TO: **Medical Equipment, Devices and Supplies (MEDS) Providers, Physicians, Advanced Practice Registered Nurses, Physician Assistants, Medical Clinics, Family Planning Clinics, Certified Nurse Midwives, Podiatrists, FQHCs, General Acute Care Hospitals, Long Term Care Facilities**

RE: **Follow up to Provider Bulletin 2016-77 – Updated Guidance Regarding Electronic Orders for MEDS Products**

The Department of Social Services (DSS) is developing a secure, integrated system for the purpose of transmitting and receiving electronic orders for Medical Equipment, Devices and Supplies (MEDS) and the exchange of other Protected Health Information (PHI). This provider bulletin is a follow up to provider bulletin PB **2016-77** – *"Updated Guidance Regarding Electronic Orders for MEDS Products"*.

The Direct Secure Messaging system, developed in part with Secure Exchange Solutions (SES), is a secure, encrypted, standards-based method for exchanging PHI, which functions like regular e-mail. Ordering practitioners and other providers will not only be able to share PHI, but also allow providers to promote care coordination, manage routine health matters, monitor patient conditions and handle other non-clinical tasks such as referrals, refills and MEDS prescription orders. In order to participate in Direct Secure Messaging, the sender and all recipient users will need specific Direct email addresses.

Web Based Prescription Order Form

DSS has created a web-based MEDS prescription order form within the Direct Messaging Platform, which can be accessed once enrolled in a Direct Secure Messaging account through SES. The use of the standard web form will eliminate receiving incomplete MEDS orders, improve workflow efficiency and improve access to care. The web form includes features such as population of standard information, required fields, and an automatic time-out feature. The goals of integrating a standard web prescription order form are to reduce the time spent obtaining original prescriptions and to provide a means to import information directly into EHR and other e-prescribing systems.

Obtaining a Direct Secure Messaging Account through SES

In an effort to encourage Connecticut Medical Assistance Program (CMAP) practitioners (Physicians, Advanced Practice Registered Nurses, Physician Assistants, Certified Nurse Midwives and Podiatrists) and MEDS providers to utilize Direct Messaging and to transition to secure electronic ordering for MEDS prescription orders, DSS is offering <u>free</u> Direct Messaging accounts to CMAP practitioners and MEDS providers. **Enrollment for free accounts will expire June 30, 2021, or when the allotted free accounts have been allocated, whichever occurs first.**

Direct Secure Messaging can be obtained either through a current EHR system, or via a stand-alone account through SES. CMAP practitioners and MEDS providers who do not currently have an EHR system or Direct Secure Messaging capabilities can enroll for a free Direct Secure Messaging account through SES.

If you are a CMAP enrolled practitioner or MEDS provider and have an EHR or other e-prescribing system with Direct Secure Messaging capabilities, you will now be able to transmit MEDS prescription orders to MEDS providers that have enrolled and received a SES Direct account. Your current system should already be compatible with the Direct Secure Messaging system that DSS is implementing.

DSS will continue to notify MEDS providers and CMAP practitioners in advance of further

Questions? Need assistance? Call the Provider Assistance Center Mon–Fri 8:00 am – 5:00 pm
Toll free 1-800-842-8440 or write to DXC Technology, PO Box 2991, Hartford, CT 06104
Program information is available at www.ctdssmap.com

information regarding Direct Secure Messaging and the MEDS web prescription order form.

For further information regarding Direct Secure Messaging enrollment, integrating your EHR system, or other system related questions, please contact SES at: 1-888-470-9913 ext. 1 Monday through Friday from 8:00 AM to 8:00 PM or via email at ctmeds@secureexsolutions.com.

DXC.technology

Questions? Need assistance? Call the Provider Assistance Center Mon. – Fri. 8:00 a.m. – 5:00 p.m.
Toll free 1-800-842-8440 or write to DXC Technology, PO Box 2991, Hartford, CT 06104
Program information is available at www.ctdssmap.com