



Converge Health Iowa

Part 2: Technical Information Session

Supporting statewide interoperability, care coordination, and public health reporting.



Context: Understanding the HIE Landscape

Setting the Stage: Iowa's HIE Landscape



Who We Are & Why We're Here

Iowa's Designated Statewide HIE

Purpose-built to manage and operate Iowa's health information exchange on behalf of the state and its participants.

Dedicated Operational Teams

Experienced team with decades of HIE operations across multiple states

Built for Iowa

A statewide network connecting hospitals, clinics, critical access facilities, and community organizations.

Focused on What Matters

Reliable infrastructure, care coordination, and reducing your reporting burden.





Core HIE Services: A Capabilities Overview

Converge Health Iowa manages a comprehensive portfolio of interoperability services designed to support clinical, operational, and public health needs.

Core HIE Services



Clinical Query Portal

Authorized access to shared patient records across participating organizations.



Event Notification Services

Real-time alerts for admissions, discharges, and transfers to support care transitions.



Direct Secure Messaging / HISP

Encrypted provider-to-provider communication integrated with EHR system or dedicated secure mailbox



Public Health Reporting

Electronic Lab Reporting, Syndromic Surveillance and public health data submission support.



Closed Loop Referral / Social Care

Coordination of social determinants referrals with closed loop follow-up confirmation.



Bed Availability

Real-time visibility into bed capacity across participating facilities.



EMR Data Integration

Direct data feeds and workflow integration with electronic medical record systems.



Clinical Query Portal and Data Access



Authorized Access Across Organizations

Authorized clinical users access shared patient data from participating organizations through a secure, portal-based interface.

Supports Clinical Decision-Making

A longitudinal view of patient history — including encounters, labs, and medications — supports more informed care decisions at the point of need.

EMR Workflow Integration

Where available, patient data can be integrated directly into EMR workflows, reducing the need to access a separate portal.



Event Notification Services

Event Notification Services deliver real-time alerts when patients experience significant healthcare events — enabling care teams to act quickly and coordinate effectively.

Admissions

Discharges

Defined Diagnoses

ED Visits

Panel-Based Notifications

Alerts are generated based on participant-defined patient panels — ensuring relevant, targeted notifications.

Supports Care Transitions

Timely alerts allow care managers and clinical teams to initiate follow-up and reduce preventable readmissions.

Why it Matters

Timely event notifications reduce unnecessary readmissions, support care transitions, and help care teams close gaps.

Direct Secure Messaging



Direct Secure Messaging provides encrypted, standards-compliant communication between healthcare providers — replacing fax and unsecured email for sensitive clinical information.



Provider-to-Provider Messaging

Encrypted communication channel for referrals, care summaries, and clinical correspondence.



Organizational and Individual Mailboxes

Supports mailboxes at the organization level or for individual licensed providers.



HISP Integration with EHR Systems

HISP services enable seamless Direct Messaging integration within existing EHR platforms.



Provider Directory Support

Supports maintenance of and access to statewide provider directory records.



Technology: Quick Overview

Converge Health Iowa operates a robust, standards-based technical infrastructure designed for security, scalability, and interoperability.

Technical Architecture Overview



The Converge Health Iowa platform is built on proven healthcare interoperability infrastructure, connecting participants through a layered, integrated architecture.

RHAPSODY

Integration Engine

Facilitates message routing and transformation



Secure Messaging

Direct and HISP for encrypted exchange



MPI RHAPSODY

Enterprise Master Patient Index for patient matching



Bed Availability Dashboard



Clinical Data Repository Event Notification Service (ENS)

Each component plays a distinct role in ensuring secure, reliable data exchange across participating organizations.

Data Shared Through the HIE



The HIE aggregates and makes available clinically relevant data types from participating organizations. This data supports a longitudinal view of patient history across organizations.



Patient Demographics

Encounter History

Medications

Lab Results

Radiology Reports

Discharge Summaries

Treatment Plans

Public Health Data

Interface Specifications



Message Types supported

HL7 v2.x (ADT, ORU, ORM), C-CDA, FHIR



Transport Protocols

MLLP over VPN, SFTP, HTTPS/REST, mTLS



Supported Acknowledgement Patterns

ACK/NAK, async vs sync



Transition: What Is Changing and How We Are Managing It

This section outlines the scope of the transition, our approach to managing it, and the timeline for key service changes.



What Will Change and What Will Not

What Will *Not* Change

- The need for secure, reliable health data exchange across Iowa
- The importance of public health reporting and compliance
- The central role of HIE in care coordination and clinical workflows

What *Will* Change

- The Designated HIE entity responsible for operations
- Some workflows, agreements, and onboarding processes
- Activation of new services and updated technical infrastructure

Service Restoration Timeline



The following reflects our current target dates for restoring services. Dates are estimates and will be updated as planning progresses.

Service	Estimated Transition Target
Clinical Query Portal	June 2026
Event Notification Services	June 2026
Electronic Lab Reporting (ELR) and Syndromic Surveillance	May 2026
Direct Secure Messaging / HISP Services (Secure Exchange Solutions)	May 2026
Social Care Closed Loop Referral Platform (Unite Iowa)	No disruption anticipated at this time

☐ Dates reflect current transition planning and may adjust as coordination with the State of Iowa and service partners continues. Updates will be communicated to all participants in advance.



Transition Approach



- 1 Aligned with Iowa HHS**
We're working hand in hand with the State and key partners to ensure a coordinated transition.

