



**California Health & Human Services Agency  
Center for Data Insights and Innovation  
Data Exchange Framework (DxF) Qualified Health Information Organization  
(QHIO) Question and Answer (Q&A) Session #2  
Transcript (11:00 AM – 12:00 PM PT, September 11, 2023)**

The following text is a transcript of the September 11, 2023 Data Exchange Framework Qualified Health Information Organization (QHIO) Question and Answer (Q&A) session #2. The transcript was produced using Zoom's transcription feature. It should be reviewed concurrently with the recording – which may be found on the [CalHHS Data Exchange Framework website](#) to ensure accuracy.

[Alice H - Events] 14:00:34

Hello and welcome. My name is Alice and I'll be in the background to support with Zoom. If you experience technical difficulties, please type your question into the Q&A.

[Alice H - Events] 14:00:44

Live close captioning will be available. Please click on the CC button to enable or disable.

[Alice H - Events] 14:00:51

There are few ways attendees may participate today. Participants may submit questions through the Zoom Q&A box at any time.

[Alice H - Events] 14:00:59

Additionally, if time permits, CDII will answer live questions during the Q&A period.

[Alice H - Events] 14:01:05

To ask a live question, participants must raise their hand for Zoom facilitators to unmute them.

[Alice H - Events] 14:01:11

If you logged in via Zoom interface. Press raise hand in the reactions button on your screen.

[Alice H - Events] 14:01:17

If selected to share your comment, you will receive requests a request to unmute. Please ensure you accept for speaking.

[Alice H - Events] 14:01:25

If you logged in via phone only, press star 9 on your phone to raise your hand. Listen for your phone number to be called on by the moderator.

[Alice H - Events] 14:01:33

And if selected to share your comment, please ensure you are unmuted on your phone by pressing star 6.

[Alice H - Events] 14:01:40

Please keep questions brief and relevant to the QHIO application. If you're question is not answered during today's session, please submit it to CDII at chs.

[Alice H - Events] 14:01:54

Ca. With that, I'd like to introduce Deanne McCallan, Deputy Director at the Center for Data Insights and Innovation.

[DeeAnne McCallin] 14:02:04

Hi everyone, good morning. Thank you. For joining today's Qualified Health Information Organization or QHIO application question and answer session.

[DeeAnne McCallin] 14:02:15

This hour will mirror very much Friday session that was held on Friday, September eighth. If you have joined both, they're gonna sound very similar.

[DeeAnne McCallin] 14:02:25

It probably will not be verbatim despite how much I like consistency, but even I ramble too much that there's no way I can like paraphrase like quote myself.

[DeeAnne McCallin] 14:02:34

Today's session will be recorded and the slide deck will be posted on Cdi's website as well as the transcript and references to what we're talking about today.

[DeeAnne McCallin] 14:02:45

I'm joined by my colleague Cindy Barrow from a senior advisor at Minette Health Strategy who's been working on the QHIO program, the development of it through this entire calendar year, if not longer.

[DeeAnne McCallin] 14:02:59

We do not have our colleague rim with us today as he had a scheduled conflict and was not able to move that.

[DeeAnne McCallin] 14:03:05

So. That will help. Cindy and I keep our responses to the application. Which is what we're here for.

[DeeAnne McCallin] 14:03:13

Recapping, reviewing the agenda. It might jump twice. Cover of the vision for data exchange in California, the application and its guide to become a QHIO.

[DeeAnne McCallin] 14:03:28

How CDI will be assessing those applications, how we will be communicating the results of these applications, this current application window and the closing.

[DeeAnne McCallin] 14:03:41

At a high level. And so like Friday, we aim for CDIs. To be able to address new questions at the end of this session.

[DeeAnne McCallin] 14:03:50

We will start the Q&A by answering questions that were submitted to CDII between August, the 20 eighth when we released the application and September, the fifth.

[DeeAnne McCallin] 14:04:02

We'll then answer as many questions submitted via today's Zoom Q&A as possible as well as the one that came with the registration for you to be able to get the access to Zoom today.

[DeeAnne McCallin] 14:04:13

And then of course if time allows, we will aim for it, we will answer live questions at the end.

[DeeAnne McCallin] 14:04:19

We do aim to only answer questions on the QHIO application today. Cdi's legal team is on the call to make sure that I let you all know that if we get to certain questions that I'm not able to provide legal advice.

[DeeAnne McCallin] 14:04:35

We ask you either enter your question in the Q&A or raise your hand during the Q&A period at the end as Alice previously mentioned.

[DeeAnne McCallin] 14:04:44

I do wanna note here that we're holding these sessions as an attempt to help everyone with their applying with understanding the application and the process.

[DeeAnne McCallin] 14:04:54

We're in an active application window that's some, so we feel that some phone calls and we're not talking to folks about this because we're looking to be fair to any applicant that's looking to be fair to any applicant that's looking to apply.

[DeeAnne McCallin] 14:05:08

We to any applicant that's looking to apply. We do encourage your questions to continue come in. In writing to the CDI, web, email address, which is CDI at CHHS.

[DeeAnne McCallin] 14:05:21

Ca. COV or today's Q&A as well. But we are listening, we're hearing, we're taking everything back that we can, and thus far we have not hit upon anything substantial that would change our application.

[DeeAnne McCallin] 14:05:32

So we do encourage folks to move forward with applying if they find that if they deem themselves eligible and up to the task of becoming a QHIO for the California Data Exchange framework.

[DeeAnne McCallin] 14:05:47

For on to the vision for data exchange. Hopefully folks know here today that we're working on the Californians first-ever statewide data sharing agreement.

[DeeAnne McCallin] 14:05:56

That requires the secure and appropriate exchange of health and human services information to enable providers. Of services to work together and improve on individuals health and well being.

[DeeAnne McCallin] 14:06:09

The role of the Qualified HIO, very broad strokes here. The data exchange framework is that data sharing agreement I just spoke about and the common set of policies and procedures that govern and require the exchange of health and social services information, which we refer to as HSSI.

[DeeAnne McCallin] 14:06:29

We also refer to the data sharing agreement as the DSA. So if anybody hears these acronyms, and might have a clue as to what we're talking about, but we don't have an acronym list here that we do have definitions and everything on our website.

[DeeAnne McCallin] 14:06:43

To participate in the DXF, signatories must be able to send and receive HSSI.

