

An Overview of Transitioning to Florida HIE's New Technology Partner, CRISP Shared Services

The Florida Health Information Exchange (Florida HIE) enables secure, reliable sharing of health information across hospitals, providers, and payers statewide.

To help further achieve Florida HIE's founding mission of creating a healthier Florida, Florida 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 modern technology and expanded services to all participants.

The overview outlines what to expect, the hands-on support CSS and Florida HIE will provide throughout the process, and what your organization needs to do to ensure a successful transition.

Onboarding Overview Informational Handout

All Florida HIE participants receive an onboarding packet and are invited to attend an **Onboarding Overview webinar** hosted by AHCA and CSS, which will detail the process, clarify requirements and agreements, and answer questions from participants.

Please reference your onboarding email to RSVP for the webinar.



Your onboarding email and packet contain the following critical materials:

-  **Connectivity Guide**, which details options and steps to initiate connection to CSS
-  **Participant Onboarding FAQs**, which answer common general, onboarding, and legal questions, and includes a transition timeline overview
-  **Participant Intake Questionnaire:** <https://forms.office.com/r/yw8uPBrkkh>
-  **Florida HIE Participant Agreement**
-  **VPN questionnaire**
-  **ADT questionnaire** (for data contributors only)
-  **NPP acknowledgement form / SUD attestation form** (for contributors only)
-  **Notifications Checklist for participants who would like to receive notifications from Florida HIE** (for subscribers only)
-  **Outbound data specifications and sample files** (for subscribers only)
-  **Florida HIE panel template and specifications** (for subscribers only)



Onboarding Activity Types

Florida HIE's transition to the CSS platform requires key activity phases for each participating organization. These activities are sequenced to minimize disruption and provide personalized support throughout.



FOR ALL PARTICIPANTS: Integration and Administrative Activities

Integration is the technical foundation of the transition. This phase focuses on creating a new connection between participants' systems and CSS while maintaining their current Florida HIE connections until cutover. It ensures your organization's interfaces are compatible, secure, and ready for live data flow.

Your integration steps include:

-  **1** — Reviewing connectivity guide and identifying connectivity preferences for your organization
-  **2** — Completing the Participant Intake Questionnaire:
<https://forms.office.com/r/yw8uPBrkkh>
-  **3** — Setting up new secure connections (e.g. VPN, SFTP) and returning a complete ADT questionnaire, if data contributor
-  **4** — Developing and testing interfaces with CSS

All Group A participants will need to complete key administrative steps to support the operational transition of Florida HIE to CSS. Most of these steps will need to be completed asynchronously to stay on track with your organization's onboarding group. Your new Florida HIE account manager will work with you closely to complete all administrative activities.

Your first step is to complete the Participant Intake Questionnaire, which will ask you to designate key contacts for the following core activities:

- 1** — **Legal** – Review and execute the new Participation Agreement. Participants will receive this prior to the onboarding webinar.
- 2** — **Technical** – Complete onboarding for current services, including interface setup, testing, and validation.
- 3** — **Data access and integration** – Review options for contributing data to CSS.
- 4** — **Finance** – Confirm billing setup, payment terms, and accounts receivable processes.
- 5** — **Administrative and end-user training** – Participate in onboarding activities for the organization, including setting up provider and patient panels, and coordinating staff for training.



FOR SUBSCRIBERS ONLY: Preparing Your Organization to Use the New Platform

Subscriber implementation focuses on configuring your organization's Florida HIE services within the CSS platform. This includes setting up patient and provider panels, enabling system tools, and preparing user access. Implementation ensures your environment is personalized, secure, and aligned with your needs before cutover. During this phase, your organization will need to complete the Notification Checklist provided in your onboarding packet.

Additionally, Florida HIE will host multiple administrative and end user sessions for subscribing participants who will receive notifications. These sessions are anticipated to begin in March 2026 and continue until go-live and notification system cutover to the new technology platform in Summer 2026.

Our subscribing participant sessions will cover the following topics:



Panel and service application configuration



User provisioning



Administrative and provider tool and application training

What We Need From You

CSS will support your organization throughout the entire transition process. To better support a smooth and timely transition, participants should prepare to:



Attend the Group A Onboarding 101 webinar



Complete the Participant Intake Questionnaire: <https://forms.office.com/r/yw8uPBBrkkh>



Sign a new Participant Agreement



Establish new connectivity with CSS (reference the Connectivity Guide and details above)



Submit the required connectivity and relevant questionnaires to your Florida HIE account manager

Additional Support and Resources

In addition to the resources and guidance provided during the onboarding phases, all participants will have access to the following:



One-on-one onboarding assistance



24/7 Help Desk



Escalated support for technical or account management needs



Weekly office hours for integration troubleshooting



Ongoing monitoring and alerting after transition