HEALTH CARE AUTHORITY - CMS INTEROPERABILITY API USE CASES

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1 Introduction

This document provides an overview of use cases for the Patient Access, Provider Directory, and Drug Formulary Fast Healthcare Interoperability Resources (FHIR) Application Programming Interfaces (APIs) developed by SYNCRONYS for the New Mexico Health Care Authority (HCA) in alignment with CMS' Interoperability and Patient Access Final Rule (CMS-9115-F).

SYNCRONYS' FHIR API Integrations can be used for seamless data exchange while ensuring patient controlled data exchange and privacy through management of informed consent. These APIs support improvement of patient engagement, care coordination, medication management, cost of services transparency, and more.

2 API Use Cases Overview and Examples

This section provides sample Use Cases demonstrating how the FHIR API resources can be used. The term "Use Case" refers to examples of how FHIR APIs may be applicable.

2.1 FHIR API Resources Developed

The following is a list of the FHIR API Resources developed in accordance with CMS Interoperability Guidelines:

- Patient Access API - allows New Mexico fee-for-service clients using third party applications to access their health information
- Provider Directory API - utilizes information about the enrolled healthcare service providers provided monthly by HCA
- Drug Formulary API - utilizes information from the HCA drug formulary and drug coverage plan

2.2 Use Case: Patient Access to Health Records

Empower New Mexico fee-for-service patients to access their health data securely via third-party applications.

2.2.1 **Example:**

A patient can use a mobile app integrated with the Patient Access API to retrieve their claims, encounter data, and clinical data. This would enable them to view their medical history, medication list and test results, empowering them to make more informed decisions about their care. A mobile app could also send automated reminders for follow-up visits based on retrieved encounter data.

2.2.2 **Impact of Patient Care:**

Increased Patient engagement and satisfaction and better adherence to care plans through easy access to their health information.

2.3 Use Case: Price Transparency

Provide patients with cost information for services and medications to make informed choices.

2.3.1 Example:

Third-party Patient facing application can integrate data from the Provider Directory API and access the Patient Access API to view patient claims and estimate and display the out-of-pocket cost for a given service or medication based on their health plan. The Provider Directory can be used to identify in-network providers to minimize service costs.

2.3.2 Impact on Patient Care

Improved financial transparency and empowered decision-making based on cost and coverage information.

2.4 Use Case: Enhancing Telehealth and Remote Patient Monitoring

Enable telehealth providers to access relevant patient data for virtual care and to identify specialists for referrals.

2.4.1 Example:

Telehealth platforms can use the Patient Access API and the Provider Directory API during a virtual visit to pull the patient's recent lab results and ongoing treatments, offering personalized care recommendations during virtual visits. The data in the provider directory can be accessed and used to help the Provider refer the patient to an in-network specialist for further evaluation based on detected risk factors during the virtual visit.

2.4.2 Impact on Patient Care:

Personalized and efficient virtual care and faster access to specialized care when needed.

2.5 Use Case: Care Coordination Across Providers

Share patient data and directory information among different registered healthcare providers to improve care coordination.

2.5.1 Example:

A primary care physician (PCP) can use the Patient Access API and the Provider Directory API to identify a patient's specialists covered by the patient's plan. PCP accesses the Patient clinical notes, recent claims to share information with the specialist before the consultation and to exchange updates.

2.5.2 Impact of Patient Care:

This avoids redundant tests and procedures and ensures timely follow-ups.This also enables seamless transitions of care between providers.

2.6 Use case: Medication Reconciliation

Ensure accuracy in medication lists to prevent adverse drug interactions by reconciling and updating medication lists.

2.6.1 Example:

Pharmacies and healthcare providers can integrate data using the Patient Access API and the Drug Formulary API Solution to integrate relevant data into their systems to confirm current medications, verify medication is covered under the patients plan and suggest lower cost alternatives. Can use to retrieve the patient's current medication list, enabling provider to verify accuracy and avoid duplicative or contraindicated prescriptions by flagging potential conflicts.

2.6.2 Impact on Patient Care:

Reduced Risk of medication errors and enables seamless transitions of care between providers.

2.7 Use Case: Chronic Disease Management

Monitor and support patients with chronic conditions through data access and cost-effective treatments.

2.7.1 Example:

A diabetes management app uses the Patient Access API to pull claims and encounter data to track the patient's care history. The Drug Formulary API is used to suggest affordable, covered medications for diabetes management, ensuring adherence to the prescribed regimen.

2.7.2 Impact on Patient Care

Proactive care to prevent complications and cost savings and improved medication adherence.

2.8 Use Case: Emergency Care Optimization

Provide emergency care providers with quick access to critical patient data.

2.8.1 Example:

An emergency department retrieves a patient's allergy and medication information using the Patient Access API during a crisis. The Provider Directory API helps the ED refer the patient to appropriate specialists for follow-up care.

2.8.2 Impact on Patient Care:

Faster, safer, and more accurate emergency care. Streamlined follow-up care processes.

2.9 Use Case: Streamlining Prior Authorizations

Simplify the process of prior authorizations by providing real-time data on patient history and plan coverage.

2.9.1 Example:

A healthcare provider uses the Patient Access API to verify a patient's treatment history and avoid submitting unnecessary prior authorization requests. The Drug Formulary API confirms coverage for prescribed medications and identifies alternatives that may not require authorization.

2.9.2 Impact on Patient Care:

Reduced delays in care delivery and lower administrative burden for providers and patients.

3 CLOSING

The Use Cases listed above should not be considered an exhaustive list. If you have any questions, or, would like to learn more about how you can use the Patient Access, Provider Directory, and/or the Drug Formulary Fast Healthcare Interoperability Resources FHIR APIs, please email help@syncronys.org for support.