

# UPMC PRACTICE SOLUTIONS

## MedChart and MedLink FAQs

### **What is UPMC Practice Solutions?**

UPMC Practice Solutions is a program to offer participating UPMC medical staff and UPMC Health Plan providers services and solutions to assist their practice. It includes the MedChart EpicCare Electronic Health Record (EHR) and MedLink solutions.

### **What is ARRA and why is a “certified” Electronic Health Record (EHR) and “Meaningful Use” important?**

The American Recovery and Reinvestment Act of 2009 (Recovery Act) authorizes the Centers for Medicare & Medicaid Services (CMS) to provide reimbursement incentives for eligible professionals and hospitals who are successful in becoming “meaningful users” of “certified” electronic health record (EHR) technology. The Medicare EHR incentive program will provide incentive payments to eligible professionals (EPs), eligible hospitals, and critical access hospitals (CAHs) that are meaningful users of certified EHR technology. The Medicaid EHR incentive program will provide incentive payments to eligible professionals and hospitals for efforts to adopt, implement, or upgrade certified EHR technology or for meaningful use in the first year of their participation in the program and for demonstrating meaningful use during each of five subsequent years.

### **Why is it important that my EHR be “certified” under the new ONC standards?**

In order to assure providers that the EHR technology that they select will share information with other IT systems and perform a set of well-defined functions, the government through the HITECH Act developed certification standards and specifications for EHR technology.

On July 13, 2010, the HHS Secretary adopted the Final Rule on the initial set of standards, implementation specifications, and certification criteria for EHR products. This Final Rule represents the first step in an incremental approach to adopting standards, implementation specifications, and certification criteria to enhance the interoperability, functionality, utility, and security of health IT and to support its meaningful use. The certification criteria adopted in this initial set establish the required capabilities and related standards and implementation specifications that certified EHR technology will need to include in order to, at a minimum, support the achievement of meaningful use

Stage 1 (beginning in 2011) by eligible professionals and eligible hospitals under the Medicare and Medicaid EHR incentive programs.

### **Why should I select UPMC Practice Solutions to provide my EHR solution?**

As a recognized leader in using information technology to advance health care delivery, UPMC has successfully deployed hundreds of EHR solutions throughout its hospitals and physician practices. We recognize that one size does not fit all, and our experience enables us to understand the unique challenges of evaluating, selecting, and implementing the right office-based EHR solution. UPMC Practice Solutions is a distinctive program designed to strengthen the partnership between UPMC and independent physicians and to provide support and assistance to physicians’ private practices. UPMC Practice Solutions is committed to collaborative care, supporting the continuum of care, and bringing you closer to your patients. Our mission is to work with you to provide world-class service in support of your operations and patient care. Through our UPMC MedChart program, we are offering a certified and well accepted EHR solution for practices that have no EHR in place.

### **Why is now the right time to adopt an EHR solution?**

In order to encourage and assist practices in adopting Electronic Health Record solutions, the government has allocated stimulus incentive payments of between \$44,000 and \$64,000 in Medicare and Medicaid for physicians that demonstrate their “meaningful use” of an EHR solution. Beginning at the end of 2011, the incentives include payments for up to six years. However, the largest payments are available early in the program, and those that fail to demonstrate meaningful use of an EHR under the Medicare component of the program will eventually be penalized through decreased payments. The incentive payments began in 2011 to ensure that providers have time to adopt and learn to use the EHR, with penalties scheduled to begin in 2015. That is why now is the right time to adopt an EHR solution.

*(See chart on next page for EHR adoption incentive payments from 2011 to 2016.)*

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**Amount Physicians May Receive Each Year Under the Medicare Incentive Payment**

Year they first file	2011	2012	2013	2014	2015	2016	TOTAL
<b>2011</b>	\$18,000	\$12,000	\$8,000	\$4,000	\$2,000	\$0	\$44,000
<b>2012</b>	\$0	\$18,000	\$12,000	\$8,000	\$4,000	\$2,000	\$44,000
<b>2013</b>	\$0	\$0	\$15,000	\$12,000	\$8,000	\$4,000	\$39,000
<b>2014</b>	\$0	\$0	\$0	\$12,000	\$8,000	\$4,000	\$24,000
<b>2015 or later</b>	\$0	\$0	\$0	\$0	\$0	\$0	\$0

**How is the Medicare Incentive Payment Structured?**

Under the Medicare Incentive Payment structure, physicians who do not have a large Medicaid volume but accept Medicare can earn up to \$44,000 over five years based on a calculation of submitted allowable charges multiplied by 75 percent, up to the cap for the year. Additionally, physicians operating in a “health provider shortage area” will be eligible for an incremental increase of 10 percent. Physicians who deliver care entirely in a hospital environment — such as anesthesiologists, pathologists and emergency department physicians — are ineligible for these payments.

