



EHNAC

Electronic Healthcare Network Accreditation Commission

EHNAC Overview

Lee Barrett, Executive Director





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Electronic Healthcare Network Accreditation Commission

Outline

- Overview
- Organization
- Value Proposition
- Accreditation Process
- Criteria Development
- Programs



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OVERVIEW



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History

- Healthcare transactions industry identified need for a self-governing body to develop standards for the industry
- Concept of Workgroup for Electronic Data Interchange (WEDI) advisory group in 1993
- Association for Electronic Health Care Transactions (AFEHCT) championed cause and provided loan for initial startup



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History

- Founded in 1995 as an independent, 501(c)(6) not-for-profit accrediting agency.
- Over 30 representatives from healthcare transactions industry developed first industry standards for
 - data transmission,
 - data security,
 - advertising, and
 - resources.



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Governance

- Voluntary, self-governing standards development organization (SDO)
- Governed by a commission of at least 9 stakeholders from private and public sector organizations
- Guided by peer evaluation promoting quality service, innovation, cooperation and open competition



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Purpose

- Develop standard criteria and accredit organizations that electronically exchange healthcare data.
- Provide accreditation services for:
 - Electronic health networks
 - Financial services organizations
 - E-prescribing networks
 - Health information exchanges
 - Third party administrators
 - Payers
 - Other healthcare industry organizations



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Philosophy

- Serve as a voluntary accrediting body for clearinghouses in the healthcare EDI industry.
- Facilitate and assist the industry in compliance with HIPAA guidelines.
- Improve the efficiency and quality of health care delivery.



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ORGANIZATION



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Organizational Structure

- Executive Director
- Operations Director
- Commission
- Committees
 - Executive
 - Finance
 - Criteria
 - Nominating
 - Marketing
- Site Reviewers



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Administration

- Executive Director
 - Lee Barrett

- Operations Director
 - Debra Hopkinson



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Commission

- Minimum of 9 stakeholders
- From private and public sector organizations
- Industry sectors represented may include
 - Electronic health networks
 - Payers
 - Healthcare security organizations
 - Hospital and physicians providers
 - Consumer organizations
 - Financial services
 - Vendors



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Commissioners

Alberto Casas (Citibank, N.A.)	James Mechan (Emdeon)
Jay Eisenstock (Aetna)	James J. Moynihan (U.S. Bank)
Greg Fisher (UnitedHealthcare)	Renae Price (Kindred Healthcare)
Mark Gingrich (Surescripts)	Anthony J. Rizzi (Kaiser Permanente)
Lonnie Hardin (Capario)	Jan Root (Utah Health Information Network)
Sharon Klein (Pepper Hamilton LLP)	David Sharp (Maryland Health Care Commission)
Vince Marzula (PNC Bank)	



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Committees

Executive Committee

- Executive Director
- 4 Commissioners (*chairs of the other committees*)

Finance Committee

- 3 Commissioners (*minimum 3*)

Criteria Committee

- 10 Commissioners (*minimum 3*)
- 34 Public Members

Nominating Committee

- 3 Commissioners (*minimum 3*)

Marketing Committee

- 13 Commissioners (*minimum 3*)
- 27 Public Members



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Site Reviewers

- Seasoned healthcare IT industry experts
- Comprehensive knowledge of the EHNAC criteria
- Independent, not employees of accredited organizations
- Bound by policies protecting candidate information
- Bound by conflict of interest policies



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VALUE PROPOSITION



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Why Companies Pursue EHNAC Accreditation

- Industry recognition and acceptance
- Excellent criteria with ongoing enhancements
- Quality of process
- Value of site review including recommendations and outcomes
- Authoritative industry feedback
 - Third party recommendations
- State requirements serving as a model for other states to adopt
 - Maryland Health Care Commission (MHCC) requirement
 - New Jersey requirement



