



COMMUNITY  
HEALTH CARE  
ASSOCIATION  
of New York State



*CHCANYS NYS-HCCN presents*

# Elevating Transitions of Care: Health IT & Health Center Spotlight

Session 1: HealtheConnections

May 7, 2026

For more information, please email Anita Li at [ali@CHCANYS.org](mailto:ali@CHCANYS.org)



This resource is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award to CHCANYS' New York State Health Center Controlled Network (NYS-HCCN) totaling \$4,622,451.00 with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.HRSA.gov).

09.2024



# Agenda

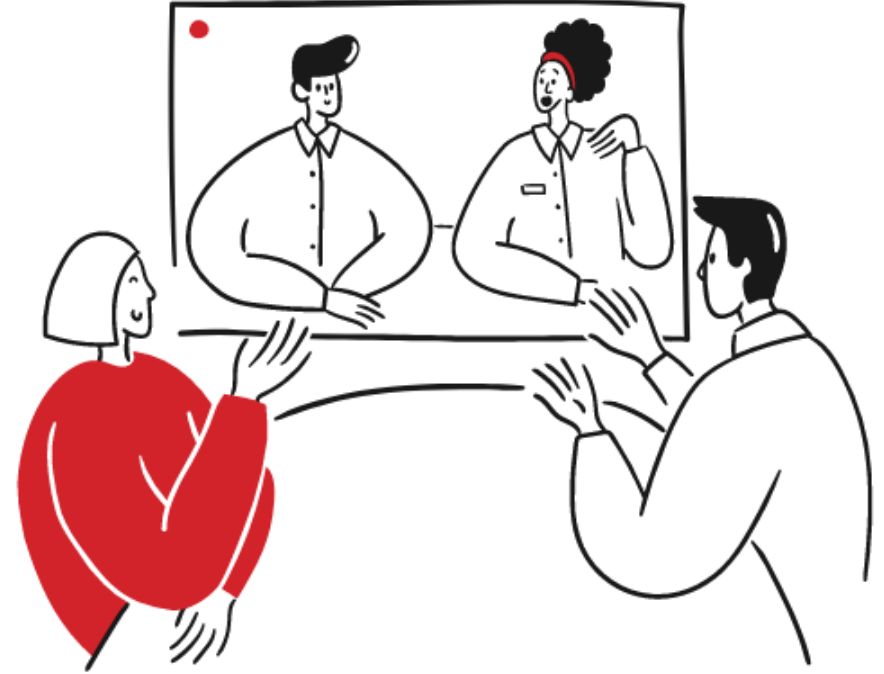
- 1. Welcome & Introductions**
- 2. Statewide Encounter Alerts Service: Supporting Transitions of Care**
- 3. Q&A**
- 4. Closing and Evaluations**





# Housekeeping

- You have been muted upon entry. Please respect our presenters and stay on mute if you are not speaking.
- Please share your questions in the chat. CHCANYS staff will raise your questions to our speakers and follow up as needed if there are unanswered questions.
- The webinar is being recorded and will be shared after the session along with the slide deck.
- A webinar evaluation will be shared with participants



