

# Management Service Organizations

## About Management Service Organizations

In 2009, State law required the Maryland Health Care Commission to designate one or more organizations as State Designated Management Service Organizations (MSOs). MSOs provide services to health care providers that support providers in optimizing their use of health information technology (health IT) to improve population health and the quality of care. State Designation ensures that MSOs meet benchmarks for providing centralized certified electronic health record (EHR) technology services and managing the privacy and security of electronic health information.



## What Can MSOs Do For My Practice?

MSOs provide practices with resources, assistance, and services, which include continuous team-based relationships, practice assessments, patient and family engagement etc. to help them achieve practice transformation<sup>1</sup>. Additional key services provided by MSOs include:



Workflow redesign



Developing a quality improvement strategy



Accessing and customizing quality reports



Help choosing an EHR vendor



Optimizing quality reimbursement



Approaches for care management and care coordination



Assistance with connecting to the State Designated Health Information Exchange<sup>2</sup>, the Chesapeake Regional Information System for our Patients (CRISP)



Strategic guidance on maximizing the value of health IT

<sup>1</sup> Practice transformation refers to workflow and care delivery changes using health care teams to initiate and maintain quality improvements through evidence-based care.

<sup>2</sup> Health Information Exchange enables health care providers to transfer data through electronic networks among disparate health information systems. Information available typically includes laboratory results, history and physical notes, secure clinical messaging, discharge summaries etc. CRISP is the State Designated HIE.

MSOs prepare providers to participate in innovative care delivery models<sup>3</sup>, reduce costs, and deliver efficient, patient-centered care. In addition, MSOs work with ambulatory practices to revise organizational and business processes to enable practices to maximize revenue generating opportunities. Smaller practices, particularly those not affiliated with a hospital and who are located in rural or underserved areas of the State, may benefit from MSO support and guidance to transform their practice. Practices are encouraged to contact and explore how assistance from MSOs can help them maximize their use of health IT and meet quality requirements under alternative payment models such as the Merit-based Incentive Payment System<sup>4</sup>.

## Who are the State Designated MSOs?

The following organizations have received State Designation from MHCC:

- [MedTech Enginuity Corp](#)
- [Syndicus NACON](#)
- [Zane Networks, LLC](#)

## Additional Information

- MHCC State Designated MSO Webpage: [mhcc.maryland.gov/mhcc/pages/hit/hit\\_mso/hit\\_mso.aspx](http://mhcc.maryland.gov/mhcc/pages/hit/hit_mso/hit_mso.aspx)
- CRISP: [crisphealth.org](http://crisphealth.org)
- Contact Information for MSOs:  
[http://mhcc.maryland.gov/mhcc/pages/hit/hit\\_mso/documents/MSO\\_Listing.pdf](http://mhcc.maryland.gov/mhcc/pages/hit/hit_mso/documents/MSO_Listing.pdf)

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<sup>3</sup> Innovative care delivery models include, but are not limited to Accountable Care Organizations, Patient Centered Medical Home programs, and Bundled Payment Models.

<sup>4</sup> The Merit-based Incentive Payment System adjusts physician payments based on composite score results of measures across four performance categories: quality, cost, promoting interoperability, and improvement activities. More information available at: [qpp.cms.gov/mips/traditional-mips](http://qpp.cms.gov/mips/traditional-mips).