



## Stephan's Coordinated Care Team Story using Express Lane Trusted Exchange Services

### *COLLABORATIVE CARE THROUGH SCALABLE HL7 FHIR® TRANSACTIONS*

- *Health information exchange between disparate healthcare organizations, including payers*
- *Dynamic discovery and trust validation*

### **INFORMED SPECIALIST CARE**

Stephan's chronic disease is managed by multiple specialists as well as his PCP. A first step in beginning to care for Stephan was to have him create an account he can use for communication with all his providers, to access his records wherever they may be, and to help any provider find information about Stephan within the healthcare data ecosystem. In the best case, a longitudinal care plan managed by the PCP is the central place to identify Stephan's various providers and their roles in his care.

When Stephan uses this account to sign in to the specialist's health system or register himself, he can opt to share with that health system what information has been verified about his identity in order to use the credential, as well as other demographic information that may expedite the new patient registration process for him, including things like designating who is authorized to his health information. The health system can use a directory to look up the providers Stephan has listed and request access to Stephan's data from those institutions. If both organizations are Express Lane participants, the health system may be able to simply request data about Stephan directly. If Stephan's patient identifier indicates a primary care physician that maintains a longitudinal care plan, the specialist can access this plan and may use it as a starting point for accessing all of Stephan's current health data. The specialist may also be added as a care team member, to facilitate their direct access to Stephan's records.

Making Stephan's complete health record available to a new provider improves Stephan's quality of care, with minimal if any action by the health system's medical records staff.

### **AUTOMATED PRIOR AUTH**

The specialist at the health system new to Stephan, who now has access to unique identifiers and demographic information for Stephan, can make a prior auth request by

looking up Stephan's insurer and requesting prior auth for the intended encounter based on Stephan's demographics and medical history. The transaction is authorized between the health system and the payer using an Express Lane credential that both parties trust. The payer's Express Lane credential can also be used to request additional information from the specialist's system, if needed to authorize payment for the encounter.

In a case where Stephan's unique identifiers are not yet registered by the insurer, the specialist would also have other verified patient matching attributes for Stephan that would likely include his insurance company and member identifier. The specialist is thus able to determine what may be needed for insurance authorization prior to the visit. The insurance company would also likely follow up to add Stephan's identifiers to his account for use in future transactions, including subsequent requests for PHI such as a visit summary.

## AT THE OFFICE

When Stephan arrives for his appointment, he can sign in to the office's check-in system using his account to confirm his identity. The office staff can alternatively confirm details of Stephan's previous patient registration by checking his photo ID.

During the visit, the specialist discusses with Stephan that she does not yet have access to

the care plan managed by Stephan's PCP because she is not yet listed on his care team. Stephan is also able to authorize this access.

The encounter is completed and payment requested from the insurance company. Additional health information exchange between the two organizations may occur as needed because they are both on a common network.

## STEPHAN'S HEALTH DATA EXCHANGE SUMMARY

1. Stephan has a patient identifier that uniquely maps to him. He can use it to help identify himself at various points of care.
2. Once he has his own unique identity on the network, providers can easily and confidently obtain information about Stephan, while respecting his data sharing requests. Data about Stephan can be shared among trusted parties using Unified Data Access Profiles (UDAP) supporting Dynamic Client Registration, JWT-Based Authentication, and Tiered OAuth.
3. Patient registration, billing, and the underlying health information exchange to manage these functions can also be streamlined using the UDAP workflows listed above.

## About EMR Direct

EMR Direct is a privately-held company headquartered in San Diego, California, that provides Direct messaging HISP, HL7 FHIR and other health information exchange services, and the supporting public key infrastructure (PKI) required for secure health information exchange. With the goal of simplifying interoperability and enabling custom workflows, EMR Direct's software is easy to deploy and does not require expensive, one-off, peer-to-peer interfaces. The company is committed to protecting patient privacy, improving the quality and coordination of care, increasing productivity, and reducing costs. EMR Direct is a UDAP sponsor; for more information and collaboration opportunities, visit [www.udap.org](http://www.udap.org).

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