



Banner
Health Network

BHN eClinicalWorks Partnership Frequently Asked Questions

Q: Will I need to sign a contract with Banner Health Network (BHN) to obtain the eClinicalWorks (eCW) licenses?

A: Yes, you and all providers in your practice will need to participate in a contract with BHN to acquire the eCW licenses.

Q: What will BHN expect from my practice in exchange for the eCW licenses?

A: Providers who choose to accept a free eCW license must make a three-year commitment to BHN. Should you resign your BHN participation in advance of that commitment, you will be responsible to return the investment on a pro-rated basis.

Q: Do I need to participate in additional BHN plans in order to receive the eCW licenses?

A: BHN encourages you to participate in all plans that are relevant to your practice; however, it is not a condition to receive the eCW licenses. By participating in additional plans, you will have greater opportunity to participate in shared savings and streamline your office processes. You will also provide greater access to patient care for BHN members, provide more choice to BHN members, and reduce out-of-network utilization.

Q: Will BHN cover the cost of any other interfaces needed between eCW and other vendors (e.g. Sonora Quest, outpatient radiology, etc.)?

A: No. These interfaces are the responsibility of the practice. Talk to the individual vendors; in some cases, they will offer financial support or discounts if your practice meets certain criteria.

Q: What if a new physician or advanced practice provider joins my practice? Will they also be able to obtain an eCW license from BHN?

A: We will honor new providers in your practice who are added to your eCW contract with BHN. They must also have an active contract with Arizona Integrated Physicians or Banner Physician Hospital Organization.

Q: I am interested in obtaining eCW licenses for my practice, but I can't participate in 2015. Will the licenses still be available to me in 2016?

A: The answer is very likely -- yes. But please talk to us now about your interest.

Q: What is the discounted monthly fee for eCW?

A: For more information, contact Craig Hughes at eCW, 602-770-4431 or craig.hughes@eclinicalworks.com. Each practice should work with eCW directly to contract for monthly support and added features using the discounted rates negotiated by BHN. To speak with a representative from BHN for this information, please contact Tracey Kester at tracey.kester@bannerhealth.com

Q: How is the provider protected should there be a data breach including protected health information?

A: There will be a Business Associate Agreement (BAA) between each participating provider and eCW. There is also a BAA between BHN and eCW. All parties will be protected and covered by these agreements.

Q: After I sign the contract for the eCW licenses, how long will implementation take?

A: We would be glad to give you an estimated timeline, but will need information from you first. Many factors will be considered in determining the start date and duration of your implementation. For example, it will be important to understand the size of your practice, and other implementations that are currently in progress.

Q: What role will BHN and eCW have in the implementation?

A: Each practice will work with eCW directly to contract for monthly support and added features using discounted BHN rates. eCW is responsible for installation and training. BHN will also be onsite periodically in a support role. Practices will be able to utilize the BHN Provider Experience Center for eCW Support, and BHN will also offer onsite training/support during implementations. After you are up and running, you will additionally be given access to designated, local, BHN technical support via phone and in-person, monthly support sessions.

Q: What should I do to request the eCW licenses for my practice?

A: Send an email to ProviderExperienceCenter@BannerHealth.com expressing interest in obtaining licenses for your practice. Please also list the names of each physician and advanced practice provider (nurse practitioner or physician's assistant) in your practice, along with their license and specialty.

Q: What are the BHN wrap-around services?

A: Some examples of BHN's wrap-around services include:

- Integration of affiliated provider data for dashboards, scorecards and reporting
- eCW implementation and post implementation support for affiliates
- Assistance with eCW documentation and workflows to support quality metrics

Q: How do I sign-up for the BHN eCW User Group?

A: Contact the BHN Provider Experience Center at: ProviderExperienceCenter@BannerHealth.com or by calling 480-684-7070 (Option 6).

Q: What is the Provider Experience Center (PEC)?

A: This is a specialized service provided by BHN for our providers and their staff to offer support services on a variety of topics. EHR support services that are provided through the PEC are:

- Request for additional information about how to access BHN's EHR subsidy offering
- Support in the EHR: How-to, request for additional training, cases/support/tickets open longer than normal with eCW
- Request for onsite support/training at your location
- Information related to User Groups and special online training sessions held via WebEx

Q: How will sharing my EHR data with BHN benefit me?

A: By sharing your practice's data, BHN will be able to provide better support and information relative to your BHN members. We are developing Population Health Management tools for a complete longitudinal record of each member utilizing data from multiple resources that will give you a better sense of the care they are receiving in the community, and from other providers. The information will also allow us to create better, more informative reports for you, identifying potential care gaps and assisting you in interactions with patients.

Q: How will BHN support our eClinicalWorks implementation?

A: The BHN eCW Support Team will follow your implementation timeline alongside eCW to ensure you are receiving the customer service and support you require. Our team is available to make regular site visits during your implementation to answer questions and make sure you have a successful transition.

Q: How does eClinicalWorks help me to achieve my quality metrics?

A: eClinicalWorks offers a Meaningful Use certified product (V10), along with specialized dashboards and reports for displaying quality metrics. The BHN eCW Support Team can assist with mapping the discrete data elements that are key in attestation for quality metrics as well.