Connecticut Department of Social Services

Making a Difference

CT Provider Direct:

CT DSS Medicaid Direct Messaging Program

Direct Messaging allows you to exchange patient information by secure email with any healthcare provider in the U.S. with a Direct address, regardless of their EHR or existing IT investments. Direct Messaging can optimize transitions of care and close gaps in healthcare communications.

Benefits of Direct Messaging include:

- ✓ Communicate with providers, hospitals, and labs in real time
- ✓ Improve care coordination
- ✓ Easily display and print CCD documents
- ✓ HIPAA compliant, includes delivery confirmations
- ✓ No EHR required

What is Direct messaging?

Direct Messaging is a **HIPAA-compliant**, federally sponsored standards-based protocol for standardizing electronic healthcare communications. Direct was designed to support the goal of health information exchange between providers engaged in using EHR technology meaningfully. All 2014 certified EHR technologies (CEHRT) are required to include this transport mechanism.

What is the cost?

Direct Messaging is FREE in Connecticut for you and your colleagues. Eligible Connecticut Medicaid providers are able to receive a free one-year Direct Messaging account, giving your practice a chance to get on board with this nationwide standard. Eligible Providers and Hospitals can also refer their colleagues to receive a FREE Direct account. We will provide Direct accounts to any referral provider or referral practice that has a current CT State license and does not already have Direct Messaging.

How will Direct help my practice?

Use Direct to optimize care transitions and reduce readmissions
Direct Messaging can enhance your current workflow by sending and receiving real time clinical summaries, lab results, pre-op notes, patient histories, admit and discharge summaries and more.

View Continuity of Care Documents (CCDs)
Many hospitals and physicians are starting to send structured transition of care (ToC) summaries via Direct email. With CT Provider Direct, you have access to a One Click C-CDA Viewer, which allows you to easily view, print and save this information.

Achieve Meaningful Use Goals
The CT Provider Direct Referral Program can help your practice reach the Stage 2 Meaningful Use Core Measure 15 for Summary of Care (Measures 2 and 3) by providing free Direct accounts to your referral partners.

Save Money
Reduce your costs from fax, mail, couriers and VPN, as well as staffing costs related to managing/filing paper.

How to use CT Provider Direct Messaging

CT Provider Direct Messaging works just like regular web-mail, but it is HIPAA-compliant and can be used to send secure healthcare information. All you need to use your account is an internet connection.

Providers can access messages online, through Outlook, smartphone or tablet. You can use CT Provider Direct whether or not you have an EHR.

How to activate your free account

Contact 1-855-269-2032 or **ct.direct@ct.gov** to activate your free Direct Messaging account today.

Connecticut Medicaid will sponsor the first year of Direct Messaging communications for eligible providers and their referrals.
After the first year, you will be eligible to receive a discounted subscription of $85/year. **There is no obligation to renew after your first free year.**