[DeeAnne McCallin] 14:06:49

Locate a patient record based on person attributes. Format the, to conform with data exchange framework standards and meet privacy and security requirements plus more.

[DeeAnne McCallin] 14:07:01

For many signatories, these are not current capabilities. However, for many signatories, it already is.

[DeeAnne McCallin] 14:07:08

But any signatory may choose to seek the services of the QHIO to help manage the exchange.

[DeeAnne McCallin] 14:07:15

Participating or joining a QHIO is not mandated. So you're not required to use the QH I/O if you're a signer to the DSA.

[DeeAnne McCallin] 14:07:28

However, QHIO is a vetted source that can assist a participant and when we say participant with a capital P in writing that means a signatory.

[DeeAnne McCallin] 14:07:37

To the DSA. To meet the requirements of the DSA.

[DeeAnne McCallin] 14:07:43

And now with that, I think I'm at the slide where I pass it to my colleague Cindy.

[Cynthia Bero] 14:07:49

Thank you, Dean. So what I'd like to do over the next few slides is to go through the application itself.

[Cynthia Bero] 14:07:55

And the process for submitting an application. On August 20 eighth, CDI added to its website links to both the guide and the application.

[Cynthia Bero] 14:08:06

The guide provides an overview of the application preparation, submission, review, and appeals process. It's a few pages, but it has a lot of great content.

[Cynthia Bero] 14:08:18

I strongly encourage you to read through the guide in its entirety before, you know, making a final decision about submitting an application.

[Cynthia Bero] 14:08:27

The other document that was posted on that same day is the application itself. It has been organized into 3 sections, which we'll cover in a moment.

[Cynthia Bero] 14:08:38

And each section defines some requirements and requires an attestation or an acknowledgement by the applicant that they have this can meet this requirement.

[Cynthia Bero] 14:08:50

We have had some questions in the past about like what what is signing the attestation mean? You need to either initial it or sign it.

[Cynthia Bero] 14:09:00

You need to either initial it or sign it, you need to either initial it or sign it either in, you need to either initial it or sign it either in, electronically or with, you know, in electronically or with, electronically or with, you know, ink and then scan and send back but it is really just a space where you can acknowledge your organization's ability

[Cynthia Bero] 14:09:12

to meet this requirement.

[Cynthia Bero] 14:09:14

This is one of the most important lines in the whole deck is the bottom line here, the deadline for a receipt of the applications is 5 p.

[Cynthia Bero] 14:09:22

M. Pacific on September, the 20 first, 2,023. It's important that we, you know, set a firm deadline on this because we need to move forward and as many people know, we're anxious to announce and identify these QHIO so people can prepare themselves for the start of date exchange in early 2,024.

[Cynthia Bero] 14:09:43

So that deadline is firm and so I also strongly recommend you you pay attention to that one if you're interested in becoming a qualified health information organization.

[Cynthia Bero] 14:09:53

Next slide. So as I mentioned, the application itself, it is divided into 3 primary sections. The first one first section is information about your organization, the applicant to be a QHIO.

[Cynthia Bero] 14:10:09



A lot of information requested about, you know, the organization's name and contact information, please make sure you fill all of that out as completely as you possibly can.

[Cynthia Bero] 14:10:22

The second section is on privacy and security. As you know, where the data exchange framework is moving some of the most sensitive and personal information that any individual will have.

[Cynthia Bero] 14:10:34

So we want to make sure that the qualified health information organizations have the appropriate safeguards. In place for privacy and security.

[Cynthia Bero] 14:10:42

And last is the functional capabilities which really starts to get into some of the more technical standards. And capabilities that an HIO has to demonstrate in order to be a qualified HIO.

[Cynthia Bero] 14:10:57

The next slide. Thank you. So, in terms of preparing the application, you'll notice at the bottom of this slide there is 2 links to the application and it's guide.

[Cynthia Bero] 14:11:09

These are should be very easy to locate on the CdIs website. If you have any trouble at all locating them, please send an email to CDI, but they should be very easy to find and download.

[Cynthia Bero] 14:11:20

The application as we as we identified has those 3 sections with a set of requirements and you have to attest that your organization meets the requirements.

[Cynthia Bero] 14:11:32

If you fail to attest or misrepresent your capabilities in this attestation, it could be the cause for removal of your failure to qualify or removal of qualified status.

[Cynthia Bero] 14:11:45

So I just encourage you to read each statement carefully and consider whether or not your organization has this. Ability and can attest to it before you sign.

[Cynthia Bero] 14:11:57

There are also some suggestions about file name conventions, file formats if you if it's necessary to submit additional documentation, please read those carefully and try to follow those because everything you do to follow the instructions.

[Cynthia Bero] 14:12:13

Help to speed an accurate assessment of your application if if we find that we have to go back and forth a bit on completing things that are missing that that will slow things down and I don't think any of us want that.

[Cynthia Bero] 14:12:27

So please try your best to follow the guide. Okay, so when your application arrives and it will be submitted via email the CDI on and before 5 PM.

[Cynthia Bero] 14:12:39

Pacific September 20 first 2023. When it arrives the first thing CDI do will be you know obviously some will be monitoring that inbox to see see the arrival of the application and they will send a reply.

[Cynthia Bero] 14:12:52

To confirm receipt and the reply will go to the sender and the primary contact you identify in your application.

[Cynthia Bero] 14:13:00

And then they will take the application and look through it from beginning to end to see if it has been completed.

[Cynthia Bero] 14:13:07

Did every question get, you know, addressed? And if it is complete, you'll get a second email.

[Cynthia Bero] 14:13:13

So you got the confirmation received it. Now you'll get another email that says it is a complete application and moves forward.

[Cynthia Bero] 14:13:22

If it's incomplete, another email will go out to the primary contact telling, you know, describing that it's incomplete and which questions were found incomplete and you'll then have 3 business days to resubmit the application.

[Cynthia Bero] 14:13:37

So this at this point I want to encourage you to make sure whoever you identify as the primary contact, but that's a mailbox that's really well monitored and that that person will be available throughout this application window to to look at the incoming messages.

[Cynthia Bero] 14:13:56

We just don't wanna make sure that the communication lines are open and active during this period of time.

[Cynthia Bero] 14:14:02

So again, think carefully about the primary contact. Make sure it's not someone who's about to go on.

