- **Holyoke:** Work continues on the consent process to finalize internal workflow and enable consent flags to be captured separately for Direct Secure Messaging vs. Query & Retrieve.



# Query & Retrieve Timelines





- **Webinars**
  - Guide to Using Webmail Webinar 3/23/2015
  - Mass HIway Overview Webinar 2/26/2015: 15 attendees
  - Quick Guide to Using Webmail 12/11/2014: 32 attendees
  - Mass HIway Overview 1/29/2015 : 49 attendees
  - Calendar, registration links, and previous presentations at:  
<http://www.masshiway.net/HPP/NewsandEvents/Events/index.htm>
- **Mass HIway Participant Newsletter- Sign up now at [www.masshiway.net](http://www.masshiway.net)**
  - December: 638 sent with 33% unique open rate
  - January: 714 sent with 30% unique open rate
  - February: 728 sent with 30% unique open rate
- **Provider Directory Extract**
  - Files now available on website, email [masshiway@state.ma.us](mailto:masshiway@state.ma.us) for password



## Discussion Item 4: Wrap Up



## HIT Council 2015 Meeting Schedule\*:

### 2015 Meeting Schedule:

- ~~— No meeting scheduled in January 2015~~
- ~~— February 2 - meeting cancelled~~
- ~~— March 2~~
- **April 6**
- May 4
- June 1
- July 6
- August 3
- September 14 (*1<sup>st</sup> Monday of September is Labor Day*)
- October 5
- November 2
- December 7

*\*All meetings to be held from 3:30-5:00 pm at One Ashburton Place, 21st floor, Boston, unless otherwise noted*