

Frequently Asked Questions: MiHIN's Integrated Technology Platform (VIPR/INBOX/SOLUTION CENTER)

1. General Transition Information:

- **Q: What is the specific date for VIPR's discontinuation?**
 - A: VIPR, accessed via SSO from EMR and as a module within MIGateway, will be discontinued after 3/31/24. Inbox, accessed through Solution Center and through MIGateway will be discontinued 3/31/24. Solution Center will be discontinued 3/31/24.

2. Transition Process:

- **Q: What are the next steps for the transition from VIPR to MIGateway's Longitudinal Record**
 - A: Identify all end users requiring access, confirm legality, and initiate onboarding and implementation processes.
- **Q: Does MiHIN anticipate any interruption in current MIGateway services?**
 - No, we do not anticipate any interruption of current MIGateway Services. Users will have to do a password and Multi-Factor Authentication reset as we upgrade.
- **Q: How long will the transition period be that both the old (VIPR) and mid-tier functionalities (via MIGateway) be available?**
 - Now until March 31st.
- **Q: For those users that currently access VIPR via a link on MIGateway, do they need to re-onboard, or will these users automatically be switched over to new longitudinal record?**
 - Current MIGateway users will not need to re-onboard; They will only need to do a password and Multi-Factor Authentication reset as we upgrade.

3. SSO (Single Sign-On) and Access:

- **Q: Will SSO open directly to a specific MIGateway module?**
 - A: Yes, users will have options to launch with patient context or to the home screen without patient context.
- **Q: What EMRs will have the ability to utilize SSO?**
 - A: EMRs meeting the implementation standard outlined in the guide can be onboarded.

4. Active Care Relationship Service (ACRS):

- **Q: Can users manually search and declare an ACRS with a patient via MIGateway?**
 - A: Yes, users can manually declare an ACRS through Manage ACRS in MIGateway.
- **Q: How can organizations declare Active Care Relationships?**
 - A: There are multiple ways to declare an Active Care Relationships. One is by sending MiHIN an ADT for the patient (which creates a Real Time Active Care Relationship). Another way is to send MiHIN a batch file of all patients for whom a provider or plan is attesting to have an active care

relationship. The other is by manually entering the patients base 4 demographics and other information into Manage ACRS module in MIGateway (patient viewer user authorization in MIGateway is happening behind the scenes based on login credentials.)

5. Data Contribution and Viewing:

- **Q: Will there be a "break the glass" feature?** Break glass (which draws its name from breaking the glass to pull a fire alarm) refers to a quick means for a person who does not have access privileges to certain information to gain access when necessary.
 - A: Not part of the initial implementation, and its inclusion will be evaluated in the future. A user may access patient information by declaring an Active Care Relationship within the Manage ACRS module of MIGateway.

6. Test Environment:

- **Q: Will there be a test environment available for clients?**
 - A: Yes, there will be a test environment where clients can send test messages. Both test feeds and production feeds have been migrated. Demo environments will also be provided for understanding and training in MIGateway functionalities, including the new longitudinal record and Inbox.

7. Account Privileges:

- **Q: Is two-factor authentication still going to be used?**
 - A: Yes, it is a requirement under HITRUST.
- **Q: Will organizations be able to self-manage their own user accounts?**
 - A: No, accounts will be administered by MiHIN initially.

8. Communication, Outreach and Training:

- **Q: What is our rollout plan for the new LR viewer?**
 - A: Train-the-trainer activities are being planned to begin in 2024, along with group demonstrations and MiHIN Help Office Hours.

9. Reporting:

- **Q: Will reports show active users, modules accessed, and organization contributions?**

A: Default reports align with current HIE Platform reports; data contribution details may require additional inquiries.

Note: The information provided is based on the current status of the transition as of 11/10/23, and updates will be communicated as the process evolves.