HealtheConnections Direct Mail and Provider Directory

Authorized Users can communicate protected health information (PHI) with other healthcare providers using our HIPAA compliant application. Using this functionality can assist in meeting Quality Payment Program measures.
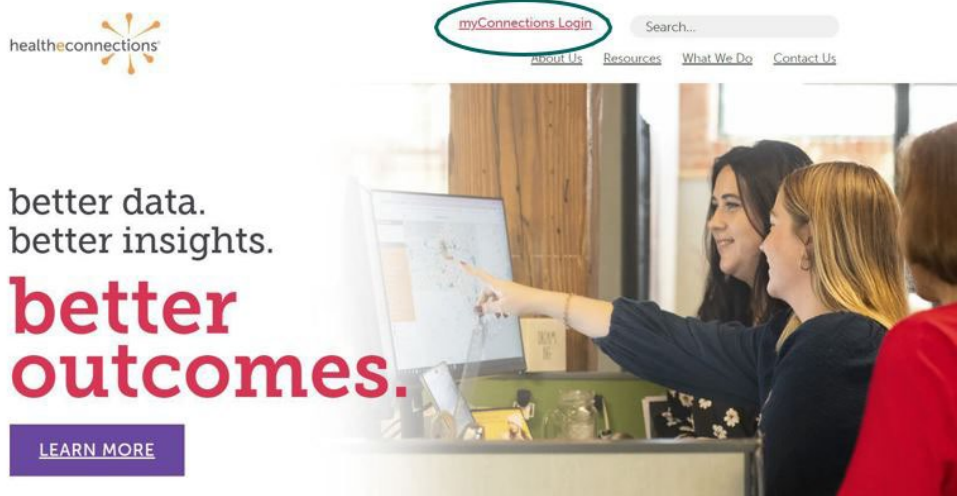
HealtheConnections Direct Mail

HealtheConnections Direct Mail empowers users with HIPAA-compliant communication and collaborating options, such as sending and receiving referrals, for improved coordination of care.

Our solution includes a **Provider Directory**, making it simple to find other authorized healthcare providers able to receive secure emails. A user can quickly address secure messages by selecting addressees and may include attachments in several formats. If a provider uses a different Direct or secure mail solution and it is linked to the HealtheConnections service, correspondence can also be sent by simply knowing the provider's secure email address.

Logging In

You can access myConnections from our website https://www.healtheconnections.org

Or alternatively in your internet browser at https://hie.healtheconnections.org/login

Logging-in to myConnections

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Syracuse, NY 13204

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Type your HealtheConnections Username and Password into the appropriate fields and click Log In.

A green box indicates a valid entry and a red box indicates an invalid entry or nothing entered.

If you cannot recall your password, click the **Forgot Password** link to begin the password recovery process. After 3 unsuccessful attempts to log-in your account will be locked.

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If you do not currently have a myConnections account or have been locked out, contact HealtheConnections support at support@healtheconnections.org or 315.671.2241 x 5 for your credentials.

Click the **Direct Mail** badge to open your mailbox.
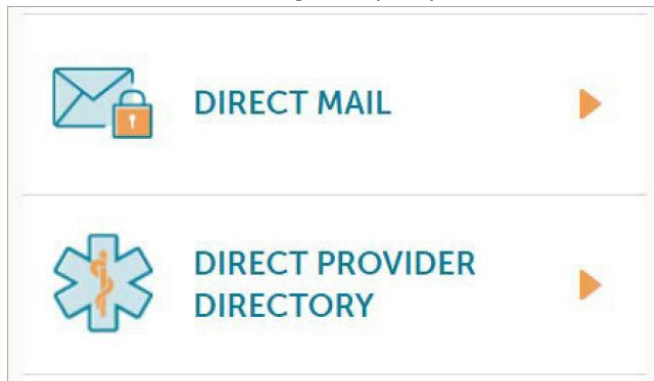
Searching for Providers

There are two methods to search for a providers' direct email address (Global Provider Directory and Local Provider Directory).

Click on **Provider Directory.**
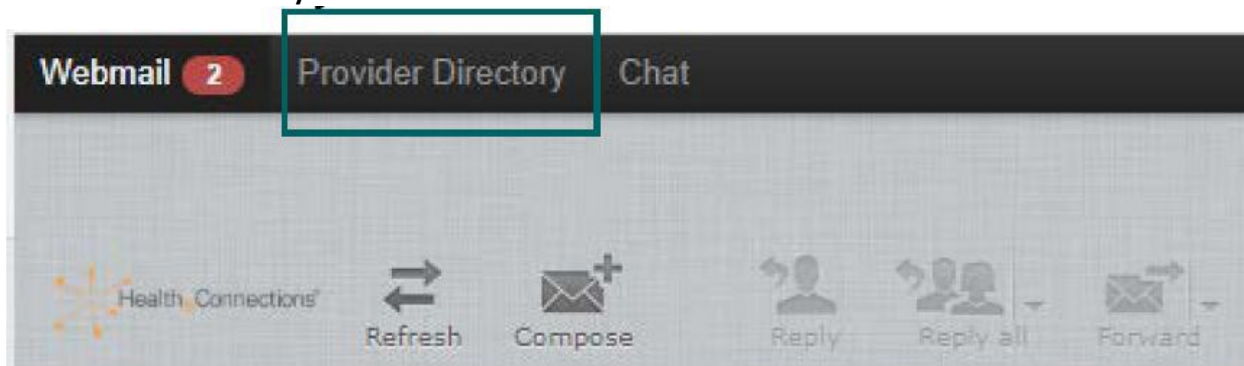
This will navigate you to the **Provider Directory**. If you wish to return to your Direct Mailbox at any time, select **Webmail.**

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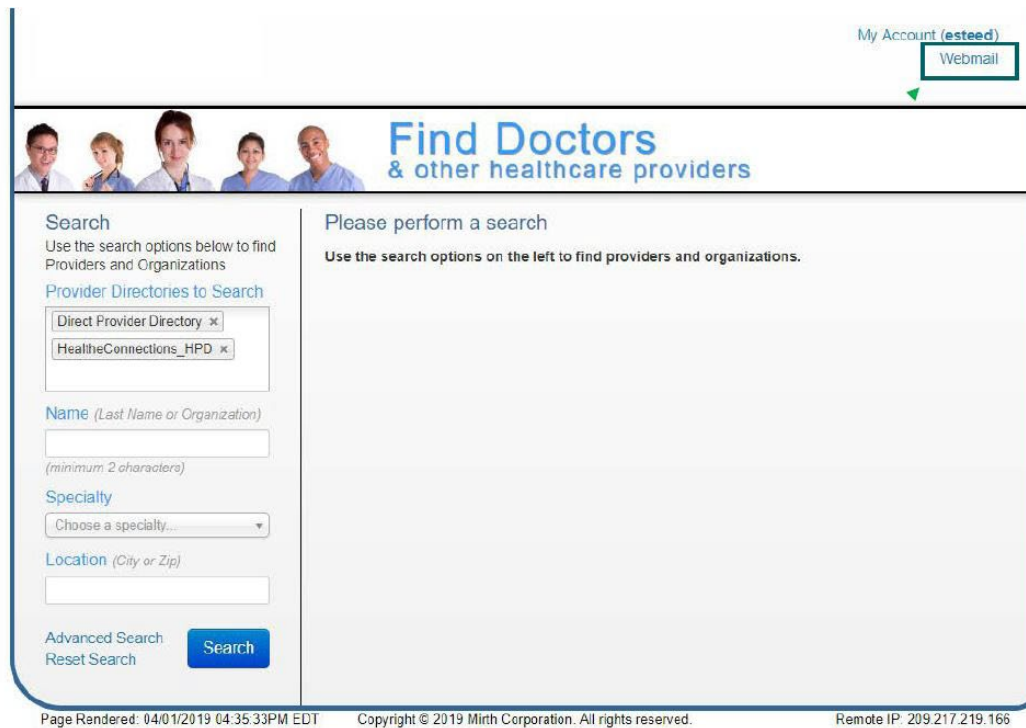
By default, the **Direct Provider Directory** and the **HealtheConnections_HPD** directory are loaded.

