



Topic: On Hold Procedure

Request Date: April 3, 2019

Information Requested:

The Colorado Immunization Information System (CIIS) is currently working on developing a formal On Hold procedure for their onboarding process (this would be for sites that have stopped being actively engaged in the project).

1. Do any other IIS have an On Hold procedure that they'd be willing to share with Colorado?
2. If you have a procedure in place, how does it differ for sites that participate in the EHR Incentive Program vs. those that do not participate in that program?

Requesting Member: Kim Gulliver (CO)

Responding Member(s): Angie Felt (MN), Verónica Rodríguez (PR), Nathalie Hartert (TN)

Results:

MN:

Minnesota does not have an official “on hold” procedure but we do some things to ensure we are effectively communicating. Here are the steps:

1. If our technical staff are not getting timely responses from a group we are testing with the technical staff sends a letter letting the provider know we are considering moving them back into our queue (aka on hold). We remind them that the testing capacity is limited, and we need to work with organizations that are ready to complete tasks to get their messages in a good place.
2. If the organization continues to be unresponsive or too slow, the business staff sends a letter that lets them know since they were unable to meet our expectations and timing we are moving them back into our onboarding queue until they have the resources to commit to onboarding. We let them know the items they can work on in the meantime and ask them to reach out to us at a later time when they are more equipped.
3. Once they reach out to us letting us know they are in a better place, we take them off of our ‘hold’ status and reprioritize them in our queue with the other organizations that are waiting to begin testing.



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INFORMATION REQUEST

If the organization participates in Meaningful Use we are willing to provide them with a letter of Active Engagement during this time as long as they aren't totally ignoring us or not responding to inquiries. We have never had a provider completely blow us off to the point where we have to say we won't work with them. It is usually a scenario where they are trying but they have limited capacity to devote to onboarding so they just aren't moving along as quickly as we hoped.

PR:

Please see the final version of the protocol attached.

TN:

TN currently on-boards their providers in a separate Staging environment. We recently developed a plan (still in the process of implementation) to inactivate providers who are no longer actively engaged.

1. We will identify providers who fit the criteria (90 days since last message was sent OR 90 days since organization was created if no messages have ever been sent).
2. We will inactivate the providers.
3. We will email each provider (copying their vendor) with a notification that they have been inactivated due to inactivity, informing them that they can be reactivated when they are ready to send messages.