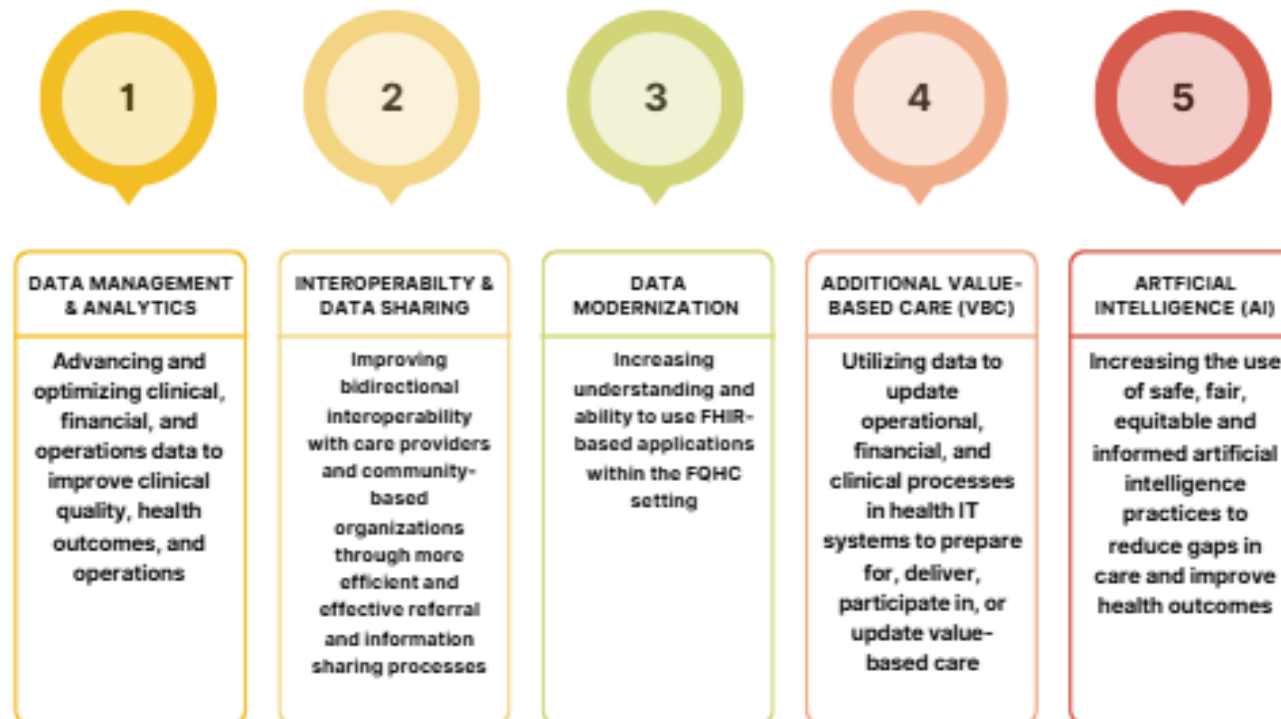
# About the New York State HCCN



Established in 2012, the NYS-HCCN is one of 52 HRSA funded networks that leverages health IT and data to enhance how centers deliver affordable, accessible, and high-quality care with a specific emphasis on data management and analytics, interoperability of systems, and data modernization

## What are the Key HCCN Focus Areas?

HRSA has identified the following key focus areas for the 2025-2028 program year



**86%** OF ALL FQHCS PARTICIPATE IN AN HCCN NATIONALLY



**52** HEALTH CENTERS PARTICIPATE IN THE CHCANYS NYS-HCCN



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12.2025



# Schedule of Events

## Session 1 (5/7)

- HealtheConnections

## Session 3 (5/21)

- Azara Healthcare & Harmony Healthcare Long Island

## Session 2 (5/14)

- eClinicalWorks & HealthTexas Medical Group

## Session 4 (5/28)

- HIXNY & APICHA Community Health Center



# Meet the Presenters



**Don Lee**  
**Vice President, Strategy and Business  
Development**

HealthConnections



**Alex Augustinos**  
**Program Manager, Statewide Encounter  
Alerts**

HealthConnections





# Statewide Encounter Alerts Service: Supporting Transitions of Care

Alex Augustinos, Program Manager, Statewide Encounter Alerts  
Don Lee, Vice President, Strategy and Business Development

# Today's Agenda

- Introductions
- HealtheConnections & the SHIN-NY
- Why Statewide Encounter Alerts (SEAS)?
- SEAS Overview
- SEAS and Transitions of Care (TOC)
- SEAS Demo
- Discussion and Questions
- Getting Started
- Resources