Global Provider Directory
The Global **Provider Directory** includes all available Regional Health Information Organizations (RHIOs).
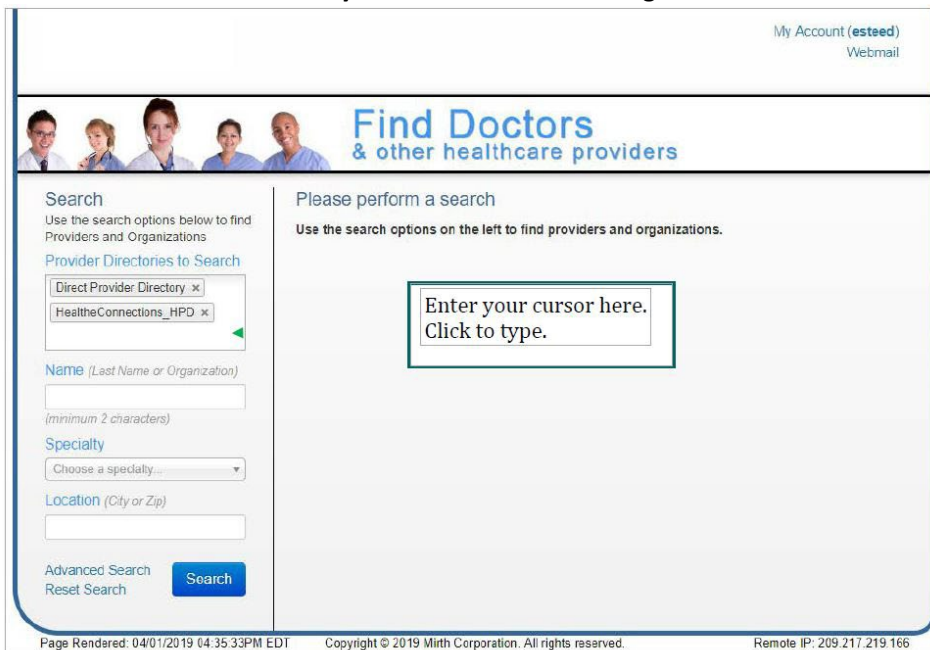
The **Provider Directories to Search** function allows you to enter search criteria for other provider's **Secure Messaging (Direct)** email addresses. This section must contain at least one RHIO when performing your

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search. To search additional RHIOs, put the cursor in the white box, and click. A drop-down box of additional RHIOs will appear. Click on the RHIO that you would like to search and it will appear in the list included in the **Provider Directories to Search** box.

The remaining search criteria options are available to narrow your search. At least one of the search criteria options must be used in conjunction with a RHIO for a search to be executed.
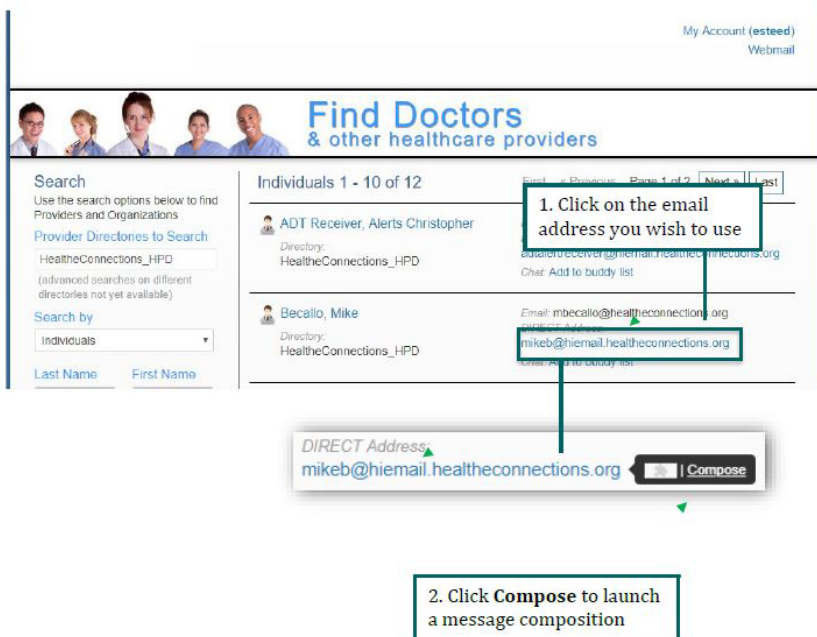
Search criteria options are:
- Name
- Specialty
- Location

Did you know? HPD is short for Healthcare Provider Directory.

Example: A search was performed below (criteria shown in the yellow box). The search performed was for a provider in the HealtheConnections RHIO, Buffalo RHIO, and Rochester RHIO with the last name of Maxwell (only the first three letters are required). The results show information such as the Providers name, the directory they are in, regular email address and Direct (Secure Messaging) email address that is assigned to that particular provider.

1. Click on the email address you wish to use
2. Click compose to launch a message composition

A new window will appear (see below), with the Direct email address listed in the **'To'** field (orange highlight).

