Michigan Integrated Technology Platform (MITP)

Frequently Asked Questions

as of 7.9.25

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1. General Overview

Q: Why is this migration happening?

The migration to the Michigan Integrated Technology Platform (MITP) is part of MiHIN's strategic initiative to modernize its infrastructure and retire legacy systems such as VIPR, INBOX, and Solution Center. The goals of this transition include:

- **Eliminating duplicative, aging systems** to improve reliability and scalability
- **Enabling modern data exchange standards**, including FHIR-based workflows
- **Improving system performance and user experience**
- **Reducing cost and increasing security** through cloud-native technology
- **Preparing for broader interoperability across both payer and provider networks**

This modernization effort reflects MiHIN's long-term vision for a more integrated and flexible data-sharing ecosystem.

Q: What are the benefits of the new platform?

The new MITP MIGateway® platform offers several key advantages:

- **Faster performance and improved reliability** through a modern infrastructure
- **Enhanced data organization**, making it easier to find and interpret clinical information
- **Streamlined user experience** with a more intuitive and responsive interface
- **Direct control and management of the platform**, enabling faster support and issue resolution
- **Support for structured data exchange standards** like HL7 FHIR
- **Integrated Active Care Relationship Service® (ACRS®)** for secure, patient-specific access
- **Expanded data availability** from over 200 Michigan-based and multi-state organizations

These benefits translate into better care coordination, more efficient workflows, and greater clinical insight.

2. User Management and Access Administration

Q: How do I gain access to the new ITP MIGateway system?

All current legacy MIGateway users will be provisioned access to the ITP MIGateway platform by MiHIN. There will be no organizational administrator role. You do not need to request access; it will automatically be provided if you are a current user. If you use Single Sign-On (SSO), please see our SSO FAQs section below.

For those who do not use MIGateway today, but do use VIPR, please follow our standard onboarding process.

Q: How do I log in to the new MITP MIGateway?

Click the link in the Welcome email. Verify the username in the Welcome email is correct. Username will be user email address. Type – do not copy/paste - in Username and Temporary Password upon first log in. Set up a new, separate multi-factor authentication (MFA) account.

You must set your own password and MFA within 7 days. After 7 days, contact help@mihin.org to recreate the account.

Note: The new MITP MIGateway account must be set up as a *separate* account in your multi-factor authentication (MFA) app. To avoid confusion, we recommend giving the new MITP account a name in your MFA app that clearly distinguishes it from your legacy MIGateway account.

Q: What if I receive an 'Incorrect username or password' error message?

- Verify the username (your email address) is correct.
- Verify the number of dots (representing one character) in the entered password matches the number of characters in the provided password.
- If the password was copied and pasted and is more than 10 characters:
    - Remove the extra character(s) at the end
    - Type the password

Q: What are the multi-factor authentication (MFA) requirements?

Your organization can choose any standard MFA authentication system. Most systems are designed for web browsers and mobile phones.

If you're uncertain about the best application to use, we recommend reaching out to your organization's IT team to discuss your IT policies. They can provide answers to any questions you may have regarding the most suitable and allowed applications.

Note: The new MITP MIGateway account must be set up as a *separate* account in your multi-factor authentication (MFA) app. To avoid confusion, we recommend giving the new MITP account a name in your MFA app that clearly distinguishes it from your legacy MIGateway account.

Q: What should I do if I need to reset my MIGateway password?

If you need to reset your password, click the **'Forgot password?'** link on the login screen. Then, enter your email address to receive password reset instructions. If you encounter any issues during the process, please contact **help@mihin.org** for assistance.

Passwords are valid for **90 days** from the date your account is created or last reset. You will receive expiration reminder emails at **75, 85, and 90 days**.

If your password is not reset within 90 days, your MIGateway account will be **automatically disabled**. You must contact **help@mihin.org** and request that your account be re-enabled.

3. Single Sign-On (SSO) Access

Q: Is Single Sign-On (SSO) available?

