

ciox™



Resources for Better Health Information Management

Best Practices • Industry Updates
Educational Content

Resources Created by Industry Experts

Best Practices ▪ Industry Updates ▪ Educational Content



Ciox has executive-level compliance, IT, policy and operational leaders whose expertise guides current operations while preparing for the future demands of our evolving industry.

These experts have developed a variety of resources to help your organization address challenges, improve operations, enhance quality and deliver superior service to patients.

Visit www.cioxhealth.com > Bookmark these pages

- ▶ **Interoperability** is central to empowering greater health. Learn more through our white paper, webinars, blog posts, infographic, and an interview with Ciox CEO, Pete McCabe.
- ▶ **COVID-19 Resources** from links to trusted sources of information like AHIMA and the CDC to blog posts, articles and webinars, you'll find information to help you navigate the pandemic and plan for future operations.
- ▶ **Webinars** offer insights into hot topics and educational resources – attend our live webinars and earn a continuing education credit!
- ▶ **Blog** posts are quick reads that offer great advice and insights. You can scroll through recent posts or view content by categories like HIPAA, Interoperability and True Clinical Picture.

Email our experts

Compliance or Privacy Questions

compliance@cioxhealth.com

Interoperability Questions

interoperability@cioxhealth.com

COVID-19 Coding Questions

covid19.coding@cioxhealth.com

All Other Questions

solutions@cioxhealth.com

Interoperability

<https://www.cioxhealth.com/interoperability>

Learn more about two U.S. Department of Health and Human Services (HHS) Final Rules that have significant financial and operational implications related to electronic health data exchange.

- ▶ Download our white paper about the ONC and CMS Final Rules governing Interoperability and Information Blocking
- ▶ [If I deny this request, is it information blocking?](#) will help you determine if denying a request might trigger an information blocking complaint
- ▶ Confirm your understanding of the information blocking prohibition, with this [5 Myths of Information Blocking](#) infographic
- ▶ Get answers to your information blocking questions in this blog, [Information Blocking FAQs](#)
- ▶ Access our most [recent blogs](#) and [recorded webinars](#) related to this important topic

If I deny this request, is it information blocking?

Is the health information requested considered EHR? **NO** The request is not subject to information blocking rules.

YES Does the request fall within a part of EHR? **NO** The request is not subject to information blocking rules.

YES Does the reason for denial fall within one of the exemption categories? **NO** The request is subject to information blocking rules.

YES The request is not subject to information blocking rules.

NOT information blocking if you ...

- Preventing Harm**: A denial is necessary to prevent harm to the patient or the public.
- Research**: A denial is necessary to support research that is in the public interest.
- Security**: A denial is necessary to protect the security of the information.
- Unavailability**: A denial is necessary because the information is not available.
- Legal or Ethical Obligations**: A denial is necessary because of legal or ethical obligations.
- Confidentiality**: A denial is necessary to protect the confidentiality of the information.
- Compliance and Other Requirements**: A denial is necessary to comply with other requirements.
- Other**: A denial is necessary for other reasons.
- Nothing**: A denial is necessary for no reason.

5 Myths About Information Blocking

- 01** Information blocking prohibition only applies to patient requests. Prohibition applies to any data request from any requester.
- 02** Information blocking prohibition doesn't apply to equipment providers. Prohibition applies to all providers.
- 03** If you take care of information blocking compliance, Health Information Management (HIM) doesn't have to take a role to help. Information blocking is directly related to the daily work HIM manages and delivers. HIM is central to compliance.
- 04** The ONC rule changes the timeline requirements in HIPAA. The ONC rule does not introduce a new Goodness requirement.

Confused about Information Blocking?

Keep in mind, the information blocking prohibition applies to: Any request for EHR and just patient requests. All healthcare providers.

Start here.

- 1 Analyze how often you are not fulfilling requests for exchange and other reasons.
- 2 Map all the sources of health data for your organization.
- 3 Document organizational policies covering privacy, security and other practices related to sharing health information.
- 4 Meet with your compliance, privacy and legal teams to confirm that policies and understanding of how health information may need to be updated.
- 5 Get or create a cross-functional team, including IT, that is planning for information blocking compliance with a roadmap for the next five years.
- 6 Prepare staff and patient education materials.

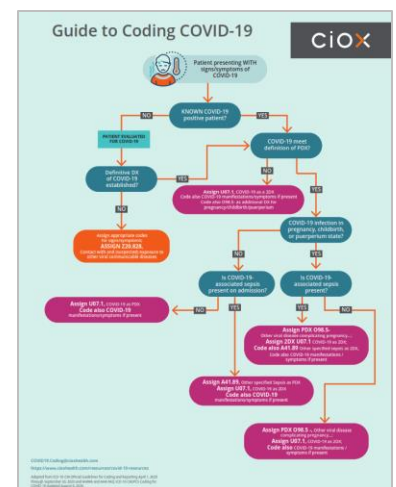
LEARN MORE
[cioxhealth.com/interoperability](https://www.cioxhealth.com/interoperability)

COVID-19

<https://www.cioxhealth.com/resources/covid-19-resources>

To help you decide how to resume operations in the near future and how to plan for long-term success, Ciox would like to offer some helpful resources.

- ▶ Deciding whether to bring staff back on-site or to maintain a remote workforce? Access the recording of our webinar, [Should they stay \(at home\) or go \(to the office\)?](#) and read our blog, [5 Things to Consider When Evaluating At-home vs. On-site Staff](#).
- ▶ Another thing to think about with remote workforces is [What constitutes a “signature” in the world of COVID-19 social distancing...and beyond?](#)
- ▶ Download our [Guide to Coding COVID-19](#), an easy-to-follow decision tree that helps coders properly assign COVID-19 codes.