Note: After clicking Compose in the previous step, a new tab opens so that the Provider Directory remains available (yellow highlight).
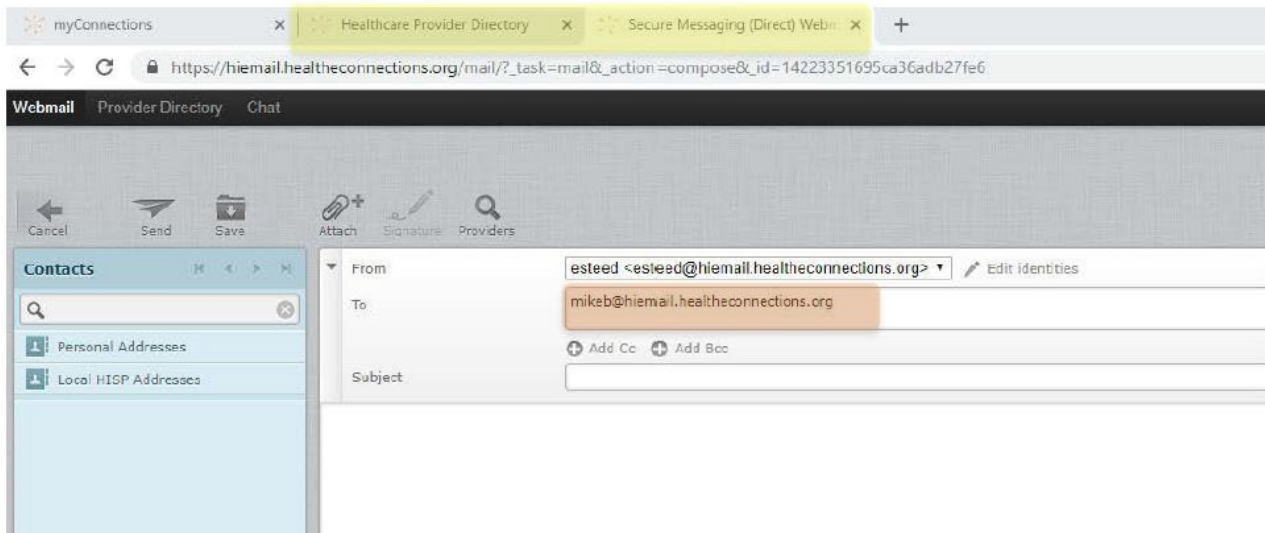
As an alternative search option, you can search directly from the **Direct Mail** Page.

Click on the magnifying glass icon that is labeled **Providers.**

In the search box that appears, enter Last Name or Organization and choose either **All Directories** or a specific directory you wish to search.

Click the **Search** button.
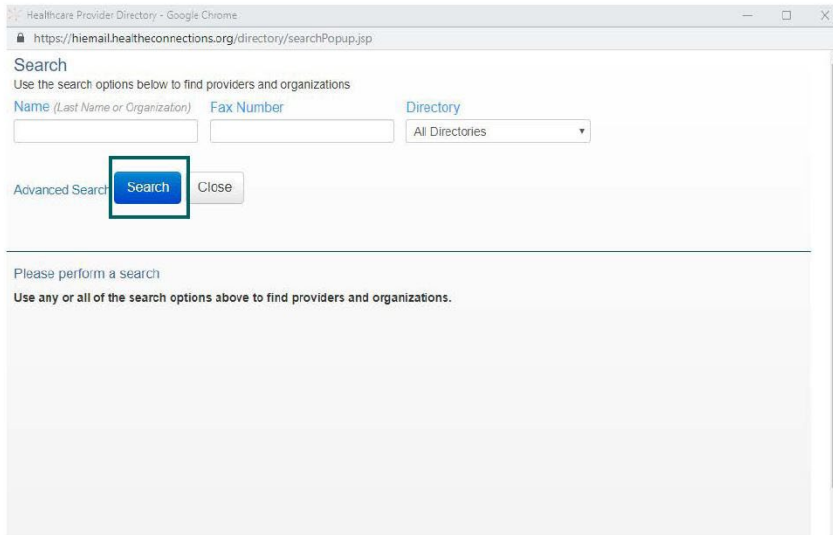
Results will appear below the search criteria section.

Hover your cursor over the white space area to the right of the email address. Three buttons will appear:
- To
- Cc
- Bcc

Select the appropriate button and a new screen will open where you may begin your message to that provider.
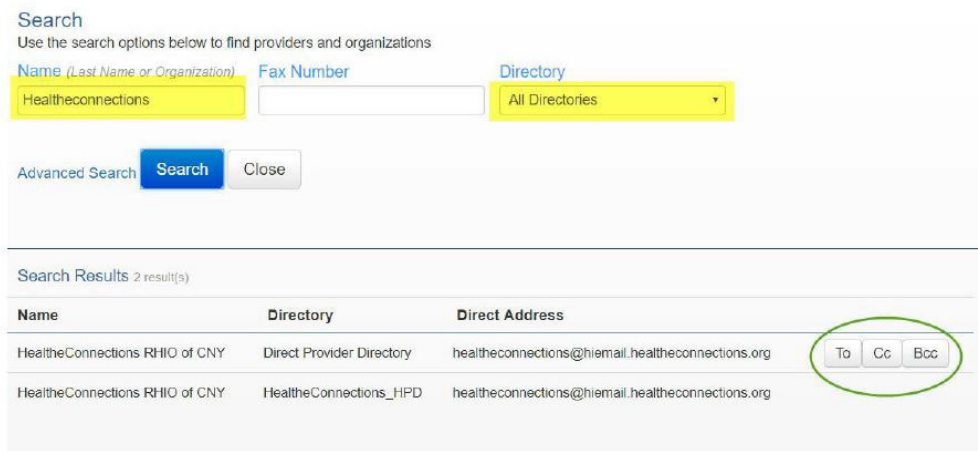
Local Provider Directory
Upon logging in, click on the **Compose** button.

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In the new screen, click Local HISP Addresses and a complete list will appear of all Providers in the HealtheConnections RHIO only. Type at least 3 letters of a Provider's name in the Search box to filter names. Double-click on the Provider's name to whom you with to send a message (highlighted yellow) and the Direct email address will appear in the 'To" field of the email.

1. Click here and type at least 3 letters of the Provider's name you are searching for

3. Once double-clicked the email address will appear in the "To" field

2. Double-click on the Provider's name to whom you wish to send a message

Sending a Secure Message

Click on **Compose** if you have not already selected a provider through a directory search method.

Enter the recipient's direct email address in the **'To'** field. If you do not know the recipient's direct email address and they are in the local provider directory, the **'To'** field will assist you in finding the address if you begin typing the recipient's last name.

If you have already located the provider's direct email address through either of the **Provider Directories** search functions, the recipient email will already be populated in the **'To'** field of the email that is being composed.

Direct Mail can NOT be sent to non-direct mail addresses.

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You may add additional recipients in the **'To'** field or in the **'Cc'** or **'Bcc'** fields. To access the **'Cc'** or **'Bcc'** fields, click on the **+** in front of either option. Remember to separate each recipient's direct mail address with a comma.

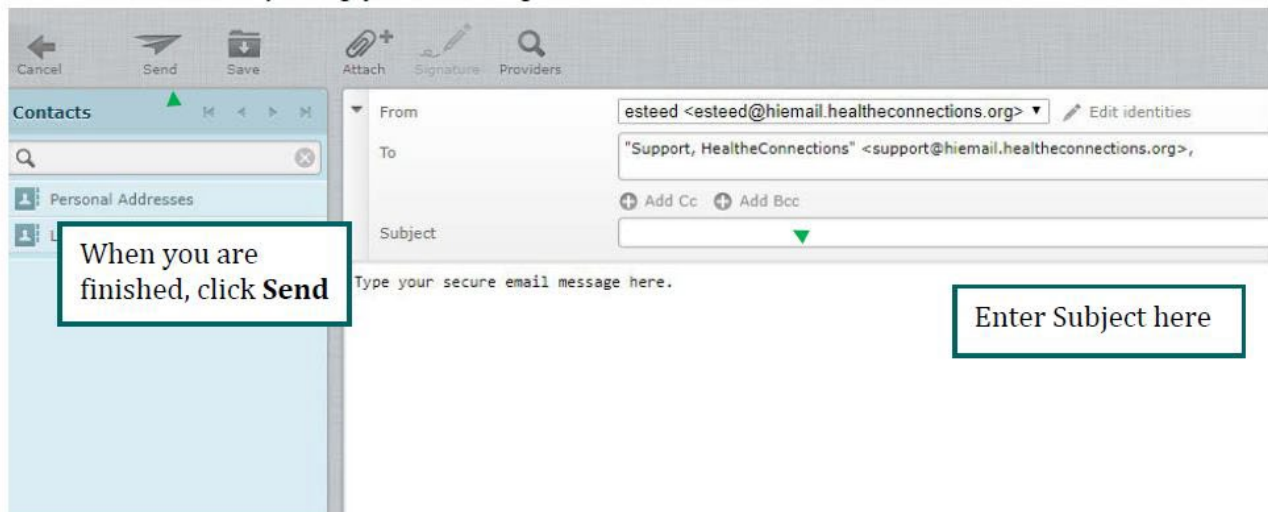Click **Add Cc** or click **Add Bcc** to copy or blind copy additional recipients

