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

1. General Transition Information

Q: What is the specific date for VIPR's discontinuation?

A: VIPR, accessed via Solution Center, via SSO from EMR and/or via a module within MIGateway, will be discontinued after 5/31/24.

Q: If I use VIPR now, will I automatically be enrolled into accessing MIGateway?

A: Unfortunately, no. Your organization will need to participate in the Active Care Relationship Service to obtain access to MIGateway, and within it, the new Longitudinal Record Viewer (VIPR Replacement).

2. Transition Process

Q: What are the steps to transition from VIPR to MIGateway's Longitudinal Record?

A: Work with MiHIN to identify all your end users requiring access, confirm legality, and initiate ACRS and MIGateway onboarding and implementation processes.

Q: Does MiHIN anticipate any interruption in current MIGateway services?

A: No, we do not anticipate any interruption of current MIGateway Services. Current MIGateway users will eventually have to do a password and Multi-Factor Authentication reset as we upgrade.

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?

A: Current MIGateway Users will eventually have to do a password and Multi-Factor Authentication reset as we upgrade.

Q: How do I determine if my organization is participating in the Active Care Relationship Service?

A: You can submit a ticket to MiHIN's Help Desk, and we will work with you to determine your current participation status.

3. Active Care Relationship Service (ACRS)

Q: Why is my organization required to participate in ACRS to view data in MIGateway/Longitudinal Record Viewer?

A: It is imperative that MiHIN knows which patient population has an active care relationship with your organization and/or members of your care team. MIGateway users can see the patient information for only those whom they have active care relationships with.

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. Another method is to declare an active care relationship with a patient via MIGateway's Manage ACRS module.

4. Pricing

Q: Is there a cost associated with obtaining MIGateway licenses?

A: Yes. You can work with your MiHIN Account Manager to determine the cost based on the number of licenses your organization needs.

Q: If I am not currently paying to access VIPR, will I be invoiced for utilizing MIGateway?

Yes. Your MiHIN Account Manager can work with you to determine the cost based on the number of licenses your organization needs.

5. 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 to the patient viewer for the new Longitudinal Record.

Q: What EMRs will have the ability to utilize SSO?

A: EMRs meeting the implementation standard outlined in the guide can be onboarded.

6. 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: "Break the glass" is 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.

7. 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. Training environments will also be provided for understanding and training in MIGateway functionalities, including the new longitudinal record and Inbox.

8. Account Privileges

Q: Is two-factor authentication still going to be used?

A: Yes, it is a requirement under HITRUST.

Q: Will MIGateway (non-SSO) organizations be able to self-manage their own user accounts?

A: No, accounts will be administered by MiHIN initially.

9. 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 April/May 2024, along with group demonstrations and MiHIN Help Office Hours.

10. 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 4/3/2024, and updates will be communicated as the process evolves.