

Management Service Organizations

Requirements for MHCC State-Designation

*Draft – For Discussion by the MSO Advisory Panel
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Purpose

State-Designated management service organizations (MSOs) must make available to health care providers health information technology and services that support the goals of improving the patient experience of care, improving the health of the population, and reducing health care costs.

Improving the patient experience of care

1. A comprehensive practice transformation plan to assist primary care practices in adopting an advanced primary care delivery model.
2. A meaningful use assessment program to assist providers in performing a readiness assessment of their compliance with the federal meaningful use standards adopted by the Centers for Medicare & Medicaid Services.
3. An established program that provides guidance to providers participating in value-based care delivery and payment models, such as Accountable Care Organizations and Patient Centered Medical Homes.
4. An evaluation program that assesses the level of patient centered care among providers participating value-based care delivery and payment models, such as Accountable Care Organizations and Patient Centered Medical Homes.

Improving the health of the population

1. Data analytic capabilities that enable evaluation of National Quality Forum measures within a practices electronic health record system to assist providers in determining whether care is achieving defined benchmarks.
2. A strategic communication plan for expanding health information technology to providers in the MSO's service area.
3. An established community awareness strategy aimed at assisting providers in expanding their patient awareness of the benefits of health information technology in health care settings.

Reducing health care costs

1. A health information technology gap assessment that will assist providers in the identification of deficiencies that can be mitigated through the adoption of health information technology.
2. The promotion of electronic health record solutions with the then current meaningful use certification by the Office of the National Coordinator for Health Information Technology.
3. Third party training certification documentation for employees that have access to protected health information as defined by the Health Insurance Portability and Accountability Act 1996 and as amended by the Health Information Technology for Economic and Clinical Health.
4. Access to a data center(s) affiliated with the MSO that has a current accreditation by the Electronic Health Network Accreditation Commission (EHNAC).