# About HealtheConnections



## TRUSTED PARTNER OF CHOICE SINCE 2010



**1,600** Organizations



**4,600** Health and Care Offices



**14,000** Licensed Physicians

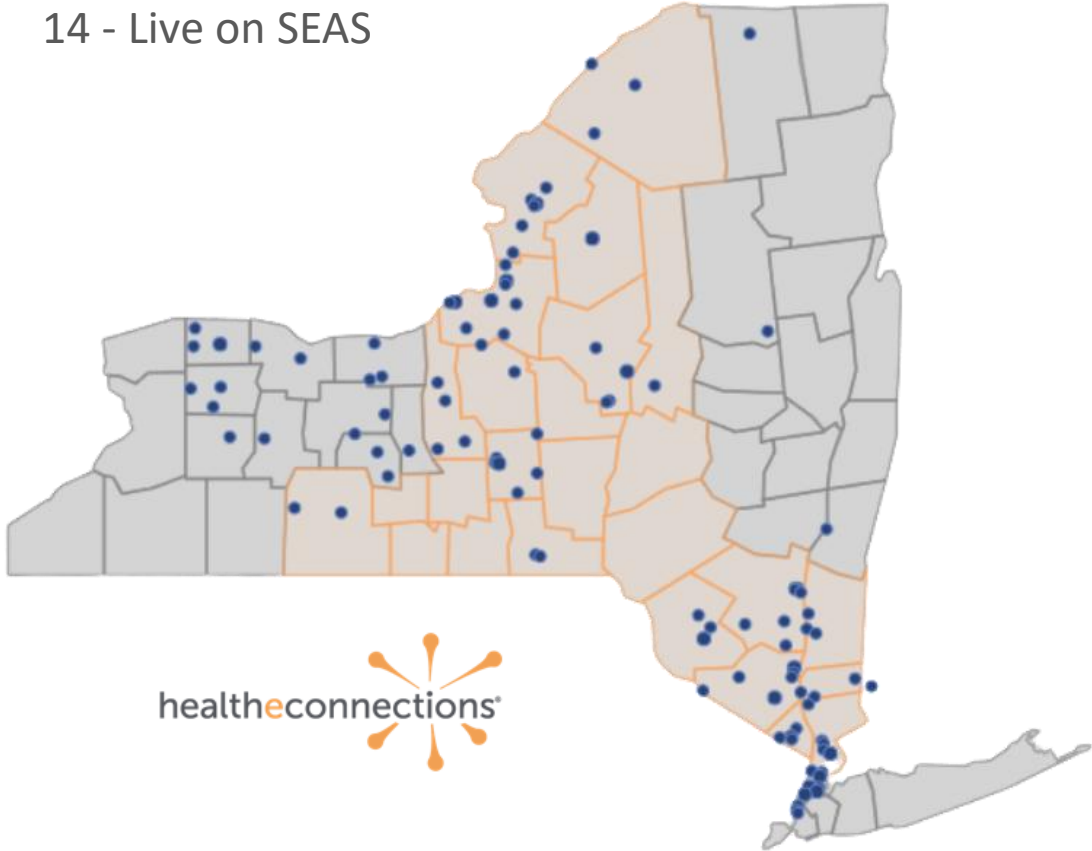


**16M** Patients

**HealtheConnections' Services include Patient Lookup, Results, Imaging, Reports & Dashboards, Secure Messaging, and Statewide Encounter Alerting.**

# Proudly Serving Community Health Centers (CHCs)

- 20 - HealtheConnections Participants
- 18 - Contributing Data
- 14 - Live on SEAS





- The Statewide Health Information Network for New York (SHIN-NY) is a state-funded, secure network for sharing electronic clinic records. It is comprised of six Qualified Entities (QE), including HealtheConnections.
- QEs, also known as Health Information Exchanges (HIEs), serve as the backbone of the SHIN-NY.
- Historically all six QEs provided very similar services.
- The New York eHealth Collaborative (NYeC) wants to increase efficiency, improve service, and offer participants choice.
- Statewide Services are one way they are attempting to do that.

**While QEs have primarily been established within geographical regions, participants may connect with the QE that best aligns with their needs.**

# Why NYeC Launched Statewide Encounter Alerts

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## **Problem: Fragmented Coverage & Inefficiency**

- Multiple QEs provided overlapping alerting services
- Inconsistent formats, delivery methods, and alert quality
- Alerts missed when patients crossed regions or care settings
- Incomplete event visibility for providers

## **Solution: Reliable, Comprehensive Alerts**

- Unified data source and routing for full coverage—the Encounter Gateway (EG)
- Every eligible encounter triggers an alert

## **Benefits: Supporting Care and Innovation**

- Timely data for care coordination and transitions
- Helps meet HEDIS and quality reporting goals
- Standardized data enables next-generation features

# What Does this Mean Today?

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## **NYeC awarded contracts to both HealtheConnections and Hixny to provide SEAS**

- Different solutions, but both are powered by the Encounter Gateway data stream.
- Participants are encouraged to learn about available options and evaluate what best meets their needs.

## **If You're a Current HealtheConnections Participant**

- HealtheConnections alerting is now exclusively through SEAS.

