Utah Health Information Network Enhances DIRECT Product for Claim Attachment Exchange

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Salt Lake City, Utah, October 3, 2013-The Utah Health Information Network (UHIN) and technical partner Secure Exchange Solutions (SES) have enhanced UHIN's cHIE Direct secure email to offer an efficient solution for sending claim attachments.

cHIE Direct can streamline medical claim processing by offering healthcare providers a quick, secure way to send insurers supporting attachments for claims. The documents are attached to secure email messages. cHIE Direct can be used with any electronic health record software, as well as by provider offices without extensive IT platforms. cHIE Direct messages contain data that allows insurers to easily match attachments to the corresponding claims, such as the claim ID number. Attachment messages also include metadata, or sender information, so that they can be automatically processed by insurers' systems. Simplifying communication, insurers can respond to received attachment messages through cHIE Direct.

Attachment exchange via cHIE Direct has the potential to shorten the wait time between claim submission and reimbursement and to reduce the burden of managing paper documents for both providers and insurers.

cHIE Direct supports the exchange of continuity of care documents (CCDs), office notes, discharge summaries, history and physical reports, lab results, medication histories, SOAP notes, and other attachments.

"I have found that using cHIE Direct has been extremely helpful getting documents that are needed," says user Christina Garcia, Authorization Specialist at Community Nursing Services.

About UHIN

The Utah Health Information Network (UHIN) is a nonprofit coalition of healthcare providers, payers, state government and other stakeholders that have come together to reduce healthcare costs and improve quality and access for the community by enabling providers, payers and patients to exchange information electronically. UHIN focuses on creating electronic exchange solutions that work for the entire healthcare community, from single-provider practices to large integrated healthcare systems. For more information, visit www.uhin.org.

About Secure Exchange Solutions (SES)

Secure Exchange Solutions (SES) offers simple, secure and scalable solutions for exchanging healthcare information via the Internet. SES is a committed member of the Direct Project and helps healthcare providers meet the requirements for Meaningful Use initiatives. SES products expedite healthcare communications, improving quality of care, optimizing care transitions, speeding up payments and reducing reliance on costly fax, courier and express mail services. For more information, please visit www.secureexsolutions.com.

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