



April 2, 2024

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**RE: IN RESPONSE TO THE FIFTH IMPORTANT UPDATE 2024-PRMP-HIE-001 REQUEST FOR RESPONSES**

This communication serves to detail the services to be provided according to Table 4, which includes Commercial Operations. All services will be provided in both Spanish and English. SecureHIT understands and takes this opportunity to confirm that our proposal timely and fully responded to all parts of the RFP and provided all requested information.

## **Section 4.2.1 Business Operations**

The table below responds with a short description of what is proposed for the PRHIE. The details of these services can be found in the SoW in more detail segregated by the objectives according to the RFP. This information shall be attached to Attachment G.



**RFP requirement**

**Proposed Service**

**Business Operations**

**RFP Requirement**

**Proposed Service**

The PRHIE vendor will be responsible for all business operations related to HIE services, staff operations, client (i.e., data submitters/participants, stakeholders, etc.) management, technical subcontractors/partnerships, and contracts required to execute the requirements of this SOW. All business operations, including policies, must refer and comply with both Commonwealth and federal laws, that are applicable to HIE and Protected Health Information (PHI).

SecureHIT will work with its staff to attend to all the services provided by the PRHIE, establish the necessary policies and procedures, contract management, technical support, service to the participant (client), and all matters necessary to provide continuity to the operations of the PRHIE. 24/7.

The PRHIE vendor is responsible for managing staff to achieve the Commonwealth's stated HIE goals. For example, the PRHIE vendor will provide staff with the operational systems (time keeping, customer relationship management, etc.) to successfully do their work providing HIE services.

SecureHIT management will be responsible for the administration of the Staff to ensure achieving all goals of the HIE PR Designated Entity.

The PRHIE vendor will maintain and track the status of current Participant Agreements and patient consent information in alignment with the aforementioned laws, and the governance body oversight as described above. The PRHIE vendor will maintain Standard Operating Procedures for all operations identified as essential to business operations.

The contents of the files in FHIR (HL7) include fields to record patient consent. Within the required fields (through a coded algorithm) this field will be mandatory to guarantee that the patient's consent is updated and under the responsibility of the covered entity. In this way, HealthLake will be able to present the patient's consent status in real time and it can be presented both on a dashboard and in a report.



**RFP Requirement**

The PRHIE vendor must maintain a secure public website that provides a transparent representation of PRHIE operations including data sharing and management policies, service information, information for participants, leadership contacts, support information and contacts, patient consent information and contacts for patients with questions.

**Proposed Service**

SecureHIT will provide and maintain a secure public website that provides a transparent representation of PRHIE operations, including data management and sharing policies, service information, participant information, leadership contacts, support information and contacts, consent information patient information and contacts for patients with questions.



## Section 4.2.2 Technology Services – Medicaid Data Service

The SecureHIT proposal integrates the use of HealthLake, this platform has the ability to transmit structured data to a PRMP data warehouse on a periodic basis. Daily data updates with the possibility of near real-time updates in the future will be provided by this platform. Typical data contents will include identity, attribution relationships, clinical information, and default ADT information according to regulations already applied by CMS for participant attestation. You will find more details on page 8 of the SoW under Medicaid Service section.

HealthLake will maintain a data repository and provide data visualization and reporting services accessible to PRDoH and PRMP users.

| RFP requirement  | Proposed service  |
|--|---|
| · Individual longitudinal reporting and graphical display by patient-level data element (e.g., clinical data) over a variable time period; | To the best of our knowledge, it can be provided through Dashboard in a dynamic or report manner, whichever works best for the PRMP. HealthLake provides for both options and the proposed infrastructure data collection |



**RFP requirement**

**Proposed service**

- Medicaid data reporting and display by provider, practice, and aggregated Medicaid population.

To the best of our knowledge, it can be provided through Dashboard in a dynamic or report manner, whichever works best for the PRMP. HealthLake provides for both options and the proposed infrastructure data collection allows for this type of reporting.

<https://democentral.learnquicksight.online/#Dashboard-DashboardDemo-Population-Health-Demo>

- Standard public health reporting to support real-time needs such as flu outbreaks

To the best of our knowledge, it can be provided through Dashboard in a dynamic or report manner, whichever works best for the PRMP. HealthLake provides for both options and the proposed infrastructure data collection allows for this type of reporting.

<https://democentral.learnquicksight.online/#Dashboard-DashboardDemo-Population-Health-Demo>

SecureHIT will be able to work on optimizing local and federal interoperability requirements and mandates aligned with interoperability policies and Medicare innovation programs and initiatives. To assist both healthcare providers and the Department of Health in meeting public health management reporting obligations at both the state and federal policy levels.