## **If You Participate with Another QE**

- Your QE still delivers alerts, and the Encounter Gateway Service (EGS) remains available. Consult your current QE about their long-term alerting plans.
- You have the potential to receive alerts via Statewide Encounter Alerts, powered by HealtheConnections. Evaluate how this service could add value to your workflows.
- To work with HealtheConnections, your organization must elect it as an Additional or Value-Added Health Information Network (HIN) on the Statewide Common Participation Agreement (SCPA).
- To get started, visit:
  - [SEAS Partner Referral webpage](#)
  - [SEAS Request Form](#)

# How Does Consent Work with SEAS?

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- NYeC has postponed implementation of a Statewide Consent Form (April 2026)
- FQHCs and other HIE Participant organizations can continue to use their local consent forms
- Participants do not need to make any immediate changes to their workflows for collecting and entering consent
- NYeC is collecting local consent values from QEs and is in the process of implementing a Statewide Consent Registry that will support SEAS delivery for both HealtheConnections and Hixny

## Consents and SEAS Alerts

→ *Yes* Consent = Alert Sent

→ *No* Consent = Alert Not Sent

→ *Unknown* Consent or *Not Collected* = Clinical Alerts Sent, Part 2/Mental Health Alerts Not Sent

# What's New and Different?



HealthConnections' enhanced alerting service delivers better tooling to support providers on a statewide scale.

## Statewide Coverage

Consistent and complete real-time alerts from **all** hospitals across NYS, regardless of QE region. Alerts sent for ***Inpatient and Emergency Department admissions, discharges, and transfers.***

## Advanced Tools

A modern, easy-to-use interface with built-in patient segmentation and integrated readmission risk scores.

## Patient Lists

Patient lists are the foundation of these alerts. The benefit is less noise, better targeting, and improved security/privacy for patients.

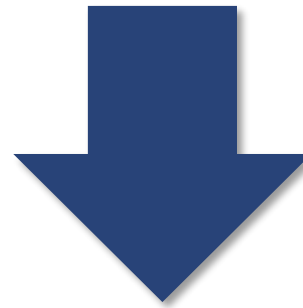
**Too Many  
Alerts**  
-  
**Not Enough  
Signal**

We've heard you...

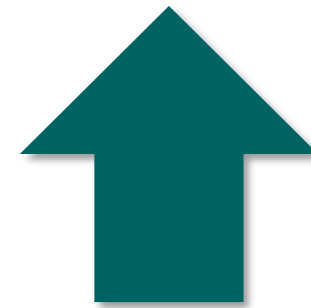
HealthConnections' Statewide Encounter Alerts help filter and prioritize what matters most:

- ✓ High-risk patients
- ✓ Key transitions
- ✓ Actionable encounters

Volume



Relevance



# Timely Alerts, Delivered Your Way

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## Alerts and data flow directly into existing provider workflows

- Direct feeds and integrations with leading EHRs
- Notices sent via Secure Message, email, or text
- sFTP file access
- Portal Access
- Any combination/delivery options for varied disciplines



