

Central PA Connect

HEALTH INFORMATION | EXCHANGE

Policy Title:	Services and Obligations				
Effective Date:	5/14/2019	Revision Date:	12/22/2025	Review Date:	12/22/2025
Policy Owner:	Marianne Smith				
Policy Approver:	Keith Cromwell				

POLICY PURPOSE:

This policy summarizes Central PA Connect services and associated obligations

POLICY STATEMENT:

Central PA Connect offers HIE services that *may include* but not be limited to:

- Opt-Out Registry (patient choice)
- Master Patient Index
- Query Exchange or Information Delivery Services
- Record Locator Services
- Public Health Gateway interoperability options
- HIE Governance
- Digital Certificate Maintenance
- PA Navigate
- Encounter Notification Services

Software, and related required hardware, provided by CPC-HIE and Member Organization must meet CMS and ONC requirements.

As commercially appropriate, CPC-HIE will maintain the HIE functionality and provide updates in a timely manner. This may include access to third party vendor software services. A description of the arrangement and/or services are available upon request.

CPC-HIE provides telephone and/or e-mail support and assists in resolving difficulties in accessing or using the CPC-HIE services. Member Organizations are required to promptly report problems and Central PA Connect will coordinate communications and respond to inquiries and questions.

APPLICABILITY/SCOPE/EXCLUSION:

The policy is applicable to all Central PA Connect Member Organizations and any individual designated to use the services.

DEFINITIONS:

Member Organization (MO): means individuals and entities (including, but not limited to, Health Care Providers, physician practices health care facilities, medical laboratories, payers, etc.) that enroll in and connect to CPC-HIE to send and/or receive health information.

Public Health and Promoting Interoperability Programs certified Electronic Health Record technology: as defined by Centers for Medicare & Medicaid Services and the Office of the National Coordinator for Health Information Technology (ONC) <https://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/Certification.html>

PROCEDURE: N/A

PROHIBITED ACTIVITIES: N/A

REVIEW AND VIOLATIONS: N/A

ROLES AND RESPONSIBILITIES: N/A

APPENDICES: N/A

FORMS: N/A

REFERENCES: N/A