



# Management Service Organizations (MSOs)

## *What is a State Designated MSO?*

State Designated MSOs are organizations, designated by the Maryland Health Care Commission that provide technical assistance to health care providers (providers) in the adoption and use of health information technology (health IT). State designation ensures the MSO meets benchmarks for service, and privacy and security.

## *Why chose a State Designated MSO?*

- ◆ Technical support usually extends beyond standard business hours and in some cases is available 24/7/365
- ◆ Ease of mind knowing your data is hosted in a secure nationally accredited data center
- ◆ Proven methods for obtaining easily understood data for reporting requirements

## *What can a State Designated MSO do for your practice?\**

- ◆ Workflow redesign
- ◆ Assistance with health analytics
- ◆ EHR readiness assessment
- ◆ Medical billing
- ◆ Training on using an EHR to achieve meaningful use
- ◆ Connect to the State Designated health information exchange (HIE), the Chesapeake Regional Information System for our Patients (CRISP)
- ◆ Support providers in expanding their patients' awareness and use of health IT
- ◆ Help choosing an electronic health record (EHR)

## *Who are the State Designated MSOs?*

- ◆ Children's IQ Network
- ◆ Cyfluent, Inc.
- ◆ Frederick Memorial Hospital
- ◆ Greater Baltimore Medical Center
- ◆ MedChi Network Services, LLC
- ◆ MedTech Engenuity Corp.
- ◆ Syndicus, Inc.
- ◆ Zane Networks, LLC

## *What is an HIE?*

HIE enables treating providers to appropriately access and securely share health information electronically. An HIE's goal is to facilitate access to and retrieval of clinical information to provide safer, timelier, efficient, effective patient-centered care. HIE provides the capability to share clinical information between disparate EHRs while maintaining the meaning of the information being exchanged. HIE can help providers avoid readmissions, reduce medication errors, improve diagnoses, and decrease duplicate testing.

## *Additional Information:*

- ◆ State Designated MSO Information for Providers: [http://mhcc.maryland.gov/mhcc/Pages/hit/hit\\_mso/hit\\_mso\\_providers.aspx](http://mhcc.maryland.gov/mhcc/Pages/hit/hit_mso/hit_mso_providers.aspx)
- ◆ For information on CRISP: <https://crisphealth.org/>