



Survey Results: Readiness for the ONC and CMS Interoperability Rules

Agenda

I. Welcome & Introductions 1:00 – 1:05 pm

Jennifer Covich Bordenick, Chief Executive Officer, eHealth Initiative & Foundation

II. Survey Overview 1:05 – 1:15 pm

Jennifer Covich Bordenick, Chief Executive Officer, eHealth Initiative & Foundation

III. Panel Discussion 1:15 – 1:45 pm

Henry Archibong, Associate Vice President, Innovation Solutions, Inovalon

Fred Bentley, Managing Director, Policy, Avalere

Andrew E. Van Ostrand, Principal, Avalere

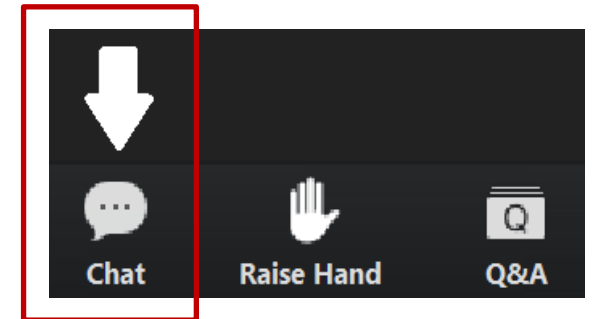
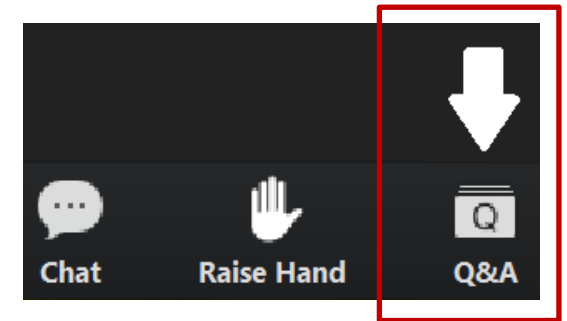
IV. Audience Q&A 1:45 – 2:00 pm



Housekeeping

- **All participants are muted**
- Use the **Q&A** box to ask a question related to the presentation
- Use the chat box is for *technical difficulties* and other questions / comments

Presentation slides are in the eHI
Resource Center
<https://www.ehidc.org/resources>



Our Work

eHI conducts research, education and advocacy around critical issues to support executives transforming healthcare.





eHealth Initiative Leadership



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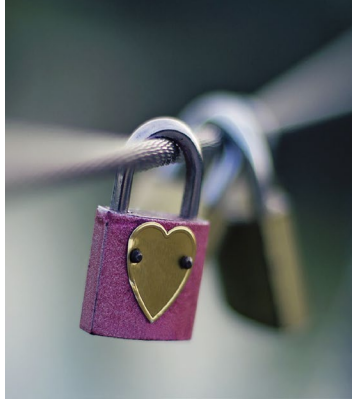
CRISP



EHNAC



Current Focus Areas



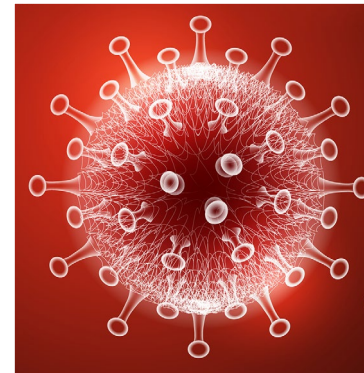
Consumer Privacy



**Telehealth,
Reimbursement &
Information Sharing**



**Analytics, Social
Determinants of Health
(SDOH) & Artificial
Intelligence**



**Use of Data & Innovation
to Address COVID-19**



Recent Forums & Webinars

COVID-19

- Rapidly Deployed Remote Monitoring for COVID-19
- COVID-19 and Beyond: Telepsychiatry Best Practices and Regulatory Priorities
- Fitbit Talks About Population Health Initiative During COVID-19 Pandemic
- How the Pandemic Influences Consumer Health Behavior
- After the Curve Flattens: What's Next for Healthcare and COVID-19

Telehealth & Policy

- Addressing Capacity and Cashflow with Virtual Care
- How to Grow Your Practice with Reimbursement Considerations
- Telehealth during COVID-19: New strategies on how physicians are addressing the outbreak

Privacy

- What's Ahead in 2020 for Consumer Privacy?
- HIPAA: What's Covered and What's Not Covered?
- Changes to Privacy Policies and Regulations in the Face of the Coronavirus Pandemic - eHI Privacy and Security Webinar Series
- Key Survey Findings from the State of Patient Matching in America



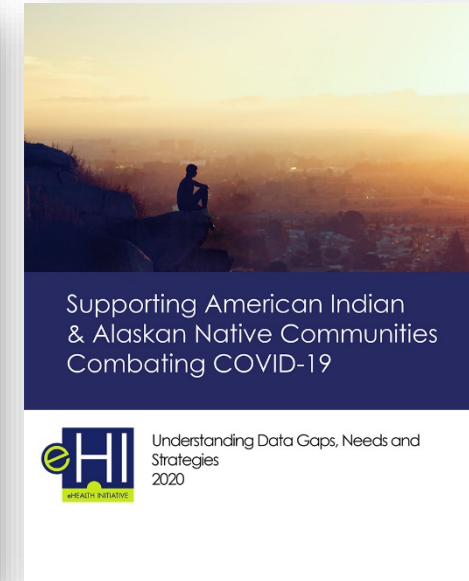
Reports

Recent Reports:

- Building a Modern Healthcare System: Recommendations from the COVID-19 Federal Policy Workgroup
- Supporting American Indian and Alaskan Native Communities During COVID-19

Upcoming Reports:

- Consumer Framework for Health Policy
- Applying eHI's Guiding Principles for Ethical Use of SDOH Data During COVID-19: Examples from the Field



Thank you to our sponsor!



