

# Information Blocking and the CURES act

What does it mean for you?

# Agenda

- 1. Intros**
- 2. The main “why” behind it all**
- 3. Dos and Don'ts**
- 4. We're here to help**

# Intros



Paolo Bettoni  
CPO



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# Our Why

**We fundamentally improve publicly-funded mental health services by giving our customers the freedom to focus on care. Humanity, respect and service are always at our core - we are people, serving people, serving people.**

**Not legal advice.**

# A bit of history

- How we got here
- Where's the ONC's at
- What's coming



# Relax

# *Positive Intent*

An organizational desire to timely and securely satisfy requests.





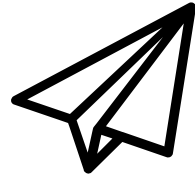
# High Level



Request

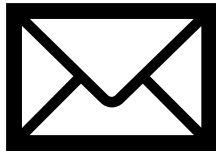


Evaluation



Response

# How are requests initiated?



Request

Have a **clear** and  
established **point of entry**  
for your requests.

# High Level



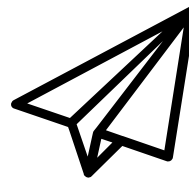
Evaluation

Assign a **process**, to a **team**, with clear **ownership**.

# High Level

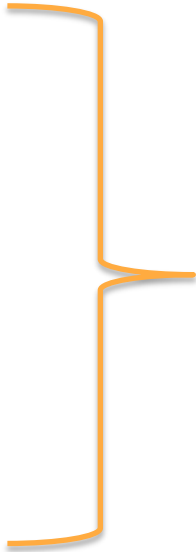
Have a **secure** way to share information.

Customer Portal is your natural choice.



Response

# Keep a Log



- Person who requested
- What they requested
- Who is assigned to internally
- Dates of various events
- Response and reasons

# Just as important:

Be careful who you give the info to

# Make sure you know

**1. What info can be requested?**

**2. Know who can request info.**

**3. Exceptions**

- Privacy
- Security
- Infeasibility
- Content and Manner
- Fees
- (more / might change)

# Resources

- **ONC**
  - FAQ on the website
  - They plan on offering trainings soon
  
- **Exym**
  - Build in product compliance
  - Ask us questions
  - Consult with us