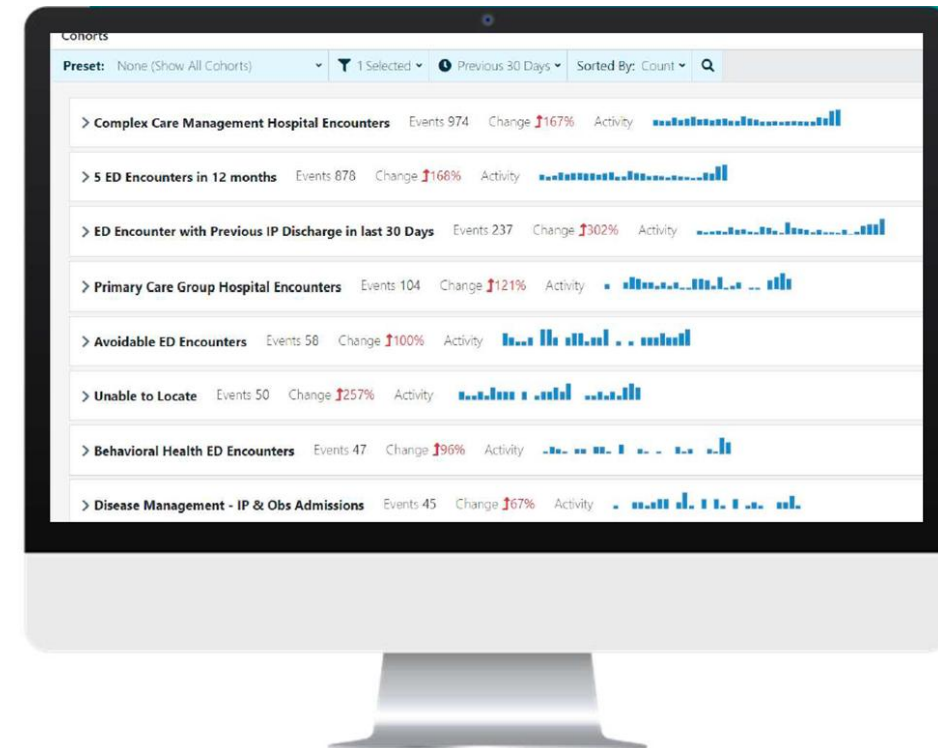
**And more!**



# The Data You Need, The Way You Need It

## Reporting and Analytics Made Simple

- ✓ Schedule PDF or CSV reports for download or automatic delivery
- ✓ Choose fields, filters, and frequency to fit workflows
- ✓ Supports either real time notification or aggregated summaries
- ✓ Fully configurable to your organization



North Country Family Health Center utilizes SEAS to identify patients who are admitted to or discharged from hospitals across the state. These notifications are reviewed by our team daily to ensure ***patients receive timely follow-up to discharges and supports our value-based care initiatives around timely follow-up as well as utilization monitoring and management.***

Notifications of admissions allow our team to monitor patient hospital stays and be proactive in discharge planning including scheduling follow-up visits with their primary care provider.

Jessica Jones, MLS, PCMH CCE  
Quality & Compliance Director

## How CHCs Are Using SEAS for TOC

- ✓ Consolidation to one source for all alerts vs. multiple QE portals/feeds
- ✓ Staff receive real time notifications for timely discharge planning and follow up
- ✓ All staff doing TOC work have access to view alerts OR key administrators download reports and distribute internally
- ✓ Leverage customization features to organize alerts by provider, payer, or program

# SEAS Portal Demo

# What's Next for SEAS

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- **Enhanced Encounter Alerts**

- HealtheConnections awarded contract to build the SHIN-NY Primary Document Repository (PDR)
- Phase 1: Enhance existing alerts with Discharge Summaries
- Future Phases: Expand to include other clinical document types

- **Readmission Risk Scores**

- Real-time, continuously updated
- Outperforms standard LACE model
- Rich inputs including demographics, diagnosis codes, 2-month visit history, Hospital quality scores and Social Determinant of Health (SDOH) factors

- **Single Sign-On (SSO) functionality**

- Login and access with HealtheConnections' HIE credentials

# Getting Started

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## Review our Resources

- Statewide Encounter Alerts: [healthconnections.org/alerts](https://healthconnections.org/alerts)
- Resource Center: [healthconnections.org/resources](https://healthconnections.org/resources)

## Request Access

- Contact HealthConnections Support at [support@healthconnections.org](mailto:support@healthconnections.org)
- Complete the online [SEAS Request Form](#)

## Submit a Patient List

- Review the PL File Guidelines and Specification Outline
- Name the file: *PLA- SHINNY-(Facility Name)-(Date)*
- Submit the list via:
  - Encrypted email: [support@healthconnections.org](mailto:support@healthconnections.org)
  - Secure Message users: [patientsubscriptions@hiemail.healthconnections.org](mailto:patientsubscriptions@hiemail.healthconnections.org)

## Not a HealthConnections participant yet? No problem!

[Contact us](#) to learn how we can support your organization with Statewide Encounter Alerts —no matter what QE you work with.



# Discussion and Questions



Thank you!