Yes, the ability to launch the Longitudinal Record in MIGateway via SSO is an option.

Q: Will SSO open directly to a specific MIGateway module?

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?

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

4. Patient Search and Data Visibility (Including ACRS/Manage ACRS)

Q: How do I find patients in the new system?

When you log into MITP MIGateway, you'll land on the **Patient Viewer / Home screen**. If your organization is correctly submitting ACRS data or real-time ADT messages, you'll see a list of patients with whom you have an active care relationship.

The fastest way to find a specific patient is by using the **Medical Record Number (MRN)** provided in your A01, A03, or A04 message (for Real-Time ACRS), or **Unique Patient ID** from your ACRS file submission. You can also search by name or other demographic details using the search bar.

Q: Why am I seeing the 'wrong' organization in the Patient Viewer window header?

When the **Patient Viewer** window is launched, an organization that is not the user's organization may show in the header. If multiple organizations have a declared active care relationship with a patient, by default, **the Viewer may show any of these organizations** in the header. The user can still find their own care team details (providers, practices, managing organization) in the **Care Teams** section.

Q: Why can't I see certain patients?

If you can't locate a patient in the system, it's most likely due to one of the following reasons:

- **Your organization has not declared an active care relationship** with that patient.
- **The patient was not included in a recent ADT message** (which would create a real-time active care relationship).
- **The patient was not included in your ACRS file** and hasn't been added manually using Manage ACRS.

- If you are unable to look up any patients, STOP and submit a Help Desk ticket to ensure your organization's ACRS participation is correctly configured.
- You can also manually add relationships using the **Manage ACRS** function in the MIGateway interface.

Q: How does ACRS impact my access?

ACRS is a legal and technical safeguard that ensures only authorized users—those with a valid treatment, payment, or operations (TPO) relationship—can view patient data. In MITP MIGateway, **you will only see data for patients with whom your organization has an active care relationship**.

These relationships can be declared in three ways:

- Sending an **ADT message to MiHIN**, which triggers a **real-time active care relationship***
- Submitting a **batch ACRS file** to MiHIN
- Manually adding a relationship using the **Manage ACRS** function in the MIGateway interface

Without having declared an active care relationship with the patient, no data will be visible for that patient—even if they're under your care.

*Additional message types may also be used to establish real-time active care relationships. By default, real-time active care relationships are created based on ADT event types A01, A03, A04, and A08.

Q: Can I manually add or search for a patient?

Yes. If a patient is not showing up on your list and you expect to see them - for example, for **chart prep before an upcoming visit** - you can manually declare a relationship using the **Manage ACRS** module in MIGateway.

This tool allows you to:
- Search for a patient by demographic information
- Add a new patient to your ACRS list
- Associate yourself or your organization with the patient

This manual entry process is available only through the standard login (not SSO) and ensures that you have appropriate access before the patient encounter occurs.

Q: Manage ACRS – Required Fields

Currently, the following fields are required when declaring a relationship in Manage ACRS. These fields are required to enhance MiHIN's ability to correctly identify and match patients.

- First Name
- Last Name
- Date of Birth
- Gender
- Street Address (Line 1)
- City

- State
- Zip Code
- Primary Phone Number
- Unique Patient ID
- ACRS Population
- Managing Organization

For **unhoused/homeless patients**, please populate "NOT AVAILABLE" for the Patient Address 1 field. Also, populate the City, State and Zip fields with the Attributed Practice city, state and zip. If phone number is unknown, please populate Primary Phone Number with the Attributed Practice phone number. If the attributed practice information is unknown/not included within the file, please substitute the above fields with the Managing Organization city, state, zip, and phone number.

For any **housed patients,** as long as you meet the field population and format requirements, the relationship can be created. We do not recommend, but also do not prevent, the use of default values if the information is unknown.. **Please note, however, that the inclusion of default data may result in a patient mismatch so it is critical to gather as much accurate, required information as possible**. If the social security number (SSN) is known, we also highly recommend including that to enhance the patient matching rate.