[Cynthia Bero] 14:14:08

Vacation. Next slide. And I'm now gonna turn things over to Diane to cover how the assessment goes.

[DeeAnne McCallin] 14:14:17

Yep. Back to me. Thank you, Cindy. And so that's where it was a little different from Friday because I had hijacked some of Cindy's slides on Friday and she did a phenomenal job.

[Cynthia Bero] 14:14:20

Sure.

[DeeAnne McCallin] 14:14:29

Thank you. Already. So the applicants primary contact, I think this is where I'm at.

[DeeAnne McCallin] 14:14:37

Yes, slide 14 as noted in the application A 2. Will be contacted if any questions arise during the assessment.

[DeeAnne McCallin] 14:14:45

So just like Cindy said applicants should ensure the email address is monitored throughout the application assessment timeline.

[DeeAnne McCallin] 14:14:53

Essentially, no news is good news, but don't, fall complacent if you haven't had a confirmation email from us or an acknowledgement email.

[DeeAnne McCallin] 14:15:03

And after those that type of acknowledgement email, then you should be looking for any emails about any problems.

[DeeAnne McCallin] 14:15:09

That's where silence is good, but we will reach out to you if we have any questions about, especially if we review in that one of your after something is not complete.

[DeeAnne McCallin] 14:15:19

We will confirm receipt of each application applications. Applicants are encouraged to contact CDI if you have not received confirmation from CDI within 24 h of your submission email.

[DeeAnne McCallin] 14:15:33

If an application is not considered complete upon initial review. CDII will contact the applicants primary contact.

[DeeAnne McCallin] 14:15:42

Once we confirm that the application is complete, it will move into a assessment. And then once the determination is made, the applicant will be notified via email about that determination.

[DeeAnne McCallin] 14:15:54

In a couple of slides, you'll see that the timing of that type of notification and and announcements is going to be controlled essentially by CDI.

[DeeAnne McCallin] 14:16:07

Applicants who are informed that they did not qualify may wish to appeal the determination and please do refer to the application guide for more information on preparing and submitting an application.

[DeeAnne McCallin] 14:16:22

We'll go to the next slide to talk a little bit about the appeals process. So the key takeaway from this slide is that to initiate an appeal, that is if you receive notification from CDI that you were not qualified.

[DeeAnne McCallin] 14:16:36

That the applicant must must notify CDII of its, within 3 business days of that the date of that notification and then submit an appeal form within which will be on Cdi's website within 10 business days.

[DeeAnne McCallin] 14:16:54

That's a net of 10 days, not a net of 13 days. So let's say I'm making this day up.

[DeeAnne McCallin] 14:17:00

Say it's September, 20 eighth and you are notified that you were not qualified. September 20 eighth plus 3 days you will need to in that email will tell you you must let us know the intent within 3 days, which is and it will say what date.

[DeeAnne McCallin] 14:17:17

And then if you do respond with an intent to appeal, it still goes from that September 20 eighth date.

[DeeAnne McCallin] 14:17:21

Plus 10 days. It's not 3 plus 10. Please do see our. Application guide for more information on the appeals process.

[DeeAnne McCallin] 14:17:31

Hopefully we won't have to lean on that too much, but it is, quite normal for application windows and applications.

[DeeAnne McCallin] 14:17:39

I mean, I even just learned recently you can appeal not getting into a college. I had no idea.

[DeeAnne McCallin] 14:17:46

You can appeal not getting into a college. I had no idea. And nor have I ever met anybody to do that, I had no idea.

[DeeAnne McCallin] 14:17:50

And nor have I ever met anybody to do that, but kudos to those that do.

[DeeAnne McCallin] 14:17:51

Alright, communicating the results of the QHIO application. College applications. CDII expects to announce QHIOs in October of this year, 2023.

[DeeAnne McCallin] 14:18:03

So we're getting false. Successful applicants will be notified by CDII prior to Cdi's public announcement of the QHIOs.

[DeeAnne McCallin] 14:18:12

However, that will not be the green light to go and do a self announcement because we're trying to queue.

[DeeAnne McCallin] 14:18:19

We're trying to communicate with everybody who has been qualified. We need to communicate if there's anybody who has not been qualified and and balance the timing of all of this sensitive to everyone's business operations.

[DeeAnne McCallin] 14:18:30

Following the notification, the applicants will, who have been qualified will coordinate. With CDI on the timing of an announcements of qualification in the launch of QHIO program activities.

[DeeAnne McCallin] 14:18:44

QHIOs will then work with CDI on expectations of QHIOs such as maintaining qualification and program development.

[DeeAnne McCallin] 14:18:53

All 2023 QHIOs will be publicly announced by CDI or Cal HHS at the same time and after that time the QH IOs will be permitted to make their own announcements.

[DeeAnne McCallin] 14:19:10

Alrighty, so now we're gonna start the QA session. We still have lots of time today, so we may or may not be able to answer every question and any question we do not answer or cannot answer will be able to we'll take that back.

[DeeAnne McCallin] 14:19:23

We will start by answering questions that were submitted to CDI prior to, by prior to 5 PM on September fifth.

[DeeAnne McCallin] 14:19:32

We'll then try to answer as many questions as possible that are submitted into today's Q&A on the Zoom box.

[DeeAnne McCallin] 14:19:42

You may also raise your hand and then at the end we will then, that events will help us to coordinate people who in the order in which they raised their hands.

[DeeAnne McCallin] 14:19:51

So I'm gonna go back to reading the questions that we received before we are trying to cover the same questions that were received by 5 PM.

[DeeAnne McCallin] 14:20:01

On September fifth today that we did on Friday and we should certainly be hearing the same responses. So one of the questions received in advance was our QHIOs only responsible for assisting DSA signatories that are not connected with any local federal or commercial HIs in exchanging data.

[DeeAnne McCallin] 14:20:22



The answer is QHIOs may determine which entities they are able to onboard onto their health information organization platform for exchange and provide services to.

[DeeAnne McCallin] 14:20:35

Note as signatories themselves to the DSA. QHIOs are required to comply with the DSA in its policies and procedures.

[DeeAnne McCallin] 14:20:45

As a QHIO as opposed to a DSA signatory. They will be required to provide services to data exchange.

[DeeAnne McCallin] 14:20:53

Framework participants in compliance with the data sharing agreement and its PNPs. And so, and, and, and with guidance from CDI on the QHIO program.

