



Use Case Description: Access to Query Portal for Health Plans

Overview

Health Plans have various quality improvement and care coordination responsibilities for each of their members. Health plans work with providers and other health plans and payers to ensure transitions in patient care occur effectively and rapidly. Access to the CRISP portal serves as a vehicle for health plans and managed care organizations to locate patient health information to assist in quality improvement and care coordination efforts.

Permitted Purpose Category

For quality assessment and improvement activities, including care coordination; defined in HIPAA as a subset of health care operations activities (permitted purpose #3 of the CRISP Participation Agreement).

Use Case Description

Health plans utilize the existing CRISP query portal to access data on their members. Frequent updates from the health plans to the membership files will keep the information and limitations up-to-date.

A health plan provides a patient panel to CRISP using a similar approach and design as they would with the CRISP Encounter Notification Service, with a date in which the member's coverage by the health plan became active also included. The patient panel including require patient demographics, but in addition, health plans may provide additional information about the individual's care team, care manager or other information to improve patient care coordination.

The participating health plans identify the authorized users, who will be individuals normally associated with care coordination or quality improvement (e.g. a case manager). CRISP provisions the accounts, using information provided by the health plan, keeping track of each authorized user's role. The health plan can then query the member in the CRISP portal.

Opt Out Applicability

Any patient who opts out of CRISP will be opted out from a health plan accessing his or her health information.

Approval

This Use Case Policy has been approved by the Clinical Advisory Board.

Chairperson

Dated

9/17/19