"To" Field
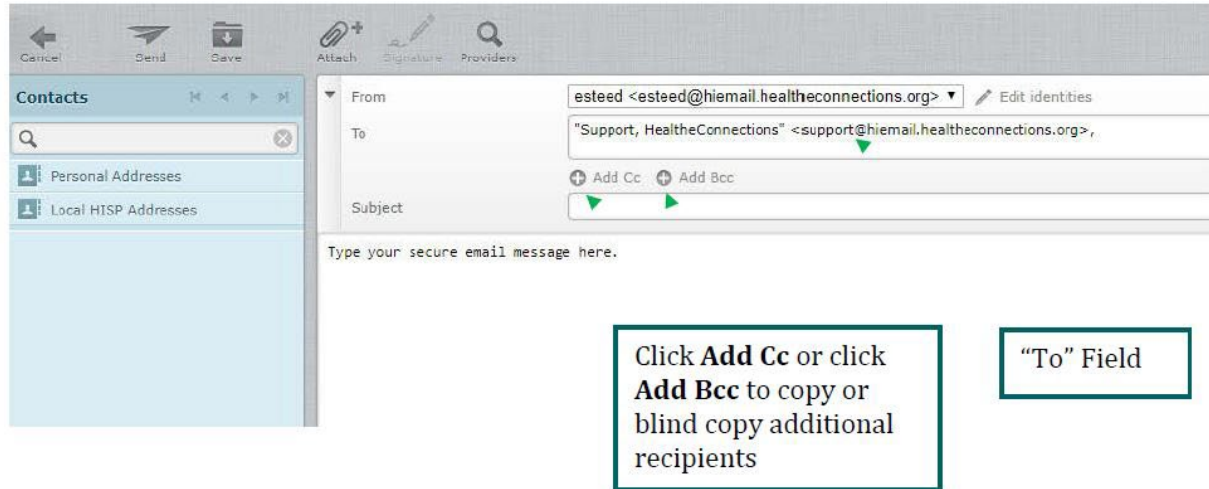
Enter the subject of your email in the **'Subject'** field and begin creating your email message.

When finished composing your message, click **Send**.


When you are finished, click **Send**

Enter Subject here

Attaching Files
You may attach files with your direct email message by clicking on the **Attach** button OR on the **Attach** icon.

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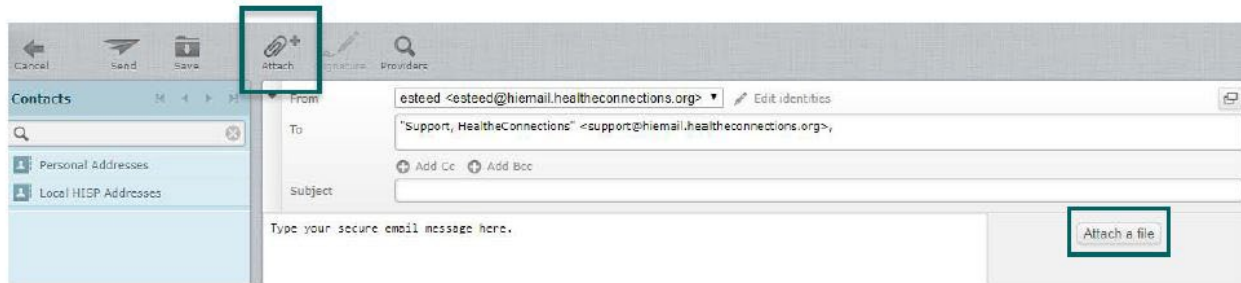
When you click on either option, two dialogue boxes will appear: **The Attach a file** dialogue box and a **File Explorer** box. If the **File Explorer** from your computer does not open automatically or closes, you can re-launch it by clicking on the **Choose Files** button.

Locate the file that you would like to attach, click on the file and click **Open**.
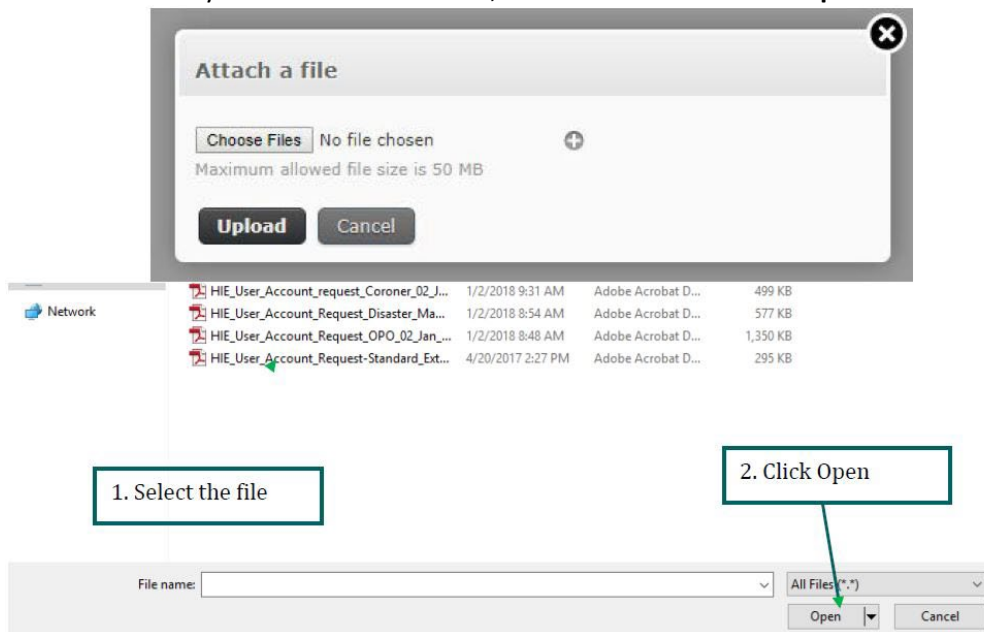
The file name will now show next to the **Choose Files** button. Click **Upload**. This will attach the file to your email message.