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Benefits of Accreditation

- General Benefits
 - Provides a competitive advantage
 - Showcases compliance with EHNAC logo
- Framework
 - Provides a framework for reusable policies and procedures
 - Promotes industry best practices in healthcare EDI
 - Identifies areas for improving business processes
 - Facilitates business discipline, organization and planning



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Benefits of Accreditation

- METRICS

- Enhances performance through requirements for quality metrics and measurements
- Improves customer satisfaction through the capture of call metrics

- QUALITY

- Encourages quality improvements in products and services
- Ensures sufficient employee training programs
- Fosters operating cost reductions through efficiencies
- Provides regular, comprehensive and objective evaluation



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Benefits of Accreditation

- COMPLIANCE
 - Reviews HIPAA and ARRA/HITECH compliance
 - Fulfills Maryland and New Jersey regulatory requirements
 - Identifies security and business risk exposures



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ACCREDITATION PROCESS



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Accreditation Process

- Pre-Application
- Application
- Self-Assessment
- Site Review
- Award
- Re-Accreditation



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Pre-Application

- Web-based pre-application
 - *Responsibility: Applicant*
- Notification of qualification
 - *Responsibility: EHNAC*



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Application

- Submission of:
 - Accreditation application
 - Applicant agreement
 - Sentinel events document
 - Financial statement
 - Application fees
 - *Responsibility: Applicant*
- Candidate status award
 - *Responsibility: EHNAC*



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Self-Assessment

- Documentation and evidence demonstrating compliance with EHNAC criteria
 - *Responsibility: Candidate*



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Self-Assessment Review and Site Visit

- Feedback from site reviewer
- Responses to those questions
- Schedule and conduct site review
 - *Responsibility: Site Reviewer and Candidate*



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Award Assignment

- EHNAC award assignment and candidate notification
 - *Responsibility: EHNAC Commission*
- Award
 - FULL Accreditation
 - PROVISIONAL Accreditation
 - DENIED Accreditation



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Non-Compliance

- Provisional
 - Candidate has limited timeframe to attain compliance with identified problem areas.
 - Monthly late fees apply if due date has passed.
- Denied
 - Candidate must re-apply for accreditation.



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Re-Accreditation

- Must occur every two years in order to remain accredited.
- EHNAC sends notice of pending expiration at 12 month and 6 month marks prior to the expiration date.
- Process is very similar to first-time accreditation.



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Self-Assessment: Scoring

- Over 100 criteria
 - number varies by program
- All “MANDATORY” criteria must be fully met or accreditation is DENIED.
 - Examples:
 - WITHOUT EXCEPTION MUST protect data on portable devices (e.g., laptops)
 - WITHOUT EXCEPTION MUST properly encrypt data transmissions
 - WITHOUT EXCEPTION MUST have an executable Disaster Recovery Plan
 - etc.



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Self-Assessment: Scoring

- Compliance percentage is calculated across all criteria.
 - 85% to 100%: FULL Accreditation
 - 75% to 84%: PROVISIONAL Accreditation
 - Under 75%: DENIED Accreditation



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EHNAC Accreditation Process

Pre-application

- Ensures qualification based on type of business

Application

- Collects additional information and annual fees

Self-Assessment

- Demonstrates evidence of compliance with criteria

Site Review

- Tests Self-Assessment claims via on-site review.

Award

- Awards level of accreditation achieved (Full, Provisional, Failed).



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CRITERIA DEVELOPMENT



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Criteria Development

Development

- Criteria Committee recommends new and modified criteria to Commission
- Commission Approves, Rejects, or sends back to Criteria Committee

Criteria released for public comment, with press release

Comment period of at least 45 calendar days

Final modifications per comment period

Executive Committee recommends final revision to Commission



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PROGRAMS



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Programs



ASPAP-EHR
*Application
Service
Provider
Accreditation
Program for
Electronic
Health
Records*



ePAP
*ePrescribing
Accreditation
Program*



FSAP
*Financial
Services
Accreditation
Program*



HIEAP
*Health
Information
Exchange
Accreditation
Program*



HNAP
*Healthcare
Network
Accreditation
Program*



HNAP-70
*Healthcare
Network
Accreditation
Program Plus
Select SAS
70[®] Criteria
Program*



