

NV DIRECT

Frequently Asked Questions (FAQs)

1. What is NV DIRECT Secure Messaging?

NV DIRECT is a simple, secure, scalable, standards-based way for participants to send authenticated, encrypted health-related information directly to other, known trusted recipients via the Internet.

2. What is the difference between NV DIRECT secure messaging and regular email?

NV DIRECT uses an industry-standard infrastructure and a legal framework to safeguard the secure delivery of protected health information (PHI). Message encryption ensures that the message is not compromised during transmission. An electronic credentialing system--using digital certificates--identifies the sender and recipient to ensure that the mail is routed to only to intended and trusted recipients.

3. How does NV DIRECT support the federal government's requirements for electronic health information exchange (HIE)?

NV DIRECT uses the federal HHS Direct Project standards to facilitate HIE. These HIPAA-compliant protocols support HIE federal and state requirements for interoperability, privacy, and security.

4. What is the relationship between NV DIRECT and the statewide Nevada Health Information Exchange system?

In partnership with Orion Health™, NV DIRECT is being offered initially by DHHS, as the proof-of-concept phase of Nevada's statewide health information exchange (HIE) system. NV DIRECT will be part of the statewide HIE services operated and maintained by the non-profit Nevada Health Information Exchange (NHIE).

5. How does NV DIRECT work?

Using a secure clinical messaging protocol, NV DIRECT acts much like other email, allowing providers to type messages, attach patient summaries and images, and send the information to known DIRECT recipients using secure transaction standards. The provider receiving the electronic health information does not need to be in the same practice or health system or use the same EHR/EMR system.

6. What benefit does NV DIRECT offer physicians, their practice, and patients?

NV DIRECT provides an initial exchange tool that augments continuity of care across organizational boundaries (both within the state and across state borders). It can help ensure that patient information is available at the time and point of care when needed, enhancing health care delivery through clinical decision support and care coordination.

7. How many Nevada practices are currently using NV DIRECT?

While DIRECT is in use in many other states, it is a new technology in Nevada, so there are not many users yet. However, the goal is over 200 NV DIRECT message users by June 2013. We're counting on you to use DIRECT messaging and spread the word to your colleagues.

8. Will I be able to use NV DIRECT only to communicate with other medical practices? What about hospitals and other facilities?

Currently, you can exchange messages with any other NV DIRECT user or any DIRECT user using the same DIRECT service provider as NV DIRECT. This includes individual providers, hospitals, and other health care facilities. Along with several other states, Nevada is working on data agreements with other DIRECT service providers that would eventually facilitate NV DIRECT users being able to exchange messages with any DIRECT user.

9. I'm a PCP and only refer patients to specialists within my network. We all have access to the same EHR. What is the reason that I ought to enroll in NV DIRECT?

NV DIRECT provides a communication tool that can include all participants in a patient's care, such as behavioral health, emergency departments, and ancillary services.

10. What are some examples of how NV DIRECT can be used?

Examples of NV DIRECT use include:

- A primary care physician in a rural area can share a summary of care document with a consulting specialty physician in an urban setting, for review prior to seeing the referred patient.
- A family physician emails a patient's continuity of care document to a long term care facility, when the patient is admitted.
- A specialty physician wishes to transmit a color image to another provider for a patient consultation. The image cannot be sent via fax because it must be viewed in full color. Standard email is not an option because it is not HIPAA compliant. Instead of paying a courier service to deliver the image, it can be attached to a DIRECT Message and emailed instantly and at no additional cost.

11. Is an EHR required to participate in NV DIRECT?

No. Providers without EHR systems can effectively use NV DIRECT to share electronic health-related information securely and privately. Like composing a regular email, the NV DIRECT web portal interface allows providers to send a message and attachments to another provider, in a secure HIPAA-compliant manner. The provider receiving the electronic health information does not need to be in the same practice or health system or even have an EHR/EMR system.

The only system requirements for using NV DIRECT are an internet connection, a current version of any standard web browser, and a NV DIRECT email address. An EHR system is not required to use NV DIRECT.