- 2 Continuity and Stability First**
Our top priority is continuing and/or restoring services quickly and giving you a reliable foundation going forward.

- 3 Rebuilding on Familiar Ground**
We're setting up new connections using the same interface patterns and workflows you had before.

- 4 Ongoing Communication**
Expect regular updates, coordination sessions, and direct outreach throughout the transition.

ELR/SS Message Format Requirements



HL7 2.5.1 for ELR, 2.5.1 for SS (ADT A01/A03/A04)

Required segments and expected population rates

Common validation errors and how to avoid them

Sample message structure (anonymized)

Testing and Validation



Environment overview (test vs production cutover)

Message validation workflow

Expected turnaround for validation feedback

Go-live criteria and sign-off process



Participant Impact: What This Means for Your Organization

What to Expect



Your Connection Path

Some organizations connect directly to the HIE; others connect through a parent health system. We'll confirm which applies to you.

Agreements & Activation

Participation requires a signed agreement and service activation. We'll walk you through what's needed.

We're Here to Help

If you have questions about your setup, timeline, or requirements, that's what today is for.

Questions: Participation Agreement



All Participants Must Sign the Agreement

The agreement allows bi-directional data sharing. The agreement also includes a Business Associates Agreement.

All participants are also required to contribute data to be eligible for fee offset.

Should my organization sign the draft version of the agreement?

No. We send a draft version so you may easily review. Notify us once you are ready to execute the agreements. Let us know who the signatory will be and we'll send for electronic signature.

What should we select in the Scope attachment?

Electronic Lab Reporting and Syndromic Surveillance are our top priorities. If you require these connections, please select those. You may select additional options, but activation may be prioritized after ELR and SS feeds have been completed.



Questions: VPN & Connectivity



VPN connections are Considered "New"

Prior VPN connectivity with Cynchealth will not remain in place and we must configure new VPN connectivity with your organization.

What do I need to know to get my VPN Setup?

Please complete our VPN Request Form



How long does VPN setup take?

Once we receive your completed form, expect 1-2 weeks for configuration and testing, depending on your IT team's availability.

Manual Electronic Lab Reporting

The screenshot shows the user interface of the Iowa Department of Health and Human Services web application. At the top, there is a navigation bar with the IOWA logo and the text "Health and Human Services Division of Public Health". To the right, it says "Iowa Department of Health and Human Services Administration Portal". Below this is a menu with various options: Home, Providers, Public Health, Personnel, Code, Mapping, Report, Analysis, Audit, Operations, eICR, Surveillance, Analytics, Configuration, and Help. The "Report" option is highlighted with a red box. Below the menu, there is a "Current Providers" section with a "No" status and a "Select another Provider" link. On the right side of the page, it indicates "[PROD Server] Logged in User: John Satre My Profile | Logout".

The main content area is titled "Observational Report List" and includes a "Help" link. Below the title, there is a text instruction: "List of previously uploaded report files. Click on one to edit it or click Upload New Report File if you wish to start a new upload." The "Upload New Report File" button is highlighted with a red box. Below this is a "Report File Search" section with a search bar and instructions: "Enter your search criteria and click Search. Search by one or more fields to narrow down your search. Searches are not case-sensitive." The search criteria include:

- File Name:
- Batch Number:
- Provider Name:
- Provider Code:
- Upload Date Range (From):
- Upload Date Range (To):
- Uploaded by:
- Upload Status:
- Process Status:
- Acknowledged by Web Ser:
- Filter for current provider

A "Search" button is located at the bottom right of the search criteria. Two red arrows point to the "Report" menu item and the "Upload New Report File" button.



What Participants Can Do To Help



Review and Execute Participation Agreements

Updated participation agreements will be provided. Review and execute promptly to confirm your organization's enrollment.



Confirm Services Currently in Use

Identify which HIE services your organization actively uses today to ensure continuity planning is accurate.



Identify Desired Capabilities

Indicate any additional services or capabilities your organization would like to activate during or after the transition.



Provide Operational and Technical Contacts

Designate primary points of contact for operational and technical coordination throughout the transition.



Participate in Surveys or Interviews

Engage in follow-up outreach to help Converge Health Iowa understand your organization's needs and readiness.



Next Steps: Moving Forward Together

The following actions define the path forward for Converge Health Iowa and our participant organizations over the coming months.

Activation Process



1 Identify Needs

Based on the information presented today, identify which services you will be electing with Converge Health Iowa. If your organization requires a security Assessment, email us the information at security.assessment@convergehlthiowa.org



3 Complete the VPN Request Form

Complete the necessary VPN Form Online

5 Ongoing Support

Converge Health Iowa remains available for questions, escalations, and coordination throughout and beyond the transition.

1

2

3

4

5

2 Execute Agreements

Review and execute Participation Agreement and BAA to enable data sharing with the HIE network



4 Project Planning

Our project team will reach out to get your project started. Plan to have your resources standing by for necessary project work.



Questions and Discussion



Thank you for your time and partnership. We welcome your questions, feedback, and input as we work together to ensure a smooth and successful transition.

Your Input Matters

Feedback gathered today will directly inform transition planning and service prioritization.

We Will Follow Up

A summary of key questions and next steps will be shared following this briefing.

Stay Connected

Converge Health Iowa's participant support team is available to address questions and coordinate on an ongoing basis.



Thank You!

Contact us:

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