OSAP
*Outsourced
Services
Accreditation
Program*

Serving organizations across the healthcare spectrum



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Programs and Subcategories

EHR



ePAP



FSAP



HIEAP



HNAP



**HNAP
-70**



OSAP



FSAP-EHN

FSAP-Lockbox

HNAP-EHN

HNAP-TPA

HNAP-Medical Biller

HNAP-Payer

OSAP Network Admin

OSAP Data Center

OSAP Call Center

OSAP DRP Site

OSAP Media Storage

OSAP Printing

OSAP Scanning

OSAP Product Dev



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Application Service Provider Accreditation Program for Electronic Health Records (ASPAP-EHR)

- For organizations that provide electronic health record (EHR) services using an Application Service Provider (ASP) model.
- Swiftly-emerging regulatory and industry developments call for consistent standards for clinical data sharing.
- The need is greater than ever for accreditation to ensure compliance and accountability.



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Application Service Provider Accreditation Program for Electronic Health Records (ASPAP-EHR)

- Covers privacy and confidentiality, technical performance, business processes, resources and security.
- Goals include improvement of networks used for transmitting, storing, and maintaining electronic health information.
- Prepares ASPs offering EHRs for connecting to health information exchanges (HIEs).



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ePrescribing Accreditation Program (ePAP)

- For organizations that enable prescribers, payers and pharmacists to communicate electronically through the exchange of
 - pharmacy eligibility,
 - formulary,
 - benefits information,
 - prescriptions, or
 - other prescription-related transactions.



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ePrescribing Accreditation Program (ePAP)

- Assesses electronic prescribing transactions for:
 - timeliness
 - industry-standard data formats
 - privacy and security
- Gives existing and prospective customers confidence that necessary standards for disciplined, quality business performance are met.



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Financial Services Accreditation Program (FSAP)

- For banks and financial services firms engaged in healthcare.
- Ensures that organizations follow HIPAA security and privacy rules and meet a range of criteria specific to financial electronic health networks.
- Assures customers that their business partner follows industry-established standards for processing transactions involving protected health information.
- FSAP accreditation subprograms include:
 - FSAP-EHN
 - FSAP-Lockbox



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Financial Services Accreditation Program for Electronic Health Networks (FSAP-EHN)

- For financial institutions that also provide the services of an Electronic Healthcare Network (clearinghouse)
- Such networks process healthcare administrative transactions such as
 - Claim
 - Eligibility
 - Remittance advice and payment
 - Referrals and authorizations
 - Claim status transactions



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Financial Services Accreditation Program for Electronic Health Networks (FSAP-EHN)

- Demonstrates high standards in the handling of protected health information.
- Ensures industry-established criteria are followed for processing payments and other financial transactions.
- Highlights of the criteria include:
 - Criteria specific to the financial services industry
 - Criteria to ensure general IT controls are met to assist in the preparation of other audits, such as SAS 70 or Sarbanes-Oxley



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Financial Services Accreditation Program for Lockbox Services (FSAP-Lockbox)

- For financial institutions that provide lockbox services that include the processing of healthcare transactions.
- FSAP-Lockbox differs from the other EHNAC programs in that certain performance metrics are modified or not included. For example:
 - Lockbox operations do not receive standards-based transactions.
 - Specific document handling and delivery criteria are included in this program.



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Health Information Exchange Accreditation Program (HIEAP)

- For:
 - Health Information Exchanges (HIEs)
 - Health Information Organizations (HIOs)
 - Regional Health Information Organizations (RHIOs)
- ...that:
 - enable the dissemination of administrative/clinical healthcare information including medical records electronically across organizations within a region or community;
 - communicate with disparate healthcare information systems; and
 - maintain the “meaningful use” of the information being exchanged.