**What is the UPMC MedLink solution?**

UPMC MedLink solution offers participating practices that have an existing EHR system an electronic link to information about their patients’ tests, admissions, and other information from UPMC hospitals and practices at which they have received health care services. The information can be integrated into individual practice EHRs or accessed via an online portal.

**What is the MedChart EpicCare solution?**

It is a program to offer a subsidized comprehensive Electronic Health Record system, including e-prescribing capability, to eligible UPMC medical staff and UPMC Health Plan providers. EpicCare is a consistently top-rated EHR solution. EpicCare is a physician-friendly system in use by providers representing more than 100 specialties. It installs easily and configures to meet specific workflow requirements. Instead of starting from scratch, Epic customers build on the content from its many successful customers — including decision support, order sets, reports, and documentation tools. The result is a faster path to effective chronic care management and measurable quality gains. EpicCare is highly interoperable through industry standards.

EpicCare is the solution implemented throughout the UPMC ambulatory provider network and is committed to assisting the practice achieve meaningful use criteria.

**What is included with the UPMC MedChart EpicCare Electronic Health Record (EHR) solution?**

The UPMC MedChart EpicCare solution lets you maintain your own patient records electronically. You’ll have the full features of one of the nation’s premier electronic health record systems, EpicCare by Epic, but with the reassurance of local UPMC hosting and support. You will also receive all the technical details, including system management and backup, which will be handled for you. You will be given the minimum system and hardware requirements that are necessary to effectively run and maintain this EHR solution. You then have an opportunity to shop around for the most competitive hardware vendor pricing.

The UPMC MedChart EpicCare solution is a clinical system encompassing demographics, medication interactions, allergies, health maintenance due or overdue, test results, health history, and specialist reports, among other features. The MedChart EpicCare system integrates with the Epic patient registration and scheduling solutions. The Epic billing solution is also available for certain practices that want to utilize UPMC’s Billing and Revenue Collection Services, or the practice can maintain its own billing system.

**How will the UPMC MedChart EpicCare and MedLink solutions help my practice improve patient care and convenience?**

Both UPMC MedChart EpicCare and MedLink provide shared access by referred and referring physicians. They promote more efficient and better coordination of care. In addition, the MedChart EpicCare solution expands the potential for adding a secure online portal that gives patients direct access to their own medical records and saves staff time.

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**Does the UPMC MedChart EpicCare solution meet the new “certification standards for “EHR” and “meaningful use” criteria?**

The Certified HIT Product List (CHPL) provides the authoritative, comprehensive listing of Complete EHRs and EHR Modules that have been tested and certified under the Temporary Certification Program maintained by the Office of the National Coordinator for Health IT (ONC). The MedChart EpicCare EHR solution has attained “Complete” certification. EHR products classified as Complete EHR have been certified to meet all the mandatory certification criteria as identified in the Standards and Certification Criteria Final Rule (45 CFR Part 170 Part III). Complete EHR products listed on the CHPL have been certified to meet all of the General Criteria listed in Section 170.302, plus all of the criteria applicable to a type of practice setting.

**What about privacy and security?**

The UPMC MedChart EpicCare solution is designed to allow you to comply with applicable privacy and security regulations, as well as meet the privacy and security meaningful use requirements. Further, UPMC uses industry standard security measures to protect the UPMC MedChart EpicCare solution.

**Is the UPMC MedChart EpicCare solution HIPAA compliant?**

All health records and information related to the care and treatment of any patient are privacy protected under the regulations established by the Health Insurance Portability and Accountability Act of 1996 (HIPAA Privacy Rule) and should only be used by medical personnel involved in a patient’s care. All data traffic via the UPMC MedChart EpicCare solution is encrypted for security and privacy. It is accessible only to authorized individuals through a secure login name and password. Any use of patient records by any persons for any reason other than those directly related to a patient’s continuity of care is a potential violation of HIPAA privacy regulations and are therefore prosecutable as per these established legal guidelines. The UPMC MedChart EpicCare system is fully monitored, logged, and audited to ensure appropriate access and safeguards for patient privacy. In addition, multiple passwords and security levels enforce appropriate access for physicians, clinical, billing, and support staff.

