What are Facility-Identified Alerts?

Facility-Identified Alerts (FIAs) are secure **Direct** email notifications sent to healthcare organizations in near real-time when their patients are admitted to and/or discharged/transferred from hospitals, with the goal of improving care transitions.

RIQI sends Facility-Identified Alerts on behalf of the following hospitals:
- Kent Hospital
- Women & Infants Hospital
- South County Hospital
- Butler Hospital (including Kent Hospital Unit at Butler Hospital)   **** NEW ****

Providers receive an alert when:
1. A patient consents to share their hospital health data with treating provider(s).
2. The hospital sends the provider's NPI# to RIQI, and RIQI locates a Direct address within NPPES.

Example Discharge encounter notification for Butler Hospital

Subject **Butler Hospital Discharge for [FIRSTNAME LAST]**

You have received this alert for the following reason(s):
Facility-Identified Alerts: Butler Hospital (Direct address provided by NPPES)
--> Learn more at: https://riqi.org/Alerts

The following patient has been discharged from Butler Hospital:

Name: FIRSTNAME LAST
MPIID: 123456
Date of Birth: 01/01/1970
Age: 48 years old
Gender: Female
Address: 1 Test Lane, Providence, RI 02908
Phone: 4015555555
Primary Care Provider: Physician Name
Referring Clinician: Physician Name
Admitting Clinician: Physician Name
Attending Clinician: Physician Name
Visit Start Date: 06/01/2023 08:00:00
Visit End Date: 06/02/2023 10:00:00
MRN: 00b0000-1234
Visit Number: 12345689
Discharge Disposition: 01
Discharge Location: HOME
Patient Class: Inpatient

Reason for Visit: anxiety
Diagnosis/Diagnoses:
F41.0   Panic disorder [episodic paroxysmal anxiety] without agoraphobia
F31.9   Bipolar disorder, unspecified

For Discharge Alerts, learn more about Discharge Disposition and/or Discharge Location codes at:
https://riqi.org/DischargeDispositions

Please be sure to update NPPES. See below for details.

Why is it important to update your Direct Address in NPPES?

Including your Direct address within NPPES will increase your patient encounter notifications and improve care coordination.

CMS has created a "digital address book" within the national NPPES database where providers can designate the "Health Information Exchange Endpoint" (Direct Messaging Address, FHIR server URL, etc) where they would like to receive encrypted health information.

RIQI sends Facility-Identified Alerts using the secure "Direct Messaging Address" listed in NPPES. If you do not have a Direct address listed in NPPES, RIQI will not be able to send these Alerts from hospitals to your organization. Learn more about Direct here.

Steps to update provider's "Direct" address in NPPES:

> Important Tip   (learn more at this CMS FAQ)
> Screenshots of how to update NPPES digital contact information can be found in this CMS NPPES instructional PowerPoint, beginning on slide 29. Endpoint screen is shown on Slide 30.

- You need an Identity & Access Management System (I&A) account to log into NPPES.
    - If you don't have an I&A account, click "Create Account Now."
- After successfully creating your I&A account, return to NPPES and use your I&A User ID and Password to log in. This is where you can create and maintain NPI data that you are associated with. Navigate to the "NPPES main menu" and locate the provider for whom you want to add the Direct address and click on the "edit" button next to their name.
- Within the provider's profile, find the "Addresses" / "Health Information Exchange" section.
- Update the following:
    * Endpoint type: Direct Messaging Address
    * Endpoint: *provider's Direct address*
        - *Do not enter personal or work email (must be a Direct address)*
        - *Can be a Direct address of an individual provider or an organization (for centralized coordination of care)*
    * Endpoint location: what practice to affiliate the address with
    * Is the endpoint affiliated to another organization? No, unless your provider uses an address from another practice or hospital instead of your own.
- Once you have entered the Direct address, save the changes to the provider's profile.
- Repeat for all providers at your organization (and add to your provider onboarding workflow).

If you encounter difficulties or have specific questions regarding the process, please reach out to the NPPES help desk for further assistance.

Note - only a provider or their representative can update NPPES. RIQI cannot make this change, and has only provided the information above to the best of our knowledge.

Important Links - Updating Digital Contact Information in NPPES

Getting Started with Direct
https://riqi.org/wp-content/uploads/2023/06/Getting_Started_with_Direct.pdf

CMS NPPES HIE Endpoint Instructions (slides 29-34)
https://nppes.cms.hhs.gov/assets/How_to_apply_for_an_NPI_online.pdf

Identity & Access (I&A) System Quick Reference Guide
https://nppes.cms.hhs.gov/iawebcontent/quick_reference_guide.pdf

Identity & Access (I&A) System FAQs
https://nppes.cms.hhs.gov/iawebcontent/faqs.pdf

NPPES NPI Registry – Search for a provider by name, NPI #, Organization, etc.
https://npiregistry.cms.hhs.gov/search

FAQs:

Q: Do patients consent to these Alerts at Butler?

If patient consent is in place, Butler Hospital is required by CMS to share encounter information with treating providers, in order to coordinate care [see CMS Fact Sheet]. Once a patient at Butler consents to their information being shared with their treating provider(s), the encounter notification Alert(s) can be sent to the treating provider(s) that they authorized.

Q: I don't have Direct. Is there another way to receive these Alerts?

Not at this time. Alerts from Butler Hospital & the Kent Hospital Unit at Butler Hospital are only being sent via the Direct addresses in NPPES (and only when the patient has provided consent). Please note that Direct is different from a personal or work email address.

Q: Can I send Alerts to my Organization's Direct address?

Yes, you can use a Direct address of an individual provider or an organization (for centralized coordination of care).

Q: Will Butler information be available in other RIQI tools (CurrentCare Viewer or Care Management Dashboard/Alerts/Extracts)?

Not at this time. RIQI is sending Facility-Identified Alerts from Butler Hospital & the Kent Hospital Unit at Butler Hospital on behalf of Care New England, only via the Direct addresses in NPPES (and only when the patient has provided consent). This data is not available in other tools [which means that updating your NPPES Direct information is critical].

If you would like more information about Alerts, please contact Rhode Island Quality Institute (RIQI) at RIQIBusinessServices@riqi.org or 888.858.4815.