

A photograph of a middle-aged male doctor with grey hair and a beard, wearing a white lab coat over a blue shirt. He is holding a tablet computer with both hands and looking down at the screen. A stethoscope is draped around his neck. The background is a blurred clinical or hospital setting. The entire image is overlaid with a semi-transparent blue filter.

The Download July 2025

Active Care Relationship Service® (ACRS®)

Agenda

- MiHIN Introduction
- Active Care Relationship Service® (ACRS®) 101
 - What is the ACRS?
 - Why is the ACRS important?
 - Who does the ACRS benefit?
 - How does the ACRS work?
- Mechanisms
 - File-based ACRS
 - Manage ACRS
 - Real-Time (RT) ACRS
 - ACRS CareLink
- Files and Specs



MiHIN Introduction

Michigan Health Information Network Shared Services (MiHIN)

MiHIN is Michigan's state-designated entity to continuously improve healthcare quality, efficiency, and patient safety by promoting secure, electronic exchange of health information. MiHIN represents a growing network of public and private organizations working to overcome data sharing barriers, reduce costs, and ultimately advance the health of Michigan's population.



Federal Office of National Coordinator
establishes State Health Information
Exchange Cooperative Agreement Program

Michigan forms **Health Information
Technology Commission**, which
establishes MiHIN.

