

Providing Technical Assistance for Health IT and HIE in Medicaid and CHIP



Medicaid agencies are the largest health care purchasers for Americans. Along with State Children's Health Insurance Programs, they provide insurance for over 25% of the nation's children. These agencies face difficult challenges to participating in health IT/HIE that prevent them from achieving the cost, efficiency, and quality improvements that such participation can offer.

With funding from the Agency for Healthcare Research and Quality (AHRQ), RTI is providing a program of technical assistance, resources, and tools to help Medicaid and State Children's Health Insurance Program (CHIP) agencies identify, prioritize, and implement health information technology (IT) and health information exchange (HIE).

In the first year of the Technical Assistance for Health IT and HIE in Medicaid and CHIP Programs project, RTI researchers performed a needs assessment to identify the baseline measures related to current and planned health IT projects and coordination related to state HIE projects. As a result of this assessment, RTI is well positioned to understand and support many of the challenges Medicaid agencies face in their attempt to provide efficient, quality services for their clients through the implementation of health IT.

In response to the American Recovery and Reinvestment Act of 2009 (ARRA) and the Children's Health Insurance Program Reauthorization Act (CHIPRA), project resources have focused on coordination between the agencies and the overall state health IT and HIE program planning. In addition, the project assists with implementation, use of electronic quality measurement, and strategic planning to better prepare the agencies to participate in

statewide programs. In order to track issues that may require technical assistance and to identify gaps in planned technical assistance, RTI monitors and participates in meetings across the federal health IT/HIE landscape, including meetings hosted by the Office of the National Coordinator (ONC), AHRQ, and the Centers for Medicare and Medicaid Services (CMS).

The Technical Assistance program provides a range of resources, including general technical assistance offered through a series of webinars and workshops; the development of various Communities of Practice; and a repository of literature, tools, and lessons learned that can be accessed through the AHRQ National Resource Center. The program's free webinars and Web-based workshops feature national experts on health IT and HIE topics and frequently include real-world examples from Medicaid and CHIP agency staff experiences. Past technical assistance has focused on

- Health IT/HIE policy and regulations
- Adoption and use of data and technical standards
- Assisting agencies in identifying opportunities to participate in local and regional HIEs
- Adoption of electronic health records, personal health records, and e-prescribing



- Business process analysis
- Quality measurement and improvement
- Data analysis and knowledge management tools
- Communication
- Education.

Active Communities of Practice developed as part of this project are open to all Medicaid and CHIP agency staff interested in participating. These communities provide a forum where interested parties can engage in discussions and share lessons learned. They include Privacy and Security, Sustainability and Funding, and CHIP and Children's Health IT and HIE.

The ongoing success of the project demonstrates RTI's management and coordination strengths, as well as the experience and ability of our staff to

- Develop an understanding of the technical assistance needs of a large, diverse group of state agencies as they adopt health IT and participate in HIE
- Deliver relevant, innovative technical assistance to a broadly distributed group using a variety of methods (e.g., webinars, Web-based workshops, in-person workshops, Communities of Practice)
- Convene an interagency technical expert panel
- Collaborate with stakeholders across multiple agencies and initiatives, including ONC, AHRQ, CMS, the National Association of State Medicaid Directors, the Health Resources and Services Administration, the National Governors Association, the National Conference of State Legislatures, and the National Academy for State Health Policy



- Develop a sensitivity to the different perspectives of the members of stakeholder groups and to the intersections and overlaps between their activities
- Build on our understanding of the variability of the health IT/HIE environment nationwide and stay current with developments in a period of rapid change.

More Information

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