



ECM, HB 1477, WaVerify and WANotify

HIT Operational Plan
May 24, 2022

Washington State
Health Care Authority

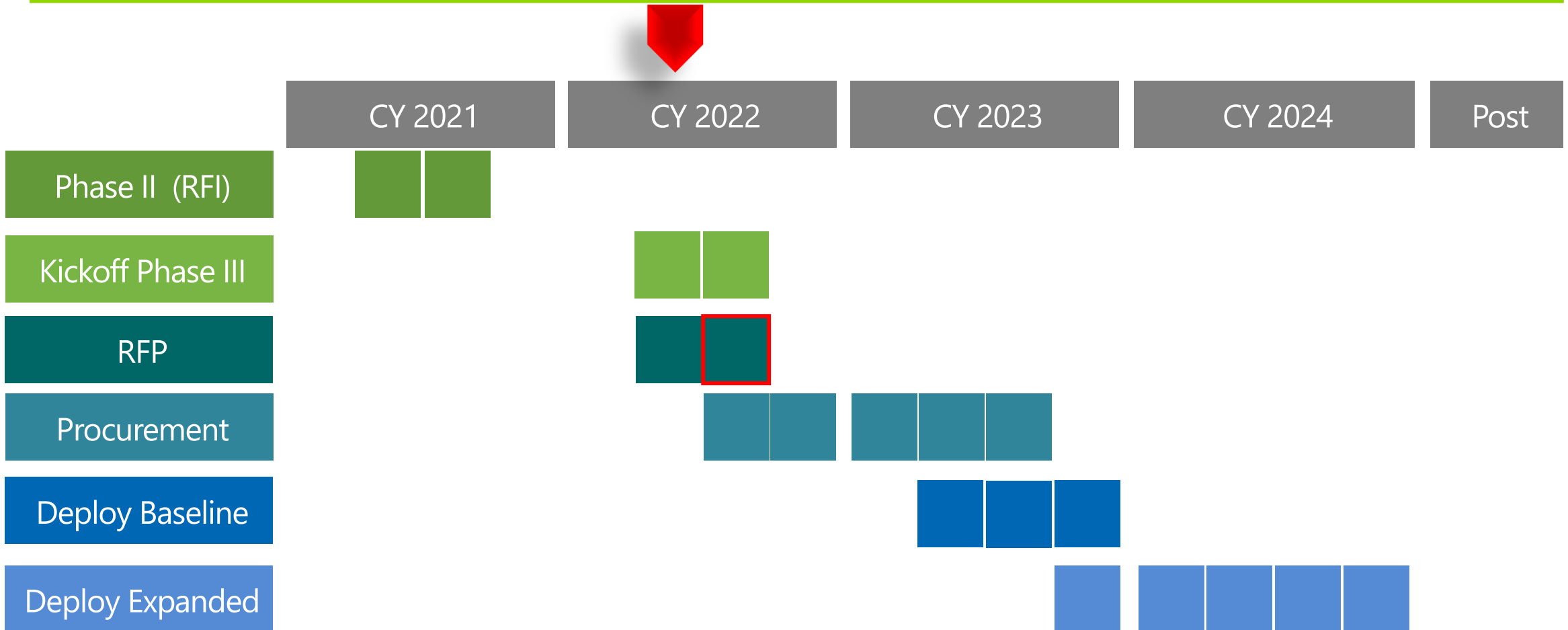
Agenda

- ▶ Welcome and introductions
- ▶ Electronic Consent Management (ECM) updates
- ▶ HB 1477 updates
- ▶ WANotify and WAVerify
- ▶ Questions, closing, and next steps

Electronic Consent Management

Linda Reeder

Project Overview and Timeline



Deliverables

RFP

May - Sept 2022

- Adapt HCA RFP templates
- Finalize acceptance criteria
- Submit RFP to CMS for approval (60 day process)
- Obtain CMS approval
- OCIO oversight begins

Procurement

Sept 2022 – May 2023

- Release RFP
- Develop evaluation materials & process
- Initial scoring
- Scenario based demos, oral interviews and client checks
- Announce ASV
- Negotiate contract
- Submit contract to CMS (60 day process)
- Obtain CMS approval

Deploy Baseline Solution

May – Nov 2023

- WATech Security review
- Design
- Build Test
- Test
- Train
- Deploy
- Change Management

HB 1477

Kelly McPherson, Huong Nguyen-Nabors, and Jennie Harvell

E2SHB 1477 Section 109

Technology Requirements

- ▶ Requires HCA, in collaboration with DOH, to create a Technical and Operational Plan for developing and implementing the technology and platforms for:
 - ▶ An advanced behavioral health and suicide prevention crisis call center system for Crisis Call Center Hubs; and
 - ▶ A behavioral health integrated client referral system for crisis call center hubs and the other entities involved in behavioral health care
- ▶ Specifies the development of the Technical and Operational Plan occurs during the “initial planning phase of this project”.
- ▶ States before any funds are expended for the solutions (other than for the initial planning phase) the Plan is to be submitted to several entities for review and approval.

