

CSHCS ALERT #12-2014 CSHCS and EZLink

Tue 5/27/2014

Colleagues,

As shared previously (see CSHCS Info #12-2014 attached and sent on 3/24/14), DCH has developed an alternative to EZLink called the Document Management Portal (DMP). The department's original purpose for EZLink was for claim attachments. CSHCS has utilized the additional functionality of EZLink, including e-forms and client files. In developing the alternative to EZLink, the department's main focus has been on the claim attachments.

There is the possibility that the DCH agreement with Covisint for EZLink will end in the near future. We are not certain yet when or how soon the agreement will end. The DMP allows DCH to address Protected Health Information security and control issues that have been identified with EZLink in recent audit findings. Given the development of the DMP, we feel it is wise to prepare for this possibility. The current contract with Covisint runs through 9/30/2014. The CSHCS Division has been working with the team that has developed the DMP in order to include much of the functionality that is used by CSHCS; however, it is likely that not all of the functionality of EZLink will be in the DMP.

The CSHCS Division plans to use the DMP as the secure electronic method of communication for sharing PHI with the LHDs and with the Health Plans, as this functionality will be included in the DMP. The functionality of storing proprietary LHD documents may not be included. While this functionality exists in EZLink, this functionality was not the purpose of the department's agreement with Covisint for EZLink. It is not the department's priority to maintain this functionality.

We encourage LHDs to explore with their IT staff the available alternatives for electronic medical information storage, including a review of how other LHD programs within your agency are storing electronic medical information. Medical records that have been sent from DCH to LHDs and from LHDs to DCH through EZLink should be available in the DMP. Information that LHDs have stored in EZLink (and not transmitted to DCH) will not be available in the DMP.

We understand that there are many questions to which we do not have the answer at this time, but we are working with the DMP development team and will share the answers as soon as they become available. The three primary questions we have received thus far relate to the need for an alternative to the medical information storage functionality in EZLink, how the information that LHDs have stored in EZLink will be retrieved, and how should LHDs and health plans communicate securely once the DCH contract with Covisint for EZLink ends.

We are working through these issues while also working to develop and refine the functionality in DMP to meet the CSHCS program needs for a secure electronic method of communication between DCH and LHDs. We will provide more information as the information becomes available.

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