



RON DESANTIS
GOVERNOR

SIMONE MARSTILLER
SECRETARY

August 18, 2021

Dear Providers:

The Agency for Health Care Administration (Agency) champions the use of health information technology to further the Governor's vision of health care in our state. Recent advancements in health IT make health care delivery more accessible, affordable and Florida residents have more opportunities to make informed decisions. The Agency has helped foster many of these innovations, including creating the Florida Health Information Exchange (Florida HIE).

Florida HIE facilitates the secure, electronic exchange of patient information across the continuum of care. Today, Florida HIE connects over 700 health care organizations across the state, supporting the exchange of more than 3.5 million records each month.

The Agency currently has funding from the Centers for Medicare and Medicaid Services to cover the first year of the Florida HIE's Encounter Notification Service (ENS) for Medicaid providers. ENS is a statewide alerting service that notifies subscribers in real-time when one of their patients has an encounter at one of over 440 connected health care facilities that have subscribed to the service. Over 95% of Florida's acute care hospitals contribute data, as well as many rehabilitation hospitals, skilled nursing facilities, home health agencies, hospice providers, county health departments, and emergency medical services agencies.

These notifications support improved care coordination and follow-up care, reduced hospital admissions and re-admissions, lower costs and improved patient satisfaction. All shared data is secure, HIPAA-compliant and patient-approved. Patients can opt-in through their health insurance, primary care physician or other health care provider.

ENS supports behavioral health by notifying providers when their patients receive care for behavioral health-related issues, allowing them to arrange appropriate follow-up care. Behavioral health providers can also contribute their encounter data to the network, allowing other organizations involved in the patient's care to help coordinate resources and support.

Eligible Medicaid providers have until September 1, 2021, to take advantage of available funding to cover the first year of subscription to ENS.

While ENS is open to all providers, you must be a licensed Medicaid provider in good standing and include at least one Medicaid patient in your panel to qualify for the funding.

To learn more about ENS and how it can benefit your organization, please visit the Florida HIE website at www.florida-hie.net.

Together we can help ensure a high-quality, safe and affordable health care delivery system for all Floridians.

Sincerely,

Simone Marstiller
Secretary