Draft Technical and Operational Plan

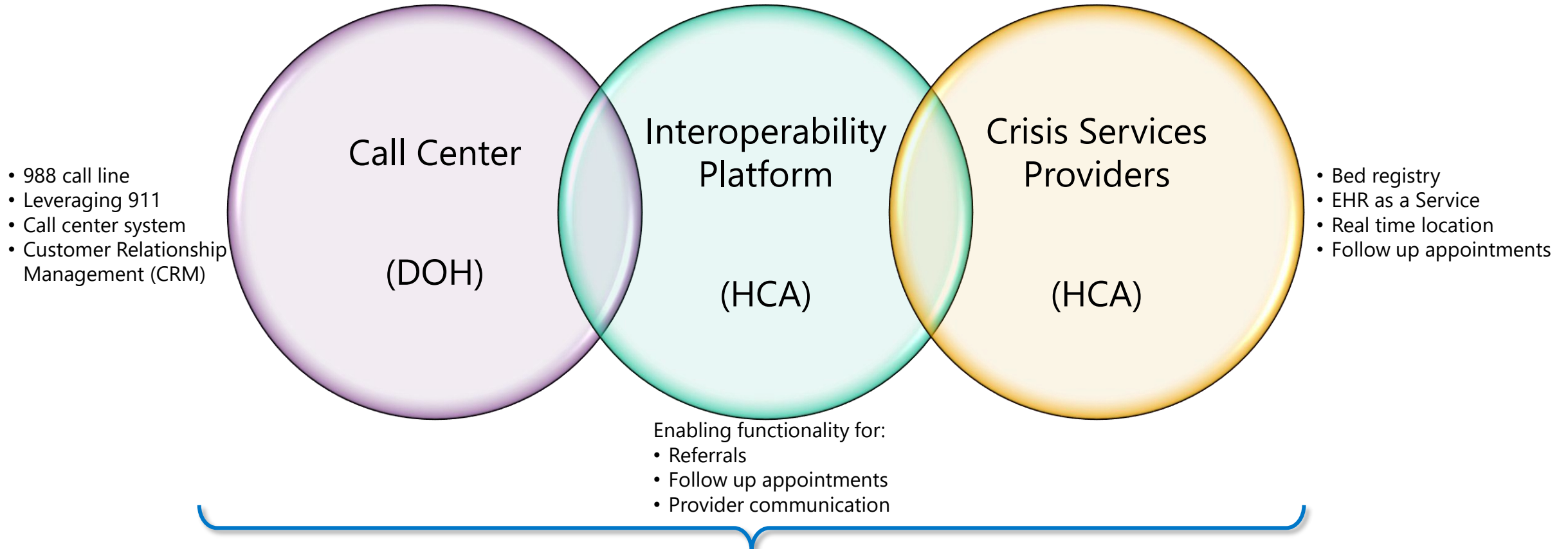
- ▶ HCA and DOH created the Draft Technical and Operational Plan, using information gathered from several sources.
- ▶ Draft Plan uses a “Systems of Systems” approach to: (i) describe the future Crisis Call Center Platform and Behavioral Health Integrated Client Referral System; and (ii) identifies next steps to address gaps in information about needed systems
- ▶ Draft Plan was shared for review and comment, including the CRIS Technology Subcommittee and Steering Committee, and was approved.
- ▶ Draft Plan: <https://www.hca.wa.gov/assets/program/draft-leg-report-988-operational-plan.pdf>

Draft Plan Overview

The Draft Plan takes a “System of Systems” perspective that is designed with the following high-level approach:

- ▶ Two primary systems needed to fulfill the requirements of E2SHB 1477
 - ▶ the 988 Crisis Call Center System Platform (Crisis Call System); and
 - ▶ Behavioral Health Integrated Client Referral System (Integrated Referral System)
- ▶ The ancillary systems needed to support and facilitate information exchange to, and amongst, these two primary systems

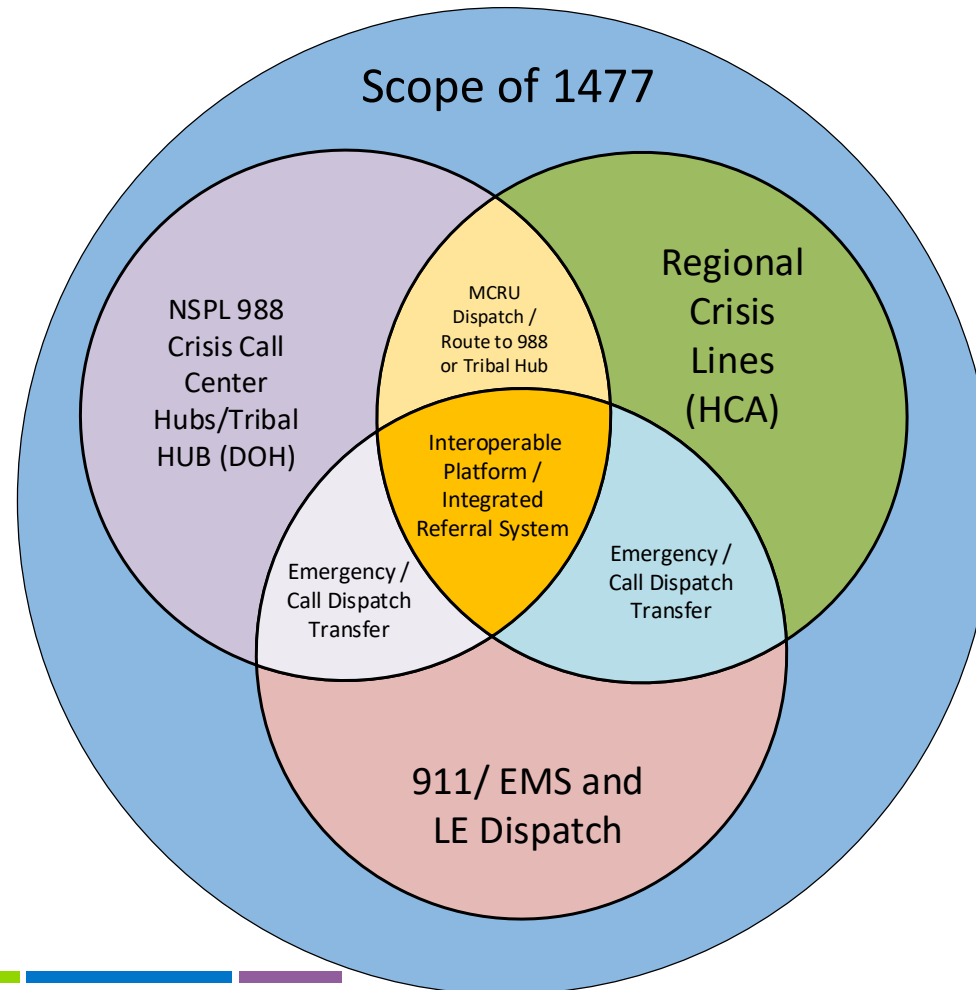
System of Systems



Data Privacy, Security, Governance, Role-based-access

E2SHB 1477 – Vision: Technology/Data perspective

To respond to requirements in E2SHB 1477, the systems needed for the Crisis Call Center, Regional Crisis Lines, and Behavioral Health Integrated Client Referral System need to support interoperable information sharing across systems.



