

Attachment G: Response to SOW

1. Approach to Business Operations

1.2 Business Operations

To fulfill the mission of providing comprehensive HIE services, Abartys will oversee all business operations pertinent to the facilitation of these services. In particular, Abartys will provide the necessary staff, fully proficient in English and Spanish languages, to manage the extra workload to maintain the HIE including:

- *Leadership:* To communicate with the PR DOH and all HIE participants at the highest level and decide on the strategic direction of the project.
- *Liaisons:* To be in day-to-day communication with the HIE participants and convey their needs to the leadership and technical staff.
- *Technical support:* To monitor the operation and security of the HIE. To resolve the day-to-day issues that arise from the HIE operation and participants' needs and are streamlined

¹ Misresultados, <https://misresultados.com/resultadosonline/>

² Labinfo Systems, <https://www.labinfopr.com/>

³ TripleS Salud, <https://salud.grupotriples.com/>

⁴ Humana Insurance, <https://es-www.humana.com/>

⁵ AbbVie Puerto Rico, <https://www.abbvie.pr/our-company/abbvie-in-puerto-rico.html>

⁶ Asociación Puertorriqueña de Diabetes, <https://www.diabetespr.org/>

⁷ PR Science, Technology and Research Trust, <https://prsciencetrust.org/>

through the ticketing system. The technical support lead will also maintain Standard Operating Procedures for all pipelines that are essential for the HIE operation.

- *Developers:* To implement the solutions necessary for the HIE operation.
- *R&D staff:* To perform higher level analytics on the available data and provide added value. To design new solutions and synergies.

All these staff positions will be funded through the contract and reflected in the proposed budget.

Abartys has a suite of web portals and mobile applications as a part of its software-as-a-service (SAAS) offering. In particular, *PatientLynk* and its white-labelled versions⁸ is the Abartys portal for patients, developed in response of the Affordable Care Act⁹ to provide access to patients to their current and historical health data and facilitate the interaction with providers and payers. All Abartys portals are provided both in Spanish and English language.

Abartys will leverage this experience to develop a dedicated HIE portal which will be used for all public communication. This will include, but not be limited to, policies on data sharing and management, service descriptions, participant information, and leadership contact details. More detail on the data that will be handled through the HIE portal is given in the following Section 1.3.

In particular, the portal will contain links and explanations of all applicable Commonwealth and federal laws that apply to healthcare and in particular to the operations of HIE, such as:

- Right to Information Access (Affordable Care Act)
- Data Blocking (Cures Act)
- Privacy and Patient Rights (HIPPA Law)

Abartys is committed to protect the patient Protected Health Information (PHI). Due to its line of work, Abartys is used to managing PHI. The Abartys Health Warehouse and Datalake currently contain clinical lab results for about 40% of the PR population. For the purposes of information security Abartys leverages the most up-to-date technologies on the AWS cloud, and its Information Security Management System is certified under ISO 27001.¹⁰

At the same time, Abartys is prepared and fully committed provide the access to health information to the patient itself and to facilitate the access to the full health information of the patient to all the parties providing health services to the patient. In particular, through the Abartys PatientLynk portals the patient can elect with which parties to share the information. Abartys will handle the patient consent for the use of the information within HIE via the dedicated portal.

2.2.7 Medicaid Data Services

As described in section 2.2.6 a major part of the Abartys revenue comes from DAAS products to ingest, transform, and deliver data with predefined frequency and custom formats. Currently, the highest delivery frequency is daily, however, there are no technical limitations to delivering data as-it-is-received. Thus, Abartys is prepared to submit structured data to PRMP at any frequency as long as the structured data specifications and the transport mechanism specifications are provided. As mentioned in sections 2.2.3 and 2.3.5, Abartys already provides longitudinal reporting and graphical display at the patient level through its *PatientLynk* portal, based on clinical health data it receives from the LISs. It also provides these capabilities at aggregate level, i.e. populations; through its *ClinicLynk* portal. The list of Medicare data services Abartys can provide but not limited to:

- **Individual level reporting** - Through its patient portal *PatientLynk*, Abartys provides access to current and historical (longitudinal) data for individuals including in a graphic format. The data is fetched by the portal via the Abartys API, which in principle can be consumed by other clients with the necessary authentication.
- **Provider/Facility level reporting** - Through its provider portal *ProviderLynk*, Abartys provides secure access to historical data to the providers for their pool of patients. The API endpoint can be used to provide provider-level access to other clients. Additionally, *ClinicLynk* offers aggregated information across groups or populations filtered by various criteria, including provider, clinics and hospitals. Currently Abartys has an active contract with the Asociación de Salud Primaria de P.R. to provide chronic disease dashboards, including Patient Journeys, to their 330 centers. The same functionality can be added to the *ProviderLynk* API to be consumed by other HIE clients.
- **Payer level reporting** - Similarly, the Abartys API has the capability for payer (e.g. Medicaid) reporting through its *ClinicLynk* offerings. Data aggregation is available over all fields available in the data such as, demographic information (gender, age), location (postal code), provider, payer, test or observation codes, and combinations of those.
- **Public level reporting** - Described in section 2.2.6, Abartys has fully developed chronic and infectious disease dashboards for the territory of Puerto Rico, including risk factors and identification of gaps in care.