



Management Service Organizations

State law requires the Maryland Health Care Commission (MHCC) to designate one or more management service organizations (MSOs).¹ MSOs provide technical assistance and training to improve ambulatory practices use of electronic health records (EHRs). Organizations that provide health information technology and consulting services spanning EHRs, telehealth, health information exchange, quality reporting, and cybersecurity must demonstrate that they meet certain criteria to receive MSO State Designation.



How Do MSOs Assist Practices?



Share cybersecurity guidelines and best practices for keeping computer systems and electronic data safe to reduce the risk of a breach



Assist with telehealth technology selection, set up, and training to build sustainable workflows using a range of telecommunications technologies (e.g., live video and mobile health apps) patient



Enhance use of electronic health information exchange services to securely share and access data from different EHR systems and providers



Advance use of EHRs in ways that support performance measurement and patient engagement



Improve data collection and use to inform the development of measures and reports that guide quality assessments and performance goals

For more information visit: mhcc.maryland.gov/mhcc/pages/hit/hit_mso/hit_mso.aspx.

¹ Chapter 689 was signed by the Governor on May 19, 2009. More information available at: mgaleg.maryland.gov/2009rs/chapters_noln/Ch_689_hb0706T.pdf