

NEW ENGLAND HEALTHCARE EXCHANGE NETWORK (NEHEN)



COORDINATING, COLLABORATING AND IMPROVING CARE ACROSS CLINICAL, ADMINISTRATIVE AND ORGANIZATIONAL BOUNDARIES

What is NEHEN?

NEHEN is a consortium of regional health plans and healthcare providers who have designed and implemented a secure and innovative health information exchange for reducing administrative costs and improving the quality, safety, and efficiency of patient care. NEHEN technology has changed the way administrative and clinical processes are performed in member organizations.

In the modern practice of medicine, the need for health information exchange is a given; the more closely healthcare providers, health insurers and others work together, the greater the benefits are for all those involved – including, most importantly, the patient. Administrative exchanges that enable checking patient insurance eligibility and the submitting claims drive out costs and inefficiencies. Clinical exchanges elevate the quality of care by sharing medical information across a treatment team and with public health agencies, health plans and other organizations with a role in ensuring the highest possible health outcomes at the most effective costs.

NEHEN combines administrative simplification and clinical data sharing in a model emphasizing collaboration, standards-based information exchange and protection of patients' rights. NEHEN develops and shares best practices; provides innovative business and technical solutions that make information available where it is needed to treat patients safely; and helps the community operate at a world-class level of efficiency and value.



OUR MISSION

The New England Healthcare Exchange Network, Inc. (NEHEN) formed in 1997 to develop and apply innovative and collaborative IT solutions to common healthcare challenges. Since then, NEHEN has grown to become the largest health information exchange facilitator in the region and one of the most mature in the nation, with a membership of over 50 hospitals, 5,000 physicians and their practices and 8 health insurance plans that provide coverage to over 4.5 million subscribers.

The tools that NEHEN has developed to improve efficiency, cut costs, and promote clinical quality have been used in the treatment and payment of millions of encounters and billions of dollars of care. Their uses span administrative and clinical settings, from the sole practitioner to the largest integrated health systems.

PROVIDING A FULLY FUNCTIONING HEALTH INFORMATION EXCHANGE

From its inception through 2003, NEHEN's mission grew into the region's cooperative approach to adopting standardized electronic transaction and code set processing required under the federal Health Insurance Portability and Accountability Act (HIPAA). Health plans and provider organizations in Massachusetts and Rhode Island complied with the law's October 2003 deadline by collaborating on standardized ANSI X12 transactions through NEHEN.

In May 2003, a subset of the participants in NEHEN began experimenting with a similar model for clinical data exchange started by the Massachusetts Health Data Consortium, known as MA-SHARE (pronounced "mass share"). In July 2009, MA-SHARE merged into NEHEN, completing NEHEN's evolution into a fully functional health information exchange (HIE).

NEHEN is continuing to advance administrative simplification while also helping its participants comply with new

"NEHEN has reduced our costs while improving service to both patients and providers. One of NEHEN's most important roles is a convening function. The CIOs of major payer and provider organizations meet on neutral ground to solve problems together, reducing costs and sharing intellectual property."

- John Halamka, MD
NEHEN Chairman,
CIO, Beth Israel Deaconess
Medical Center and
Harvard Medical School

NEHEN Features

Administrative Simplification

- Eligibility verification
- Claim submission (institutional and professional)
- Claim status inquiry
- Electronic remittance advice
- Specialty care referral request
- Authorization / pre-certification
- Home health referral
- Referral inquiry

Clinical Messaging Services

- Clinical Data Exchange (CDX) – “push” clinical summaries and ER reports
- Provider directory and routing
- Results viewing
- Quality / performance data routing
- Public health reporting (labs, immunizations, syndromic surveillance and disparities)
- E-prescribing (Rx Gateway via SureScripts RxHub)
- Medication reconciliation

Technology Platforms

- Distributed onsite servers (NEHEN DirectConnect)
- Hosted infrastructure (NEHENCloud)
- Hosted portal (NEHENNet)

Message Types

- ANSI X12 / HL7
- Web service / XML / EDI
- Batch / real-time



NEHENNet

federal requirements for the “meaningful use” of health IT; supporting participant objectives for IT interoperability; providing access and value to all stakeholders, regardless of size or role; and collaborating with the public sector as a key component of the state and region’s HIE infrastructure.

ADMINISTRATIVE AND CLINICAL MESSAGING ALL-IN-ONE

NEHEN’s flagship service is its revenue cycle management solution for exchanging HIPAA-standard administrative transactions between providers and payers.

NEHEN’s new clinical messaging service gives members the ability to send and receive clinical information for improving the quality, continuity and cost of care for all participants. NEHENClinical is a flexible platform for handling a wide range of exchanges for regulatory compliance, reporting, e-prescribing and sending patient clinical summaries to the next setting of care.

NEHENRxGateway lets providers, payers and pharmacies safely and efficiently conduct high volume electronic prescribing. Members who use the NEHENRxGateway are able to complete all of the key functions underlying prescriptions in real time, including reviewing the patient’s health plan eligibility and coverage, reviewing the payer’s formulary, reviewing consolidated dispensed medication history, creating new prescriptions and approving pharmacy-initiated requests for medication renewals and refills.

NEHEN has convenient separate and bundled service plans for administrative, clinical and e-prescribing features.

A RANGE OF ACCESS OPTIONS

NEHEN provides healthcare organizations with a range of methods for accessing its services:

- NEHEN DirectConnect is our “classic” distributed flagship software and services package. You operate and maintain our software and manage direct connectivity between you and your exchange partners. Your employees use NEHEN through a friendly web-based user interface (NEHEN Express), or you can directly interface your registration, clinical and billing systems to your installed NEHEN Gateway for direct machine-to-machine messaging and transaction processing.
- NEHENCloud lets participating organizations hand over some or all the network, infrastructure and application management to NEHEN. You can simply leverage NEHENHub for telecommunications connectivity, or you can let NEHEN manage your gateway servers in a secure CSC data center.
- NEHENNet is designed for smaller provider organizations, bringing the same tools at a fraction of the cost in a purely hosted portal, without any of the complications of operating your own software or servers.

CONTACT US

To learn more about NEHEN, who we are, and what we can do for you, please visit our website at www.nehen.org or call Sira Cormier, NEHEN Program Manager, at (781) 290-1300.

About CSC

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients, and improve operations.

The company trades on the New York Stock Exchange under the symbol “CSC.”

CSC was a co-creator of NEHEN and has served as NEHEN’s contracted Program Manager since 1998.

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