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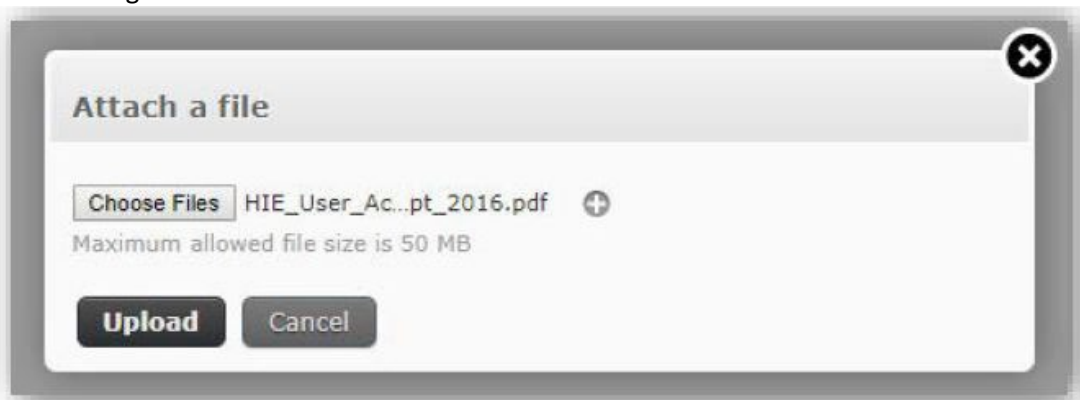
You will see that a file has been successfully attached to a message with an indicator below the **Attach a file** button. If you wish to remove the file before you send the message, click on the **Trash** icon to the right of the attached file.
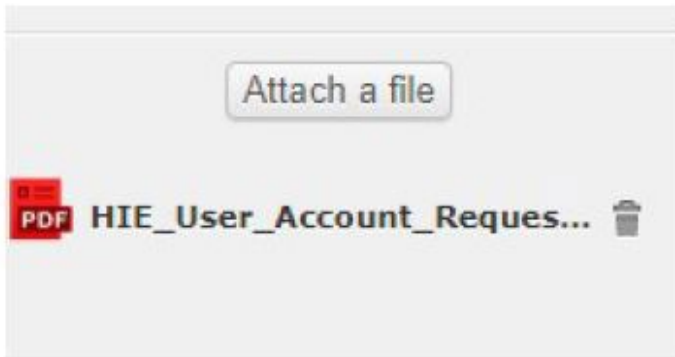

When you are finished composing your email message, including any attachments, select the **Send** icon and your message will be securely sent to the addressee.
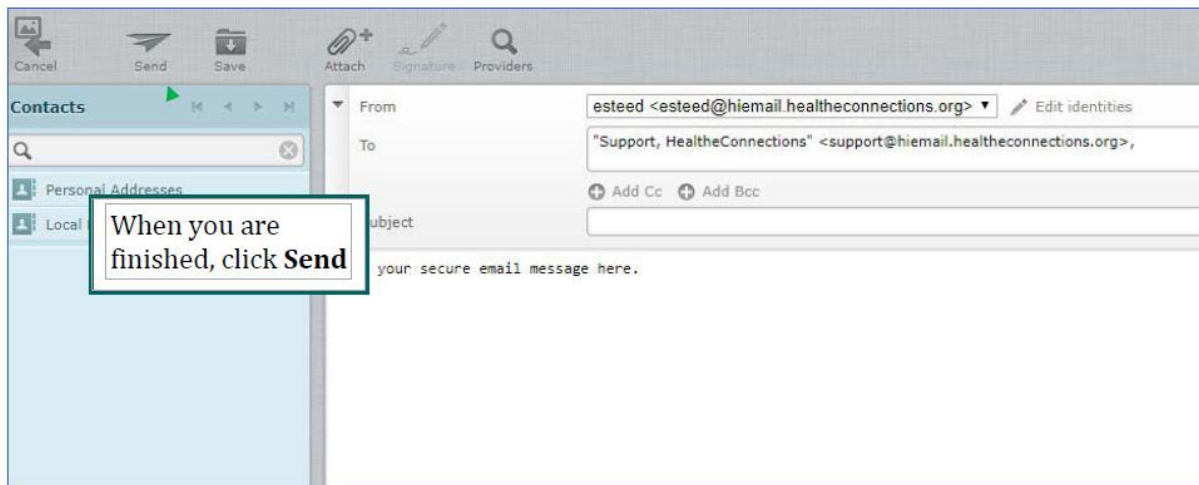
To view a list of sent email, click on the **Sent** folder on the main navigation of your webmail account.

A s

Receiving Messages

You will receive email notification (similar to below message) in your regular email account unless you turn this feature off (see "turning off notifications").
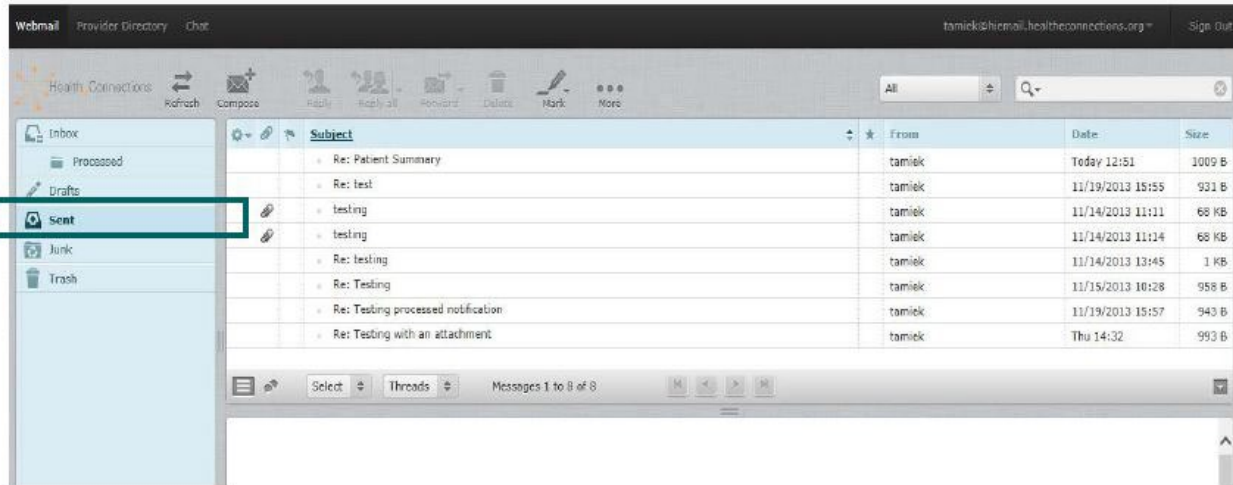
Dear Your Name Here,

You have received a new DIRECT message. Please log in to view your message at URL will be provided here.

Once you have logged in, please click the Direct Mail button to view your Direct Messages.

If you have any questions about the Direct message that you've received or need assistance logging in, please contact HealtheConnections Support.

Thank you,
HealtheConnections Support
**Email: support@healtheconnections.org**
(P) 315-671-2241 x5
(F) 315-407-0053

To view the message, click on the link in the notification email OR log directly into myConnections and click on the **Direct Mail** badge.

Note: The notification email that is sent that says, "You have received a Direct Message" is sent from **support@healtheconnections.org.** If you do not receive your notifications, please contact us so that we can check your configuration settings.

