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# Manage ACRS User Guide

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***This user guide will assist new MIGateway users with accessing Manage ACRS.***

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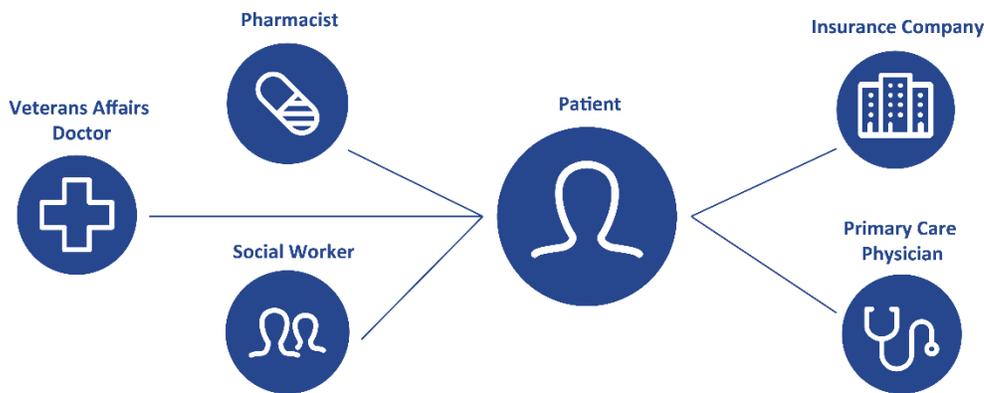
## What is ACRS?

The Active Care Relationship Service® (ACRS®) assists with declaring relationships between healthcare professionals, healthcare organizations and patients where providers can be “tagged” to receive information about their specific patients. Active care relationships tell the network which providers are associated with a patient (the patient’s “care team”) and how to route electronic information to those providers to help improve care coordination for the patient.

ACRS provides the ability to link patients with their care team members. A care team is defined as the group of healthcare professionals who can send and receive a patient’s health information.

ACRS helps improve the coordination of a patient’s transitions in care by enabling physicians and care management teams to receive notifications when there are updates in a patient’s status.

As illustrated in Figure 1, the patient (a veteran) is connected to a primary care physician, a social worker, a pharmacist, a Veterans Affairs doctor, and her insurance company.



**Figure 1. A patient and the members of her care team**

Improved care coordination using ACRS enables the improvement of post-discharge transitions, prompt follow-up with patients and improved communication among providers to support patients, especially those with multiple or chronic conditions.

## What is Manage ACRS?

Manage ACRS allows direct access to ACRS populations within Medical Information Gateway (MIGateway). Manage ACRS offers the ability to search patient populations using represented filters. The features included with Manage ACRS allow the following views:

- Hierarchy of active care relationships within a network;
- Access to all active care relationships within personal hierarchy;
- Active care relationships associated with a specific practice;
- Active care relationships with a specific provider, and
- Patient care team.

Manage ACRS can be accessed by navigating to the Care Coordination drop-down menu at the top of MIGateway and clicking “Manage ACRS” (Figure 2).

*Note: Michigan Health Information Network Shared Services MIGateway application no longer supports the use of Internet Explorer. For more information and recommended browsers, please see Appendix D.*



*Figure 2. Navigate to Manage ACRS Module*

Once “Manage ACRS” is selected from the Care Coordination drop-down, the MIGateway platform will reroute to the Manage ACRS module. At the top of the module is the Active Care Relationships Filter which offers the ability to search ACRS populations (Figure 3). Directly below the filter section is the Active Care Relationship table which displays information on the ACRS population based on the search criteria. The search results will load and ACRS files will be displayed alphabetically by patient name.

### Manage Active Care Relationships - Affiliated Health Providers

#### Active Care Relationships Filter

Hide

Patient First Name

Patient Last Name

Patient Birth Date

Practice Name

ACRS File

Relationship Status

Sort Order

Provider Name

Filter Reset + Add New Relationship

Page Length

Showing 1 to 25 of 178 entries

Previous 1 2 3 4 5 ... 8 Next

Patient Name	Patient Address	Provider / Practice	Managing Organization	Actions
CAMPBELL, JESSICA J. (F) 10/07/1980	580 SE SPANISH STREET GRAND RAPIDS, MI 49503	CARPENTER, LOIS / DETROIT EYEWEAR	AFFILIATED HEALTH PROVIDERS	<span>Relationship - Confirmed</span> <span>Copy</span> <span>Edit</span>

**Figure 3. Manage ACRS Module**

## Active Care Relationships Filter

There are several Active Care Relationship filters available within Manage ACRS as shown below in Figure 4.