MCRU: Mobile Crisis Response Unit
EMS: Emergency Medical System
LE: Law Enforcement

Developing Final Plan

- ▶ The Final Technical and Operational Plan will be a plan for how to procure needed technology solutions to enable the implementation of HB 1477.
- ▶ Developing the Final Plan requires:
 - ▶ Information gathering from several sources
 - ▶ Identifying functional requirements for needed platforms/technology systems
 - ▶ Gathering information from vendors
 - ▶ Attending CRIS Committee/Subcommittee meetings

Developing Final Plan - Next Steps: Engage in CRIS Subcommittees

- ▶ The Final Technical and Operational Plan is informed by staff participation in:
 - ▶ Technology Subcommittee:
 - ▶ Tribal 988 Subcommittee meetings
 - ▶ Cross System Subcommittee meetings

Developing Final Plan - Next Steps: Information Gathering

Next Steps: Gathering Information

Crisis Call Lines	Providers/ Responders	States	Technology vendors	Other
<ul style="list-style-type: none"> • NSPLs • BH-ASOs/ Regional Crisis Lines (RCLs) • Other lines (e.g., 911, 211) 	<ul style="list-style-type: none"> • Crisis Responders • BH Providers • Health Providers • EMS • Law Enforcement, • Fire 	<ul style="list-style-type: none"> • AZ • CO • GA • IN • MI • OK • OR 	<ul style="list-style-type: none"> • Vibrant UP • Call Center as a Service/ Telephony • CRM / Contact Management Software • Computer Aided Dispatch (CAD) • EHRs/EMRs • Bed registries • Provider resource directories 	<ul style="list-style-type: none"> • Community Information Exchange • Case management/ care coordination systems

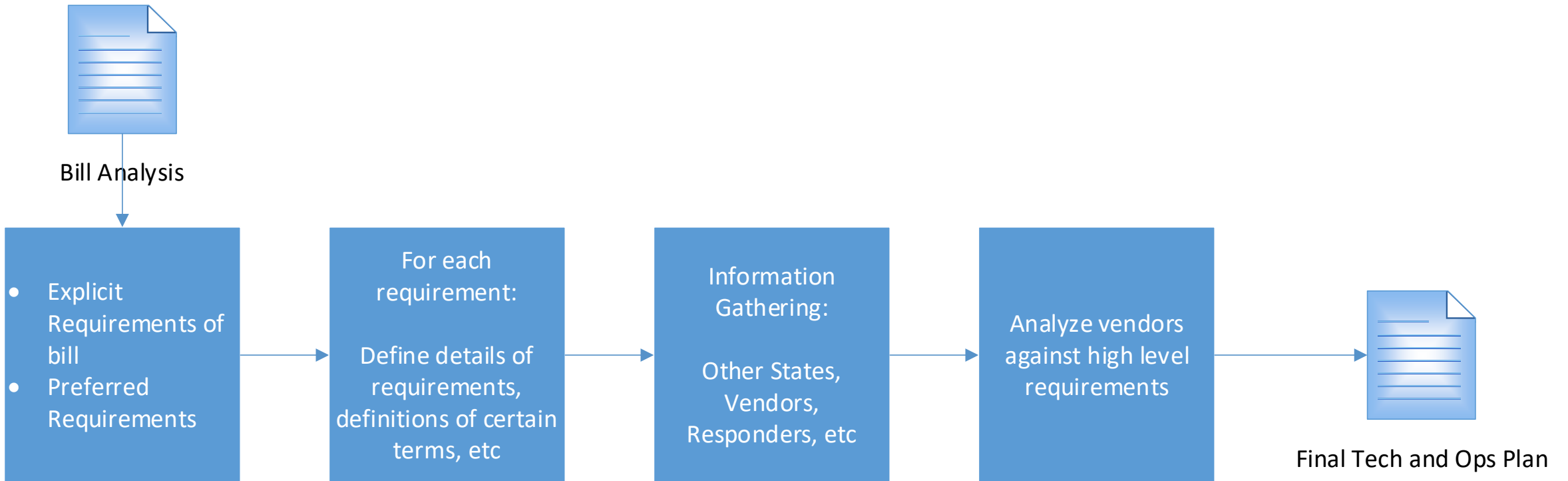
Developing Final Plan - Next Steps: Identify Technology Vendors

- ▶ Vendors were identified for information gathering if:
 - ▶ Generally, vendor was identified in 2+ sources (i.e., Ballmer Report, NSPLs, RCLs, Crisis Providers/Responders, States); and
 - ▶ Vendors seems to provide functionality required in E2SHB 1477
- ▶ Vendor interviews/demonstrations underway

Developing Final Plan - Next Steps: Identify Functional Requirements

- ▶ Reviewed and identified requirements in E2SHB 1477
- ▶ Reviewed Draft Technical and Operational Plan
- ▶ Reviewed information from the following sources:
 - ▶ Ballmer Report
 - ▶ NSPL interviews
 - ▶ HCA BH-ASO/ RCL Survey
 - ▶ Crisis Provider Interviews
 - ▶ State Interviews
 - ▶ Other key reports
- ▶ From this information the Functional Requirements were identified.

Method



Functional Requirements

- ▶ Functional requirements expected to be addressed in Final Technical and Operational Plan, include:
 - ▶ Call Center Platform: Create, Assign & Track (follow-up)
 - ▶ Responder Dispatching: Search, Dispatch & Track
 - ▶ Referrals and Appointments: Search, Create, Assign & Track
 - ▶ Bed Registry: Search, Schedule & Report
 - ▶ Reporting: Create, Customize & Share
 - ▶ Additional Recommended Functionality (not included in 1477). For example:
 - *Functional Requirements to be available for Regional Crisis Lines (in addition to NSPLs)
 - *Services Registry (information on services provided)
 - *Public Facing Website (i.e., for (i) provider resource directory, (ii) social service resource directory, and (iii) bed registry)
 - * Crisis Alerts

Questions:

- ▶ Technical and Operational Plan:
 - ▶ Kelly.McPherson@hca.wa.gov
 - ▶ Jennie.Harvell@hca.wa.gov
 - ▶ Huong.Nguyen@hca.wa.gov