[DeeAnne McCallin] 14:21:06

So hopefully that answers your question about there are they responsible. For assisting DSA signatories that are connected to any local so somebody can be on a federal HI and I'm bored to a QHIO as well.

[DeeAnne McCallin] 14:21:20

Our next question. Our QHIO is compensated by CDI for their efforts related to the data exchange framework.

[DeeAnne McCallin] 14:21:30

It makes some sense that folks think that this might be like an an RFP or an R 5 for people to contract with Cdl and to be paid by CDII for this.

[DeeAnne McCallin] 14:21:40

That's not this type of program. QHIOs do not receive compensation from CDI.

[DeeAnne McCallin] 14:21:46

However, there are some funding. Triggers, which in a sense, which are not required, but QH IOs may receive data exchange framework funds via data sharing agreement signatory grant program where one of the 2 domains is a QHIO onboarding grants.

[DeeAnne McCallin] 14:22:03

And the under the DSA signatory grant program. Signatories are eligible to apply for a QHIO onboarding brand.

[DeeAnne McCallin] 14:22:14

If awarded, the grant is dispersed to the signatories QHIO of choice. So somebody who assigned the DSA submits an application for a for QHIO onboarding.

[DeeAnne McCallin] 14:22:24

And then they can list who their QHIO is. And that's where the fund funds can go direct will go directly to the QHIO and it was created that way to actually be less of an administrative burden on the actual signatory of the DSA.

[DeeAnne McCallin] 14:22:41

The funds may cover some of the costs associated with onboarding with the QHIO and such as that they may include costs incurred by the QHO for the benefit of the grantee who is the DSA signatory.

[DeeAnne McCallin] 14:22:56

Note that per the DSA and policies and procedures, this is moving away from the signatory grant program as data exchange framework participants QHIOs are not prohibited, not prohibited from charging fees of their clients for the services they provide.

[DeeAnne McCallin] 14:23:14

Many of whom will or may be data exchange framework participants, but they have been. Many HIOs in California have been in business and they charge a fee for the services that they provide to their clients.

[DeeAnne McCallin] 14:23:28

That doesn't go away because of the data exchange framework. And that in part is one of the reasons why we know there's costs to onboard to NHIO, hence the DSA signatory grant program.

[DeeAnne McCallin] 14:23:40

But the CDI pay QHIOs to be a queue. No, we do not.

[DeeAnne McCallin] 14:23:46

Next question. Does the access station to the requirement that QHIOs must have participant agreements that do not conflict with the DSA in its policies and procedures entail the applicants representation that their participant agreements do not to their knowledge conflict with the DSA and its PNPs.

[DeeAnne McCallin] 14:24:07

So this question came right from someone, the submitter reading one of the questions where they're testing asked to attest to in the application.

[DeeAnne McCallin] 14:24:17

Yes, as a signatory to the DSA, QHIOs are required to comply with the DSA and its policies and procedures.

[DeeAnne McCallin] 14:24:25

If a QHIO becomes aware of the conflict with one of its agreements that it has, then it should consider an amendment to comply with the obligations of the DSA signatory.

[DeeAnne McCallin] 14:24:38

So we, do mean that you need to be able to attest to that question on the application.

[DeeAnne McCallin] 14:24:46

And if you see any conflicts, you need to be addressing those.

[DeeAnne McCallin] 14:24:49

Next question. Is CDI aware that it testing to the requirement that to exchange information with other QHIOs and via national networks and frameworks.

[DeeAnne McCallin] 14:25:01

It may obligate QHIO applicants to respond to queries they receive from any care quality user.

[DeeAnne McCallin] 14:25:07

Yes. We are aware of the non discrimination requirements of care quality. That it requires that it's members of that framework that responds to a permitted purpose in care quality.

[DeeAnne McCallin] 14:25:19

I'm not gonna go deeply into this. Response today, I know that my colleague Rim spoke to it on Friday if somebody wants to know what was said on Friday, please listen to the recording and look, you'll be able to read the transcript as well.

[DeeAnne McCallin] 14:25:34

And if it's still an issue or a concern to you, I do recommend that you submit a question.

[DeeAnne McCallin] 14:25:40

Explaining what the concern is and how it may. Be an issue for your application to a queue.

[DeeAnne McCallin] 14:25:48

To become a queue to our website. Which someone will drop into the chat if it's not there already.

[DeeAnne McCallin] 14:25:56

Alright, going on to a similar question. There was a question about and we spoke about it on Friday as well.

[DeeAnne McCallin] 14:26:05

Clarification concerning CDIs expectations for QHIOS to route requests for information. From one participant to another via multiple QHIOS or nationwide networks or frameworks.

[DeeAnne McCallin] 14:26:18

Cdi requires that all QHIOS participate in at least one national network or framework as named in the application and agree to forward request for information respond to request for information, forward information delivery, and receive information delivery on behalf of their data exchange framework.

[DeeAnne McCallin] 14:26:40

Purchase PIN clients using the QHIOS chosen nationwide network or framework or any other QHIO as necessary.

[DeeAnne McCallin] 14:26:50

QHIOS. May use a nationwide network or framework to exchange with other queues or do so through point to point connections as they choose.

[DeeAnne McCallin] 14:26:59

Cdi does not dictate how a QHIO responds to a request on behalf of a data exchange framework participant client and the QHIO may do so in any lawful way and using any open technical standards acceptable to the client.

[DeeAnne McCallin] 14:27:16

And all of that is pertaining to following the terms of the data sharing agreement and its policies and procedures.

[DeeAnne McCallin] 14:27:22

I have mentioned our policies and procedures a few times. If you're unfamiliar with them, we do recommend you go to our website.

[DeeAnne McCallin] 14:27:31

Scroll down and there's a there's a gray bar. It's called like an accordion type of menu section and every final PNP is out there to be read.

[DeeAnne McCallin] 14:27:41

Oh, click open in PDF. They're usually 2 to 7 pages. At the longest approximately.

[DeeAnne McCallin] 14:27:48

So someone will drop the link to our website as well. If you're wondering what these, so someone will drop the link to our website as well.

[DeeAnne McCallin] 14:27:57

If you're wondering what these, so someone will drop the link to our website as well if you're wondering what these, mysterious P's and P a question that Cindy did touch on, but I definitely see the value of our talking about it again today is what is CDI looking for in terms of a response in each requirement on the application.