An indicator will appear next to the **Inbox** and **Webmail** icons as to the number of new messages. You will also see a line item of a message, including a Subject, Sender, Date, and Size. You may also see if there is a file attached.

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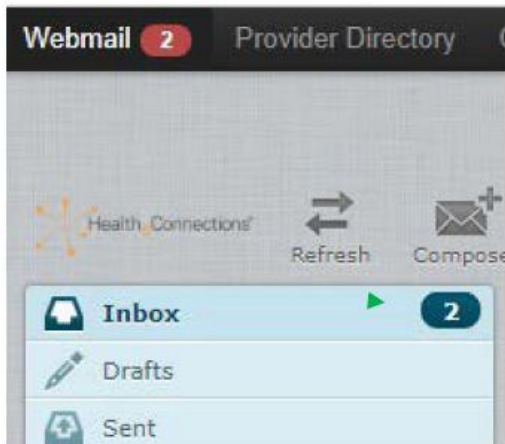
To view the message, double-click the message in the **Subject** area. This will open the message. After reading the message, you may Reply, Reply All, Forward, Delete, or Print the message. Select the appropriate icon and follow the prompts. Click **Webmail** or on your **Inbox** folder to return to your inbox.
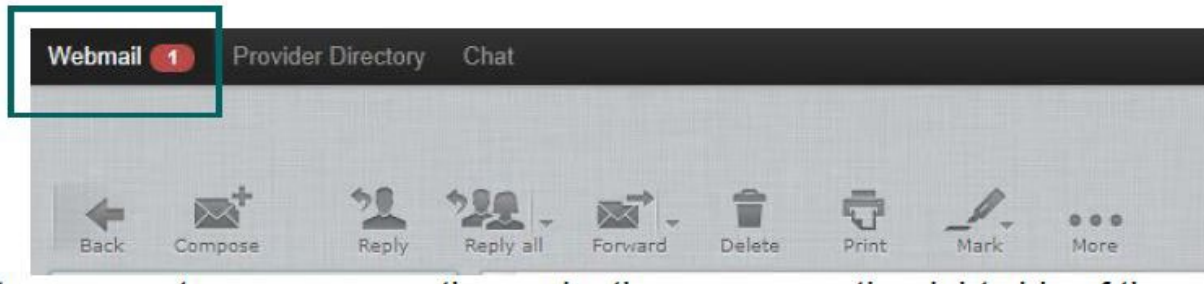
To move to your next message, use the navigation arrows on the right side of the screen.
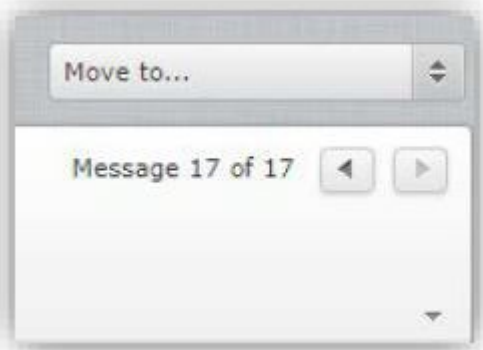
### Viewing Messages

There are 2 options for layout for your mailbox:

- **List View** allows the user to see messages as an individual line item
- **Thread View** allows the user to follow a "conversation" of messages by grouping them together.

To alternate between viewing options, select the appropriate icon in the lower left of your screen. The setting becomes effective as soon as it is selected.
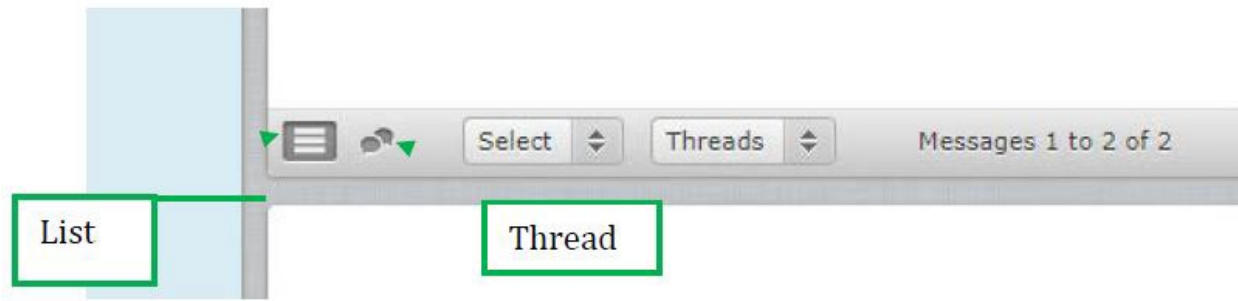
Additional Features

While all features and configuration settings are not made available in this guide, we have provided the more commonly used and / or requested features for your information.

Assigning a Delegate

Within **Direct Mail**, a delegate is an individual with a valid provider or staff account who is granted access to another account, which can be for a provider or organization. The delegate uses his or her own credentials to log in, and then has the means to switch over to the delegator's account.

Delegate relationships are strictly defined and do not cascade. For example, if a provider A has delegated his account to Provider B, and Provider B has delegated his account to Provider C, those delegates may only access their own accounts and the delegator's account. This means that Provider C has no access to Provider A's account.

Similarly, if a provider has delegated his account to four delegates, those delegates may only access their own account and the provider's account – they have no access to the other delegate accounts associated with that provider. Once logged in, click the **down arrow** next to your Direct Mail username, which is located at the top, right corner of the screen. Click on **Settings.**