315-671-2241 x5

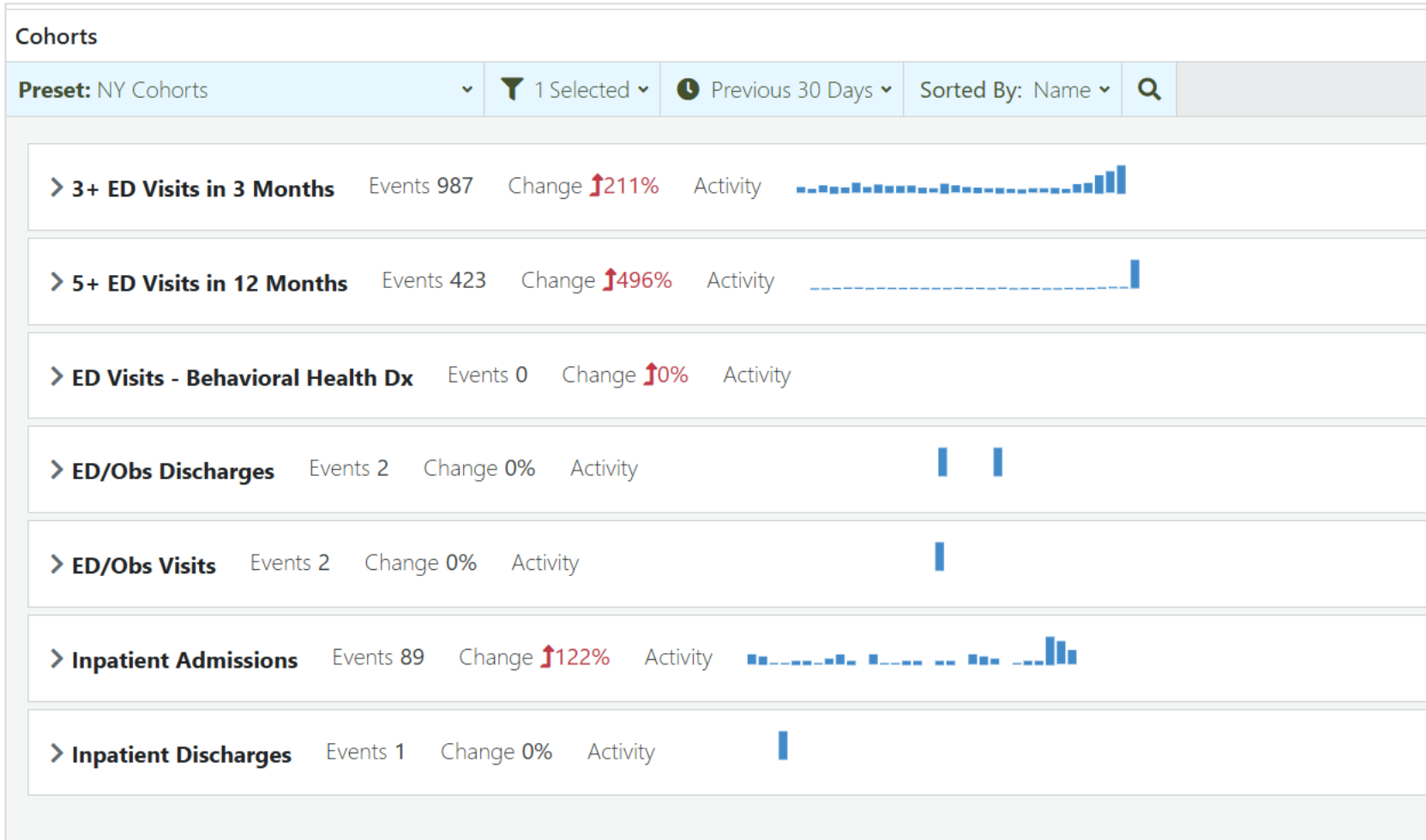
[support@healthconnections.org](mailto:support@healthconnections.org)

[healthconnections.org](http://healthconnections.org)



# Appendix: SEAS Overview

# SEAS Overview – Cohorts



## Populations of Interest Stratification

- ✓ Surface high utilization patients
- ✓ Identify trends
- ✓ Prioritize high risk groups for timely intervention
- ✓ Create cohorts based on custom criteria to meet your needs
- ✓ Custom filters and download options for easy reporting and analytics

# SEAS Overview – Patient Overview



**Patel, Ramesh** [View More](#)

**Readmit Risk**  
0.12 **Moderate**

**Address**  
1822 Hill Rd  
Richmond, VA 77407  
[View More](#)

**Phone**  
(804) 555-6256  
[View More](#)

**DOB**  
10/28/1935 (90)  
[View More](#)

**ID**  
52377750  
[View More](#)

**Gender**  
Male

Active Insurance 0 [All Insurance Details](#)