[DeeAnne McCallin] 14:28:12

Are you looking for a check mark, initials, a date, a yes or no? We are looking for an initial or a signature electronic or ink is acceptable.

[DeeAnne McCallin] 14:28:24

We're not looking for an emoji or a check mark or story, anything other than an initial or a signature most likely will raise a flag in our assessment review that it appears that you are not attesting to the statement that has been asked to attest to.

[DeeAnne McCallin] 14:28:42

It is a good question though because we actually don't lay that out specifically on the application. Huh, but we meant to.

[DeeAnne McCallin] 14:28:52

Alrighty. I'm gonna Power phrase the question that was asked on Friday because it was re-ass in with the registration.

[DeeAnne McCallin] 14:29:01

Where some people have asked Why? This application appears.

[DeeAnne McCallin] 14:29:09

Either simple or a lower bar from the draft application that was shared publicly this spring. And or that it's only a simple attestation.

[DeeAnne McCallin] 14:29:22

It's I think it's 10 pages. It's nearly 30 pages, it's nearly 30 attestations.

[DeeAnne McCallin] 14:29:26

In my opinion they don't see seem simple at all we are doing like the 3 criteria that Cindy mentioned we're looking our questions are very targeted towards the organizational strength and history of the organization.

[DeeAnne McCallin] 14:29:40

Its ability to offer privacy and security for the exchange of information and its stability as an organization. And so.

[DeeAnne McCallin] 14:29:49

We have made it easier to apply where in the applicants do not need to upload 15 or 30 different PDFs and 500 to 2,000 word right ups.

[DeeAnne McCallin] 14:30:01

That is different. So that is more simple. However, the content and the meat and potatoes of the actual application is still all within the versions that you all saw earlier this spring.

[DeeAnne McCallin] 14:30:13

There is also a note on the first page of the 10 page application that's I'm gonna read these 2 sentences by submitting this application applicant agrees that CDI may at any time request documentation to confirm the accuracy of applicants attestations.

[DeeAnne McCallin] 14:30:31

Failure to respond to a question or misrepresenting the applicant's capabilities. May be cause for failure to receive or subsequent removal of qualified status.

[DeeAnne McCallin] 14:30:42

So if we see a trend in our applications coming in, where something perhaps didn't seem clear or.

[DeeAnne McCallin] 14:30:48

In a certain percent of applicants all but one might have. Answered away or we keep seeing questions on the same thing.

[DeeAnne McCallin] 14:30:56

Will come to every applicant and say, can you please document this and this clause at the beginning of the application will warrant that will support our request that and we're gonna be fair and transparent and if we ask out of one we're gonna aim to ask it for ever from everybody.

[DeeAnne McCallin] 14:31:15

We don't foresee the need for that, but the what if is there in our workflow for our assessing.



[DeeAnne McCallin] 14:31:21

So far I haven't called on anybody else to answer a question, so we're, doing okay, I think.

[DeeAnne McCallin] 14:31:27

And I have also not read any of the questions in the QA yet. Next question.

[DeeAnne McCallin] 14:31:34

Are there any concerns with QHIO sharing data with non DSA signers and non-data exchange framework participants should there be.

[DeeAnne McCallin] 14:31:44

No, there's not concerns. I don't know that that fits into an actual application question.

[DeeAnne McCallin] 14:31:52

But if there is, if, if you're the person who asked this question and it ties directly to a question in the application if you have access to that question number if you can throw it in the QA.

[DeeAnne McCallin] 14:32:04

That might help me to answer it better, but overall generally speaking. No, and I don't think that's.

[DeeAnne McCallin] 14:32:11

A piece of an organization. Feeling like applying using the application that we have.

[DeeAnne McCallin] 14:32:20

Alrighty, let's see. Hmm. Someone asked what it qualified to connect to care quality through any of the implementers or does it have to be specifically through care quality common well or e health exchange.

[DeeAnne McCallin] 14:32:37

I believe this is question C 3 in the application. In line with the other name criteria in the application, the applicant must be a member of one of the listed nationwide networks or frameworks by the time of the announcement of as a QHIO and you should be attesting to that.

[DeeAnne McCallin] 14:32:56

With the way it reads and let me make sure I didn't like trip on my own words there.

[DeeAnne McCallin] 14:33:02

So. I'm scrolling to look at the application question, C 3, the applicant, the attestation is that the applicant participates in care quality, Commonwealth Health Alliance or e-health exchange and if they are common well health or e health that it has the connection to care quality activated.

[DeeAnne McCallin] 14:33:23

So at the time of applying, you need to have the care quality activated to be able to attest to that line in C 3.

[DeeAnne McCallin] 14:33:33

As it is written in the application. I can call upon Cindy for the last of the questions that came in through today's registration.

[DeeAnne McCallin] 14:33:47

Before I then start looking at the questions in the QA. And so Cindy, there's a question.

[DeeAnne McCallin] 14:33:53

It's about they cited 8 E in the application, our HI and the question not not reading from the application is, are HIOs required to exchange patient rosters with all California HIOs.

[Cynthia Bero] 14:34:08

So first I want to clarify that this is about qualified HIOs, not just HIO.

[Cynthia Bero] 14:34:16

So if you are qualified HIO, and a signatory has sent you a roster of patients that they are interested in following for acute care events.

[Cynthia Bero] 14:34:28

That roster. Should be shared with other QHIOs. So that if the event does not land on your doorstep and but another QHIO doorstep, they will have the ability to forward it to you so you can get it back to the to the participant.

[Cynthia Bero] 14:34:45

So again, the clarification is if your QHIO and a roster has been shared with you for the purpose of monitoring for acute care events that roster that the patients listed there will be shared with other QHIO so they can monitor on your behalf.

[DeeAnne McCallin] 14:35:04

Okay, thank you, Cindy. I am noting that I see a drop in the chat of the CDI data exchange framework website.

[DeeAnne McCallin] 14:35:15

Thank you.

[DeeAnne McCallin] 14:35:22

Alrighty. Okay, now bear with me as we go to the written questions that are in.

[DeeAnne McCallin] 14:35:32

In the QA that we have. So we are, there's a question about, from when I said coordinating and cooperating with CDI to create like, you know, what does it mean to be a Q and to maintain and establish a program.