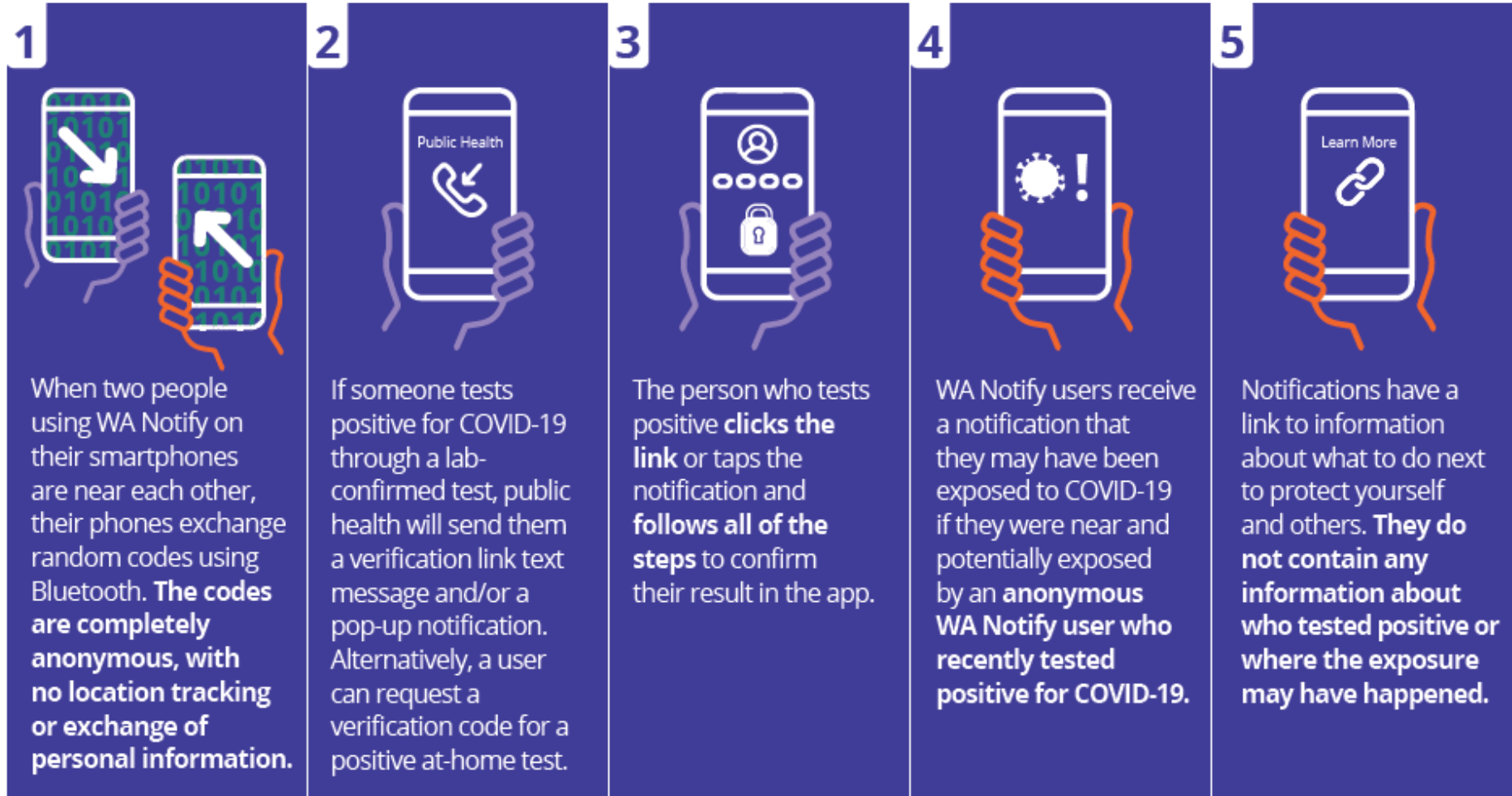
WANotify and WAVerify

Bryant Thomas Karras, MD, CMIO

What is WA Notify?

- Exposure Notification (EN) tool that works through smartphones to alert users of a potential COVID-19 exposure
- Completely **free**, **private**, and **anonymous** — it does not know who you are or where you have been
- Supported in more than 30+ languages
- Open to Local Health Departments and Tribes
- Based on the **Google | Apple** Bluetooth API and a multistate interoperable standard hosted by American Public Health Laboratories (APHL) on the **Microsoft** Azure Cloud

How does WA Notify work?



History

- Started with University of Washington (UW) and Microsoft Research
- EN Advisory Committee
 - Tribal representatives
 - ACLU
 - Communities of color
 - Disability community
- Testing done at UW Medical Center
- Pivoted from custom app to **Google | Apple** ENx
- UW campus pilot
- Accessibility: Equity and Engagement



Partner Toolkit Washington State

<https://coronavirus.wa.gov/partner-toolkit>

HAY UNA
NUEVA FORMA
DE DETENER LA
PROPAGACIÓN
DEL COVID-19.