#### Active Care Relationships Filter

Hide

1

2

3

4

5

6

7

9

8 Filter Reset + Add New Relationship

**Figure 4. Active Care Relationships Filter**

**1 Patient First/Last Name:** Filter by patient first/last name with optional wildcard search function

Patient First Name

Starts With

Patient Last Name

= \*

= \*

Helpful hints

### Wildcard Search Rules:

- **Only searching First Name:** Wildcard search must contain three (3) or more characters. E.g., 'car%'.
- **Only Searching Last Name:** Wildcard search must contain four (4) or more characters. E.g., 'Fran%'.
- **Searching BOTH First and Last Name:** Wildcard search will work if at least first name field has three (3) or more characters OR last name field has four (4) or more characters. E.g., First Name: 'c%' Last Name: 'Fran%'; E.g., First Name: 'car%' Last Name: 'F%'.
- Wildcard search will not work if one or two characters are specified for each field. E.g., First Name: 'c%' Last Name: 'F%'; First Name: 'ca%' Last Name: 'Fr%'.

2	<b>Patient Birth Date:</b> Filter by patient date of birth (MM/DD/YYYY).	Helpful hints
3	<b>Practice Name:</b> Filter by Practice Name within ACRS file. <ul style="list-style-type: none"> <li>• Drop down list of all practices from ACRS file are available within Practice Name field.</li> </ul>	
4	<b>ACRS File:</b> Filter by ACRS file (if organization submits multiple ACRS files).	
5	<b>Relationship Status:</b> Filter by Declared, Confirmed, Requested or Challenged relationship status.	
6	<b>Sort Order:</b> Sort results based on data elements (Patient Last Name, Provider Last Name, Practice Name).	Helpful hints
7	<b>Provider Name:</b> Filter by Provider Name within ACRS file. <ul style="list-style-type: none"> <li>• Drop down list of all providers from ACRS file are available within Provider Name field.</li> </ul>	
8	<b>Filter/Reset/+Add New Relationship:</b> “Filter” button will refresh page results with applied filter(s). “Reset” button will refresh page results with default Transitions of Care Viewer settings (last three (3)day date range, “Hide Reviewed ADTs” checkbox checked. “Add New Relationship” button will add new patient relationship to ACRS file.	
9	<b>Page Length:</b> Adjust results shown per page (25, 50, 100 or 200 results).	

## *Add Remove Active Care Relationships*

The Manage ACRS module can be used to add active care relationships by clicking the “+Add New Relationship” button (Figure 5). When selecting the “+Add New Relationship” button, a window will appear allowing the creation of a new active relationship, then enter corresponding information (Figure 6).

## Manage Active Care Relationships - Affiliated Health Providers

### Active Care Relationships Filter Hide

Patient First Name <input type="text"/>	Patient Last Name <input type="text"/>	Patient Birth Date <input type="text" value="MM/DD/YYYY"/>	Practice Name <input type="text"/>
ACRS File <input type="text" value="PROVIDERS"/>	Relationship Status <input type="text"/>	Sort Order <input type="text" value="Patient Last Name"/>	Provider Name <input type="text"/>

Showing 1 to 25 of 178 entries Previous **1** 2 3 4 5 ... 8 Next

Patient Name	Patient Address	Provider / Practice	Managing Organization	Actions
CAMPBELL, JESSICA J. (F) 10/07/1980	580 SE SPANISH STREET GRAND RAPIDS, MI 49503	CARPENTER, LOIS / DETROIT EYEWEAR	AFFILIATED HEALTH PROVIDERS	<input type="button" value="Relationship - Confirmed"/> <input type="button" value="Copy"/> <input type="button" value="Edit"/>