[DeeAnne McCallin] 14:35:51

And that's where we're working on, we're laying the foundation of what a QHIO program is.

[DeeAnne McCallin] 14:35:55

We have a PNP. It was finalized earlier this year. We have this application in the guide.

[DeeAnne McCallin] 14:36:02

We're building other components. The assessing and and we're building the chapters as we go very similar if you're familiar with the signatory grant program.

[DeeAnne McCallin] 14:36:11

We have a 41 page. Guidance. So I envision a QHIO guidance document.

[DeeAnne McCallin] 14:36:17

We may or may not have an agreement where the queues are. Identified in queued and we work together and we have an agreement of all that we're gonna be working on and probably acknowledging.

[DeeAnne McCallin] 14:36:27

So.

[DeeAnne McCallin] 14:36:30

QHIO pro and development will be continuing and growing developing this fall and well into 2024.

[DeeAnne McCallin] 14:36:41

Okay, let's see and bear with me as I read some questions summer long.

[DeeAnne McCallin] 14:36:54

And I'm just scanning looking for question.

[DeeAnne McCallin] 14:37:06

Okay, so I just I just scanned some. Background and content and operational type stuff and a very quick assessment by me, but it gets to a question.

[DeeAnne McCallin] 14:37:17

Is there a defined process post the application process to become an improved QHIO. No, that so it's almost like is there a 2 tiered, approval process?

[DeeAnne McCallin] 14:37:32

No, this application should warrant the qualification and then we begin working with any of the organizations that are qualified.

[DeeAnne McCallin] 14:37:40

And that's where you know.

[DeeAnne McCallin] 14:37:44

One week later, one month later, one year later, if an organization is not meeting what they attested to in this application and the terms and conditions of the data sharing agreement and the PNPs, they could.

[DeeAnne McCallin] 14:37:58

Lose their queue, but there's not a second level about becoming approved as a QHIO.

[DeeAnne McCallin] 14:38:12

Rolling and the question box jumped on me a little bit.

[DeeAnne McCallin] 14:38:18

There is a question about any requirements in the application. About a dependency on the implementation of a participant directory.

[DeeAnne McCallin] 14:38:30

I do not believe the application has anything about the participant directory or participant directory is another component of the data exchange framework.

[DeeAnne McCallin] 14:38:41

But I don't know that it's specifically in a question on the application, but if I have time, I might pause and search for that.

[DeeAnne McCallin] 14:38:49

I feel like Cindy might be looking for that too. That's the other thing if you're submitting, if we're not able to cover your questions this hour and you're submitting a question to the CDI inbox.

[DeeAnne McCallin] 14:39:01

You're looking at the application and you're reading a question you're really struggling with it.

[DeeAnne McCallin] 14:39:06

If you can site that question number, it will be really helpful. It's also helpful to include the preceding section, the A, the B or the C.

[DeeAnne McCallin] 14:39:13

So like, CE. For example You don't have to, but it helps us to help you if you do so.

[DeeAnne McCallin] 14:39:24

And I'll search for that the participant directory if it's anywhere in the application but off the top of my head I don't think it is.

[Cynthia Bero] 14:39:32

And there is a question. It's a question, C 2. And it is related to working with.

[Cynthia Bero] 14:39:42

CDI and other QHIOs on the development of a participant directory. So it's a what they're actually agreeing to is that they will.

[Cynthia Bero] 14:39:54

Work. Collaboratively. To, develop participant directory capabilities.

[DeeAnne McCallin] 14:40:01

Okay, and actually thank you Cindy and I see it right in front of me. It says the applicant does or will.

[DeeAnne McCallin] 14:40:08

Collect and manage data exchange framework participant data. So So in the sense if I'm a If I'm hospital A out there and I'm a signatory to the data exchange framework.

[DeeAnne McCallin] 14:40:24

And in what What we are building of a participant directory and I'm hospital a and I fill in.

[DeeAnne McCallin] 14:40:33

I as the signatory not having a queue do it. I fill in my exchange approach is. National network.

[DeeAnne McCallin] 14:40:45

I, I wanna make one up. Walmart of the HIV. So if I put in Walmart of the HIs.

[DeeAnne McCallin] 14:40:55

And then a queue has a request from one of their participants to exchange with this hospital a. Then they need to go and look and manage and collect and say like okay here's a signatory we need to do exchange so I'm gonna gather this participant directory direction of how to how to do an exchange.

[DeeAnne McCallin] 14:41:14

So it's not so much leaning on the queues to build a participant directory, but it's to use the information that.

[DeeAnne McCallin] 14:41:21

Is put into a participant directory. It's like using the phone number that's in a phone book.

[Cynthia Bero] 14:41:26

Yes, it's and it's participating with. Cdi and the other QHIOs in developing.

[Cynthia Bero] 14:41:34

The standards for that directory and then leveraging it. As part of the, you know, routing of transactions standards.

[Cynthia Bero] 14:41:43

Yeah.

[DeeAnne McCallin] 14:41:43

And that working together with CDI is to benefit all, not just the queues, not CDI, but the participants within the framework as well.

[Cynthia Bero] 14:41:48

Yes.



[Cynthia Bero] 14:41:53

Agreed.

[DeeAnne McCallin] 14:41:58

Someone has asked how does CDII plan to verify attestations from QHIO applicants.

[DeeAnne McCallin] 14:42:03

Will you need to provide supporting documentation at some point? If it comes to that some point, it's because something's not smelling right or that there's been complaints somewhere saying, hey, I've been trying to use I onboarded with this QHIO and it's July of 2024 and not a thing has been exchanged.

[DeeAnne McCallin] 14:42:27

And then we can go back to this application where someone is attested to having a capability and say what's going on here.

[DeeAnne McCallin] 14:42:35

That's in the sense a vision of what might be how like complaints or processes but with this application, similar to the earlier question of like, will there be a second level of approving QHIOs?

[DeeAnne McCallin] 14:42:50

We're not coming back around and saying send us tons of documentation at this point. If something warrants it, then we will come to you all that right now.

[DeeAnne McCallin] 14:42:58

This is a good faith attestation, build upon a little bit the meaningful, meaningful use years that you can attest.

[DeeAnne McCallin] 14:43:08

And the systems work and flow from that, but know that everything is audible like documentation and supporting. Proof can be requested in the future.