Q: Manage ACRS - Troubleshooting required fields

- **Unique Patient ID**
  - Enter a formal unique identifier (maximum of 40 characters) from your system (e.g. Medical Record Number). For optimal results, do NOT reuse the same number for multiple patients. This number is important for identity resolution and will impact the quality of patient matching.
- **Managing Organization**
  - When selecting your organization from the "Managing Organization" drop down, if upon initial loading you do not see your organization listed, please wait for the full list to load. This is a large list and may have a slight delay when loading.
  - If you've waited and still do not see your organization, please email help@mihin.org or submit a Help Desk ticket.

Q: Manage ACRS - Troubleshooting optional fields

- **Providers and Practices**
  - If you do not see any Providers or Practices available in the filter or dropdown menus, please wait for the full list to load before attempting any further actions. These are large lists and may have a slight delay when loading.
  - If you've waited and still do not see any Providers or Practices or if you receive a "Providers in ACRS File cannot be found…." error message at the top of the page, try refreshing and wait again.
  - If after refreshing and waiting they still do not populate and they are not needed for your intended activity, please proceed without this. If they are needed, please email help@mihin.org or submit a Help Desk ticket.

5. Data Availability and Functionality

Q: What data types are available in MIGateway?

MIGateway provides access to a wide range of clinical data types, consolidated from over 200 organizations across Michigan and 13 other states. Available data includes:

- **Admission, Discharge, and Transfer (ADT) messages**
- **Continuity of Care Documents (CCDs)**, including discharge summaries
- **Lab results**, including routine blood work, pathology, and specialty testing
- **Diagnostic imaging reports**, such as X-rays, CTs, and MRIs
- **Medication orders, dispensed medications, and medication statements**
- **Clinical documents** (provider notes, visit summaries, discharge instructions)
- **Immunizations, allergies, vital signs, problem lists, and insurance details**
- **Encounter history**, with timestamps and source facility metadata

MIGateway aggregates data longitudinally, allowing users to see a complete timeline of a patient's care across systems.

Q: Will radiology reports and operative notes be included?

Yes. Radiology reports (e.g., X-rays, CT scans, MRIs) are located in the **Diagnostics** section. Operative notes and other clinical notes are available under **Clinical Documents**. These are provided as part of CCDs or as standalone HL7 or FHIR messages, depending on the sending organization.

Q: Can I download clinical documents like CCDs?

Yes. CCDs and other clinical documents can be downloaded from MIGateway in both **PDF** and **XML** formats. This allows care team members to attach documents to local records, print for reference, or share with other providers as appropriate.

Q: Patient Demographic Information Not Printing

For sections within the Longitudinal Record (LR) Viewer that include the option to export displayed values to a .csv file - by clicking the CSV icon located in the upper-right corner of the section- please note that the exported file will not include patient demographic information.

Adding the ability to print clinical data with patient demographic information is a known feature enhancement request and will be prioritized accordingly.

In the meantime, if you need clinical content that includes patient demographics, the following options are available:

- Take a screen capture of the clinical section, ensuring the demographic header is visible in the screenshot.
- Request original data: If the clinical content is needed for inclusion in an external EHR, a formal data request can be submitted to the original sending facility.

7. Provider Results Viewer (PRV)

Q: Why is the PDF not opening or slow to open?

It has been found that popups are being blocked by browsers. Please ensure you have selected to "allow", and your PDF should open quickly. If you still are unable to open, please email **help@mihin.org**.

8. Resources and Support

Q: Are there training resources available to me?

Yes! https://mihin.org/resourcehub/ has user guides, training videos, and other resources available to support you throughout this migration.

Additionally, you can always send an email to help@mihin.org for additional assistance. Please note, we are currently experiencing a higher-than-usual volume of requests. Please be assured that our team is working diligently to address all inquiries as quickly and efficiently as possible. Your request will be processed in the order it was received. To help us manage requests effectively, we kindly ask that you do not submit multiple tickets for the same issue, as this may delay resolution by moving your request to the back of the queue.