

# Management Service Organization State Designation Application Key Questions & Answers

1. *Why is the program being revamped?*

In 2010 when the program was developed, MSOs met the need of practices to implement an EHR. Since 2015, needs have shifted to optimal use of health IT to efficiently meet the goals under new value-based payment models. Practices—especially those not affiliated with a hospital, in rural or underserved areas, and small practices—continue to need technical and administrative support to restructure their practice workflows and optimize the use of health IT in order to succeed in value-based payment models.

2. *What is the purpose of an MSO?*

MSOs support ambulatory practices in meeting the goals and objectives of value based payment models aimed at reducing health care spending and improving quality of care for patients. MSOs provide assistance with compliance on privacy and security, serve as liaisons between provider EHR vendors and the State Designated HIE to ensure that practice staff can utilize the new tools to ensure business continuity, productivity, data collection, and reporting.

3. *How will MSOs support practices under the new program criteria?*

MSOs will provide resources, services, and support to assist practices with achieving practice transformation objectives, including: developing a quality improvement strategy; accessing quality reports; continuous and team-based healing relationships; organized, evidence-based care; and care coordination.

4. *What is the purpose of MSO program designation?*

Currently, the Maryland market includes very few businesses that provide a full suite of services that a practice might need to achieve practice transformation and optimize their use of health IT. MSO State Designation provides assurances to ambulatory practices that

they are doing business with an organization that is able to help them succeed under new models of care delivery.

5. *If I am currently designated as an MSO, how will this affect my designation?*

Any currently designated MSO will continue to be designated under the “2015 Criteria” until their designation expires. At that time, the MSO can choose to apply for designation under the “2017 Criteria.” If the organization does not apply or does not meet the requirements under the “2017 Criteria,” their designation will expire and the organization will no longer be a State Designated MSO. No new organizations will be designated under the “2015 Criteria.”

6. *Will the MSOs designated under the “2015 Criteria” and the “2017 Criteria” be differentiated?*

Yes, all MSOs will be listed on the identified on the MHCC website under the program criteria that the organization was designated. The organization must also disclose this information when advertising MSO State Designation.

7. *Will the program still require that my organization makes available one or more hosted EHR systems?*

Yes, Health-General Article §19–142 requires MSOs to offer one or more hosted EHR solutions. This criteria may be met through guiding ambulatory practices through the adoption and implementation of a cloud-based (hosted) certified EHR.

8. *Will Electronic Health Network Accreditation Committee (EHNAC) still be required under the “2017 Program Criteria?”*

No, the program no longer requires EHNAC Accreditation.