**Active Care Relationship Service
(ACRS)** and **Admission Discharge,
Transfer (ADT)** Notifications go
live

MiHIN
Michigan Health Information Network

97%

of **Admissions Discharge Transfer
Notifications** statewide sent
through MiHIN

Common Key Service introduced
for patient matching



MiHIN
Shared Services



Velatura Public Benefit
Corporation and Interoperability
Institute established



INTEROPERABILITY
INSTITUTE

131,133,812

ccumulative
Immunization Queries

17M

data points flow through
the statewide network
each week

2010

2012

2013

2014

2016

2017

2019

2020

2022

2023

2024

More than

100 M

messages routed through
statewide network

More than

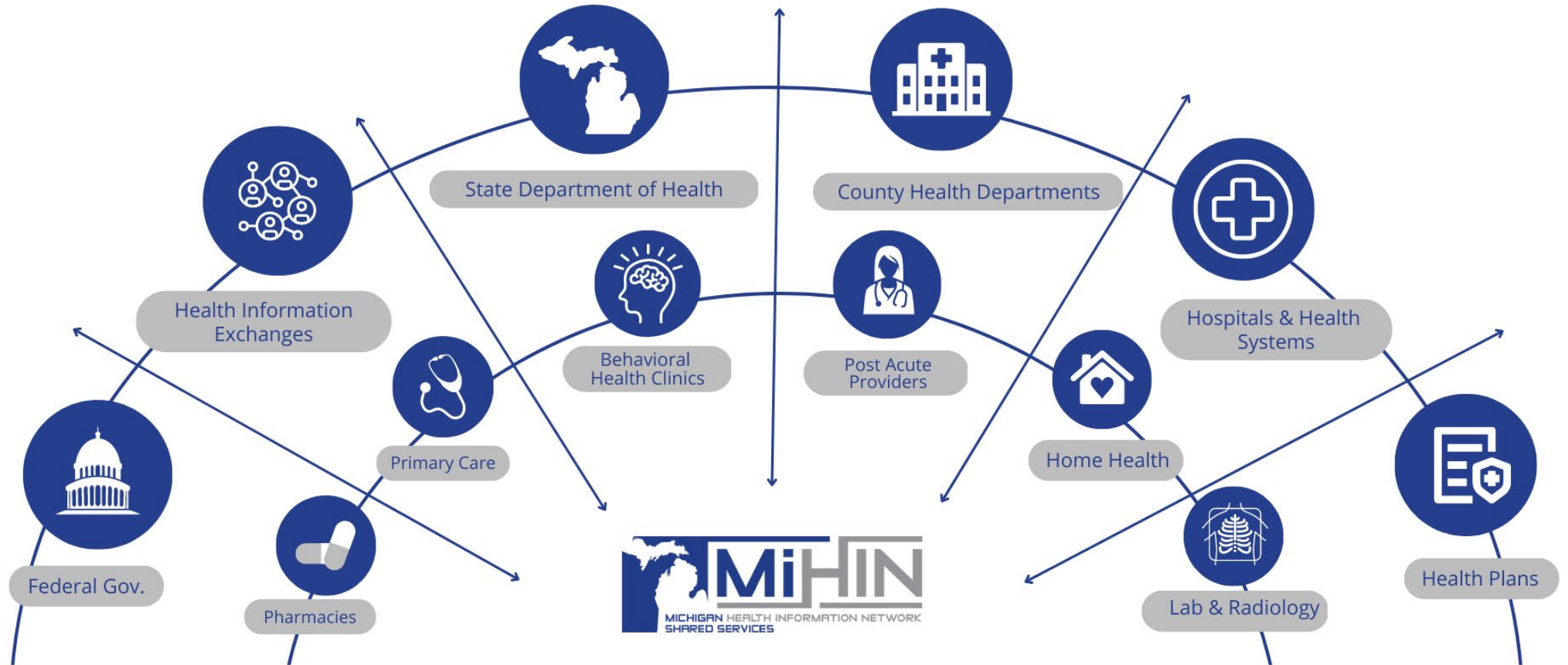
1 BILLION

messages routed through statewide network

MiHIN completes its corporate
affiliation of Great Lakes Health
Connect (GLHC)

HDU
legislation
introduced in
Michigan

Network of Networks



Making valuable data available at the point of care.

The background is a solid blue color with a faint, out-of-focus image of a stethoscope. Overlaid on this are several white hexagonal icons representing various medical concepts: a large plus sign in a circle on the left, a brain, a syringe, a person in a wheelchair, a heart with a pulse line, a DNA helix, a camera, a clipboard, a stethoscope, and a smaller plus sign. The main title is centered in a large, bold, white font.

Active Care Relationship Service® (ACRS®)

Active Care Relationship Service® (ACRS®)

Attributing patients with the providers who care for them

- MiHIN's Active Care Relationship Service® (ACRS®) is the care mapping service supporting our ability to exchange real-time notifications and updates on a patient to all those in the health ecosystem legally caring for that person.
- ACRS maps a comprehensive view of the healthcare professionals and organizations actively involved in a patient's care, to facilitate the exchange of critical information necessary to deliver optimized, personalized, care delivery.

Defining an Active Care Relationship

- A patient attributed to a healthcare professional/participating organization indicates that:
 - The healthcare professional/participating organization has seen the patient within the past two years, and expects to see them again or,
 - A patient has been attributed to a healthcare professional/managing organization via a payer.

Types of Active Care Relationships

Declared

Sent to MiHIN from a person or entity defined within the active care relationship

Assigned

Provided to MiHIN by a third-party. This is common when a primary care physician is assigned by a Health Maintenance Organization (HMO)

Reported

Created by MiHIN for an organization based on message content passing through MiHIN

Derived

Created using statistical analysis or via mathematical modeling of data integrated from multiple sources and provided to MiHIN

Why is the ACRS Important?



If we know who the information or data pertains to, and we know who has a legally defined relationship with that person, we can notify, share and make available that information and data about the right patients to the right care team members.

Foundation for Sharing

- ACRS supports our Legal Chain of Trust
- Sharing through MiHIN is supported through the HIPAA Privacy Rule
- The HIPAA Privacy Rule allows sharing for Treatment, Payment, and Healthcare Operations for *patients whom entities have in common*
- ACRS allows MiHIN to discover patients “in common”



Treatment

A medical provider will need to share patient information with appropriate members of a care team so that they can provide proper care.



Payment

Insurance companies require certain medical information in order to provide coverage.



Operations

PHI may also be used in certain administrative, financial or legal situations in order to run the healthcare business.

Conditions of Participation Compliance

- Conditions of Participation for Sending Encounter Notifications
- Identifying providers who should receive healthcare alerts on an individual



Supports Provider Access API



- Payers must make certain information available to providers via an application program interface (API) under CMS Patient Access Rule expansion
- CMS requires that only providers who have an active relationship with the patient can access this information, and payers must confirm this
- Payers are directed to leverage frameworks for patient provider attribution
- ACRS acts as the framework for patient provider attribution

Why ACRS?