[DeeAnne McCallin] 14:43:22

Reading some questions now.

[DeeAnne McCallin] 14:43:29

Alright, another question was quite similar. How will we? Verify attestations.

[DeeAnne McCallin] 14:43:45

Cindy, I don't know. Do you know who's, rosters in question?

[DeeAnne McCallin] 14:43:51

8 BI think that's C 8 B. Receive and maintain a roster of persons from Data Exchange framework participants who seek to monitor ADT events.

[DeeAnne McCallin] 14:44:04

Who? And it's okay if we don't know the answer, we can find this out.

[DeeAnne McCallin] 14:44:11

Please clarify who's rosters the QHIOs will have to maintain.

[Cynthia Bero] 14:44:17

So. Dsa signatories may be let me give you an example it may be like a position practice and they may be monitoring their high risk patients for unexpected acute care events.

[Cynthia Bero] 14:44:32

They might create a roster of these high risk patients and send it to a QHIO and ask them to be on the lookout for any acute care event for these patients of mine that I'm concerned about.

[Cynthia Bero] 14:44:44

And so it's usually, you know, the use case there is really a group of patients that you're tracking and monitoring closely for unexpected acute care events.

[Cynthia Bero] 14:44:55

That would be the roster that you send to a QHIO to monitor on your behalf. And I think in one of our information is Power Webinars, DN, we gave a scenario of how that kind of functionality can be beneficial.

[Cynthia Bero] 14:45:08

I think we had a character whose name was Lisa and Lisa. And Lisa had an unexpected acute care admission and her Primary care position Dr.

[Cynthia Bero] 14:45:18

Tom found out about it through this kind of mechanism was able to work closely with the local hospital to help manage her care.

[DeeAnne McCallin] 14:45:27

Okay, thank you. Filling my water glass if you hear anything on. Already a question.

[DeeAnne McCallin] 14:45:34

Where can we find a list of confirmed QHIOs? Currently nowhere, cause there are no QHIOs yet.

[DeeAnne McCallin] 14:45:41

This is the first application window and even though we do have a DSA signatory grant program that's been open since May.

[DeeAnne McCallin] 14:45:50

And one of those domains is QHIO onboarding. We do not have queues yet.

[DeeAnne McCallin] 14:45:56

So we are not posting until this window closes and assessments are made and then they will be listed on Cvi's website at that time, sometime in October.

[DeeAnne McCallin] 14:46:06

I imagine you will stakeholders and individual entities in California will hear from the organizations who are qualified directly, but you'll be always be able to circle back to CDII in our website to verify our list of qualified HIOs.

[DeeAnne McCallin] 14:46:22

They do not currently exist. Therefore, we do not have one presently. We should expect to see.

[DeeAnne McCallin] 14:46:30

Announcements from CDI in October and publication on our website of that as well.

[DeeAnne McCallin] 14:46:43

Another question similar to whether we will be verifying the attestation. So within the application questions, if the attestations are answered yes, that is our level of verification at this point in time.

[DeeAnne McCallin] 14:47:03

Lot of similar questions. And

[DeeAnne McCallin] 14:47:22

Hmm

[DeeAnne McCallin] 14:47:26

Yes, all QH. Will applicants be published? I actually have a question in so legal about that.

[DeeAnne McCallin] 14:47:34

I don't know if all applicants will be published and I don't know that answer today.

[DeeAnne McCallin] 14:47:39

So we will. To find a good answer to that. I don't expect I'm gonna have that today.

[DeeAnne McCallin] 14:47:51

Okay, I've probably mentioned the QHIO onboarding grants a couple too many times.

[DeeAnne McCallin] 14:48:00

It makes a a new question says I'm confused. Why are we applying to become a QHIO?

[DeeAnne McCallin] 14:48:05

Then why do we need to be onboarded and and that's actually a great question so organizations are invited to apply to become a qualified health information.

[DeeAnne McCallin] 14:48:18

Organization. That is if you can provide the service of exchanging information. If you're an organization who is required to sign the DSA under the Data Exchange framework or who voluntarily signs the DSA to become a member, a participant of the data exchange framework.

[DeeAnne McCallin] 14:48:36

You then have to know how do I exchange. So you've signed the DSA. You could be a hospital.

[DeeAnne McCallin] 14:48:43

You could be a skilled nursing facility. You could be. A clinical lab you can be a medical group and IPA but then you might say how do I exchange okay I do this today and that functionality meets the terms and conditions of the DSA in the PNP.

[DeeAnne McCallin] 14:49:02

Or I can't do this on my own. I need an intermediary to help me with the exchange and that's where you can go to a national network.

[DeeAnne McCallin] 14:49:13

Your own technology, stand up point to point connections or you can go to a QHIO wherein earlier on one of the slides has been invented by CDI and essentially somebody signing up to partner with CDI that across the state we have numerous organizations who have been in the business of information exchange that are coming together as different businesses working together and working with CVI to provide.

[DeeAnne McCallin] 14:49:42

That a trusted network of networks of how to exchange information in California. And so unless you're an organization whose business is to exchange information, you should not be applying to be a QHIO, but you could be applying to onboard with a QHIO.

[DeeAnne McCallin] 14:50:01

To become a customer or client of theirs wherein you're also probably eligible for a 2 HIO onboarding to help offset some of the cost for that.

[DeeAnne McCallin] 14:50:12

So it's actually a very good question and it's not the first time I've heard it that.

[DeeAnne McCallin] 14:50:16

Not everybody under the framework should be considering applying to become a QHIO by any means, a very small percent of organizations will be.

[DeeAnne McCallin] 14:50:27

Identified mostly even applying to become a QA.

[DeeAnne McCallin] 14:50:33

Alrighty, so we have 10 min. Let's see if there's any, questions.

[DeeAnne McCallin] 14:50:40

Folks want to raise their hand. I pass off to the net first minute to see if there's any questions coming up and I'm gonna check other Q&A and check.

[Alice H - Events] 14:50:48

Thank you. Dan Chavez, you should now be able to unmute.

[Dan Chavez] 14:50:59

Good afternoon. Or good morning still I guess.

[DeeAnne McCallin] 14:51:03

Hi, 9 min to go till afternoon.

[Dan Chavez] 14:51:06

I'm ahead of myself. Just verifying that help plans can also originate. Patient rosters for 80 notifications.