Survey Results: Readiness for CMS Interoperability & Patient Access and ONC Cures Act Final Rules



Agenda

- Highlights from methodology and demographics
- Breakdown Analysis – Payer/Provider/Vendor where appropriate
- Trends
- Questions about analysis



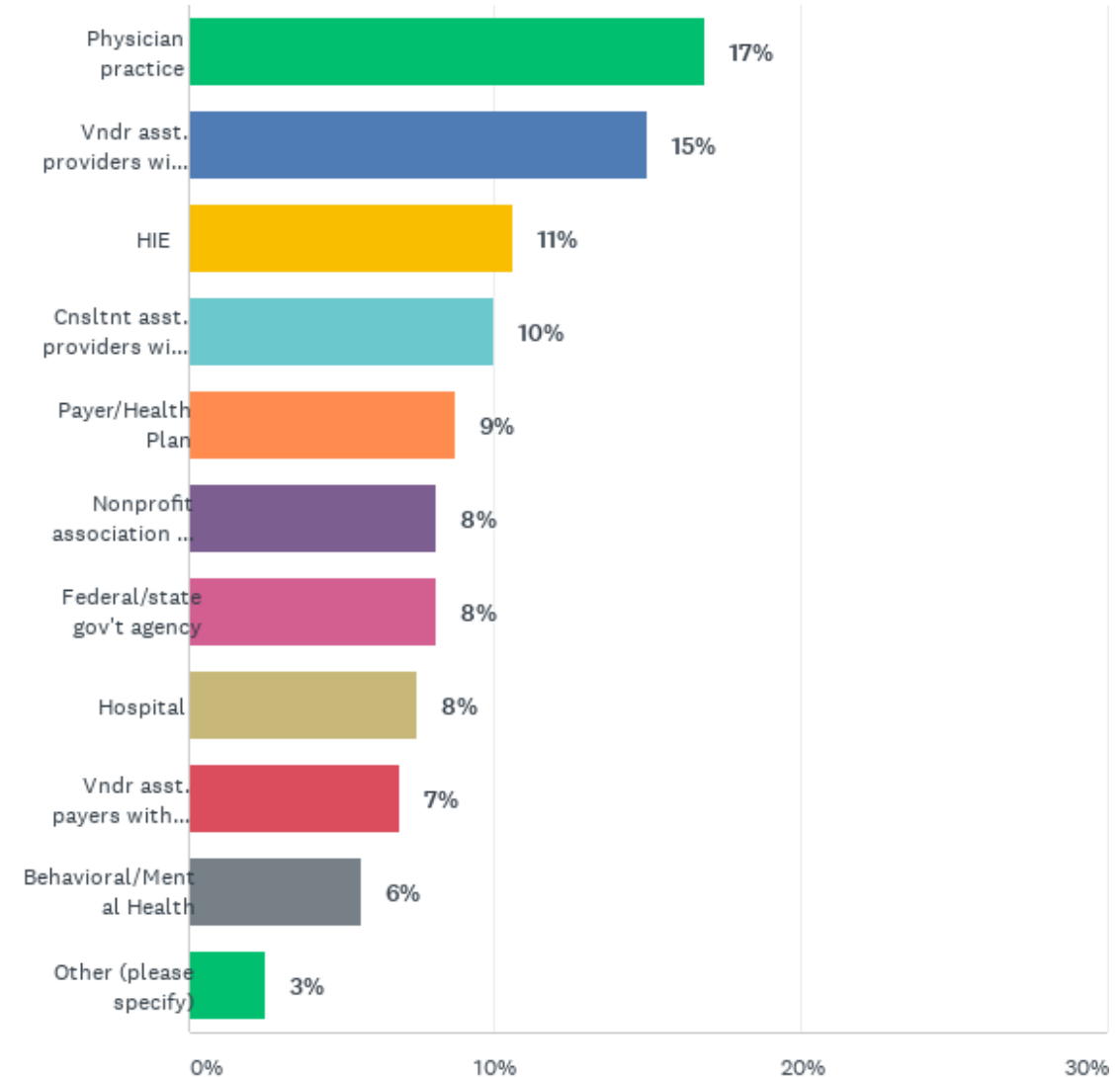
IFC Delays in Compliance Deadlines

Provision	Final Rule	Enforcement Discretion Announcement	Interim Final Rule w/ Comment Period
Information Blocking Overall Applicability Date	November 2, 2020	N/A - No Change	April 5, 2021
Condition of Certification (CoC) - Information Blocking	November 2, 2020	3 months after the compliance timeframe	April 5, 2021
CoC - API - Compliance for current API criteria	November 2, 2020	3 months after the compliance timeframe	April 5, 2021
CoC - API - Rollout of new standardized API functionality	May 2, 2022	3 months after the compliance timeframe	December 31, 2022



Highlights from Methodology

- Survey Period was from August 4, 2020 – September 3, 2020
- 189 respondents
 - 25% Providers
 - 9% Payers
 - 22% Vendors
- 45% were in Executive Management/Senior Leadership