Care Coordination

ACRS enables seamless coordination, communication and information sharing between different care teams, improving patient outcomes and reducing healthcare costs.

Population Health Management

ACRS supports population health management initiatives by aggregating and analyzing health data from various sources.

Can be used to identify high-risk patients, track health trends, and implement targeted interventions to improve the health of the community.

Patient Engagement & Trust Building

ACRS aims to empower patients to actively participate in their own care by providing their care team members with access to their health records and personalized care plans.

Care Team members can confirm with patients their shared understanding of their care journey.

Interoperability

ACRS promotes interoperability by facilitating the exchange of health information between different healthcare systems and organizations.

Ensures that patient data is available when and where it is needed, regardless of the system or provider.

Who Does ACRS Benefit?



Patients

- Engaged, comprehensive care



Providers

- Access to comprehensive view of patient's medical history, improved care coordination



Health Plans/Payers

- Streamlined claims processing, reduced administrative costs



Local Health Depts & Government Entities

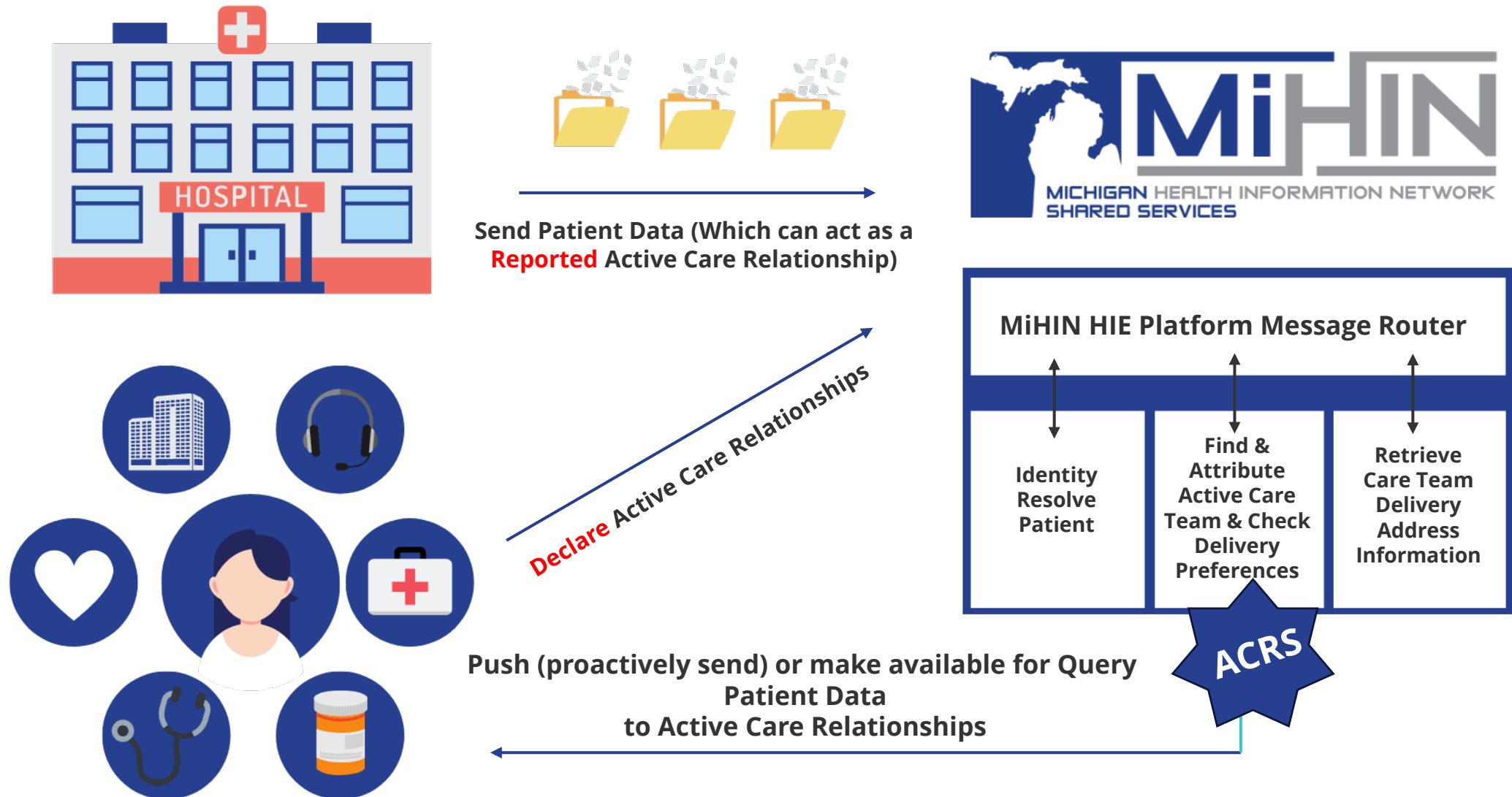
- Improved outcomes and reduced costs



Technology Vendors

- Opportunities for innovative solutions, enhanced overall healthcare experience

How does ACRS support data flow to participants?