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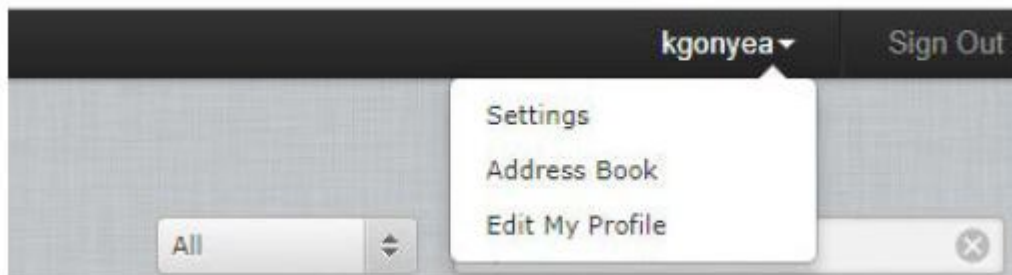
Select **Settings** menu. Click on **Delegation**.
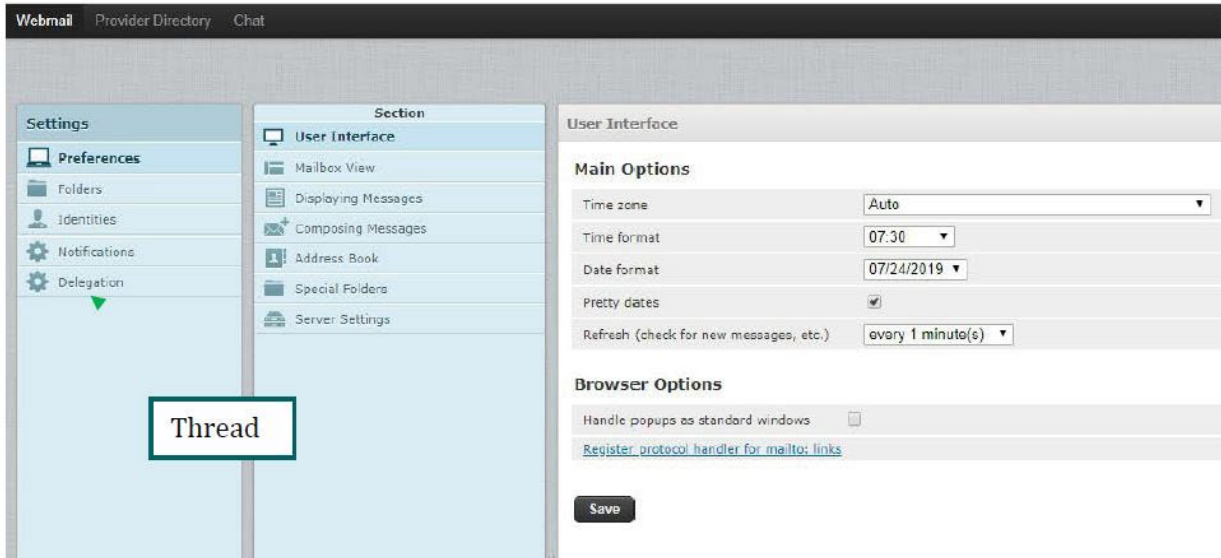
Enter the Direct Mail **Username** in the **Add New Delegate** box and click **Save**. Please note that you should enter the **USERNAME** and NOT the direct email address.
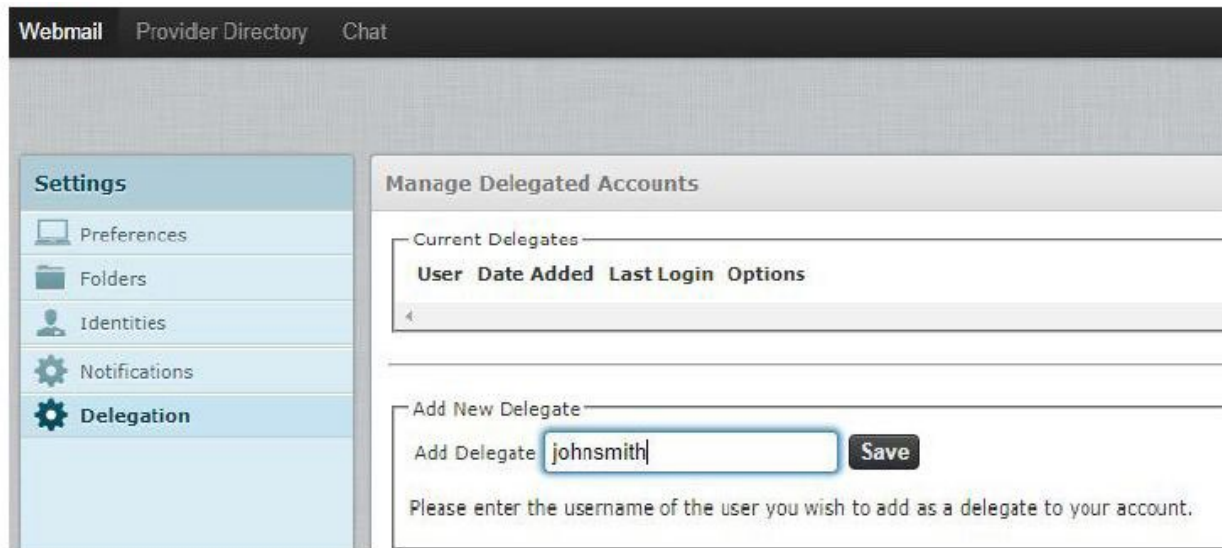
Upon clicking **Save**, the screen will refresh and the Username information entered will appear under **Current Delegates**.

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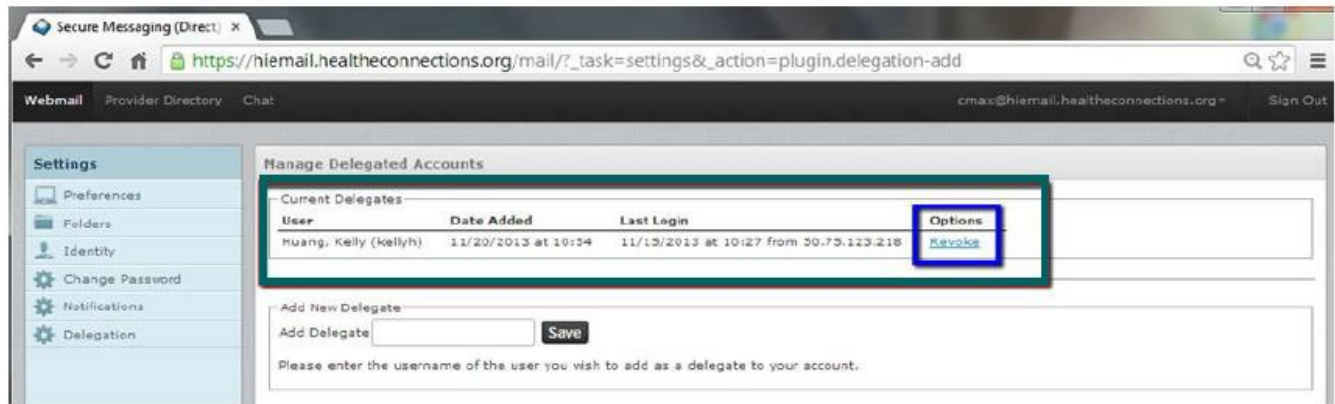
Removing a Delegate
To remove a delegate, click **Revoke** next to the user's information and the delegation relationship will end.

Notifications
Notifications in Direct Mail are emails that are sent to an email account outside of the Direct Mail application notifying the User that a **Secure Message** has been received. The default notification setting is turned on during initial configuration, meaning that you will receive notifications (similar to the email below) unless you de-activate this feature.

Dear Your Name Here,

You have received a new DIRECT message. Please log in to view your message at URL will be provided here.

Once you have logged in, please click the Direct Mail button to view your Direct Messages.

If you have any questions about the Direct message that you've received or need assistance logging in, please contact HealtheConnections Support.