Familiarity with CMS Interoperability and Patient Access Final Rule

Overall – Industry Wide

- 26% were at least somewhat familiar
- 53% were very or extremely familiar

Payers

- 21% were at least somewhat familiar
- 79% were very or extremely familiar

Providers

- 39% were at least somewhat familiar
- 28% very or extremely familiar

Vendors

- 17% were at least somewhat familiar
- 75% were very or extremely familiar



Readiness Impacted by COVID-19

Overall – Industry Wide

- 32% moderately impacted
- 46% a lot or a great deal impacted

Payers

- 36% moderately impacted
- 42% a lot or a great deal impacted

Providers

- 24% moderately impacted
- 57% a lot or a great deal impacted

Vendors

- 37% moderately impacted
- 37% a lot or a great deal impacted



Preparedness to Meet Requirement Deadlines

Overall – Industry Wide

- 47% somewhat prepared
- 29% very or extremely prepared

Payers

- 71% somewhat prepared
- 7% very prepared

Providers

- 57% somewhat prepared
- 8% very or extremely prepared

Vendors

- 31% somewhat prepared
- 51% very or extremely prepared



Desire for Compliance Deadline to be Extended

Overall – Industry Wide

- 72% probably would or definitely would

Payers

- 86% probably would or definitely would

Providers

- 89% probably would or definitely would

Vendors

- 58% probably would or definitely would

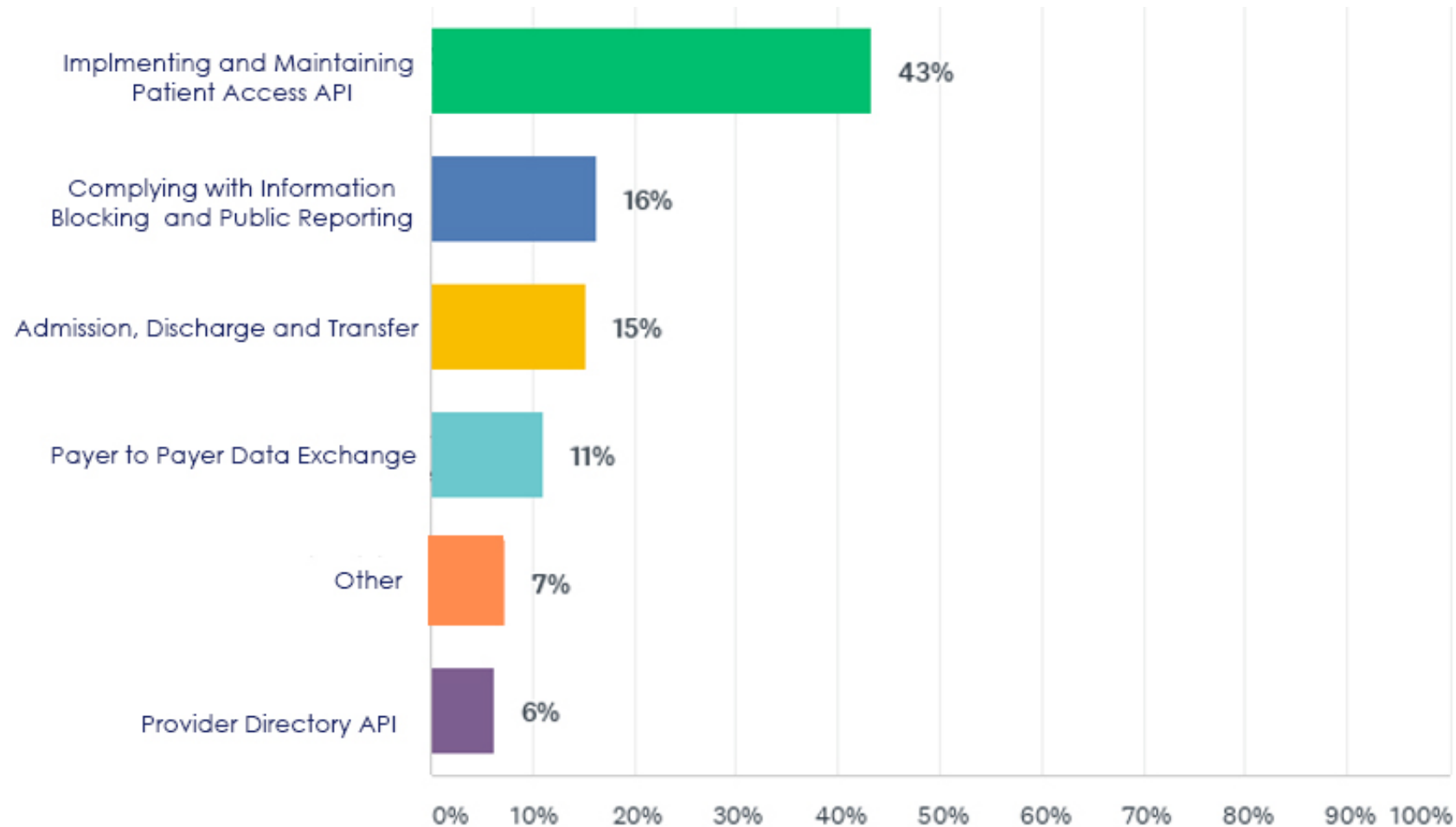


Areas Most Concerned About

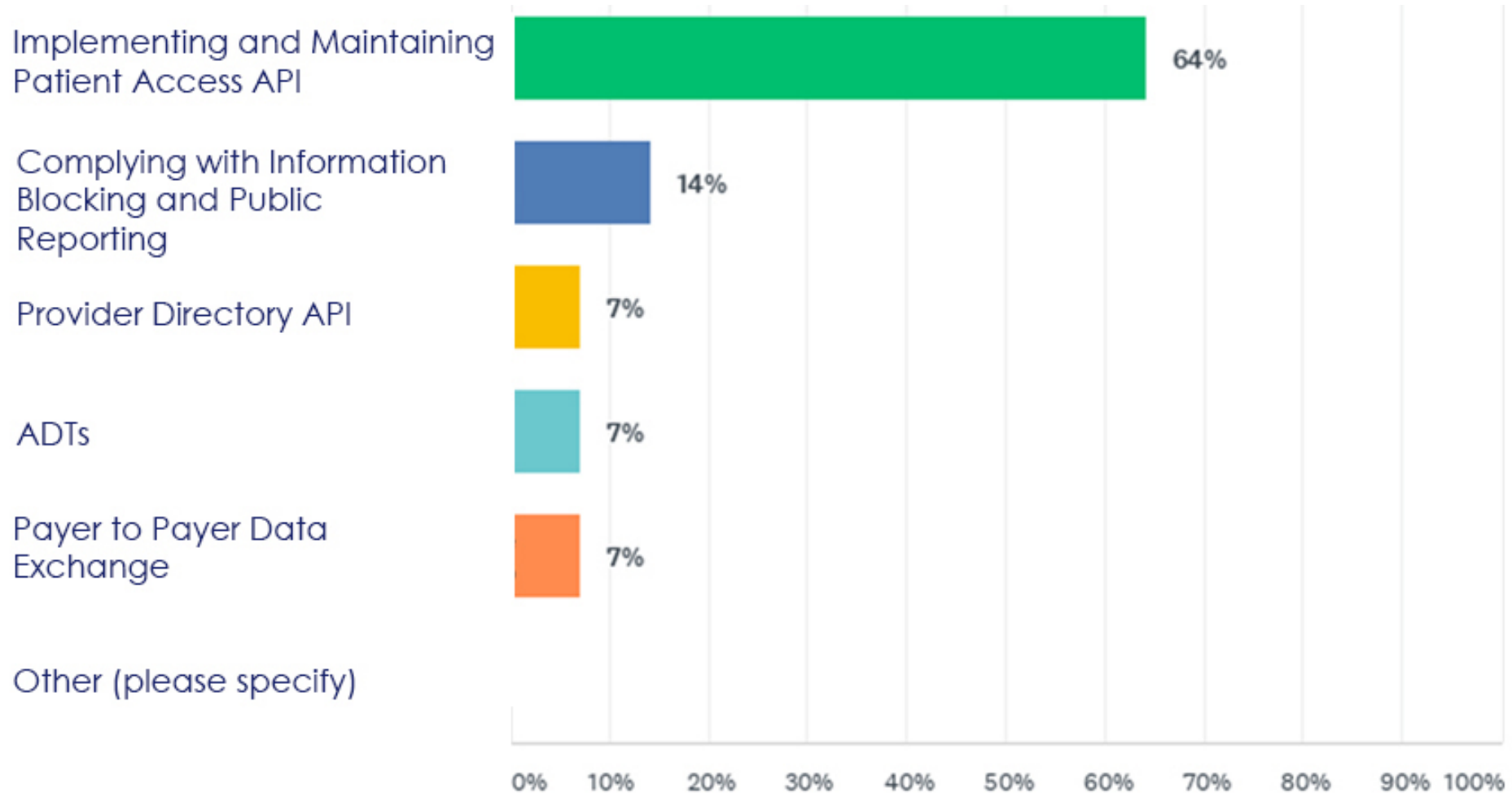
	INDUSTRY WIDE	PROVIDERS	PAYERS	VENDORS
Implementing and Maintaining Patient APIs	43%	41%	64%	43%
Complying with Information Blocking and Public Reporting	16%	11%	7%	11%
ADT Event Notifications Part of Conditions of Participation (CoP)	15%	24%	0%	17%
Payer to Payer Data Exchange	11%	17%	14%	9%
Provider Directory API	6%	2%	7%	6%



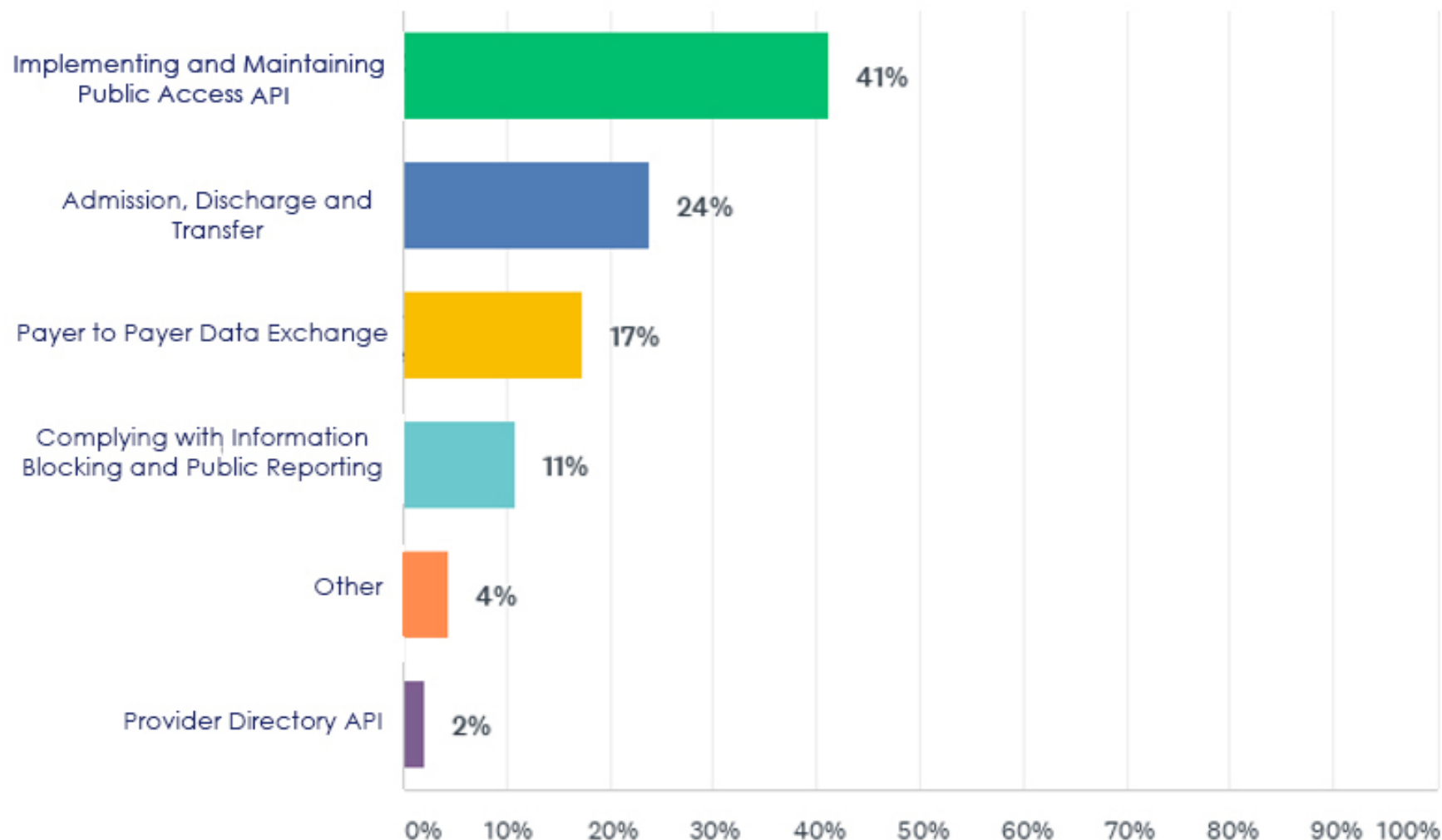
Areas Most Concerned About: Industry Wide



