

Florida HIE Participant FAQs

What's changing?

 Florida HIE is moving from a technology platform provided by Audacious Inquiry, a PointClickCare Company, to a platform built and managed by CRISP Shared Services (CSS).

Why is the Florida HIE technology vendors changing?

 The Agency for Health Care Administration determined that the best path to sustaining Florida's HIE was to modernize the technology infrastructure, enabling greater scalability and efficiency while continuing to provide statewide notification services.

I only subscribe, not contribute, to data. When can I expect to be trained?

 You will continue using the existing vendor services and begin training and onboarding in early 2026.

Am I going to lose access to Florida HIE's data or services during this transition?

 No. All Florida HIE participants will continue using the current platform without interruption. All existing services and tools will be maintained until the full cutover to our new technology partner.

What do I need to do right now?

 Nothing is required at this time. Florida HIE staff will contact your organization directly with any specific information, requests, or next steps, including when to prepare for your assigned integration phase.

What happens after I complete integration with CSS?

 After integration, our team will contact you to begin onboarding for your organization to set-up to receive notifications through our new technology platform.

How are you going to transition the entire Florida HIE network?

 Florida HIE will use a phased transition approach for participants, beginning with data source integrations. Onboarding groups will then move sequentially through subscriber onboarding, which includes administrative setup and training. Groups will be organized based on size, engagement, and complexity to ensure a smooth transition for all participants.

When will this transition begin?

 We've been actively preparing for the transition and integration with CSS, which will roll out in 4 to 5 phases based on participant availability. A detailed phased onboarding plan and timeline is available on FLHIE's website. Outreach to Group A participants is expected to begin in September.

How long is this transition expected to take?

 All phases of the transition are expected to take up to 12 months. The timeline to complete your organization's ADT integration depends on the type of connection we are establishing for your organization.

Do I have to switch over to CSS?

 Yes, in order to continue to maintain your Florida HIE connection, you will need to transition or initiate new interfaces with CSS.

What phase group is my organization assigned to?

 If you would like to know what group phase Florida HIE has assigned you to, please email Info@FLHIE.org and we'll respond in the order your email was received.

Where can I find more information?

 You can visit our website at FLHIE.ORG for more information.