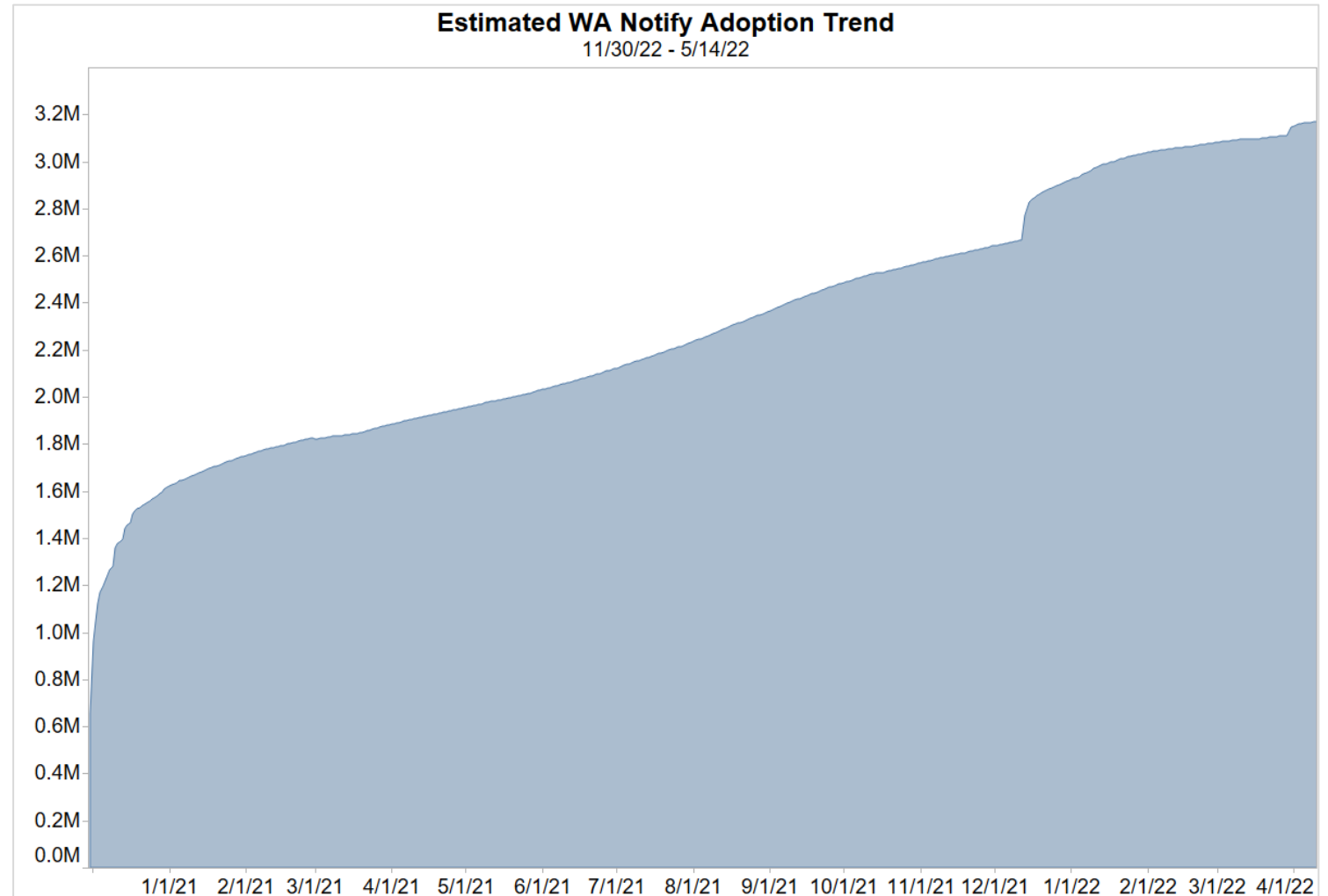


有一种新方法可以帮助
阻止
COVID-19
的传播。



WA Notify Overview

- Since 11/30/20 launch:
 - ~**3.25 million** total activations
 - ~**130k** verification codes used



WA Notify Updates

- Beginning in December 2021, users can also request verification codes in WA Notify for positive at-home, over-the-counter COVID-19 tests
 - This now makes up more than half of the codes being used
- Launched new campaign promoting WA Notify among Android users and use for at-home tests
 - <https://coronavirus.wa.gov/partner-toolkit/wa-notify>



Deep link integration with at-home test kit orders

Order Confirmed



Thank you! Please **save this Order ID** in case you need help with your order:

SYCTN-WA-5TX504P1 

Your order will be filled by Amazon and could arrive in multiple packages within the next 1-2 weeks.*

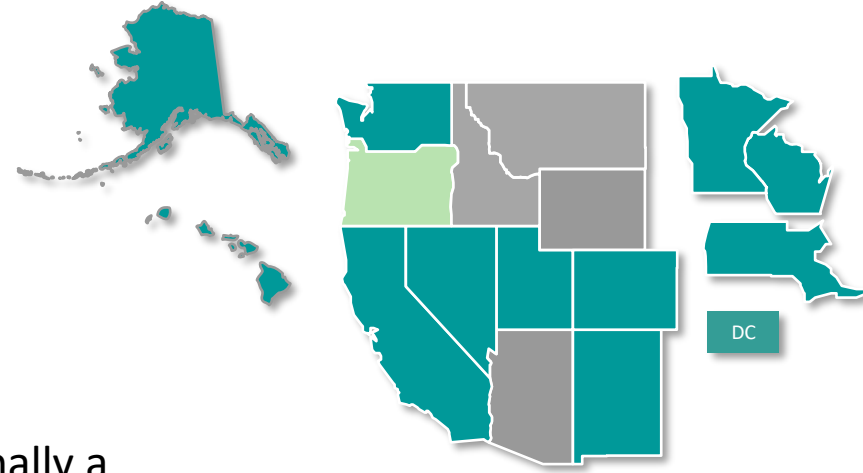
This page will be updated with tracking information when your order ships. If you provided a phone number, we texted you a link.

[Click here](#) if you would like to order a kit for another household.



If you have not already enabled WA Notify, click [here](#) to receive exposure notifications and anonymously notify other WA Notify users if they have been exposed to COVID-19. For more information, visit [Wanotify.org](https://www.wanotify.org)

Multi-state collaboration

- Began as a UW WA DOH Microsoft Research Public – Private – Academic Partnership



- **Digital Exposure Notification Express (ENx) Alliance** originally a collaboration between CA, CO, OR, and WA
- Have since added HI, NV, NM, MN, WI, MA, DC and others welcome to join
- Sharing configurations, data definitions, lessons learned, enhancements, and approaches

 DNA collaborators
 Pilot ENx



Questions? Please contact:

Bryant Thomas Karras, MD

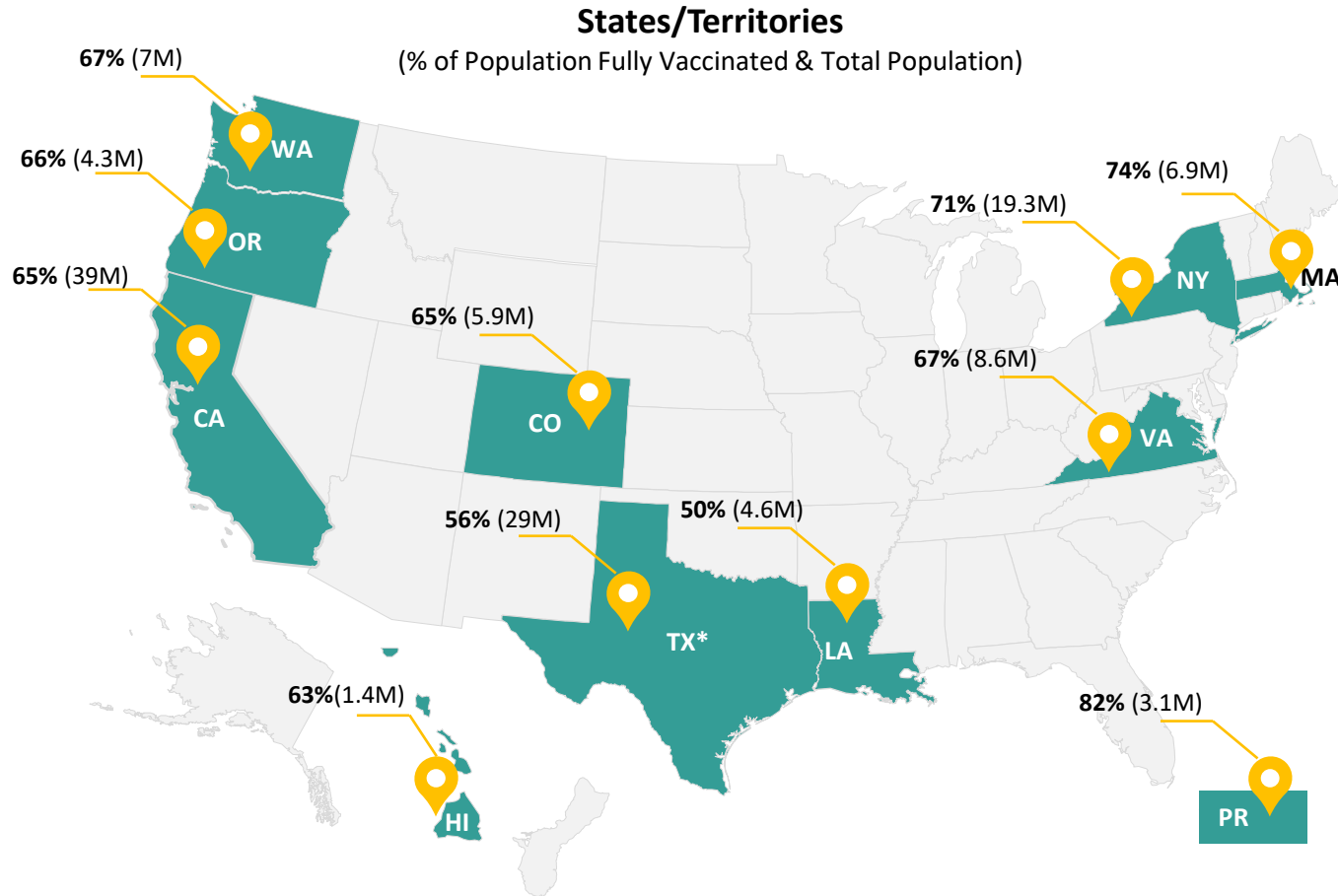
Chief Medical Informatics Officer
Office of Innovation and Technology
Washington State Department of Health
206-418-5540

[WaNotify.org](https://www.wanotify.org)

DOH-Wanotify-Epi@doh.wa.gov



Vaccine Verification (VCI)- Who is doing it...



Organizations
MITRE Consulting
Dept. of Health and Human Services (HHS)
Deloitte Corporation

19 states/territories are issuing DHCs, representing **~141M people** or 42% of the U.S. population

Visual Guide to Official Washington State Proof of COVID-19 Vaccination

CDC COVID-19 Vaccination Record Card



COVID-19 Vaccination Record Card

Please keep this record card, which includes medical information about the vaccines you have received.

Por favor, guarde esta tarjeta de registro, que incluye información médica sobre las vacunas que ha recibido.

Last Name: _____ PO: _____

Date of birth: _____ (if number) _____

Vaccine: _____ Professional: _____

1st Dose COVID-19: _____

2nd Dose COVID-19: _____


3rd Dose COVID-19: _____ (mm / dd / yy)

4th Dose COVID-19: _____ (mm / dd / yy)

SAMPLE

- Originals, copies or photographs on a mobile device are acceptable.
- Full vaccination is valid two weeks after last recorded dose:
 - Single dose for Johnson & Johnson (Janssen) vaccine.
 - Two doses of Pfizer-BioNTech/Comirnaty or Moderna vaccine.

Certificate of COVID-19 Vaccination or QR Codes



Certificate of COVID-19 Vaccination

Vaccination Series COMPLETE

Name: Ash Williams

Date: 3/25/2021

Dose 1: _____

SAMPLE

Health

Certified by Washington State Department of Health on 4/26/2021

A

- **Sample A:** Certificate of COVID-19 Vaccination available from MyLRmobile.com.
- **Sample B:** WAverify.org SMART Health Card QR Code
- **Sample C:** QR Code displayed on an endorsed partner mobile app. (Apps may vary)



Please fill out the required fields to receive a link to a QR code / digital copy of your COVID-19 Verification Record:

Required fields marked with *

First name *

Last name *

Date of birth *



Provide a mobile phone or email that may be associated with your vaccine record. If you do not get a match using your mobile phone, try again using your email address.

Mobile Phone Email

Mobile Phone *

Create a 4-digit PIN number. You'll receive a link to enter the PIN number and access your digital vaccine record. *

— — — —

Note: Your PIN is needed to securely access your digital record.

By checking this box, you are declaring under penalty of perjury under state and federal laws that you are the Patient or Parent/Guardian of the Patient and are therefore authorized to access the Patient's immunization record.

Submit

The Process

WA verify State of Washington



SMART Health Card

Name: JEFF CHORATH
DOB: 09/19/1988

Dose Date: 04/15/2021
Dose Type/Mfr.: J&J

FirstNet 11:36 AM 93%

< Verification result



Verified

- ✓ Valid SMART® Health Card
- ✓ Issuer verified

COVID-19 Vaccination Record



Name

CHORATH/JEFF

Date of Birth

//****



Always verify identity with a government-issued I.D.

Issuer

Washington State Department of Health

CommonTrust Verified

Scan next vaccination record

Options



Screenshot



Print



Apple Wallet



Google Pay

“Washington State this week “quietly” launched a new online tool that shows proof of a COVID-19 vaccination...”

FRIDAY, OCTOBER 29, 2021



RAIN LIKELY
High, 51. Low, 40. > A15
seattletimes.com/weather

The Seattle Times

WINNER OF 11 PULITZER PRIZES

INDEPENDENT AND LOCALLY OWNED FOR MORE THAN 125 YEARS

SEATTLETIMES.COM

\$2.00

Washington launches online tool for verifying COVID vaccinations

By ELISE TAKAHAMA
Seattle Times staff reporter

Washington state this week quietly launched a new online tool that shows proof of a COVID-19 vaccination, taking a step toward improving its verification systems as it prepares to require full vaccination, or a

recent negative coronavirus test, at all large indoor and outdoor venues starting Nov. 15.

The tool, WA Verify (waverify.doh.wa.gov), is fairly straightforward: Provide your name, date of birth, contact information and a four-digit PIN (needed to securely access digital records, accord-

ing to the website), and the system will text a link leading to a scannable QR code and a digital copy of your COVID-19 vaccination records.

The electronic record is drawn from the data stored in the state's immunization registry, according to WA Verify's FAQ page.