12. How is eligibility for NV DIRECT determined?

To be eligible for NV DIRECT, an organization/provider must have a Nevada physical address and be licensed in Nevada, have a connection to the internet, complete and submit the NV DIRECT Enrollment Application and the Participant Agreement, and comply with the NV DIRECT security and privacy policies.

13. How does NV DIRECT support Meaningful Use?

NV DIRECT supports meeting Meaningful Use requirements for HIE when used to transport eligible content exported from an EHR/EMR. It offers providers a secure means to meet Meaningful Use criteria, including structured laboratory results and the electronic transmission of patient care summaries to support transitions in care across unaffiliated providers, settings and EHR/EMR systems.

14. What kinds of data can be communicated using NV DIRECT? What about an attachment? What is the maximum message or attachment size?

Just like any web-based email, you can enter your own text in a DIRECT message and attach any type of electronic document. The total message with attachments can be as large as 18 megabytes in size. Each attachment can be no larger than 2 megabytes in size.

15. What if I send a message from my NV DIRECT account to a non-DIRECT email account? Or what if someone wants to send a message to my NV DIRECT account from a non-DIRECT email account?

A DIRECT message can be delivered ONLY if both the sender and recipient are using secure DIRECT accounts. Otherwise, the transmission will fail, and the sender will be notified.

16. How do I find someone's DIRECT address?

As with any email program, the first time you send a NV DIRECT message to someone, you must know their DIRECT address. NV DIRECT will "remember" all email addresses that have been typed into an email and subsequently sent. There is also a global contact list of all NV DIRECT current users. NV DIRECT users can add DIRECT email addresses to a personal email list and create groups of contacts.

17. How do I know if my DIRECT message was successfully delivered?

NV DIRECT is not configured to deliver a confirmation when the message is delivered within the same domain, in this case, NV DIRECT. You may, however, request a message read receipt.

18. Who controls my NV DIRECT user name and password if I forget them?

Once your enrollment is approved, DHHS will issue a NV DIRECT email address, login and initial password. You will receive this information via email to the alternate email address provided on your application. If you forget your NV DIRECT user name and/or password, you can contact the NV DIRECT Help Desk for reissue of your login credentials: megan.may@dhhs.nv.gov or 775.684.7591, Monday - Friday from 8 am - 5 pm PST

19. How does the Enrollment process for NV DIRECT work?

A provider needs to complete and submit a NV DIRECT Application and a Participant Agreement to the DHHS Office of Health IT. Enrollment forms and information are available online: <http://dhhs.nv.gov/NVDIRECT.htm> After processing by DHHS, a NV DIRECT account will be established, and the provider will receive an email notification that includes a login information, initial password and NV DIRECT Quick Start Guide and User Manual. Physicians will be immediately able to connect and share information securely through the NV DIRECT web portal. The process from sign-up to sign-on will take about 5-10 business days, depending on eligibility verification.

20. What does it cost to participate in NV DIRECT?

In partnership with the Nevada State Medical Association, DHHS is offering HIE connectivity grants to the first 200 NV DIRECT qualifying participants who participate. State HIE grant funds will pay for the initial \$125.00 per address cost of participating in NV DIRECT, with future annual costs to be determined over the next year.

21. Who provides training for NV DIRECT?

NV DIRECT requires no special training, as it functions like most email programs. Both a Quick Start Guide and User Manual are provided to each user, and are also available online at <http://dhhs.nv.gov/NVDIRECTUser.htm> Help Desk support is also available: megan.may@dhhs.nv.gov or 775.684.7591, Monday - Friday from 8 am - 5 pm PST

22. What is the reason identity verification is necessary for NV DIRECT?

It is federal DIRECT program requirement to ensure that health-related information is being exchanged and shared only between trusted entities. This ensures that only legitimate providers and organizations send or receive protected health information and confirms their commitment to comply with HIPAA and other applicable privacy and security laws.

More detailed information about NV DIRECT is available online:

Enrollment: <http://dhhs.nv.gov/NVDIRECTEnroll.htm>

Quick Start Guide: <http://dhhs.nv.gov/NVDIRECTUser.htm>

User Manual: <http://dhhs.nv.gov/NVDIRECTUser.htm>

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