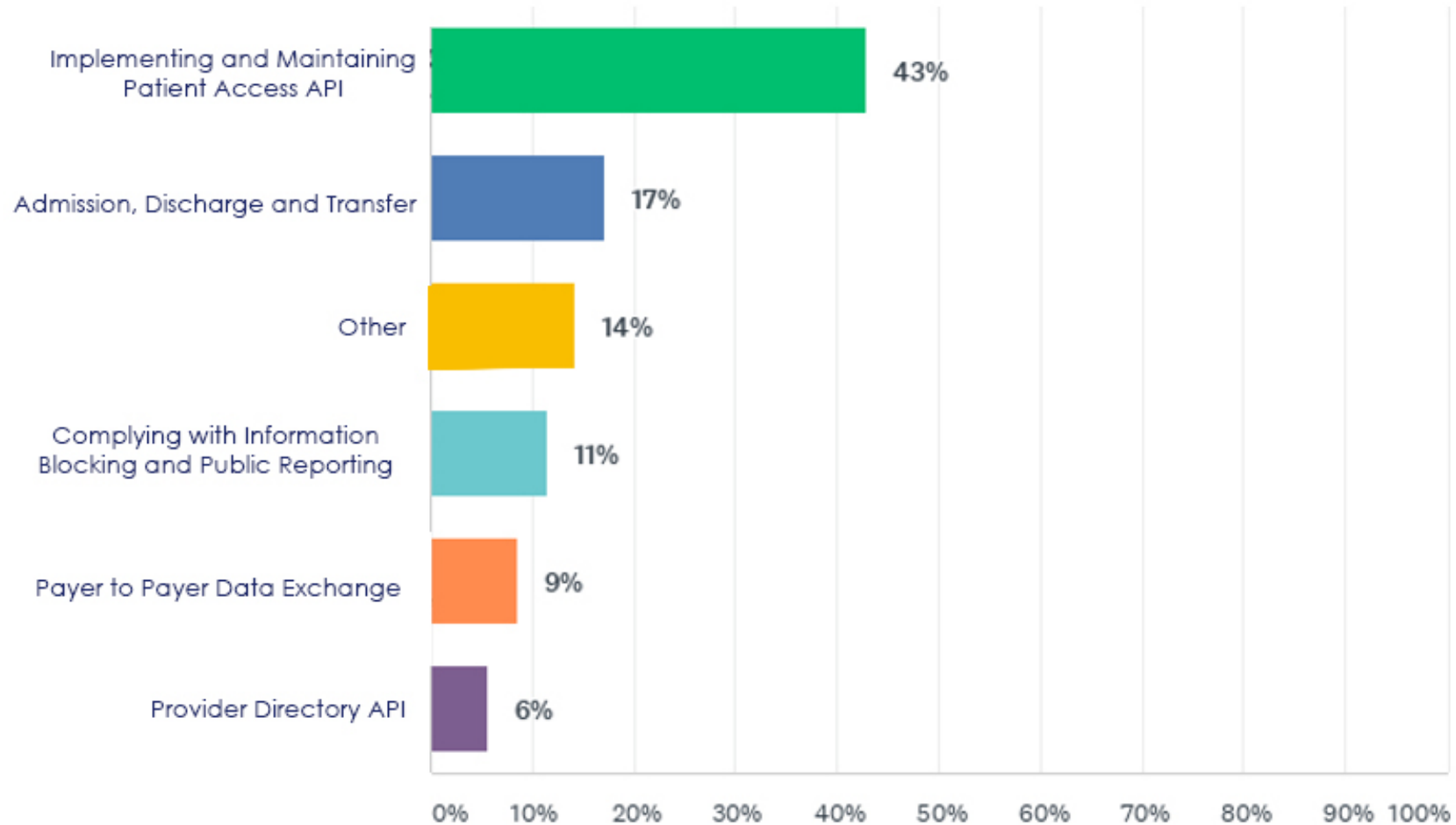
Areas Most Concerned About: Payers



Areas Most Concerned About: Providers



Areas Most Concerned About: Vendors

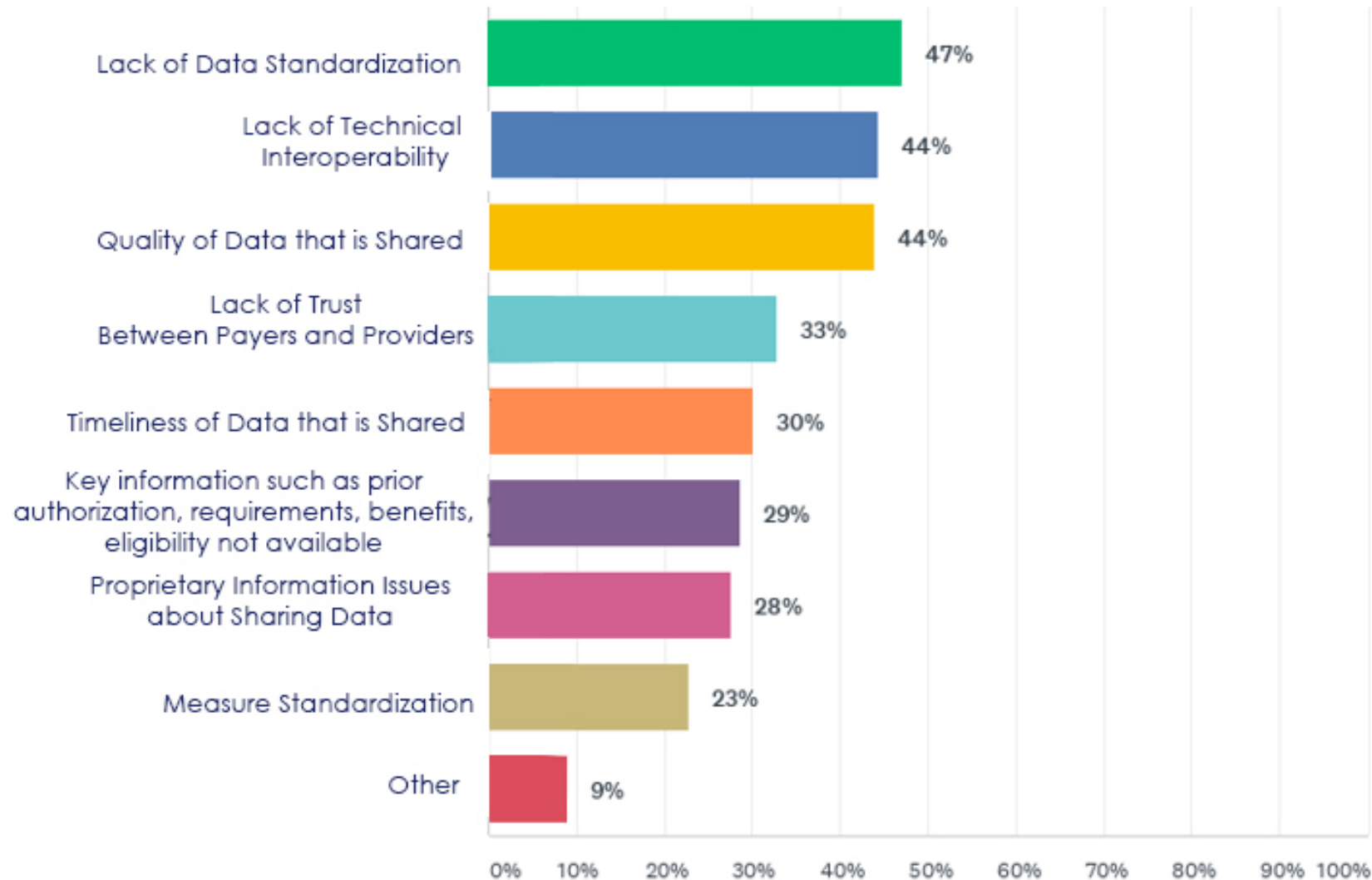


Issues Most Impactful on Readiness

	INDUSTRY WIDE	PROVIDERS	PAYERS	VENDORS
Lack of prioritization (too many competing priorities)	44%	46%	43%	34%
Not enough time for implementation	41%	43%	64%	26%
Focus on COVID-19	40%	43%	29%	31%
Lack of staff	36%	48%	21%	26%
Knowledge of the requirements	33%	46%	29%	26%
Lack of funding	33%	37%	29%	11%
Lack of specific technical guidelines from ONC	28%	35%	43%	26%
Lack of expertise	25%	30%	36%	14%
Lack of data governance protocols/procedures	23%	20%	29%	29%
Regulations are unclear	21%	24%	50%	17%
Lack of technology	15%	24%	21%	6%
Lack of training	18%	28%	21%	9%