A photograph of a doctor and an elderly patient in a clinical setting. The doctor, a Black woman with a stethoscope, is pointing at a tablet held by the patient, an elderly white woman. They are both smiling and looking at the tablet. The background shows a medical office with posters on the wall, including one titled 'SHOTS'. The entire image is overlaid with a semi-transparent blue filter.

ACRS® Mechanisms

File-Based ACRS

When to Use

- Identifying whom you have an active care relationship with prior to receiving push notifications in real-time

Why to Use

- Seeking to receive patient notifications in real-time
- Can be automated
- Validation feedback provided (instant feedback via File Submission Module)

Who to Use

- Larger organizations (POs, Health Plans, etc.)

Real-Time ACRS

When to Use

- Seeking to “capture” new patients in between file submissions

Why to Use

- Can be used to establish real-time relationships with patients (e.g., prior to the flat-file being submitted)

Who to Use

- Any organization actively sending data to MiHIN

Manage ACRS

When to Use

- An active care relationship does not already exist, or the patient is deceased
- Establishing, editing, or removing active care relationships

Why to Use

- Declaring active care relationships in between file submissions
- Declaring/removing patients on the fly

Who to Use

- Health Departments, CMHs, Hospice, Organ Donors, etc.

ACRS CareLink

When to Use

- When attempting to retrieve patient information for whom you do not have an active care relationship with

Why to Use?

- Ease of use when attempting to review patient information and needing to declare an active care relationship quickly

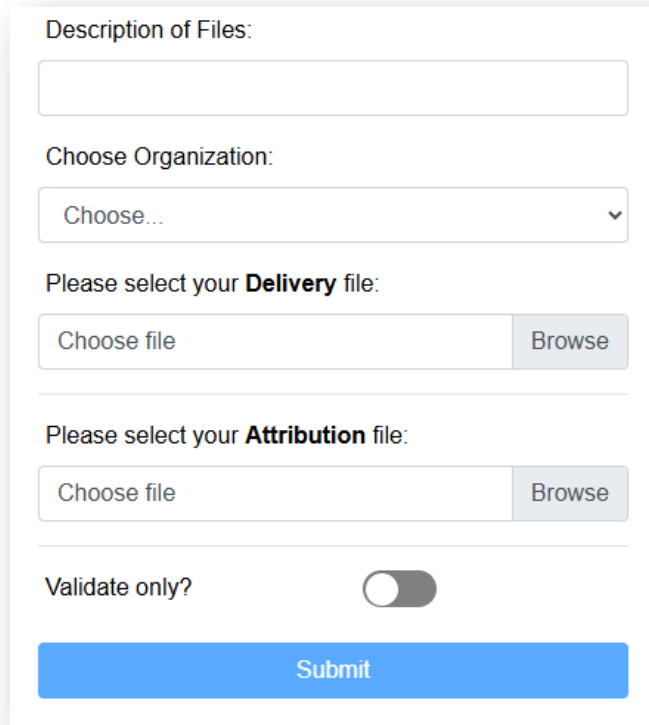
Who to Use?

- Health Departments, CMHs, Nurses, Care Managers, Organ Donors, etc.

