

KY REC Tip for the Kentucky Medicaid EHR Incentive Program (Promoting Interoperability)

Patient Education – Objective 5 Measure 2 Other Online Electronic Means Scenario & Suggested Audit Documentation Guidance

2020 Patient Electronic Access specification sheet states: *The patient must be able to access this information on demand, such as through a patient portal, a personal health record (PHR), or by other online electronic means.* We note that while a covered entity may be able to fully satisfy a patient's request for information through view, download, and transmit, the measure does not replace the covered entity's responsibilities to meet the broader requirements under Health Insurance Portability and Accountability Act (HIPAA) to provide an individual, upon request, with access to patient health information (PHI) in a designated record set.

Other Online Electronic Means Example:

Patient comes into the office and is over 50 years old or has family history of Colon Cancer, Obesity and Type 2 Diabetes; currently taking Metformin (*all listed in CEHRT*). Practice has educational material on their website divided into categories like Colon Cancer Screening, Smoking Cessation, Healthy Living with Diabetes, Metformin Q&A, Importance of Flu Shot, etc. They give patient instructions on *how to access their website* and where to locate the information specific to their problem list or medication.

The following documentation is needed for auditing purposes:

1. Written instructions to give patients on how to locate the patient education on their website.
2. Keep a log of the patients seen during the reporting period that were given the following:
 - o Instructions provided to obtain patient education online through their website and
 - o List the patient education that was provided to the patient on the website.
3. Written process of who is counted on the log sheet and how they are provided the patient education. Capture screenshots of patient education on website. Documentation to support attestation data should be retained for six years post-attestation.

Submitting data during attestation:

The EP may add the log sheet total to the numerator using the reporting period dates for this measure.

Stage 3 specification sheet:

<https://www.cms.gov/files/document/medicaid-ep-2020-patient-electronic-access-objective-5.pdf>

Health IT Cert Requirements:

<https://protect2.fireeye.com/url?k=d92be609-857fff75-d92bd736-0cc47adc5fa2-fff946f65247d5d2&u=https://www.healthit.gov/test-method/patient-specific-education-resources>