

General Questions

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). With this change, CSS will also assume operational and administrative management over Florida HIE.

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 and do not contribute to data. How does this affect me?

 You will continue using the existing vendor services while you complete integration to the new technology platform and until we initiate network cutover in Summer 2026. We will begin participant administrative and end user training and application configuration specifically for subscribers beginning in December and through Summer 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, the CSS team will contact your organization to being onboarding and configure it in the new notification system.

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 availability of appropriate resources within 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 will respond in the order your email was received.

Where can I find more information?

 You can visit our website at [FLHIE.ORG](https://flhie.org) or email us at info@flhie.org for more information. Over the coming weeks, more details will be provided to participants and available on the website.

Onboarding Questions

Do I have to complete all paperwork in the onboarding packet?

 Yes. The information in the packet serves two purposes: to help you understand our processes and to provide us with organization specific details needed for a smooth transition. The required forms supply critical information for preparing internal systems and workflows before connectivity work begins.

What are the steps in the technical onboarding process?

 After the onboarding webinar, each organization should complete the Participation Agreement, technical questionnaire (VPN and ADT), and participant survey. Once all forms are submitted, the Florida HIE team will schedule a kickoff call to review the information, address any missing details, and outline next steps. Following that, meeting, recurring connectivity calls will be held to guide the process through networking setup, interface build, testing, and, ultimately, production readiness.

Will the ADT message format (HL7 version, segments, fields) change?

 No significant changes to message structure are planned. The feed will continue to follow (HL7 v2.3/v2.5) standards. Minor adjustments may be required for field mappings, and we will provide detailed specifications.

Will the connection details (IP address, port, VPN credentials) change?

 Yes. New connection details will be shared securely prior to cutover. Please update your configurations to ensure uninterrupted service.

Will we need to revalidate our interface?

 Yes. A short testing phase will be required to ensure messages are flowing correctly and that downstream systems are processing them as expected.

What do we need to do to prepare for testing?

 Confirm your technical contact, validate your test environment, and be prepared to send/receive test messages during the scheduled validation window.

What should we do if we notice message delivery issues after cutover?

 Contact support either via phone at 877-940-6144 or via email. Please include the message timestamp, patient identifier, and error details to help us resolve the issue quickly.

Will there be post-go-live monitoring?

 Yes. Enhanced monitoring will be in place for the first two weeks to ensure a smooth transition.

How were the onboarding groups determined?

 Groups were determined using several factors including the number of facilities, recent or upcoming EHR transitions, vendor engagement, complexity of integration, and other readiness criteria.

For participants that have their interfaces set up directly with an EHR (vendor), will Florida HIE/CSS work directly with the EHR vendor to set up the new CSS interfaces?

 Yes, Florida HIE and CSS will work directly with your EHR vendor to set up and validate interfaces as needed.

How many groups are there to migrate?

 Currently, there are five migration groups planned (Groups A, B, C, D, and E). However, if participants fall behind key deadlines (such as submitting intake forms), they may be moved to a later group or a potential 'overflow group.' Staying on schedule helps ensure timely onboarding and access to new tools and functionality as quickly and seamlessly as possible.

Florida HIE Participant Onboarding FAQs

Legal Questions

Q Why is the agreement changing from a “Subscription Agreement” to a “Participation Agreement”?

A The change in terminology from ‘Subscription Agreement’ to ‘Participation Agreement’ reflects a strategic shift in how the Florida HIE will be governed and operated. Previously, the agreement applied primarily to subscribers of the Encounter Notification Service (ENS). The new Participation Agreement, however, is designed to include both data sources and data recipients, creating a more inclusive and collaborative framework.

Q What does the shift from ‘Encounter Notification Services’ to ‘Services’ mean for participants?

A The updated agreement replaces the term ‘Encounter Notification Services’ with the broader term ‘Services’ to reflect the expansion of offerings beyond just event notifications. This change allows the agreement to encompass a wider range of health information exchange functions, such as care coordination tools, data analytics, and other future services.

Q How does the new agreement enhance privacy and data protection?

A The updated Participation Agreement includes several important enhancements to privacy and data protection. It incorporates a Qualified Service Organization Agreement (QSOA) to ensure compliance with 42 CFR Part 2. Additionally, the Business Associate Agreement (BAA) has been revised to provide clearer and more robust protections for all participants.

Q Does this mean I can start sending and receiving 42 CFR Part 2 data on the new technology platform?

A Yes. After we transition the Florida HIE network to the new CSS platform, we will work to expand service offerings, including that of CSS’s novel Consent Tool which will allow participants to start exchanging protected Part 2 data.

Q Will the new agreement change how long data can be retained?

A Yes, the new agreement provides clearer guidance on data retention. It specifies that data may be retained as long as it is being used for a purpose permitted under the agreement.

Q What do participants need to do in response to these changes?

A Participants will need to review and sign the new Florida HIE Participation Agreement to continue accessing services under the updated terms.