Webinars

<https://www.cioxhealth.com/resources/webinars>

Best in class thought leadership from Ciox experts on interoperability, security and compliance, and technology-enabled clinical data solutions.



Webinar Series

Managing the 2021 Standards for Oncology Registry Entry (STORE) Changes

Great news, the changes to STORE 2021 for cancer cases diagnosed in 2021, and for some fields in 2020, are less dramatic than the changes seen in the cancer registry industry in 2018. Ciox can help in diving down into what these changes are and how they will impact your workflow. Register [here](#).

Webinar Series

Why Rigorous Compliance Is Critical in ROI - Lessons Learned from 16 OCR Civil Monetary Penalties

There have been 16 OCR settlements of investigations into HIPAA Right of Access violations. What can we learn from these settlements? What can your organization do to avoid an investigation or worse, a civil money penalty? Join Elizabeth Delahoussaye, Ciox's Chief Privacy Officer for a review of the cases and recommendations for making sure stay compliant with HIPAA Right of Access. Register [Here](#)



Coding Round Tables

Join Us Live Every Two Weeks & Earn CEUs!

Optimizing performance in ICD-10 requires coders to maintain their coding edge. To that end, Ciox offers expert-led Coding Round Tables. These webinars allow for the presentation and discussion of coding hot topics and current events. Register for one – or all – of the upcoming Coding Round Tables on our website.

Please click [here](#) for the full list of our upcoming round tables

Visit our [Webinar Library](#) to Access Recorded Sessions



Ciox Webinar Library

Your source for recordings of Ciox thought leadership webinars covering interoperability, privacy and compliance, release of information, health information management, denials, audits, coding, medical record retrieval, government regulation, and more.

Recent Posts



2021 Standards for Oncology Registry Entry (STORE): It Is Not That Bad!

Theresa Vallerand, BGS, CTR, Sr. Manager of Oncology Data Services, Oncology Data Services.

In the total scheme of things, the changes to STORE 2021 for cancer cases diagnosed in 2021, and for some fields in 2020, are less dramatic than the changes seen in the cancer registry industry in 2018. This blog will group these changes and make them more manageable so take a deep breath and relax.

HCC Coding FAQs

Matt Peterson, EVP Client Success and Growth

Hierarchical Condition Category coding — or HCC coding — was implemented by the Centers for Medicare and Medicaid Services (CMS) in 2004 to help estimate the healthcare costs of Medicare enrollees in the coming year. Today, Medicare Advantage plans, the Medicare Shared Savings Program, Medicaid, and private health plans use the CMS-HCC risk adjustment model to determine the health mix of their member enrollment and the reimbursements they can expect from CMS.



What is information blocking? Am I an information blocker?

Deborah Hsieh, Ciox Chief Policy & Strategy Officer

This blog post summarizes some of that guidance, which includes defining information blocking and providing criteria to determine if an action could be considered information blocking. Ultimately, information blocking complaints or instances involving healthcare providers will be evaluated on a case- by-case basis by the Health and Human Services Office of Inspector General (OIG). However, the criteria can help providers determine whether an action could be considered information blocking.



Confused About Information Blocking Prohibition? Start Here

Deborah Hsieh, Ciox Chief Policy & Strategy Officer

On October 29, 2020, the Office of the National Coordinator for Health Information Technology (ONC) issued an Interim Final Rule extending the compliance dates for the agency's 21st Century Cures Act Final Rule. The extension means that information blocking applicability date was moved to April 5, 2021 from November 2, 2020.



Ciox Featured Publications

JOURNAL^{OF}AHIMA

Embracing Digital Transformation to Elevate Patient Experience

By Deborah Hsieh, Chief Policy & Strategy Officer

Health information management (HIM) departments mobilized rapidly early in the pandemic to institute changes that would allow continuous medical records access. As we become accustomed to the “new normal,” and as patients experience the benefits of increased medical record access options, HIM departments will need to decide what changes to retain and perhaps which to further develop. HIM leaders have an exciting opportunity to shape patient experience and embrace digital transformation.



ROI Processes Adapt to a New World

Featuring Elizabeth Delahoussaye, RHIA, CHPS and Stephen Mallinak, General Manager and SVP of Operations

Enabling a hybrid workforce was the primary challenge, one Ciox dealt with both internally and on behalf of its client organizations. Internally, the outsourcing company rapidly increased its remote workforce from 30% to about 60%. The challenge then became one of management, including establishing effective policies and procedures for remote medical records staff, performing audits, and ensuring remote teams remain productive and engaged. “All these components were rapidly scaled to support the mass exodus,” says Elizabeth Delahoussaye, RHIA, CHPS, Ciox’s chief privacy officer.



COVERING THE BUSINESS OF HEALTHCARE AND MORE

Look Beyond the ROI Platform: Five Attributes of An All-Star Vendor Implementation Team

By Christy Hosier, RHIT, PMP

ROI isn’t just about the technology. It’s about the people (i.e., the implementation team) behind the technology that can ultimately improve the overall ROI experience for staff, patients, payers, and others. The implementation team can facilitate any transition and help organizations meet their ROI goals—whatever those goals may be. Read this article to learn five attributes of an all-star implementation team that can help organizations take their ROI processes to the next level.

Featured in Industry Publications



JOURNAL^{OF}AHIMA

Forbes



HEALTHCARE
BUSINESS TODAY
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CIOX



Empowering Greater Health

Ciox is the country's largest clinical data exchange, partnering with 3 out of 5 hospitals, including most U.S. News & World Report top hospitals, and over 16,000 clinics to fulfill over 100 million records requests annually.