



# Meals on Wheels Direct Referral Pilot

September 11, 2019

The Clinical Advisory Committee asked CRISP to work with health care providers and public health authorities to improve the ability for healthcare providers to address unmet social needs of patients. CRISP, the Maryland Primary Care Program, and Meals on Wheels of Central Maryland (MOWCM) are collaborating to implement the following model:

- 1) Primary Care providers who are CRISP participants and registered Maryland Primary Care Program participants, will use CRISP tools to make referrals to MOWCM for patients assessed as in need of this intervention. These providers will login to CRISP's Unified Landing Page and use the referral tab to complete a referral form. Referrals will contain only the minimum necessary amount of patient information to support the referral. Providers will record patient consent for the referral to MOWCM on the form.
- 2) CRISP will route the referral to MOWCM. The referral will be routed to MOWCM via a secure email address, which will be provided by CRISP through Direct. The secure email will generate a notice that will be pushed to MOWCM general email system, notifying that a message is waiting and how to access it.
- 3) MOWCM will outreach to the patients who have been referred to them to assess their appropriateness for the program and to determine patient interest in accepting services. Because this is not a formal health care program conducted either as a covered entity or agent of a covered entity, MOWCM cannot become CRISP Participants and therefore, will not have access to CRISP services or tools that contain protected health information. MOWCM may have access to aggregate reports. Reports can be accessed on-demand by MOWCM via login and upload of a panel to the CRISP Reporting Service.
- 4) Patients will be enrolled in MOWCM programs through a formal process. Part of the enrollment notification includes the following language (provided by CRISP):

*We have chosen to participate in Chesapeake Regional Information System for our Patients (CRISP), the state-designated health information exchange for Maryland. As permitted by law, your information will be shared with this exchange to provide faster access, better coordination of care, and improved knowledge for providers. You may choose to not have your information shared with CRISP. If you do so, we may only share with CRISP that you have opted out of the data sharing. In addition, you may "opt-out" and disable all access to your health information available through CRISP by calling 1-877-952-7477 or completing and submitting an Opt-Out form to CRISP by mail, fax, or through their website at [www.crisphealth.org](http://www.crisphealth.org). You are not able to opt-out of Public Health reporting*



*and Controlled Dangerous Substances information, as part of the Maryland Prescription Drug Monitoring Program (PDMP), it is available on behalf of all patients to providers by law.*

- 5) MOWCM will submit a panel of patients to CRISP at least monthly. MOWCM will educate patients about their data-sharing relationship with CRISP and allow the patient to opt-out of their information being included on the panel. The panel will indicate whether patients are active or inactive in the program; patients who have opted to not have their data shared should not be placed on the panel. CRISP will send an alert to the referring primary care provider based on the information provided on the panel.
- 6) MOWCM and CRISP executed an MOU.
- 7) CRISP will display the relationship between enrolled patients and MOWCM in the Snapshot tab unless a patient has opt-ed out of the data sharing. CRISP will also share a description of the MOWCM program in the referral directory

CRISP will conduct this pilot from September 2019 through June 2020 with the intention of aggregating feedback and providing an update to the Clinical Committee at a meeting in 2020. CRISP will immediately cancel the pilot if potential security or patient privacy concerns arise, or if the Maryland Primary Care Program or MOWCM does not want to continue for any reason.