**Where is the UPMC MedChart data and patient information stored?**

The UPMC MedChart EpicCare data contained in the master patient database is stored at the UPMC Data Center and backed up at two separate locations nightly. This provides complete system redundancy. By backing the data up to multiple storage systems, you can have the additional confidence that the data is safely maintained.

**Who owns the Electronic Health Record data?**

In Pennsylvania, the provider is the owner of the patient medical record and any personal health-related information documented by health care professionals during the course of treatment. Data gathered during the course of a patient encounter becomes part of their community health record and becomes part of the patient’s record within Epic that can be accessed by everyone involved in the patient’s care.

**If I discontinue my UPMC MedChart EpicCare service, how will I access the documented data related to the care of my patients?**

To maintain the highest level of care continuity, if your UPMC MedChart EpicCare service should terminate, you will receive a copy of your practice’s data in either a paper format or electronically via a PDF file stored to a CD. The data you entered while using the UPMC MedChart EpicCare solution does remain in the UPMC Epic electronic medical record database, and will be accessible to other providers that continue to participate in the service.

**Will UPMC MedChart EpicCare provide ongoing support and services once the application is installed?**

The UPMC MedChart EpicCare solution offers ongoing system training, telephone support, and a dedicated practice liaison who will help your team successfully utilize the features and functions that will positively impact your practice’s efficiency and effectiveness. We extend a specified level of ongoing support with the option to purchase additional support hours if needed. Choosing the UPMC MedChart EpicCare solution also means you receive regular software upgrades when they are introduced by Epic , ongoing system maintenance, and scheduled user group process improvement training courses and support.

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### **How do I get outside records into UPMC MedChart EpicCare?**

Outside results, referral letters, and limited progress notes that are not in a digital format may be scanned into the UPMC MedChart EpicCare solution. All UPMC hospital results and UPMC practice information will be available within the system, including laboratory results, radiology results, consult notes, and discharge summaries, to name a few. In addition, UPMC has integrated electronic Quest lab results and will soon be offering LabCorp results.

### **Can other providers see my schedule?**

Because the UPMC MedChart EpicCare solution is an electronic medical record system that connects all the important members of your practice in a single, efficient environment, access to your schedule and other operational information is limited to those individuals who are involved in accomplishing your practice's daily workflow tasks.

### **What is required of my practice?**

The UPMC MedChart EpicCare solution is a fully functional electronic medical record system that is configured based on many years of experience across a variety of clinical users and specialties. It is important to identify a member of your staff who will assist the UPMC MedChart implementation team with your system's initial workflow design, build, and development. This individual can expect to spend approximately two to six hours per week working with the UPMC MedChart implementation team until your practice's system specifications are completed. The hardware needed to ensure that your new system functions efficiently will include a broadband DSL line for connectivity, as well as integrated computers, printers, and scanners that will comprise the physical components of your workflow's electronic "loop." You are responsible for the cost of acquiring and maintaining any required hardware.

### **Will Health Information Technology (HIT) improve patient care?**

Interoperable HIT can improve individual patient care in numerous ways, including:

- Complete, accurate, and searchable health information, available at the point of diagnosis and care, allowing for more informed decision-making to enhance the quality and reliability of health care delivery.
- More efficient and convenient delivery of care, without having to wait for the exchange of records or paperwork and without requiring unnecessary or repetitive tests or procedures.
- Earlier diagnosis and characterization of disease, with the potential to thereby improve outcomes and reduce costs.
- Reductions in adverse events through an improved understanding of each patient's particular medical history, potential for drug-drug interactions, or (eventually) enhanced understanding of a patient's metabolism or even genetic profile and likelihood of a positive or potentially harmful response to a course of treatment.
- Increased efficiencies related to administrative tasks, allowing for more interaction with and transfer of information to patients, caregivers, and clinical care coordinators, and monitoring of patient care.

### **Who can I contact for more information?**

Call Chris Macko at UPMC Practice Solutions at **412-864-2106** or email [mackoc@UPMC.edu](mailto:mackoc@UPMC.edu).