

Management Service Organization Advisory Panel



January 31, 2014



The MARYLAND
HEALTH CARE COMMISSION

Discussion Topics

- **Background – how did we get here**
- **Proposed Management Service Organization (MSO) State-Designation Program**
 - **Purpose**
 - **Measurable objectives**
- **Next steps**

Background – How did we get here?

- MSOs support health care providers in their adoption, implementation, and maintenance of health information technology (health IT)
- House Bill 706, *Electronic Health Records – Regulation and Reimbursement*, (HB 706, 2009) required the Maryland Health Care Commission (MHCC) to designate one or more MSOs to offer services throughout the State
 - Defines MSOs as organizations that offer hosted electronic health record (EHR) solutions and other managed services to providers
- The existing MSO State-Designation program (program) requires MSOs to achieve national accreditation and meet over 94 criteria related to privacy, security, operations, technical performance, and business practices

Background – How did we get here? *Continued*

- **After three years of operations, changes are being considered to the program to ensure it continues to align with the legislative requirements of HB 706, as well as with federal and State health care reform initiatives**
- **The MHCC has been working with the MSO Advisory Panel (advisory panel) to assess enhancements to the program and to identify MSO requirements that are consistent with the Centers for Medicare & Medicaid Services (CMS) Triple Aim — to improve the patient experience of care, improve health of populations, and lower health care costs**
- **MHCC distributed draft guiding principles to the MSO Advisory Panel and asked for feedback to the guiding principles and suggestions for measurable objectives to be used as criteria for designating MSOs**

Proposed Changes

- **First time MSOs, or MSOs in Candidacy Status, will need to achieve national accreditation from the Electronic Healthcare Network Accreditation Commission (EHNAC) to obtain State-Designation**
 - **State-Designation will be awarded for a two-year period**
- **To receive renewal of State-Designation, MSOs will follow the following process of the proposed new program**
 - **Demonstrate adherence to the objectives, and will be awarded points based on their achievement of the objective**
 - **The approach to scoring will include a menu system with certain mandatory requirements**
 - **Each measurable objective has a point value assigned and MSOs must achieve a minimum score to obtain State-Designation**
 - **MSOs that achieve national accreditation from the will receive points for State-Designation**

Proposed MSO State-Designation Program

Handout

Next Steps

- **Finalize the new MSO State-Designation Program**
- **Communicate timelines for compliance**
- **Continue the discussions at the upcoming meetings:**
 - **Friday, March 7, 2014 10:00am – 12:00pm**
 - **Tuesday, April 15, 2014 2:30pm – 4:30pm**

Thank You!



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