Once you receive WA Verify's QR code, you can take a screenshot and present it in restaurants, gyms or other venues that require proof of immunization.

If you have an iPhone, you can save the QR code to the Apple Health app (on the newest operating system).
See > **VERIFICATION, A16**

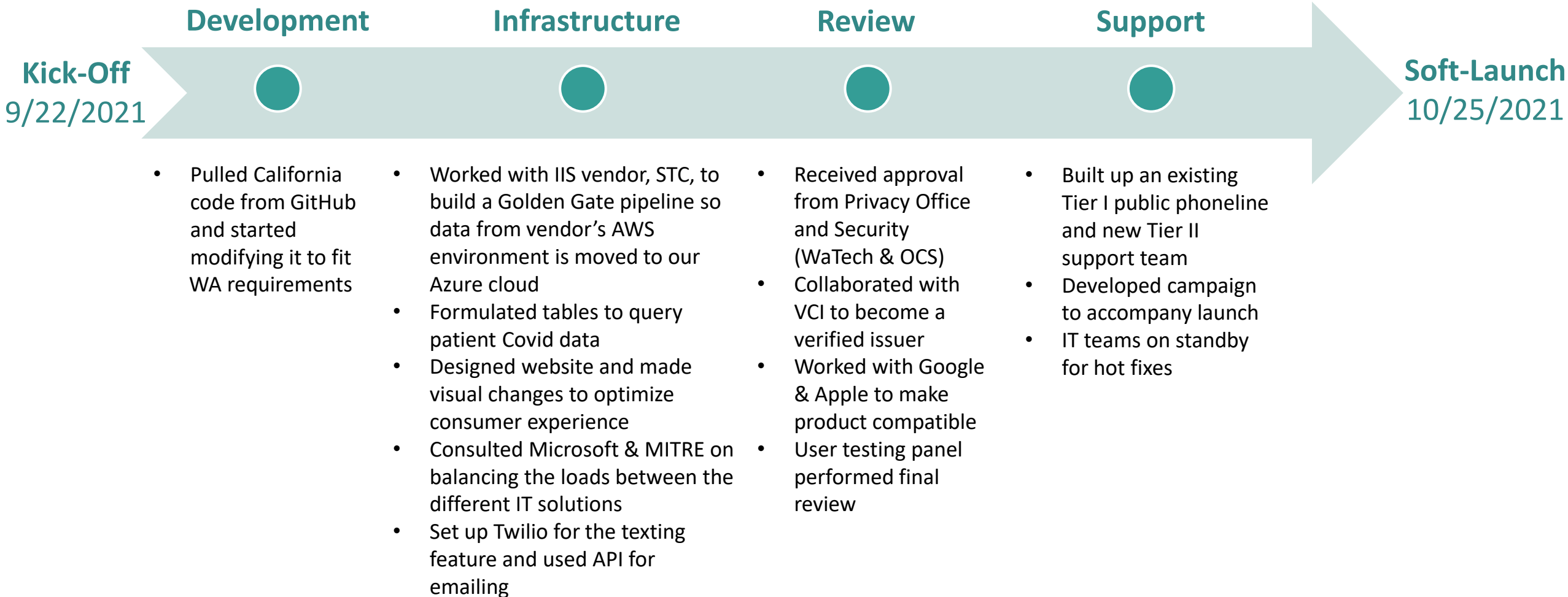


KEN LAMBERT / THE SEATTLE TIMES

Lenny Wilkens Way

Seattle honors the superstar SuperSonic with a street-renaming party > **Sports, B1**