**Figure 5. Add Active Care Relationship**

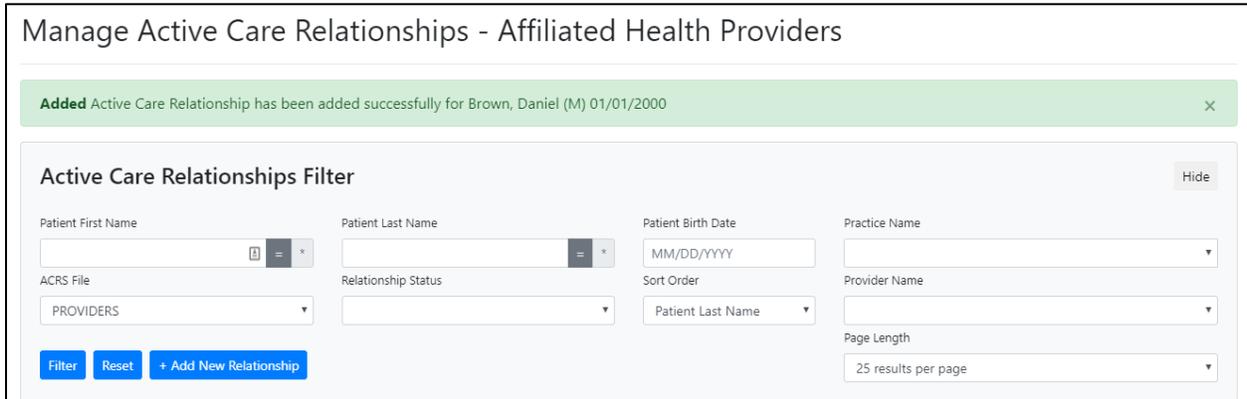
### Add New Relationship X

First Name* <input type="text" value="First name"/>	Middle Initial <input type="text" value="Middle"/>	Last Name* <input type="text" value="Last name"/>
Date of Birth* <input type="text" value="MM/DD/YYYY"/>	Gender* <input type="text"/>	
Street 1* <input type="text" value="Street 1"/>	Street 2 <input type="text" value="Street 2"/>	
City* <input type="text" value="City"/>	State* <input type="text" value="State"/>	Zip Code* <input type="text" value="Zip Code"/>
Primary Number* <input type="text" value="000-000-0000"/>	Secondary Number <input type="text" value="000-000-0000"/>	
Unique Patient ID* <input type="text"/>	Last 4 SSN <input type="text" value="0000"/>	
ACRS Population* <input type="text" value="PROVIDERS"/>	Managing Organization* <input type="text"/>	
Practice <input type="text"/>	Provider <input type="text"/>	

\* = required

**Figure 6. Add Active Care Relationship**

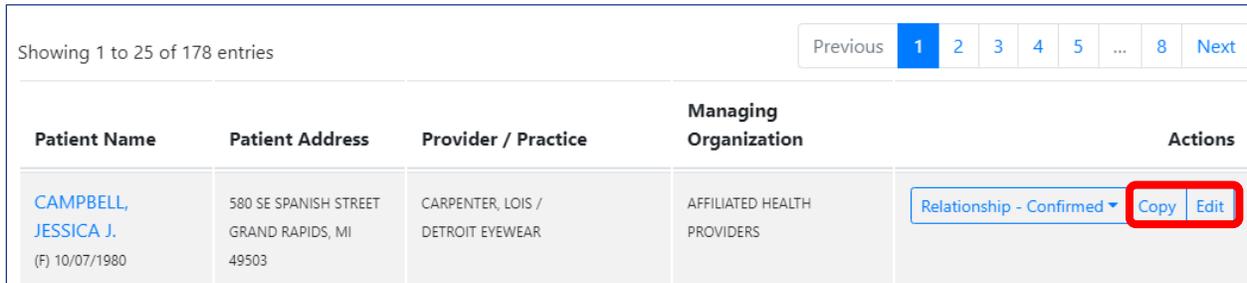
Once all required fields are populated, click “Submit” and the Manage ACRS module will reappear. A green banner will appear at the top of the page revealing a new active relationship has been created (Figure 7). For clarification, searching the newly created active relationship may be helpful as the table is sorted alphabetically and the new relationship may not appear on the first page.



**Figure 7. Manage ACRS – Successfully Added New Active Relationship**

## Copy/Edit/Remove Active Care Relationships

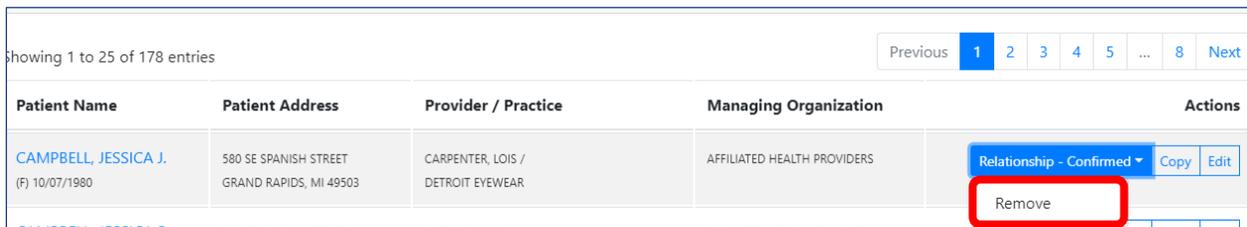
Active care relationship entries can be copied or edited as shown below in Figure 8. The *Copy* function will duplicate patient demographic data from the current entry and allow changes to be saved as a new active care relationship entry. The *Edit* function will allow the ability to update and save the current active care relationship entry.



