

In April of 2014, the State of Connecticut Department of Social Services (DSS) established a Health Information Service Provider (HISP)¹ in order to provide Direct Secure Messaging for eligible providers (EPs) participating in the Medicaid Electronic Health Record (EHR) Incentive Program and their referral partners.

What is CT Provider Direct?

CT Provider Direct is a HIPAA-compliant **webmail** solution that meets the Direct Secure Messaging protocol standards specified by the US government and allows providers to securely send and receive messages and attachments.

How do I use CT Provider Direct?

CT Provider Direct functions similar to regular email; all you need to use your account is an internet connection. CT Provider Direct fits in an office workflow by enabling providers to access their messages online, through Outlook, and on smartphones or tablets. You can use CT Provider Direct whether or not you have an EHR system.

How is Direct secure?

Direct messages and their attachments are encrypted so that only the intended, verified recipient can view them.

Who can I exchange Direct Messages with?

CT Provider Direct allows providers to exchange secure email messages with any person or organization using the Direct standard regardless of their EHR vendor. A Directory search is also available to easily find referring partners.

If your referral partners do not have access to Direct, encourage them to sign-up. CT Medicaid is currently providing **one-year free subscriptions** to all providers participating in the Medicaid EHR Incentive Program **AND** their referral partners.

What kind of information can be exchanged using CT Provider Direct?

You can exchange any type of health information via CT Provider Direct.

Examples:

- ✓ Continuity of Care Documents (CCD)
- ✓ Care coordination across transitions of care
- ✓ Pre-op physicals
- ✓ X-Rays
- ✓ Lab results
- ✓ Consent forms
- ✓ Problem Lists, Allergies, Diagnostic Results, Procedures, Medications, and more.

The CT Provider Direct's HISP, Secure Exchange Solutions, is a fully accredited member of the [Direct Trust Community](#), a non-profit health care industry alliance that has established and maintains rules, standards, and policies associated with the operation of the security and trust-in-identity layer for Direct exchange (<http://www.directtrust.org/directtrust-101/>).

¹ A HISP is an entity that manages security and transport of health information transactions between health care entities and individuals using the Direct standard for transport.

How is Direct different than email?

Direct is a HIPAA compliant, user-friendly, fast and secure electronic exchange service for clinical providers to transmit Protected Health Information (PHI). Unlike regular email, Direct provides assurance that PHI is encrypted and delivered to a valid recipient.

How can Direct help me in the EHR Incentive Program?

CT Provider Direct can aid providers in achieving Meaningful Use Stage 2 and 3, by supplying a mechanism to transport summaries of care electronically which meets CMS requirements and needs for coordination of care.

If your EHR system is already equipped with Direct, CT Provider Direct can assist you by signing up your referral partners for **one-year free subscription**, allowing you to exchange Direct messages with them.

How will Direct help my practice?

By incorporating Direct into the work flow, providers will:

- ✓ Optimize care transitions and referrals
- ✓ View Continuity of Care Documents with 1-click
- ✓ Receive message delivery notifications and alerts about your patients
- ✓ Reduce costs from fax, postage, and couriers
- ✓ Streamline external communication

All you need to know is the provider's Direct email address and you can begin securely exchanging information.

Does Direct allow me to import information into my EHR?

CT Provider Direct supports the transport of multiple file formats including: CCD, CDA, HL7, XML, X12, NCPDP script messages, as well as: Word documents, Adobe Acrobat file (PDF), TIF images and JPEG images.

Since it is content neutral, the files can be attached to patient medical records. Secure Exchange Solutions also offers integration packages that can be tailored to your EHR, at cost.

Who is Secure Exchange Solutions (SES)?

SES is the Health Information Service Provider (HISP) for CT Provider Direct. SES offers 24/7 web support for all of their products. Feel free to contact SES at support@SecureExSolutions.com or 1-888-470-9913 if you have questions or issues with the CT Provider Direct web application. SES also offers web-based and on-site training upon request.