



## Overview of HealthInfoNet’s Health Information Exchange Services

HealthInfoNet is an independent nonprofit health information services company that serves as the designated operator of the state of Maine’s statewide Health Information Exchange (HIE). We are committed to delivering trusted HIE services to help inform decision-making, ensure efficient care coordination, and improve individuals’ safety and quality outcomes throughout the state.

The following tables provide additional information regarding the HIE services currently offered by HealthInfoNet ([Table 1](#)), with brief descriptions of each service ([Table 2](#)).

**Table 1.** HealthInfoNet’s HIE Services Availability by Customer Category

Service	HIE Customers				
	Healthcare Provider Organizations	Community-Based Organizations	Public Health Agencies	Academic Institutions*	Public Payers
<b>Data Integration Services</b>					
Clinical Data Collection	✓				
Eligibility & Claims Data Collection	✓				✓
Community/Social Determinants of Health Data Collection	✓	✓			✓
Miscellaneous Data Collection	✓	✓	✓	✓	✓
eHealth Exchange Connectivity	✓				
<b>Data Enhancement Services</b>					
Terminology Management	✓	✓	✓	✓	✓
Person Identity Management	✓	✓	✓		✓
Data Linkage & Attribution	✓	✓			✓
<b>Data Dissemination Services</b>					
Electronic Health Record Systems	✓	✓			
Intelligent e-Notifications	✓	✓			✓
Research & Innovation	✓	✓	✓	✓	✓
<b>Data Visualization Services</b>					
Analytics & Reporting Platform	✓	✓	✓	✓	✓
Data Transmission Methods	✓	✓			✓
Public Health Reporting	✓		✓		

\* Academic Institutions receive non-PHI data sources in their use of HealthInfoNet’s services.

**Table 2.** HealthInfoNet’s HIE Service Descriptions

Service	Service Description
<b>Data Integration Services</b>	At the core of our data integration service is our enterprise data aggregation engine. A highly performant service that accepts, routes, maps, translates, and cleanses incoming data sets according to custom configurations in order to assure high-quality data outputs.
Clinical Data Collection	Securely connecting to healthcare locations to acquire HL7 v.2.x and CCDAs (via xds.b protocol) formatted clinical data sets sourced from electronic health record (EHR) systems and reference laboratories on a real-time basis.
Eligibility & Claims Data Collection	Receiving batch eligibility and claims (i.e., medical, pharmacy, and dental) data from public and private payers on a routine basis (as established by each payer’s data-sharing requirements).
Community/SDOH Data Collection	Collecting social determinants of health (SDOH) data and other community data sources from healthcare locations, community-based organizations, and social services to help build a more comprehensive picture of an individual’s total health, wellness, and wellbeing.
Miscellaneous Data Collection	Consuming miscellaneous data sources according to customer needs and project specifications, including from data clearinghouse vendors such as Surescripts RxHub for pharmacy claims data.
eHealth Exchange Connectivity	Establishing connectivity to the largest healthcare information network in the country, the <a href="#">eHealth Exchange</a> , featuring connections to Carequality’s 20+ networks (including CommonWell) as well as the Veterans Administration and Indian Health Services health data repositories.
<b>Data Enhancement Services</b>	Once incoming data sources have entered our data warehouse, we continue to enrich the raw inputs by processing them through a series of value-add services that strengthen their accuracy and reliability for wide-ranging downstream use cases.
Terminology Management	Translating local coding norms into industry-standard values (e.g., ICD, CPT, HCPCS, LOINC, SNOMED, etc.) and flagging value sets of interest to block or sequester to ensure the delivery of consistent, easily understood, and highly secure data sets.
Person Identity Management	Tracking individuals – and their clinical, claims, community, and other critical information – across data sources and over time using probabilistic and deterministic matching measures to ensure that records are as comprehensive, consolidated, and up-to-date as possible.
Data Linkage & Attribution	Establishing relationships between individuals and specific healthcare providers and/or location, community-based organizations, payers, and/or other entities and programs of interest to ensure more actionable downstream reporting and follow-on efforts.
<b>Data Dissemination Services</b>	As data inputs are transformed into optimized outputs, they are packaged and delivered to our customers in consumable and actionable methods designed to help keep them informed of their patients’ healthcare activities and population trends and patterns.
Electronic Health Record Systems	Giving participating providers the ability to securely look up and retrieve real-time health record information in a view-only screen at the point of care to improve individual safety and care coordination activities among treating providers.

Service	Service Description
Intelligent e-Notifications	Delivering real-time alerts of time-sensitive events (e.g., emergency department visits, critical lab results, hospital discharges, etc.) that make it possible for care managers and other providers following an individual's healthcare activities to intervene early and establish the right care plan for follow-on action.
Research & Innovation	Sharing expertise and providing special guidance intended to give our customers insights and innovative understandings on how to apply their data sources, evaluate and assess their analytics and reporting, and/or better understand HIE trends and associated outcomes.
<b>Data Visualization Services</b>	<b>Our cutting-edge analytic and reporting applications enable comprehensive views of care delivery across healthcare settings so that our customers can study the health and performance of targeted patient populations to inform important decision-making.</b>
Analytics & Reporting Platform	Producing use-case driven analytics and reporting that allow customers to dynamically and interactively view both aggregate and detailed information on their attributed populations to compare actual-to-target performance for key performance indicators, identify individuals most at risk for future inpatient admissions/readmissions and emergency visits/returns, and coordinate population- and individual-centric care accordingly.
Data Transmission Methods	Creating custom and standard options for delivering raw (e.g., real-time ADT transactions) and/or enhanced (e.g., comprehensive/limited data extracts) data sets according to project specifications and HIE data governance permissions.
Public Health Reporting	Automating the delivery of real-time alert notifications to the Maine Centers for Disease Control and Prevention (Maine CDC) in support of hospitals' public health reporting needs, including syndromic surveillance, electronic laboratory, and immunization registry reporting efforts.

## Contact Us!

To schedule time to ask questions, gather additional information, or receive a demonstration of HealthInfoNet's HIE services, contact us ([general@hinfonet.org](mailto:general@hinfonet.org)) and we'll get back to you shortly. We look forward to working with you.