Patient Name	Patient Address	Provider / Practice	Managing Organization	Actions
CAMPBELL, JESSICA J. (F) 10/07/1980	580 SE SPANISH STREET GRAND RAPIDS, MI 49503	CARPENTER, LOIS / DETROIT EYEWEAR	AFFILIATED HEALTH PROVIDERS	Relationship - Confirmed Copy Edit

**Figure 8. Copy/Edit Active Care Relationship**

Deleting active care relationships can also be done through the Manage ACRS module by clicking “Remove” as shown below in Figure 9.



Patient Name	Patient Address	Provider / Practice	Managing Organization	Actions
CAMPBELL, JESSICA J. (F) 10/07/1980	580 SE SPANISH STREET GRAND RAPIDS, MI 49503	CARPENTER, LOIS / DETROIT EYEWEAR	AFFILIATED HEALTH PROVIDERS	Relationship - Confirmed Remove

**Figure 9. Remove Active Care Relationship**

## Using Patient Viewer

Manage ACRS also connects to Patient Viewer which displays additional information about a patient, including their full care team and longitudinal medical record. Social Determinants of Health questionnaire results may be viewable and are dependent on user permissions.

To access Patient Viewer, click on a patient's name on an encounter and then select the desired tab as shown in Figure 10.

Patient Name	Patient Address	Care Team Member / Practice	Managing Organization	Actions
VARGAS, ALICE K. (F) 05/10/1990	4520 LINCOLN DRIVE BRIGHTON, MI 48114	SKOWE, CHARLES / ARBOR GLEN COMMUNITY MENTAL HEALTH CLINIC	PROVIDERS	Relationship - Declared <input type="button" value="Copy"/> <input type="button" value="Edit"/>

**Figure 10. Manage ACRS Viewer**

### Patient Viewer – Care Team

The Care Team tab displays the patient's care team information such as Provider, Practice, Managing Organization, Patient Address and Status for active care relationships declared outside of the organization's ACRS file as displayed in Figure 11.

**VARGAS, ALICE**

Birth 05/10/1990	Address Line 1 4520 LINCOLN DRIVE	Address Line 2	Primary Phone 810-555-5699
Gender F	City BRIGHTON	State MI	Zip 48114
			Secondary Phone 810-555-6247

Care Team Patient Summarization

Care Team Member	Practice	Managing Organization	Patient Address	Status
Canelle, Dana NPI: 9999992257 Type: Care Coordinator Specialties: Not Available Direct Address: dana.s.canelle@direct.test.com Phone: Not Available	Department of Veterans Affairs (VA) Pharmacy OID: 1.2.3.4.5.9.99.999.1386 Type: Clinic Phone: 734-555-7101 Address: 8450 Historic Drive Ann Arbor, MI 48105	Fake Persona 3 OID: 1.2.3.4.5.9.99.999.1114 Type: ACO Phone: 123-456-7890 Address: 123 VERY Easy Street Easy, MI	4520 LINCOLN DRIVE BRIGHTON, MI 48114	Provider Status Declared  Consumer Status Unconfirmed

**Figure 11. Care Team**

### Patient Viewer – Patient Summarization

The Patient Summarization tab displays the longitudinal record summary of all CCDs received by MiHIN as displayed in Figure 12.

**VARGAS, ALICE**

Birth: 05/10/1990      Address Line 1: 4520 LINCOLN DRIVE      Address Line 2:      Primary Phone: 810-555-5699

Gender: F      City: BRIGHTON      State: MI      Zip: 48114      Secondary Phone: 810-555-6247

Care Team    Patient Summarization

XML   PDF   Actions

**Patient Summarization (C-CDA 2.1 CCD)**

<b>Patient</b>	Elise Paulson
<b>Date of birth</b>	January 4, 2009
<b>Sex</b>	Female
<b>Race</b>	White
<b>Ethnicity</b>	Not Hispanic or Latino
<b>Contact info</b>	640 E Hudson Circle St. Clair Shores, MI 48082, US Tel: (586)355-8379
<b>Patient IDs</b>	AH7XJKYQFL4BDZLNUNUPOKDYN672T53REX4DRWIP MIHINCKS 1127 2.16.840.1.113883.4.572 5e8b2bbb5b7842464a5755d6 2.16.840.1.113883.3.7723.21

**Figure 12. Patient Summarization**

## Patient Viewer – Social Determinants of Health

If a user has SDOH permissions set on their profile, additional SDOH data may be available for viewing. To view SDOH screening information, select the Social Determinants of Health tab as seen in Figure 13.