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Health Information Exchange Accreditation Program (HIEAP)

- Scalable accreditation program for organizations of various sizes.
- Designed for health information exchange organizations and similar groups that promote clinical data sharing across multiple stakeholders.
- Assesses privacy policies, security measures, technical performance, business practices and organizational resources of participating entities.



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Healthcare Network Accreditation Program (HNAP)

- The “stamp of approval” from industry peers recognizing excellence in health data processing and transactions
- Assesses compliance with industry-established standards in
 - privacy and confidentiality
 - technical performance
 - business practices
 - resources
 - security
- Reviews HIPAA privacy and security requirements



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Healthcare Network Accreditation Program (HNAP)

- HNAP subprograms include:
 - HNAP-EHN
 - HNAP-TPA
 - HNAP-Medical Biller
 - HNAP-Payer



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Healthcare Network Accreditation Program for Electronic Health Networks (HNAP-EHN)

- For organizations that provide the services of an Electronic Healthcare Network (clearinghouse) including:
 - Batch
 - Fast-Batch
 - Real-time
 - VAN
- For processors of healthcare administrative transactions while not being a Payer or Financial organization.



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Healthcare Network Accreditation Program for Third Party Administrators (HNAP-TPA)

- For third-party administrators or other companies that manage health plans and benefits on behalf of employers and other self-insured entities.



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Healthcare Network Accreditation Program for Third Party Administrators (HNAP-TPA)

- Reviews organizations that adjudicate claims and provide administrative services on behalf of another organization's self-funded benefit plan
 - Other organizations could include:
 - Employer's ERISA plans
 - Taft-Hartley Union Funds
 - Multi-Employer Welfare Arrangements
- HNAP-TPA is the first program of its kind.



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Healthcare Network Accreditation Program for Medical Biller (HNAP-Medical Biller)

- For organizations that provide for one or more healthcare providers:
 - charge capture
 - claim coding
 - claims submission
 - follow-up and related services



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Healthcare Network Accreditation Program for Medical Biller (HNAP-Medical Biller)

- Accredits companies that handle sensitive data on behalf of
 - hospitals,
 - health systems,
 - provider organizations,
 - labs, and
 - other types of healthcare organizations.



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Healthcare Network Accreditation Program for Payers (HNAP-Payer)

- For healthcare insurance payers that support a front-end environment for receiving and sending administrative transactions either:
 - directly from healthcare stakeholders or
 - through electronic healthcare networks (clearinghouses).
- Includes Payer-specific and expanded criteria regarding security against intrusion and protection of confidential PHI.



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Healthcare Network Accreditation Program Plus Select SAS 70[©] Criteria Program (HNAP-70)

- For organizations that fit the model of an HNAP-EHN but would like accreditation based on a broader and more comprehensive range of General IT Controls similar to those required in a SAS-70 or SOX review.



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Healthcare Network Accreditation Program Plus Select SAS 70[©] Criteria Program (HNAP-70)

- Broadens the scope of the IT audit and review beyond traditional SAS 70 audits.
- EHNAC provides a greater concentration on healthcare privacy and security by including HIPAA requirements and technical performance criteria specific to healthcare IT providers.



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Outsourced Services Accreditation Program (OSAP)

- For vendors who perform outsourcing functions necessary to the business of other EHNAC-accredited organizations.
- Once an organization is OSAP accredited, other EHNAC candidates who use that outsourcer will not have to pay for additional site visits to that organization.
- This program covers a variety of functions, from product development and customer service to network administration and data center functions.