[Dan Chavez] 14:51:17

And the QHIOs will be expected to respond to those police. Thank you.

[DeeAnne McCallin] 14:51:26

Health plans are required signatories under the data exchange framework. And I would have to find out there's still the, I believe.

[DeeAnne McCallin] 14:51:39

There's still the terms of the DSA and the PNPs about, treatment payment, health care operations and public safety.

[DeeAnne McCallin] 14:51:49

So I don't know that it's a blanket. Hey, give me, I'm a, I'm a signatory.

[DeeAnne McCallin] 14:51:53

Here's a roster for all kinds of business. It still needs to be counted under those 4.

[DeeAnne McCallin] 14:51:59

I could see that a health plan would probably have a pretty strong. Business offer like the operations part of it.

[DeeAnne McCallin] 14:52:06

But thanks for your.

[Dan Chavez] 14:52:07

Help plans, help plans do you provide care coordination. Right. And I know it's always been gray in a debate, whether that's part of treatment or not.

[DeeAnne McCallin] 14:52:12

Yeah.

[DeeAnne McCallin] 14:52:19

Yeah, so here your question, thank you. I would look at the PNPs a bit and CDI shall and we'll take that question back.



[DeeAnne McCallin] 14:52:33

And specific to health plans. Thank you, Dan. Anything else?

[Dan Chavez] 14:52:40

Thank you.

[Alice H - Events] 14:52:46

There are currently no other hands raised.

[DeeAnne McCallin] 14:52:50

I am reading to see, another new question or 2 have come in to the. Qa written question.

[DeeAnne McCallin] 14:53:05

So there's a question. Is it a fair assumption that signatories will grant access to their systems database so that QHIOs can store and retrieve information from their system.

[DeeAnne McCallin] 14:53:17

I don't think that's Really inherent in the application. So I think that question is for another day and or reading deeper and having a question from the technical requirements.

[DeeAnne McCallin] 14:53:33

Exchange policy and procedure. If you feel your question is, specific to a question in the application, you're, I see you cited the question, but I'm not quite sure the tie in so if there is, we'll have to take it back and check on that.

[DeeAnne McCallin] 14:53:50

And thank you for citing an application number on that.

[DeeAnne McCallin] 14:53:56

So if an organization is in the process of onboarding with care quality and expects to be onboarded by November of this year or can it still apply as a queue?

[DeeAnne McCallin] 14:54:07

I think you need to look, you would need to look at that question. The attestation in C 3 and see if your organization.

[DeeAnne McCallin] 14:54:17

Is able to attest to having activated care quality and that's for the timing of our abilities to be able to.

[DeeAnne McCallin] 14:54:27

Implement exchange in the data exchange framework.

[DeeAnne McCallin] 14:54:36

There will be another. Qhio application window. We expect this to be recurring.

[DeeAnne McCallin] 14:54:46

I don't know if it'll be annual. We likely will not have another one in sooner than the middle of 2024, but if your entity is not ready, for all the capabilities of data.

[DeeAnne McCallin] 14:54:59

Exchange framework as a qualified HIO, there will be future opportunities. And we expect some of the entities that serve some of more of the social services that they're likely not ready today, but they might be a looking to this for tomorrow and know that there will be future.

[DeeAnne McCallin] 14:55:17

Windows of time to apply for QHIO.

[DeeAnne McCallin] 14:55:23

Hi, if you're, able to attest to. The questions in the application and want to submit, we will certainly review and assess your application.

[DeeAnne McCallin] 14:55:37

Someone asked about health plans and what's required to share through the data exchange framework. So there's a data elements to be exchanged.

[DeeAnne McCallin] 14:55:46

There's required permitted and prohibited purposes. Policy and procedure and there's technical. Requirements of exchange.

[DeeAnne McCallin] 14:55:56

So definitely look to the chat that had our website and then scroll down to the policy and procedure section.

[DeeAnne McCallin] 14:56:04

It's not an exhaustive library. It's not like pages or scrolling. Once you get to the right section of our website, there's about 13 of them and I think it opens with a glossary.

[DeeAnne McCallin] 14:56:15

You'll know if you're in the right place. Thank you.

[DeeAnne McCallin] 14:56:20

I'm writing.

[DeeAnne McCallin] 14:56:23

Already and we are looking with the QHIOs to the essentially build a network of networks within California and the QHIO and functionality working with federal and national frameworks and networks and the exchange that's happening but with certainly a central focus on exchange within California.

[DeeAnne McCallin] 14:56:45

That's what the data exchange framework is all about. So we have 4 min left at this point in time.

[DeeAnne McCallin] 14:56:52

I don't see any other questions. Absolute important reminder, September 20 first 5 PM.

[DeeAnne McCallin] 14:57:00

That is the deadline for submitting the application. I can't remember if there's other slides.

[DeeAnne McCallin] 14:57:05

Yes, there are. So we have held 2 sessions. CDII will be posting these sessions, the slide deck, the transcript onto our website.

[DeeAnne McCallin] 14:57:18

We're still triaging and receiving questions. Any questions that we're in today's hour that we might not have touched on or that our colleague Rim can review later.

[DeeAnne McCallin] 14:57:28

We will aim to get anything. That's critically sensitive to the application outlet by later this week and then they're still up through next Thursday, September 20 first, we typically have a very flexible and engage stakeholder.

[DeeAnne McCallin] 14:57:44

Group out there in this state who might send us a question or a comment and after a meeting and implementation advisory committee.

[DeeAnne McCallin] 14:57:53

Meeting or public comment. September 20 first we need these applications in so that there's a line so that cdi i can begin assessing and we can announce these QH IOs in October.

[DeeAnne McCallin] 14:58:04

And that's your probably the biggest takeaway from today is that time. That's the end for today.

[DeeAnne McCallin] 14:58:11

Give back 1, 2 min. Thank you, everyone, for joining today and we look forward to being in touch with everyone soon before you before we all disconnect the data sharing agreement and the policies and procedures are available on our website.

[DeeAnne McCallin] 14:58:27

There's a new fresh link. Into. Be.

[DeeAnne McCallin] 14:58:33

What's going to call it? Into the chat so it's kinda top of the chat right now and have a great day and a great week everyone.

[DeeAnne McCallin] 14:58:41

Thanks for joining us. Thank you, Cindy. Thank you, and that's events for hosting us today