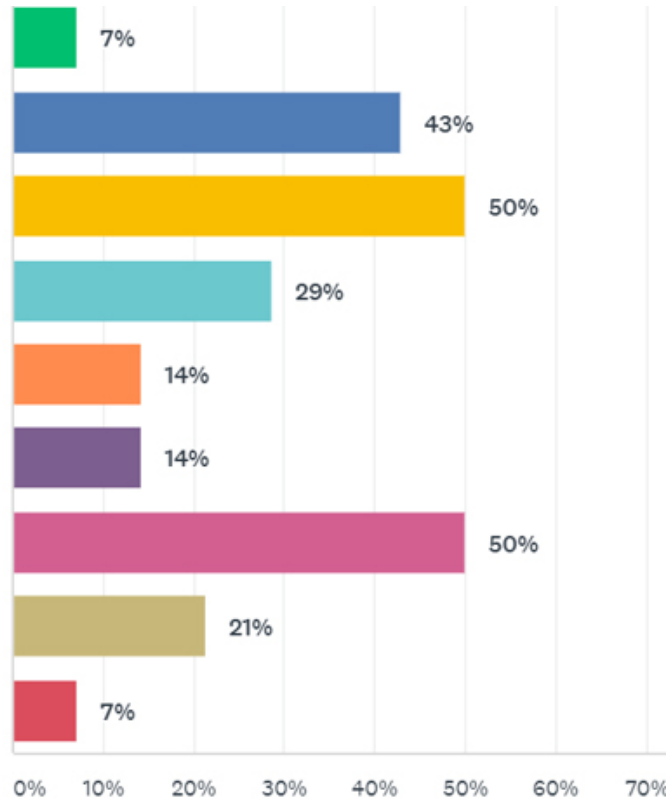


Biggest Data Sharing Challenges Between Payers & Providers

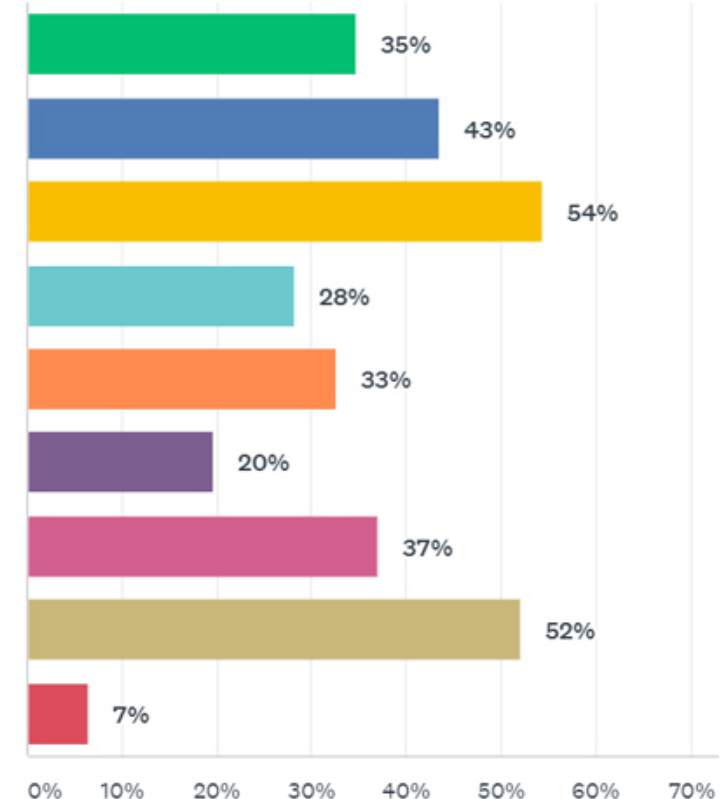


Biggest Data Sharing Challenges Between Payers & Providers

Payers



Providers



Expertise in FHIR®-based healthcare data exchange models

Overall – Industry Wide

- 44% have a moderate, a lot, or a great deal of expertise

Payers

- 36% a lot or a great deal of expertise. No moderate response

Providers

- 18% moderate, a lot, or a great deal of expertise

Vendors

- 74% moderate, a lot, or a great deal of expertise



Top 3 Interoperability Initiatives Underway

Industry Wide:

1. HL7 FHIR (45%)
2. Secure Messaging (42%)
3. CCDA (42%)

Payers:

1. CCDA (64%)
2. HL7 FHIR (43%)
3. Secure Messaging (36%)

Providers

1. Secure Messaging (59%)
2. Direct Messaging (46%)
3. HL7 FHIR (33%)

Vendors

1. HL7 FHIR (75%)
2. Secure Messaging (67%)
3. Direct Messaging (63%)



Would you consider using vendor solutions and staff to help meet the requirement deadlines?

Payers

- 79% probably would or definitely would

Providers

- 69% probably would or definitely would



Top 3 Qualities in Selecting a Vendor

Payers

- Cost
- HL7 FHIR knowledge
- Security

Providers

- Cost
- Knowledge vendor has about my systems
- Ability of vendor to get up to speed quickly



Major Challenges Associated with Patient Access APIs

Overall – Industry Wide

- Managing multiple APIs connected to different systems

Payers

- Tie: Lack of data standards in the industry AND Transforming data into a readable & digestible format

Providers

- Managing multiple APIs connected to different systems

Vendors

- Managing multiple APIs connected to different systems



Would you consider utilizing a vendor company to assist in making adjustments within your organization?

Overall – Industry Wide

- 60% yes

Payers

- 57% yes

Providers

- 65% yes



Industry-wide Trends

1. Across the board, lack of prioritization was a key concern about readiness
2. Cost was concern for all



Payer & Provider Trends

1. **Patient Access API:** Both payers and providers are most concerned with implementing and maintaining Patient Access APIs
2. **Cost related to vendors:** Both payers and providers are most concerned with cost in choosing a vendor
3. **Plan to use vendors:** Both payers and providers plan to use vendors to assist with adjustments
4. **Deadlines:** Payers are more willing to utilize vendor solutions and staff to help them meet requirement deadlines than providers



Vendor Trends

1. **Ready to go!** No need for extension
2. **Most familiar** with Final Rules in comparison to other groups



