



# The Exchange

 **BIG SKY  
CARE CONNECT**  
Montana's Premier Health Information Exchange

June 10, 2020 | Issue #1

## Upcoming Events

(click the below links for more information)

**September 20-23**

[Montana Health Care Association \(MHCA\) Annual Convention and Exhibition \(Long Term Care\)](#)

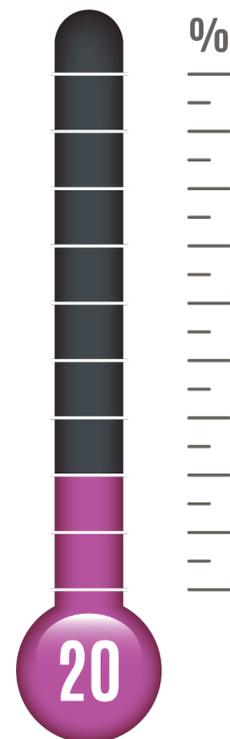
**September 29-October 2**

[Montana Healthcare Conference 2020](#)

**October 12-14**

[Let's Dive In: MTMGMA 2020 Annual Conference](#)

## Big Sky Care Connect (BSCC) Fundraising



Big Sky Care Connect has currently won \$824,850 in grants, but there is still room to grow. Our

teams are working hard to get the funds we need  
but you can help, too!

[Click here to find out how...](#)

Donate to the  
HIE

## Welcome to Big Sky Care Connect!

### Moving Forward, Together

Throughout this extraordinary time, the work to establish the state Healthcare Information Exchange (HIE) moved forward. We adapted our plans, keeping our focus on the build of the technology in recognition that your focus was on the COVID-19 pandemic. We were watchful as other HIEs across the country once again showed their value, using their digital connections for delivering alerts on COVID-19 lab results, providing data to public health entities, and serving as a resource for participating entities. As our states re-open, HIEs are stepping forward to strengthen public health infrastructures. With the looming prediction that Montana will face this battle again in the Fall, BSCC is preparing to phase in services that would be most impactful. BSCC is on a path to be an added tool in that fight with a planned go live date in early September. Here is what is happening with your state HIE:

#### Technology Infrastructure

- Technology infrastructure, provided by InterSystems, is stood up. BSCC signed a contract with InterSystems, a global leader in technology platform for health, business, and government.
  - InterSystems is a 2020 Best in KLAS award winner for Interoperability Platforms
  - Customer satisfaction: 91/100 approval rating
  - Chosen platform by some of the largest HIEs in US
- Health information has been shared by a Montana hospital, reviewed, and soon to be ingested to test HIE features.

#### Initial Core Services

Work on the initial set of core services is underway and includes:

- Provider Portal
- Aggregation of clinical data into a unified care record
- Comprehensive patient record
  - Data from major health systems in Montana
  - Claims data from Medicaid and BlueCross BlueShield of MT
- Encounter-based patient event notifications/alerts
- Medication services
- Direct Secure Messaging (DSM) – available now (see article below)
- eHealth Exchange Connection
  - Veterans Affairs
  - Department of Defense
  - Other HIEs
  - Consent Management
- Patient Matching (MPI) across participant data sources

#### Added Services Related to COVID-19

Work started on additional clinical use cases relevant to pandemic:

- Emergency Management
- Promotion of telehealth expansion with connection to HIE and full medical record
- COVID-19 related notifications, including alerts to primary care provider if patient is seen at an Emergency Department, lab result availability
- DSM

#### And More Services for 2021

Board of Directors has recommended work begin on additional clinical use cases:

- Analytics
- Care Management
- Image exchange
- Prior Authorization
- Interface with State Prescription Drug Registry, End of Life Registry, imMTrax (immunization registry)
- Quality Measures

#### Outreach Activities

After sharing information at the Montana Hospital Association (MHA) Regional Meetings, we hit the pause button to allow healthcare providers to focus on immediate needs related to COVID-19. We shuffled planned speaking

engagements as conferences and meetings were postponed or moved to a virtual setting. Efforts in recent weeks include finalization of participation use agreement and key operating policies; celebration of first signings of the participation use agreement; and formation of a partnership with Behavioral Health Alliance of Montana, including the onboarding of a pilot site. The onboarding of a hospital is underway and nine other care or payor organizations are reviewing the legal terms in preparation of getting in the queue. You can expect to see BSCC renew its outreach efforts later in May.