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OSAP Subprograms

- Network Administrator
- Data Center
- Call Center
- DRP Site
- Media Storage
- Printing
- Product Development
- Scanning



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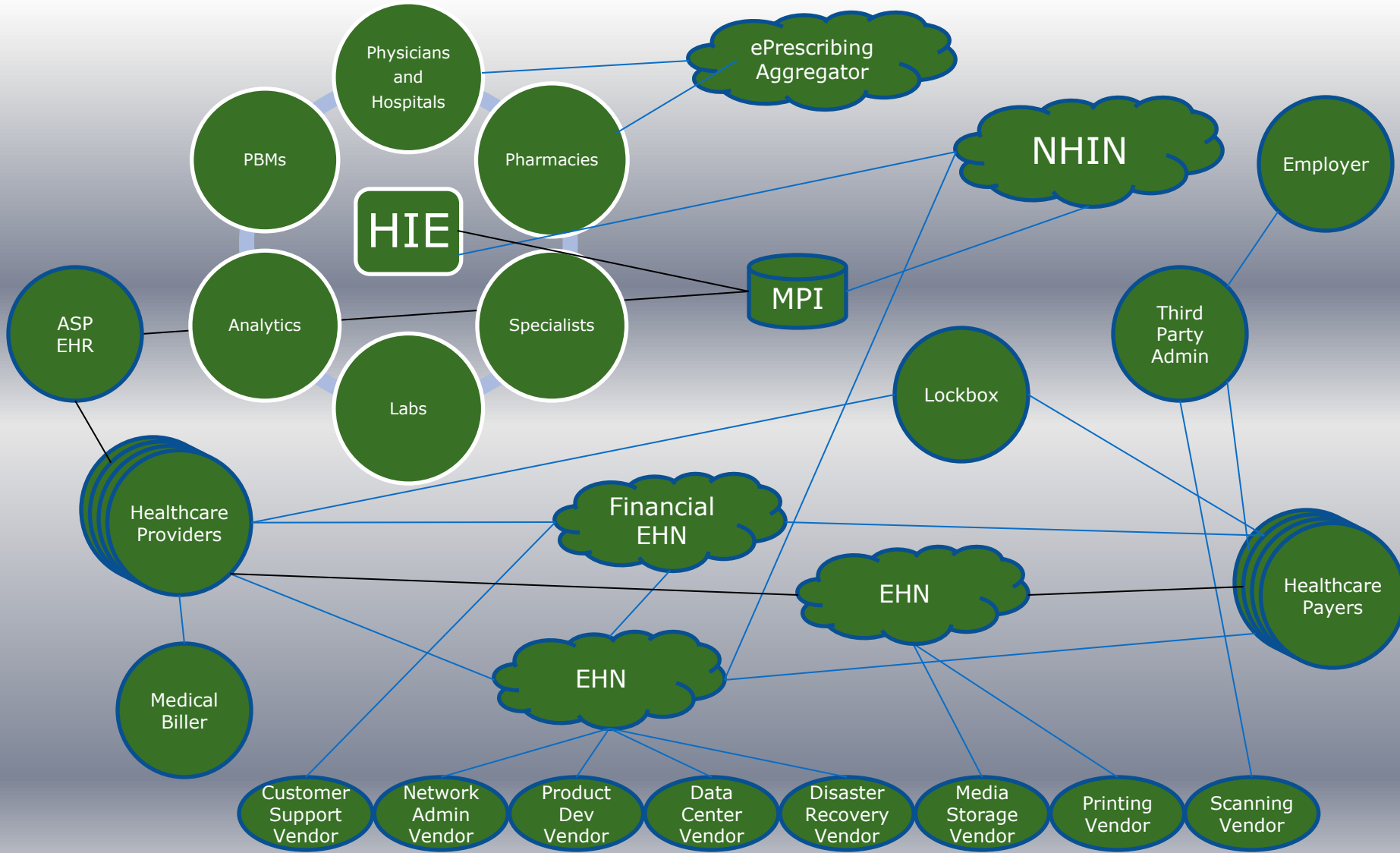
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CONTEXT