**Patient Viewer - Mid-Michigan Health** Viewer

**Fernandez, Brad**

Birth: 07/19/1954      Address Line 1:      Address Line 2:      Primary Phone:      Secondary Phone:

Gender: M      City:      State:      Zip:      Secondary Phone:

Care Team    Patient Summarization    Social Determinants of Health

Sending Organization	Assistance Requested	Urgent	Assistance Needed	No Assistance Needed	Declined To Answer	Missing/Unable To Code	Not Sent
MSU PEDIATRIC PRIMARY CARE CLINIC Date Sent: 12/02/2020	No	No		Poor Health Healthcare Food Employment Housing Utilities Family Care Education Transportation			

**Figure 13. SDOH Screening Data**

## Learn More

For immediate assistance please contact [help@mihin.org](mailto:help@mihin.org).

More information on MIGateway and each of the use cases and services can be found online at: <https://mihin.org/>.

## Appendix A – Definitions

**Active Care Relationship Service® (ACRS®).** Identifies healthcare providers and healthcare organizations who have declared a relationship with a patient, for the purpose of receiving electronic updates on a patient’s healthcare. ACRS promotes improved coordination during transitions of care by enabling physicians and care management teams to receive notifications when there are updates in a patient’s status.

**Health Directory.** The shared service established by Michigan Health Information Network Shared Services that contains contact and relational/affiliation information on healthcare professionals, facilities/hospitals, and other healthcare organizations as a resource for authorized users to obtain contact information. This information includes electronic addresses, end points, and electronic service information to facilitate the secure exchange of health information.

**MIGateway.** A collection of services provided by Michigan Health Information Network Shared Services to allow healthcare professionals to access, view and use health information for their patients through the Medical Information Gateway (MIGateway).

**National Provider Identifier (NPI)** – A unique 10-digit identification number issued to healthcare providers by the Centers for Medicare and Medicaid Services (CMS).

**Protected Health Information (PHI)** – Any information involving health status or patient identification information, such as date of birth, address, and or social security information. This can be written, by hand or electronically, or verbally spoken. Any information a person would not know without their affiliation to their medically related career.

**Social Determinants of Health (SDOH).** Are the conditions in which people are born, grow, work, live, and age that shape the conditions of daily life and drive 80 percent of health outcomes.

**Transitions of Care** – The movement of a patient from one setting of care (e.g., hospital, ambulatory primary care practice, ambulatory specialty care practice, long-term care, rehabilitation facility) to another, which can include transfers within a healthcare organization.

## Appendix B - MIGateway Applications with Cut Off Drop Down View

Occurs when user is accessing MIGateway application using Chrome (Version 68+) via Windows. MIGateway application is open on an external monitor and the display scaling setting of the computer's monitors are different values (ex. 100% & 120%).

There is an open bug with Chrome browser regarding drop downs being cut off when display scaling sizes are different and the application loaded is in an Iframe (all MIGateway applications are loaded in Iframes).

- <https://bugs.chromium.org/p/chromium/issues/detail?id=877625>

### Steps to troubleshoot:

Set the Scale and Layout setting to the same value for all displays.

1. Open display settings by right clicking on the desktop and clicking display settings.
2. All displays will appear numbered. For each display, do the following:
  - a. Under Scale and layout, set the drop down to the same value. (ex. 100%).
3. Refresh the MIGateway web page and the drop downs should not be cut off.

## Appendix C – Service Communication

- **MIGateway Service Downtime:** Michigan Health Information Network Shared Services will provide communication to MIGateway users regarding service downtime.
  - An email notification will be sent to for any downtime occurring during normal business hours (8AM-5PM Eastern Standard Time).
  - A follow-up email will be sent once MIDIGATE services are available.
  
- **MIDIGATE Production Deployment:** Email notification will be sent to MIGateway users for all scheduled production deployments prior to Michigan Health Information Network Shared Services (MiHIN) maintenance window.
  - MiHIN reserves the period from Thursday 5:30PM to 10:30PM Eastern Standard Time to perform system maintenance.
  - The email will include the list of feature enhancement updates and the scheduled deployment date.

## Appendix D - Moving Away from Support of Internet Explorer (IE):

As of October 2019, Internet Explorer (IE) will no longer be a supported browser for MIGateway. With the introduction of Edge, and the availability of more modern browsers, (Firefox, Chrome, etc.) more and more organizations are moving away from continuing to support IE integration with their applications.

MIGateway will continue to support current and future versions of [Firefox](#), [Chrome](#), [Edge](#), and [Safari](#).

For questions or concerns, please submit a help desk ticket to [help@mihin.org](mailto:help@mihin.org).