File-based ACRS

Submit ACRS Files via MIGateway® File Submission

- Requires a MIGateway license
- Instantaneous validation and status feedback via UI and email



The screenshot shows a web form for submitting ACRS files. It includes a text input for 'Description of Files:', a dropdown menu for 'Choose Organization:', and two file selection sections. The first section is for the 'Delivery' file, with a 'Choose file' button and a 'Browse' button. The second section is for the 'Attribution' file, also with a 'Choose file' button and a 'Browse' button. At the bottom, there is a 'Validate only?' toggle switch and a blue 'Submit' button.

Submit ACRS Files Via Secure File Transfer Protocol (SFTP)

- Connectivity form must be completed and returned.
- Files uploaded to the submission folder
- Validation feedback returned via SFTP return folder and email

Regardless of the submission mechanism, if a patient appears on the attribution file one month and does not appear on the following month's attribution file, the patient is no longer considered to be a participating patient.

Real-Time (RT) and Manage ACRS

Establish Active Care Relationships via Real-Time (RT) ACRS

- Organizations that participate in a MiHIN data exchange solution as a SENDER may have relationships captured based on the information in the messages or documents
- Relationship will only sustain for 90 days past its creation

Establish Active Care Relationships via Manage ACRS

- Manually declare, edit, or remove, active care relationships in real-time
- Relationship will only sustain for 90 days past its creation

Search Active Care Relationships

Patient First Name	Patient Last Name	Patient Birth Date	Provider Name
<input type="text"/>	<input type="text"/>	<input type="text" value="MM/DD/YYYY"/>	<input type="text"/>
ACRS File	Relationship Status	Sort Order	Practice Name
<input type="text" value="EXALTAHEALTH"/>	<input type="text"/>	<input type="text" value="Patient Last Name"/>	<input type="text"/>
<input type="button" value="Search"/> <input type="button" value="Reset"/> <input type="button" value="+ Add New Relationship"/>		Page Length	Managing Organization Name
		<input type="text" value="25 results per page"/>	<input type="text"/>

Showing 0 to 0 of 0 entries

Patient Name	Patient Address	Care Team Member / Practice	Managing Organization
--------------	-----------------	-----------------------------	-----------------------

ACRS[®] CareLink

ACRS CareLink allows users to:

- Search for patients across the whole eMPI versus just their associated ACRS populations
- View PHI related to patients they have an existing active care relationship with
- Seamlessly create a new active care relationship with patients they do not have an existing relationship with

Relationship will only sustain for 90 days past its creation

**You do not have a relationship with this patient.
Would you like to create one?**

By creating an Active Care Relationship (ACR) with this patient you are declaring that you have a relationship with this patient and the right to access their health information. A new relationship declaration must comply with all applicable privacy and confidentiality guidelines.

Patient Details

First Name: F_Name	Date of Birth: 08/10/1810
Last Name: L_Name	Gender: M

Managing Organization

blaze global health system 1.2.3.4.5.9.99.9999.1224.1

Population

SUNNYSIDE

Create Relationship

Cancel

To ensure timely and accurate data reception, participating organizations are encouraged to utilize RT ACRS and/or File-based ACRS in conjunction with ACRS CareLink. These methods leverage real-time routing and matching, optimizing the data exchange process.

ACRS CareLink

MIGateway

HomeCare Coordination ▾Inbox ▾Administrative ▾Support

Patient Viewer

Patient Search

Either Primary ID or First and Last Name are required for search.

Primary ID

Patient First Name

Street Address

Patient Last Name

City

Patient Birth Date

MM/DD/YYYY

State

Gender

Zip Code

Search

Clear

Showing 0 to 0 of 0 entries

PreviousNext

Name	Date Of Birth	Gender	Address
No data available in table			

Showing 0 to 0 of 0 entries

PreviousNext

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The MIGateway user must enter the patient's first name and last name, or the patient's local ID/MRN within the Patient Search tab.

First Name and Last Name is not case sensitive but must be spelled properly.

ACRS CareLink

MIGateway

Home

Care Coordination ▾

Inbox ▾

Administrative ▾

Support

Patient Viewer

Patient Search

Either Primary ID or First and Last Name are required for search.