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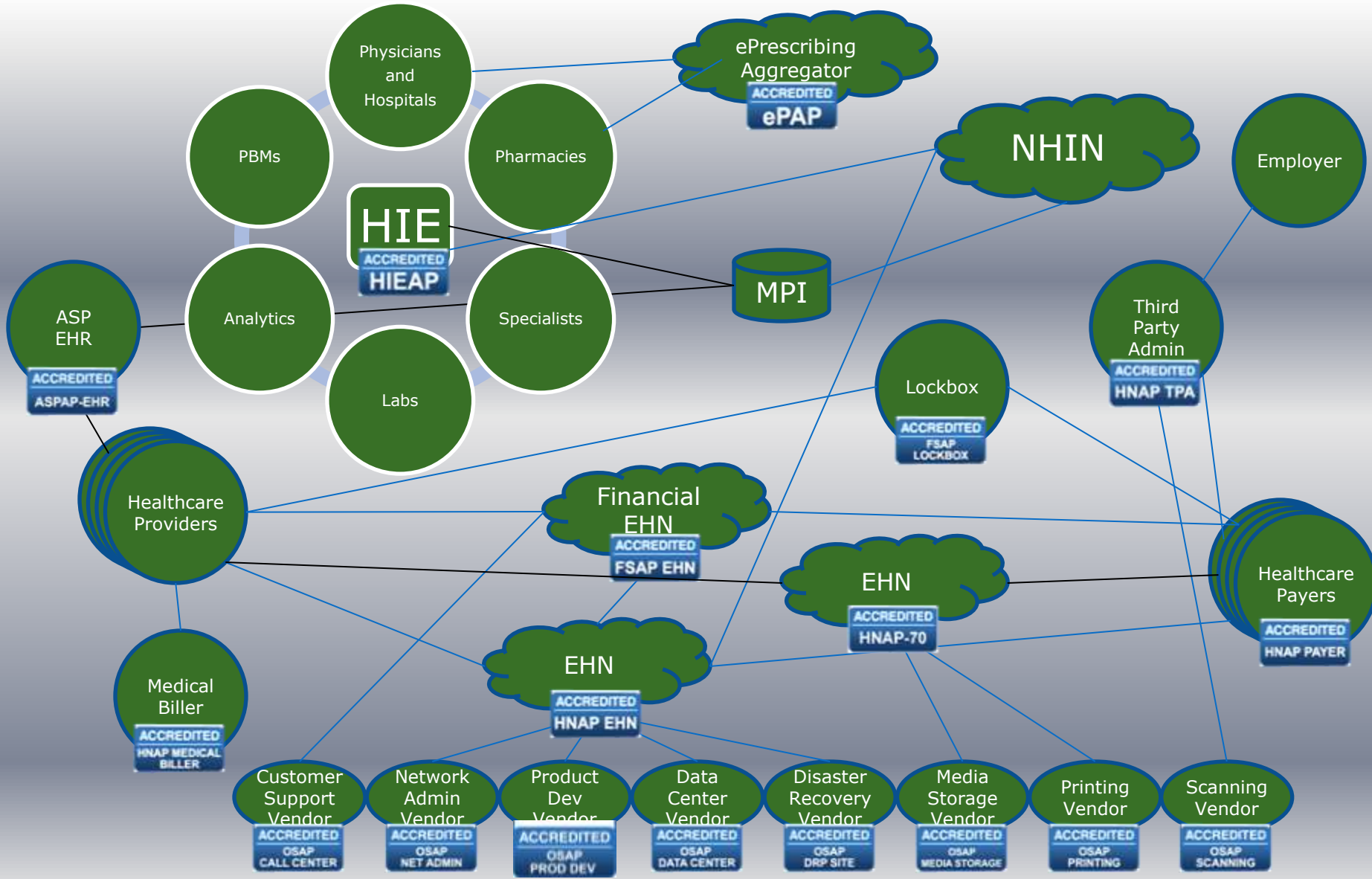
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The Accreditation of Choice





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Accredited Organizations

46 distinct organizations as of March 2010



J.P.Morgan



ALLIED



INGENIX

The ISI Group, Inc.