Our Panelists



Henry Archibong
Associate Vice President,
Innovation Solutions, Inovalon



Fred Bentley
Managing Director, Policy,
Avalere



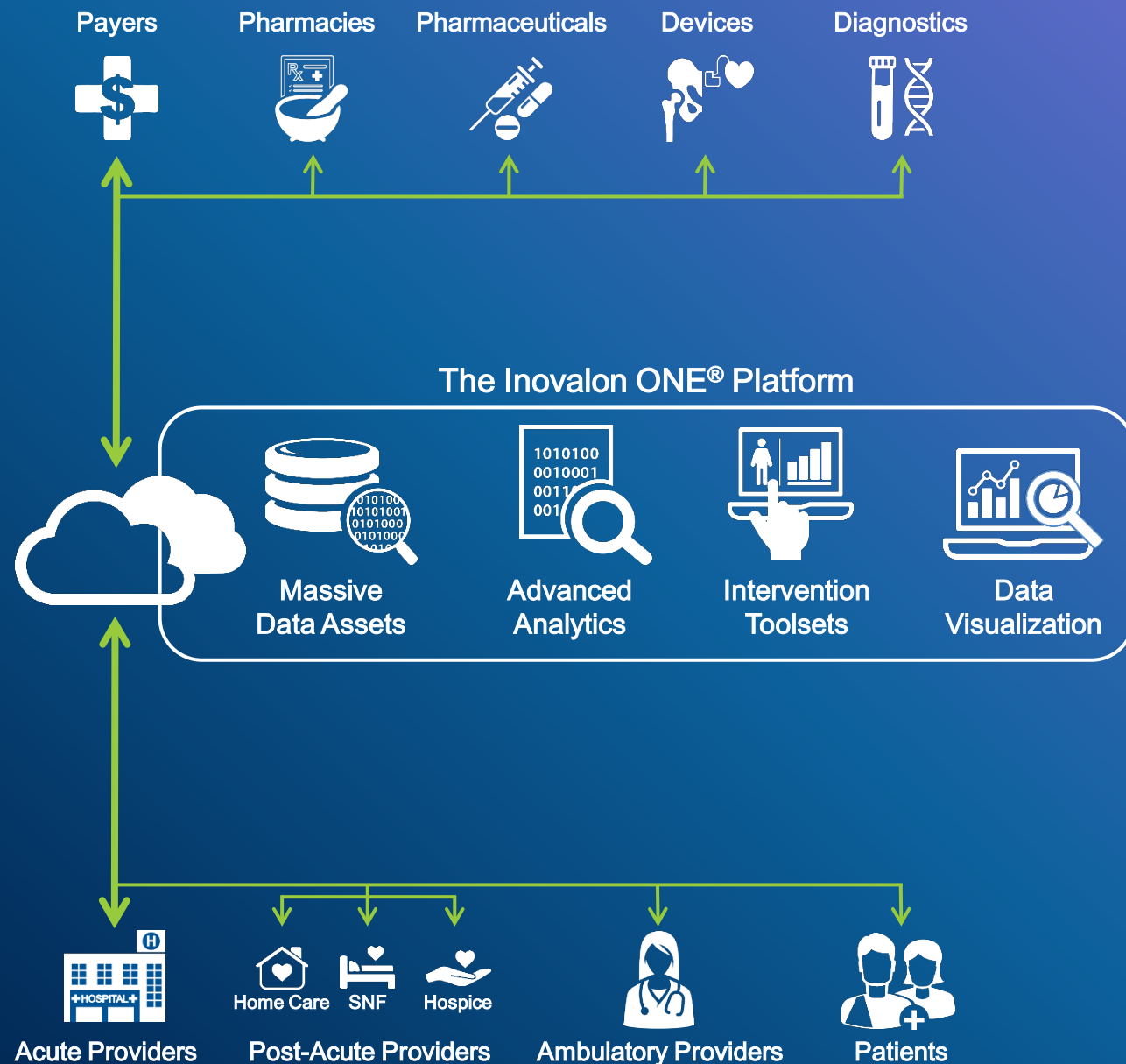
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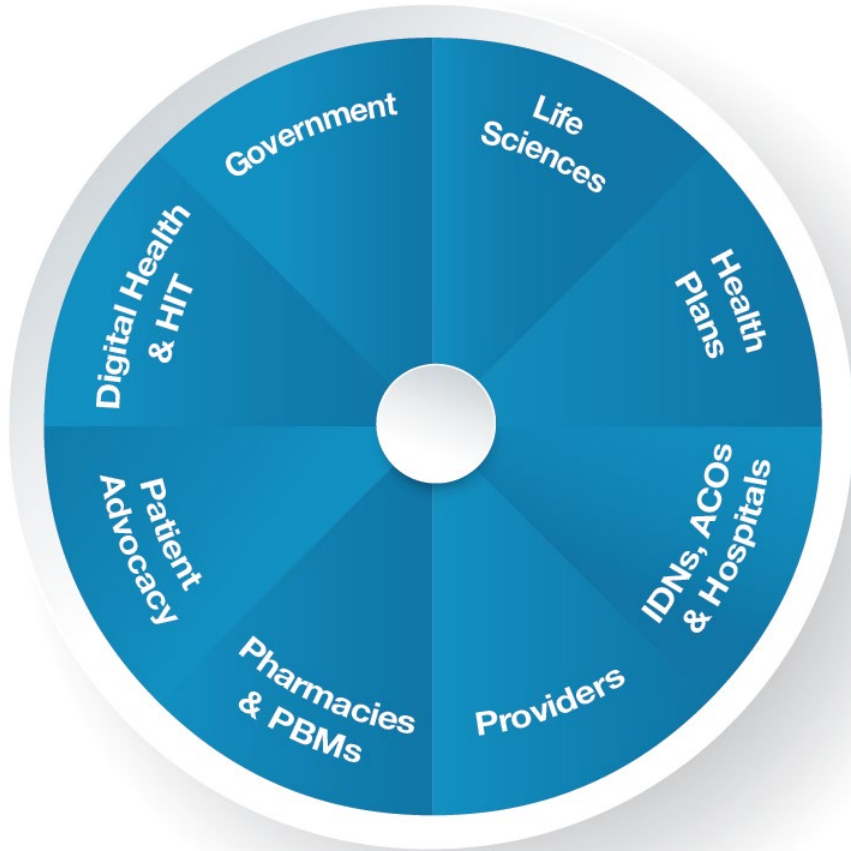


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Questions?