Primary ID

Patient First Name

Emma

Street Address

Patient Last Name

Optin

Patient Birth Date

MM/DD/YYYY

Gender

City

State

Zip Code

Search

Clear

Showing 1 to 1 of 1 entries

Previous

1

Next

Name	Date Of Birth	Gender	Address
Optin, Emma	11/27/2000	F	111 Address Zeeland, MI 33333

Showing 1 to 1 of 1 entries

Previous


1

Next

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All patients in the eMPI exactly matching search criteria entered are returned below.

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MiHIN
MICHIGAN HEALTH INFORMATION NETWORK
SHARED SERVICES

ACRS CareLink

If the MIGateway user is associated with an ACRS population that has an active care relationship with the selected patient, the end user will be allowed to view additional data including data in the Longitudinal Record Viewer.

MIGateway

HomeCare CoordinationInboxAdministrativeSupport

Emma

Patient Viewer - PATHFINDERS

Viewer

Optin, Emma

Primary ID	Primary ID Source	Birth	Address Line 1	Address Line 2	Primary Phone	Social Needs Identified
et00002	2.16.840.1.113883.3.6171	11/27/2000	111 Address			
Secondary ID	Secondary ID Source	Gender	City	State	Zip	Secondary Phone
		F	Zeeland	MI	33333	

Show All IDsShow All Addresses

ViewVIPR

Longitudinal Patient Record

Care TeamPatient SummarizationSocial Determinants of HealthDocumentsConsent Preferences

Care Team Member	Practice	Managing Organization	Patient Information	Status

Close

Copyright © 2024 Michigan Health Information Network Shared Services

ACRS CareLink

**You do not have a relationship with this patient.
Would you like to create one?**

By creating an Active Care Relationship (ACR) with this patient you are declaring that you have a relationship with this patient and the right to access their health information. A new relationship declaration must comply with all applicable privacy and confidentiality guidelines.

Patient Details

First Name: F_Name	Date of Birth: 08/10/1810
Last Name: L_Name	Gender: M

Managing Organization

blaze global health system 1.2.3.4.5.9.99.999.9999.1224.1

Population

SUNNYSIDE ▼

Create Relationship

Cancel

If the MiGateway user is not associated with an ACRS population that contains an active care relationship with the patient, the end user is presented this screen which will allow the end user to declare a relationship with the patient.

ACRS CareLink

Once the active care relationship is created, the MIGateway user can view additional patient information including patient data found in the Longitudinal Record Viewer.

The screenshot displays the MIGateway Patient Viewer interface. The top navigation bar includes the MIGateway logo and tabs for Home, Care Coordination, Inbox, Administrative, and Support. A user profile for Emma is visible in the top right. The main content area is titled "Patient Viewer - PATHFINDERS" and shows patient information for Emma Optin. The patient's primary ID is et00002, and their birth date is 11/27/2000. The address is 111 Address, Zeeland, MI 33333. The patient's gender is F. The interface also includes links for "Show All IDs" and "Show All Addresses". A "View" button and a "VIPR" button are present. A "Longitudinal Patient Record" button is located at the bottom right. The bottom of the interface features a "Care Team" tab and a table with columns for Care Team Member, Practice, Managing Organization, Patient Information, and Status. A "Close" button is located at the bottom right of the patient information section.

Patient Viewer - PATHFINDERS

Optin, Emma

Primary ID	Primary ID Source	Birth	Address Line 1	Address Line 2	Primary Phone	Social Needs Identified
et00002	2.16.840.1.113883.3.6171	11/27/2000	111 Address			
Secondary ID	Secondary ID Source	Gender	City	State	Zip	Secondary Phone
		F	Zeeland	MI	33333	

[Show All IDs](#) [Show All Addresses](#)

[View](#) [VIPR](#)

[Longitudinal Patient Record](#)

[Care Team](#) [Patient Summarization](#) [Social Determinants of Health](#) [Documents](#) [Consent Preferences](#)

Care Team Member	Practice	Managing Organization	Patient Information	Status
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[Close](#)

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ACRS CareLink

**You do not have a relationship with this patient.
Would you like to create one?**

By creating an Active Care Relationship (ACR) with this patient you are declaring that you have a relationship with this patient and the right to access their health information. A new relationship declaration must comply with all applicable privacy and confidentiality guidelines.

