

Qualified Health Information Organization Application Guide 2023

August 2023

Introduction

Organizations may apply to become a Qualified Health Information Organization (QHIO) by completing the QHIO Application 2023. The application will provide the Center for Data Insights and Innovation (CDII) with the information needed to determine if an organization has the structure and capabilities to function as a QHIO on behalf of Participants in the California Health & Human Services (CalHHS) Data Exchange Framework (DxF). CDII will publish a final list of QHIOs publicly for DxF Participants that choose to seek assistance to meet their Data Sharing Agreement (DSA) obligations through a QHIO. Organizations interested in serving as a QHIO on behalf of DxF Participants are required to complete an application for consideration of qualification.

This QHIO Application Guide 2023 has been designed as a companion to the QHIO Application 2023 and provides additional information to assist applicants seeking qualification by CDII.

Preparing an Application

The QHIO Application 2023 is available for download from CDII's website. It is highly recommended that applicants read this guide along with the application prior to completing the application.

The application is organized into three sections (A through C). Each section contains a series of QHIO requirements. Each requirement is described, followed by a statement where the applicant must attest that their organization meets the requirement. The scoring related to that requirement is also provided. The final page of the application requests information on the individual who is authorized to sign these requested attestations and the application on behalf of the applicant. Failure to sign an attestation or misrepresenting the applicant's capabilities may be cause for failure to receive or subsequent removal of qualified status.

The QHIO Application 2023 includes references to several Data Exchange Framework terms. These terms and their definitions are found in the [Data Exchange Framework \(DxF\) Glossary of Defined Terms](#).

NOTE: All information collected by CDII as part of the QHIO Application are public records subject to the California Public Records Act. Please do not submit confidential information.

Application Questions

CDII will host informational sessions for applicants who seek clarification with respect to the application or the submission process. The dates and times of these sessions are found on CDII's website, and the meetings will be open to the public. Please make every effort to read through the application and this application guide in their entirety before attending these sessions. The sessions will be recorded, and the recordings will be made available on CDII's website [<https://www.chhs.ca.gov/data-exchange-framework/>].

Questions regarding the application or the submission process should be sent via email to cdii@chhs.ca.gov. These messages should include "QHIO Application Question" in the Subject line.

Submit your question before 5:00pm Pacific Time (PT) on September 5, 2023, for it to be considered in the informational sessions.

Submitting an Application

QHIO applications must be submitted via email to cdii@chhs.ca.gov on or before 5:00pm PT on September 21, 2023. The email Subject line should read “QHIO Application” followed by the name or nickname of the applicant. For example, for a fictional organization named HealthyExchange, the Subject line of the email message containing the application might read: “QHIO Application – HealthyXChg”.

Following receipt of the application, CDII will reply via email to confirm receipt. If an applicant does not receive an email acknowledgment from CDII within four business hours of submission, based on an 8:00am to 5:00pm business day, the applicant is encouraged to reach out to CDII to confirm receipt.

Applications submitted after 5:00pm PT on September 21, 2023 may not be considered in this round of review. The next application opportunity is not expected until at least mid-2024.

Receipt of an Application

Upon receipt of an application, CDII will review the application for completeness. If the application is complete, a confirmation email will be sent to the applicant’s primary point of contact confirming receipt of a complete application.

If a response is missing, an email message will be sent to the organization’s primary point of contact and the email address from which the application was submitted (if different) indicating the questions where a response is missing. The applicant will have three business days from the date CDII sent its email notifying the applicant, to provide a complete response.

If an applicant receives an email message indicating an incomplete application, the applicant is encouraged to reply as soon as possible to CDII acknowledging receipt of the message and affirming they will send a complete application. A complete application must be submitted to CDII within three business days from the date CDII sent its email notification for the application to be considered.

Each application received before the application deadline will be reviewed according to the scoring methodology detailed in the application.

Notification and Appeals

Applicants that do not satisfy the QHIO requirements will be notified via telephone and email by CDII. These applicants will receive a summary of their application’s scoring results by email, including an explanation of which response(s) were unsatisfactory and why. These applicants may choose to appeal CDII’s determination. To launch an appeal, the applicant must notify CDII via email by sending a message to cdii@chhs.ca.gov within three business days of notification of CDII’s determination. CDII will reply via email to confirm receipt of the notice of intent to appeal. If an applicant does not receive an email acknowledgment from CDII within four business hours of submission, the applicant is encouraged to reach out to CDII to confirm receipt.

Applicants choosing to appeal the determination must then complete a ‘QHIO Application Determination Appeal’ form which will be located on CDII’s Data Exchange Framework website in the QHIO section. Once completed, this form must be sent via email to cdii@chhs.ca.gov with the subject “QHIO Application Determination Appeal” within ten business days of notification of CDII’s determination. CDII will reply via email to confirm receipt of the appeal. If an applicant does not receive an email acknowledgment from

CDII within four business hours of submission, the applicant is encouraged to reach out to CDII to confirm receipt of the form.

If the appeal results in a determination that the applicant meets the qualification criteria, the applicant will be qualified as a QHIO and included in the CDII QHIO announcement process. If the appeal does not result in qualification, the applicant may reapply in future QHIO application cycles.

Announcing Qualified HIOs

Applicants that meet the QHIO application's criteria will be notified by CDII via telephone and email. These applicants will be asked to confirm receipt of their notification via email within three business days. Following this, the applicant will work closely with CDII regarding the timing of announcements of their qualification and the launch of any QHIO DxF activities.