



Office of Community Living
1570 Grant Street
Denver, CO 80203

To: All Stakeholders

From: Tim Cortez, Manager – Program Development and Evaluation Section

Date: March 5, 2018

Subject: COMMUNICATION BRIEF
Announce Pilot for the development of a Personal Health Record (PHR) within Colorado’s Testing Experience and Functional Tools (TEFT) grant.

Background: In March 2014, the Centers for Medicare and Medicaid Services (CMS) awarded Testing Experience and Functional Tools (TEFT) grants to nine states to test quality measurement tools and demonstrate e-health in Medicaid community-based long-term services and supports (CB-LTSS). One of the components of TEFT is the development and testing of a secure, centralized electronic platform called the Personal Health Record (PHR) for individuals receiving long-term services and supports (LTSS). TEFT is testing the inclusion of LTSS information within the PHR so that individuals like you can view it and potentially communicate directly with providers or case managers regarding your LTSS information.

Information: The Department has contracted with CORHIO to build and host the PHR based on what individuals want and need. The Department of Health Care Policy and Financing (Department) is testing the PHR and seeks your assistance and valuable feedback on the system. This is an exciting pilot where members can have hands on experience and input at the ground level. Currently, it is customized for the LTSS community because of the grant constraints. However, the future PHR will be expanded to include information for all Medicaid recipients.

The current PHR, when fully implemented, will allow individuals to:

- View personal health and LTSS information in a centralized secure location.
- Communicate with case managers through the messaging feature.



- Upload documents that they want to share with their provider.
- See recent hospitalizations – location, provider, admission and discharge dates.
- Use the calendar feature to add/change appointments and reminders.
- Share goal/aspiration information with case managers via the Personal Story module.
- See their most recent Assessment and Service Plan.
- Electronically share data with beneficiaries, case managers, providers securely.

Information about the Pilot:

- The Department seeks to recruit individuals receiving services to participate in testing.
- Individuals will be compensated with a \$10 gift card (up to \$50) for each month of active participation.
- Active participation involves logging into the PHR website weekly and following the tasks emailed from CORHIO and QHN. Open and honest feedback regarding the PHR is requested.
- Testing averages about 10-25 minutes to complete.
- The Department asks individuals to also complete a short survey.
- Individuals will test until June 30, 2018.
- If an individual is interested, please send the information to Heather Culwell at TEFT@corhio.org. A consent form will be required and will be provided.
- If assistance is needed during testing, please refer to the “Help” button in the PHR portal. You will receive a response within 48 hours. If no response is received, technical support can also be obtained by emailing TEFT@corhio.org.

As noted, the Department intends to expand the access of the PHR to all Medicaid recipients. Your feedback on information and functionality is imperative to future development. Please use this opportunity to tell us information like:

- “What features would you like to see on the PHR?”
- “Is the PHR easy to use?”



- “What is the easiest way for you to view and share your information?”
- “What type of health information access tool would be helpful for the State of Colorado to create?”
- “What’s your biggest challenge in accessing and sharing health care/service information?”
- “Was the information on the PHR useful? If not, what should be included or changed?”

Contact Person: Heather Culwell, CORHIO

Contact Information: TEFT@corhio.org