Patient Details

First Name: F_Name	Date of Birth: 08/10/1810
Last Name: L_Name	Gender: M

Managing Organization

blaze global health system 1.2.3.4.5.9.99.999.9999.1224.1

Population

SUNNYSIDE

Create Relationship

Cancel

If the user is not associated with an ACRS population that contains an active care relationship with the patient, they are presented this screen which will allow them to declare a relationship with the patient.

ACRS CareLink

**You do not have a relationship with this patient.
Would you like to create one?**

By creating an Active Care Relationship with this patient you are authorizing that you have a HIPAA treatment, payment or public health relationship with this patient and thus have the right to access their health information. Any new relationship declaration must comply with all applicable federal, state and local privacy and confidentiality regulations.

Patient Details

First Name: tricia

Date of Birth: 01/19/1987

Last Name: franklin

Gender: F

Managing Organization

Blaze Global Health System 1.2.3.4.5.9.99.999.9999.1224.1

Population

SUNNYSIDE

Relationship could not be created. Please try again or contact the Michigan Health Information Network Shared Services help desk for additional support.

Create Relationship

Cancel

If the MIGateway user is not granted permission to create the active care relationship and they click on a patient that does not have an active care relationship in the ACRS population the end user is associated with, the end user will be shown this error message in red when they attempt to click on the patient.

Files and Specs



ACRS Submission Process

1

Attribution & Delivery files are submitted to MiHIN for validation.

2

MiHIN validates the ACRS Attribution & Delivery files and provides feedback if the file(s) failed validation.

3

MiHIN confirms the delivery preferences for the patient's care team.

4

MiHIN routes data to the receiving organization via their delivery preferences.



ACRS Attribution & Delivery Files



MiHIN must receive an ACRS Attribution File for all patients **who the** healthcare professional and/or organization is attesting they have an active care relationship with. Patients should be listed in an organization's ACRS file (a patient attributed to a provider) **if the provider has seen the patient within the past two years and expects to see them again or a patient is attributed to a practice/provider by a payer.**



An ACRS Delivery file must also be submitted to populate delivery preference data which advises MiHIN on **how** to send data to the receiving participant. Any providers, practices, and managing organizations that are included in the ACRS Attribution File should also be represented in the ACRS Delivery file.



The Attribution and Delivery file must be submitted to MiHIN every month for accuracy.

- **Valid monthly files are a total refresh from the previous month's submission.**
- **Participating organization bears the responsibility of removing inactive patients from the ACRS Attribution File, as necessary.**

ACRS Specification Review



PO ACRS file Spec

- Used by Provider Organizations type entities, whereby a patient is related to a provider, a practice, and managing organization.

Non - PO ACRS file Spec

- Used by entities who are not Provider Organizations, whereby a patient may only be attributed to a managing organization. Non-POs could include payers, care management organizations, organ donors, health departments, and others that would not necessarily be able to specify relationships on the patient to provider & practice level.

Your MiHIN Account Manager and/or Customer Success Specialist will help advise as to which file spec your organization shall follow.

What's included in the Attribution & Delivery Files?

Use Cases

Use Cases Supporting Care Coordination ⊕

Use Cases Supporting Public Health ⊕

Use Cases Supporting Network Infrastructure -

- Common Key Service
 - [CKS Use Case Summary](#)
 - [CKS Use Case Implementation Guide](#)
- ACRS
 - [ACRS Use Case Summary](#)
 - [ACRS Use Case Implementation Guide](#)
 - [Active Care Relationship Service Non-PO Attribution File](#)
 - [Active Care Relationship Service Non-PO Delivery File](#)
 - [Active Care Relationship Service PO Attribution File](#)
 - [Active Care Relationship Service PO Delivery File](#)
- Health Directory
 - [Submit Data to Health Directory](#)
 - [Health Directory Search Service](#)
 - [Health Directory Basic Query](#)
 - [Health Directory Advanced Query](#)
 - [Health Directory Use Case Implementation Guide](#)