Implementation Workflow



SMART Health cards HL7 FHIR JSON bundle



FHIR



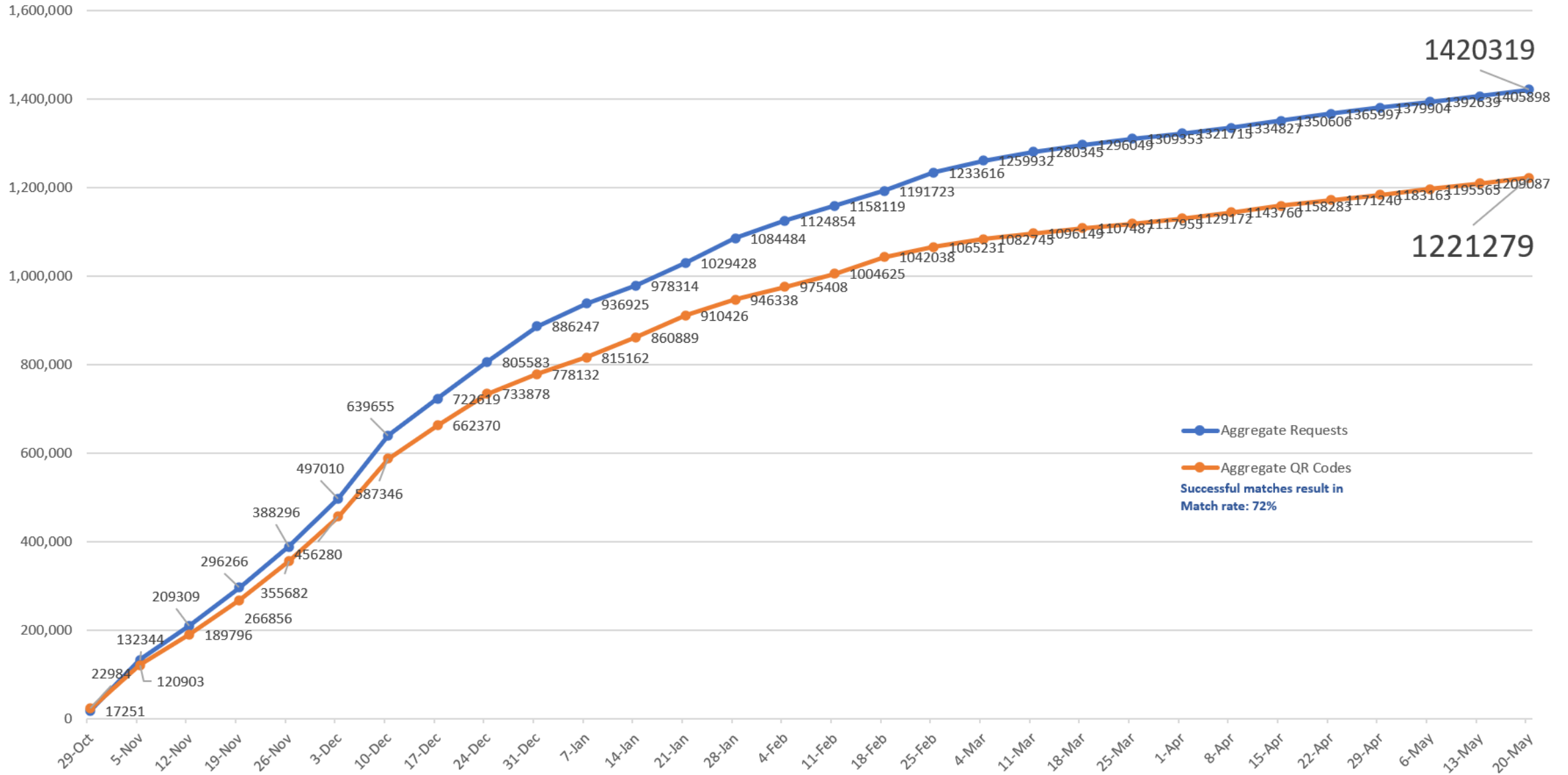
User Matching

Phone*	Email*	First Name	Last Name	DOB	Result
✓		✓	✓	✓	Match
✓		✓	✓		Match
✓		✓		✓	Match
✓			✓	✓	Match
✓				✓	Match
	✓	✓	✓	✓	Match
	✓	✓	✓		Match
	✓	✓		✓	Match
	✓		✓	✓	Match
	✓			✓	Match
Any other combination					No Match

Relaxed matching logic will be used if strict match logic does not return result. Relaxed matching logic will try to match on a subset of the input fields (FN, LN, DOB, Phone, Email)

*Required Fields for 2nd Factor Authentication

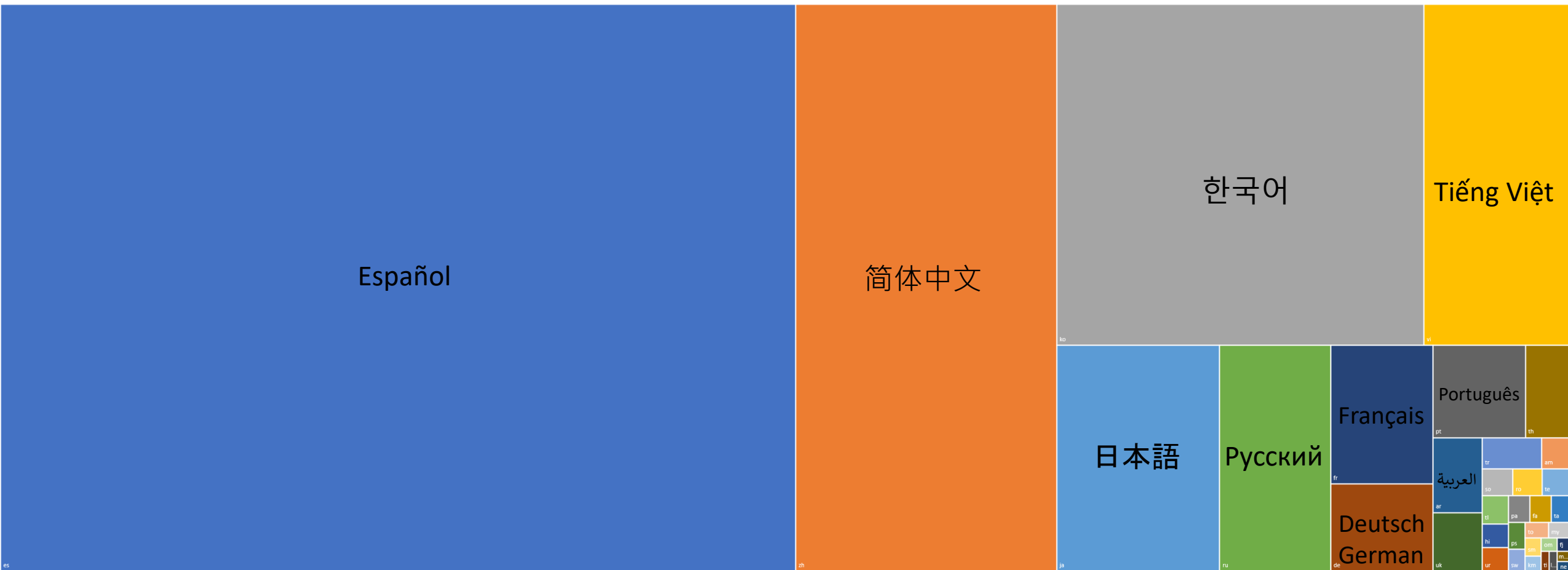
>1.22 Million Verifications since Launch



Language Usage (Oct 25th, 2021 – April 18th, 2022)

Code	Total	Language	Code	Total	Language
en	968053	English	ro	26	Romanian
es	11539	Spanish	so	23	Somali
zh	3636	Chinese	tl	21	Tagalog
ko	3082	Korean	te	18	Telugu
vi	1224	Vietnamese	ur	18	Urdu
ja	940	Japanese	hi	19	Hindi
ru	634	Russian	pa	22	Punjabi
fr	352	French	fa	16	Farsi
de	222	German	ta	15	Tamil
pt	220	Portuguese	ps	13	Pashto
th	102	Thai	to	11	Tongan
ar	102	Arabic	sw	10	Swahili
uk	70	Ukrainian	sm	8	Samoan
tr	49	Turkish	my	11	Burmese
am	25	Amharic	om	8	

Language Usage



**Future Projects of WA Verify...
adding non-COVID vaccines
for travel or for pediatric use**


WAverify.org or verificaWA.org



Digital COVID-19 Vaccine Record

First name *

Last name *

Date of birth * 

Provide a mobile phone or email that may be associated with your vaccine record. If you do not get a match using your mobile phone, try again using your email address.

Mobile Phone Email

Mobile Phone *

Create a 4-digit PIN number. You'll receive a link to enter the PIN number and access your digital vaccine record. *

— — — —

Note: Your PIN is needed to securely access your digital record.

By checking this box, you are declaring under penalty of perjury under state and federal laws that you are the Patient or Parent/Guardian of the Patient and are therefore authorized to access the Patient's immunization record.

Questions?

Please contact:

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Immunization Information System Manager

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360-878-7461

For more information visit: [WAverify.org](https://www.WAverify.org)





Questions?