Tags [+](#) MSSP

**Encounters**

History Trends

Search Encounters  [View ED Count](#) 1 Selected [Download](#)

| Admit Time                           | Location  | Type            | Major Class     | Diagnosis or Chief Complaint   |
|--------------------------------------|---|-----------------|-----------------|--|
| <a href="#">01/08/2026 @ 11:12am</a> | <b>Mercy Medical Center</b><br>Arlington, VA        | Emergency       | Emergency       | <b>Chief Complaint:</b> Generalized weakness<br><b>Diagnoses:</b> <ul style="list-style-type: none"><li>Heart failure, unspecified</li></ul>   |
| <a href="#">01/05/2026 @ 04:47pm</a> | <b>Madeline's Skilled Nursing</b><br>Alexandria, VA | Skilled Nursing | Post Acute Care | <b>Chief Complaint:</b> Insomnia, unspecified Heart failure, unspecified<br>Encounter for other specified aftercare<br><b>Diagnoses:</b> <ul style="list-style-type: none"><li>Insomnia, unspecified</li><li>Heart failure, unspecified</li><li>Encounter for other specified aftercare</li><li>History of falling</li></ul> |

## The Right Contact Info, at the Right Time

- ✓ Automatically surfaces the most up-to-date patient contact details sourced from all hospitals across the state
- ✓ Reduces wasted time chasing outdated numbers or addresses
- ✓ Custom tags to group and identify patients by program, diagnosis, group, etc.
- ✓ View patient level encounter history and trends

# SEAS Overview – Readmission Risk Scoring



## Jarvis, John Denzil

Readmit Risk

0.55 Very High

! This patient had a **security event** on Jul 23, 2025, 7:04:28 AM at Virginia Hospi

### Jarvis, John Denzil

[View More](#)

|                     |  |   |
|---------------------|--|---|
| <b>Readmit Risk</b> | <b>Address</b>   | <b>Phone</b>                                |
| 0.55 Very High      | 272 Shady River Terrace<br>Fairmont, VA 99048<br><a href="#">View More</a> | (438) 555-4622<br><a href="#">View More</a> |

**Gender**  
Male

---

Active Insurance 0 [All Insurance Details](#)

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Tags [+](#) High Utilization Group [x](#)

## Powered by Data

- ✓ Trained on 18.3M+ encounters
- ✓ Combines historical + real-time updates

## Rich Inputs

- ✓ Demographics, diagnosis codes
- ✓ 2-month visit history
- ✓ Hospital quality scores
- ✓ SDOH factors

## Dynamic Risk Score

- ✓ Real-time, continuously updated
- ✓ Outperforms standard LACE model

# SEAS Overview – Scheduled Reports



| Scheduled Reports  |        |                      |      |  |
|--|--------|----------------------|------|--|
| Enter Search <input type="text"/> <input type="button" value="Q"/> |        |                      |      |  |
| Filter <input type="button" value="v"/>                            |        |                      |      |  |
| Report   | Status | Date                 | Rows | Actions  |
| Weekly - IP Report (Non-PHI)                                       | ✓      | 01/08/2026, 02:00 AM | N/A  | <input type="button" value="Download"/> <input type="button" value="Print"/> |
| Daily - ED/IP Report (Non-PHI)                                     | ✓      | 01/08/2026, 02:00 AM | N/A  | <input type="button" value="Download"/> <input type="button" value="Print"/> |
| Weekly - ED Visit Report (Non-PHI)                                 | ✓      | 01/08/2026, 02:00 AM | N/A  | <input type="button" value="Download"/> <input type="button" value="Print"/> |
| Monthly - ED Visit Report (Non-PHI)                                | ✓      | 01/08/2026, 02:00 AM | N/A  | <input type="button" value="Download"/> <input type="button" value="Print"/> |

## Customized to Meet Your Needs

- ✓ Hourly, daily, weekly, or monthly reporting
- ✓ Available for easy download or custom delivery
- ✓ Incorporate risk scores, diagnosis codes, diagnosis description and more
- ✓ Choose fields, filters and criteria to support reporting, analytics and quality improvement activities



# Questions?





## Continue the Conversation

Don't miss the next session of this 4-part series!

**Session 2: Thursday, May 14**

eClinicalWorks &  
HealthTexas Medical Group

We hope to see you then!



# Please fill out our survey!

Please share your feedback using the survey link in the chat, the QR code, or the link in the follow up email!

Completing the survey helps us to provide relevant and helpful information. Thank you in advance!