Use Cases Supporting QMI and Administration ⊕

Attribution & Delivery File Format

Unique Patient ID	Secondary Client ID	Patient First Name	Patient Middle Initial	Patient Last Name	Patient Name Suffix	Patient Date of Birth	Gender	SSN Last 4	Patient Address 1	Patient Address 2	Patient City	Patient State	Patient Zip	Patient Phone - Mobile	Patient Phone - Home	Attributed Physician NPI	Attributed Physician First Name	Attributed Physician Last Name	Attributed Practice Unit OID	Attributed Practice Unit Name	Managing Organization OID	Managing Organization Name	Service Delivery Preferences	Common Key
1119xusrdj4qgc	ah7xct5hfl4bdznumnupokdyn67ruu	Tricia	L	Franklin		1/15/1987	F	111	770 SE Pecan Street		Pontiac	MI	483248-555-410530	248-555-7818	9591517831	Ellen	Schultz	1.2.3.4.5.9.9.999.9999.109	Eastside Internists	1.2.3.4.5.9.99.999.9999.1202	Sunnyside Physicians	Submit/Receive Statewide ADT Notifications;Exchange Medication Reconciliation;Common Key Service	ah7xct5hfl4bdznumnupokdyn67ruuxusrdj4qgc	
1119xusrdj4qgc	ah7xct5hfl4bdznumnupokdyn67ruu	Tricia	L	Franklin		1/15/1987	F	111	770 SE Pecan Street		Pontiac	MI	483248-555-410530	248-555-7818	9842361151	Darlene	Curry	1.2.3.4.5.9.9.999.9999.1400	Sycamore Dental Clinic	1.2.3.4.5.9.99.999.9999.1202	Sunnyside Physicians	Submit/Receive Statewide ADT Notifications;Exchange Medication Reconciliation;Common Key Service	ah7xct5hfl4bdznumnupokdyn67ruuxusrdj4qgc	
1119xusrdj4qgc	ah7xct5hfl4bdznumnupokdyn67ruu	Tricia	L	Franklin		1/15/1987	F	111	770 SE Pecan Street		Pontiac	MI	483248-555-410530	248-555-7818	9430856794	Clarence	Herrera	1.2.3.4.5.9.9.999.9999.1302	St. Clair Shores Urgent Care Clinic	1.2.3.4.5.9.99.999.9999.1202	Sunnyside Physicians	Submit/Receive Statewide ADT Notifications;Exchange Medication Reconciliation;Common Key Service	ah7xct5hfl4bdznumnupokdyn67ruuxusrdj4qgc	
11212kd4xe kif	ah7xixhifl4bdznumnupokdyn676b zr	Jerry	P	Goodwall		5/30/1936	M	112751	E Apple Drive		Novi	MI	483248-555-767845	248-555-7834	9874938365	Oscar	Lawrence	1.2.3.4.5.9.9.999.9999.1397	Detroit Community Dental Clinic	1.2.3.4.5.9.99.999.9999.1202	Sunnyside Physicians	Submit/Receive Statewide ADT Notifications;Exchange Medication Reconciliation;Common Key Service	ah7xixhifl4bdznumnupokdyn676b zr2kd4xe kif	
11212kd4xe kif	ah7xixhifl4bdznumnupokdyn676b zr	Jerry	P	Goodwall		5/30/1936	M	112751	E Apple Drive		Novi	MI	483248-555-767845	248-555-7834	9701332640	Joan	Valencia	1.2.3.4.5.9.9.999.9999.1119	Twelve Pines Medicine	1.2.3.4.5.9.99.999.9999.1202	Sunnyside Physicians	Submit/Receive Statewide ADT Notifications;Exchange Medication Reconciliation;Common Key Service	ah7xixhifl4bdznumnupokdyn676b zr2kd4xe kif	
11212kd4xe kif	ah7xixhifl4bdznumnupokdyn676b zr	Jerry	P	Goodwall		5/30/1936	M	112751	E Apple Drive		Novi	MI	483248-555-767845	248-555-7834	9841857532	Eileen	Shields	1.2.3.4.5.9.9.999.9999.1309	Flint Emergency Care	1.2.3.4.5.9.99.999.9999.1202	Sunnyside Physicians	Submit/Receive Statewide ADT Notifications;Exchange Medication Reconciliation;Common Key Service	ah7xixhifl4bdznumnupokdyn676b zr2kd4xe kif	

Questions & Discussion



THANK YOU

LET'S CONNECT



mihin.org



[@MiHIN](https://twitter.com/MiHIN)



linkedin.com/company/mihin