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## How to Get Connected



### Health Facility

Is your facility interested in participating in Montana's HIE to gain access to comprehensive patient information collected from payors and health care organizations across the state? Harness the power of health information by joining BSCC, Montana's premier, statewide HIE. Contact BSCC today at (406) 422-1078 or email us at [bscc@mmaoffice.org](mailto:bscc@mmaoffice.org). BSCC was created through 90/10 grant funding and championed by leaders within Montana's healthcare community.

### Patient

Become a part of the BSCC Network today by talking to your provider. If your provider's facility participates in the BSCC Network then you are already in! Being in the network allows providers who are unfamiliar with your history to access to your health information – like during an emergency or when you change or are referred to another provider. Your participation is voluntary and you can opt out at any time by requesting an opt out from your provider. If you do choose to opt out, first speak with your provider about the benefits or check out our website at [www.mtbscc.org](http://www.mtbscc.org) for more information. Montana's statewide HIE enhances the quality of care while empowering patients to play an active role in their healthcare.

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## Direct Secure Messaging Available

BSCC is excited to announce the availability of Direct Secure Messaging (DSM), a secure email messaging service that allows providers to send and receive encrypted patient health information over the internet – both within Montana and across the country. DSM allows providers to communicate quickly and efficiently saving time, lowering costs, and improving the quality of patient care. With DSM, providers can send care summaries as patients are discharged from the hospital or referred to a specialist. DSM has been instrumental in coordinating care between multidisciplinary teams in support of the COVID-19 pandemic as well. Individuals interested in DSM services can find additional information and sign up for by visiting the BSCC website at [www.mtbscc.org](http://www.mtbscc.org) or email us at [bscc@mmaoffice.org](mailto:bscc@mmaoffice.org) for more information.



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## HIEs are Assisting Across the Nation During the Global COVID-19 Pandemic

The benefits of HIE systems have proven invaluable during the COVID-19 pandemic across the county. HIEs are assisting states with drive through testing, feeding positive test results directly to state and local public health departments, and pushing COVID lab results to ordering physicians and health team members. In New York HIEs are developing new alerts that detect encounters of COVID-19 infected high-risk patients (geriatric patients, history of respiratory disease, chronic hypertension, etc.) and the alerts will be delivered to health authorities in the form of a daily digest that identifies where a patient is, if in a hospital bed.

Other states are utilizing HIEs for the full process of testing; that is orders are processed through the HIE, provider lists are in the HIE, credentialing is through the HIE, and results are through the HIE. In the state of Maryland an executive order was issued on lab participation by its secretary of health that mandated all positive tests to go to the HIE to communicate the results to its public health department. Some states are even developing capabilities to use the HIE to pinpoint infection areas to help public health officials with tracing and identifying outbreak origins. The HIE solution has proven as a valuable tool for public health emergencies and its capabilities are just beginning to evolve to meet the needs of 21<sup>st</sup> century healthcare.

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### Our Mission, Vision, and Values

Adopted by Board of Directors on April 16, 2020

#### Mission

Big Sky Care Connect is committed to providing trusted, real-time health information.

#### Vision

Harnessing the power of healthcare information to create healthy Montana communities.

#### Values

Delivering trusted and reliable connections

Innovation with Integrity

Real-time, Relevant Data

Encouraging patient-centered care

Collaboration for sustained Value

Trusted Relationships

#### What is a Health Information Exchange (HIE)?

An HIE is an electronic health information that feeds data from healthcare providers across the state into a centralized system allowing any provider to display a full medical history for patients that includes data from all their various care team members. The HIE allows doctors, nurses, and other care team members involved in a patient's care to appropriately access and securely share a patient's vital medical information electronically – improving the speed, quality and safety and reducing the cost of patient care.

#### Who is Big Sky Care Connect (BSCC)?

Formed in 2018, Big Sky Care Connect is a 501 c(3) nonprofit created to respond to the need for a statewide coordinated health information exchange (HIE) and related services to enhance clinical care in communities throughout Montana. Big Sky Care Connect serves to facilitate timely and secure access by health care providers to clinical information between various organizations, and engage in other activities to improve and promote the public health and quality of health care in Montana in a cost-effective manner. Big Sky Care Connect is governed by a board of directors made up of physicians and health care executives from around the state.

[Meet the BSCC Board of Directors](#)

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[www.mtbscc.org](http://www.mtbscc.org) | 406-422-1078