



Florida HIE Transitioning to New Technology Partner

Preserving Core Services, Expanding to a Full-Service HIE Platform for the Future

The Florida Health Information Exchange (Florida HIE) enables secure, reliable sharing of health information across health care entities statewide.

To help further achieve Florida HIE's founding mission of transforming Florida health care through health information technology, the Agency for Health Care Administration (AHCA) has selected CRISP Shared Services (CSS)—a nationally recognized leader in health information exchange—to serve as the new operations and technology partner for the Florida HIE. This partnership will bring expanded services at current costs to all participants. By partnering with CSS, Florida HIE is ensuring consistent connectivity for patient-centered care, while striving to improve quality, safety, and efficiency across Florida's health care system.

A Smooth Transition with **No Disruption** to Services

There will be five onboarding groups for Florida HIE data source participants and subscribers, with **Group A beginning in September**. Each phased group will begin legal and administrative onboarding alongside technical integrations and conclude with end-user onboarding and training. Once all groups have completed integration and the system is populated with data, we will initiate a streamlined cutover to Florida HIE's new technology platform, powered by CSS, in **Spring/Summer 2026**.

You can expect:

-  **No interruption** to notifications, patient records, or current integrations.
-  **Hands-on support** from AHCA and CSS throughout the transition at no cost.
-  **Tailored onboarding** based on each organization's size, systems, and provider needs.
-  **Maintaining current fees.** The Florida HIE is committed to providing expanded services with no increase to current fees.



flhie.org



info@flhie.org



About the Florida HIE

Founded in 2011, Florida HIE facilitates the secure statewide exchange of **health information between health care facilities, practitioners, and payers**. The Florida Agency for Health Care Administration (AHCA) governs the Florida HIE by establishing policy, convening stakeholders, providing oversight, engaging Federal partners, and promoting the benefits of health information technology. CRISP Shared Services contributes innovative technology, strategic insight, and manages the day-to-day operations of Florida HIE Services.

About AHCA



AHCA was statutorily created by Chapter 20, Florida Statutes as the chief health policy and planning entity for the state. AHCA is primarily responsible for the state's estimated **\$35 billion Medicaid program**, the licensure of the state's **more than 50,500 health care facilities** and the sharing of health care data through the Florida Center for Health Information and Policy Analysis.



About CRISP Shared Services

CRISP Shared Services (CSS) is a nonprofit providing localized health data infrastructure and exchange services nationwide. CSS partners with states and healthcare organizations to **create modern, secure solutions that enhance care, streamline coordination, and advance public health**—while ensuring partners retain full governance and control of their data.

- Nonprofit, mission-driven organization focused solely on improving health through secure, connected data.
- We do not own, sell or profit from your data ever.
- Florida HIE retains full control over governance, consent policies, and use cases for data.
- National scale and influence: CSS supports millions of patients across a wide range of care settings, enabling Florida to leverage industry-leading capabilities.
- Best-in-class consent and governance frameworks designed to balance security, flexibility, and usability.

To learn more about Florida HIE's transition to CSS, visit [FLHIE.org](https://flhie.org).