Thank you,

HealtheConnections Support
Email : support@healtheconnections.org
(P) 315-671-2241 x5
(F) 315-407-0053

Removing Notifications
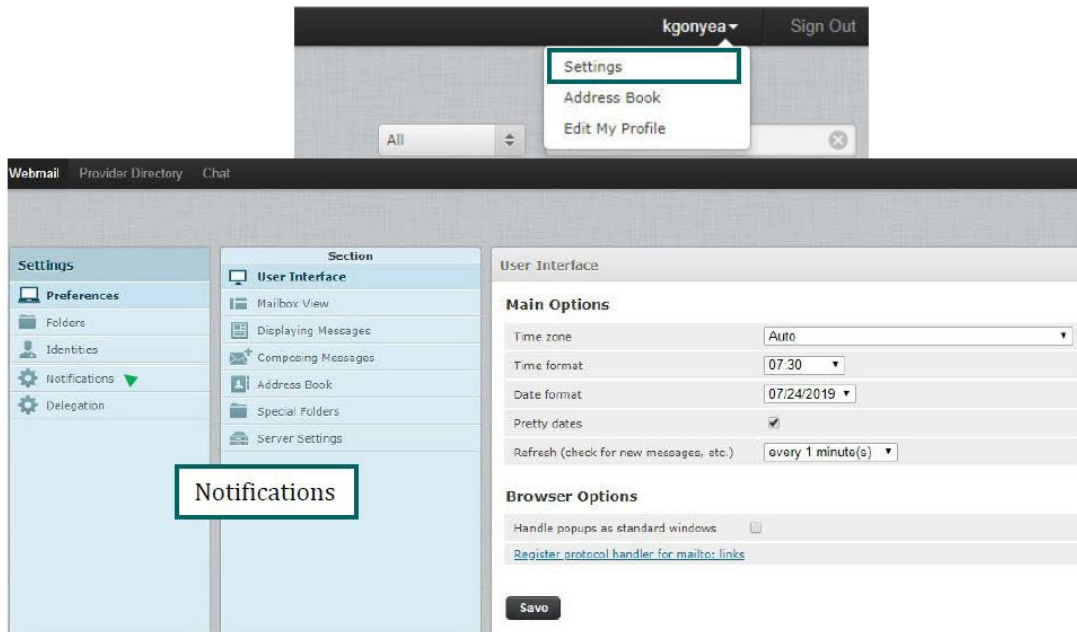Once logged in, click the **down arrow** next to your Direct Mail **username**, which is located at the top, right corner of the screen. Click on **Settings**. In the Settings Menu, click on **Notifications.**

There will be a Contact Email reflecting your non-direct public email address. Uncheck the **Notify?** box to disable notifications. The box should be blank if notifications are disabled.

Uncheck the **Delegate Notification** checkbox (making the box blank) to turn off notifications being sent to delegates.

Click **Save** to save your settings.
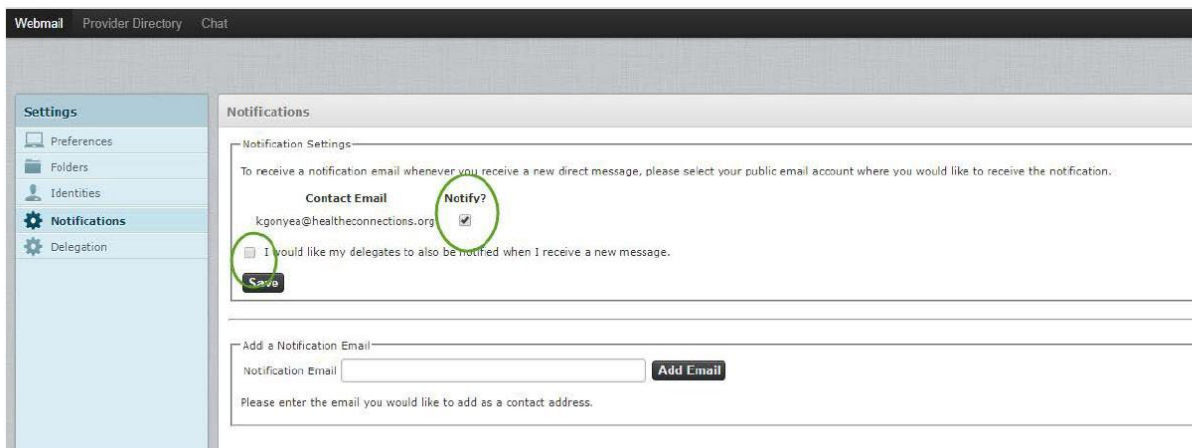
To add a different or additional email account for notifications, enter a public email address under **Add a Notification** email box and click **Add Email** to save. This should NOT be your Direct Mail address.

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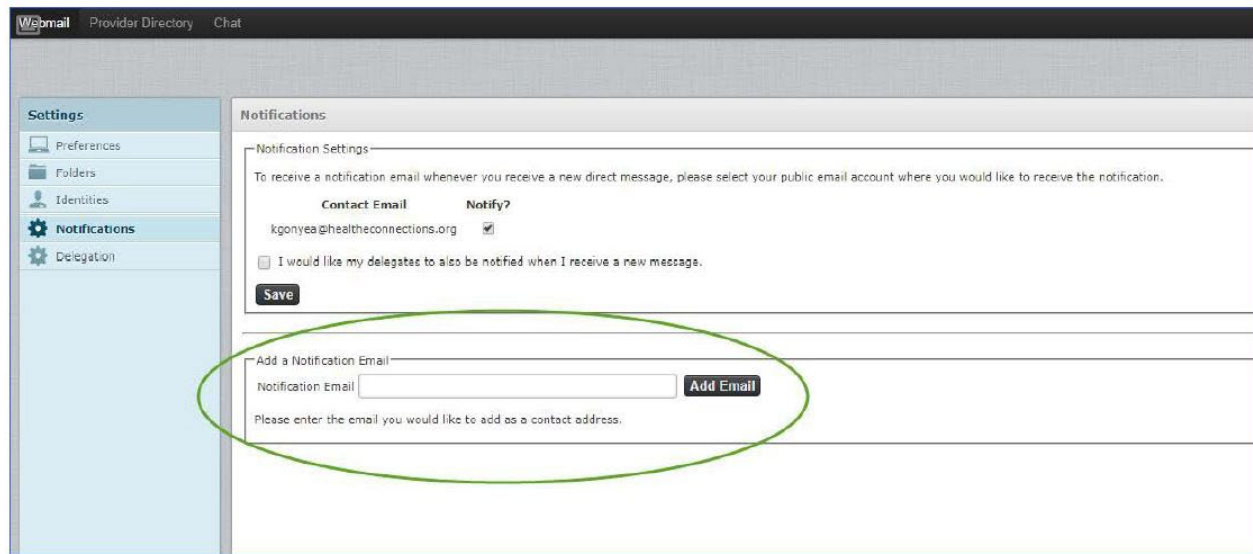
Return Receipt and Delivery Status Notifications

You can configure your Direct Mail to request a return receipt and / or request a delivery status notification.

Click on the **gear widget** at the bottom left hand corner and then select **Manage Folders**.
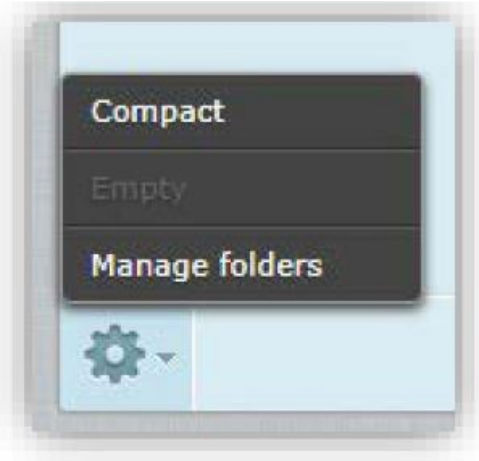
Select **Preferences** in the Settings Menu and **Composing Messages** in the Section Menu.
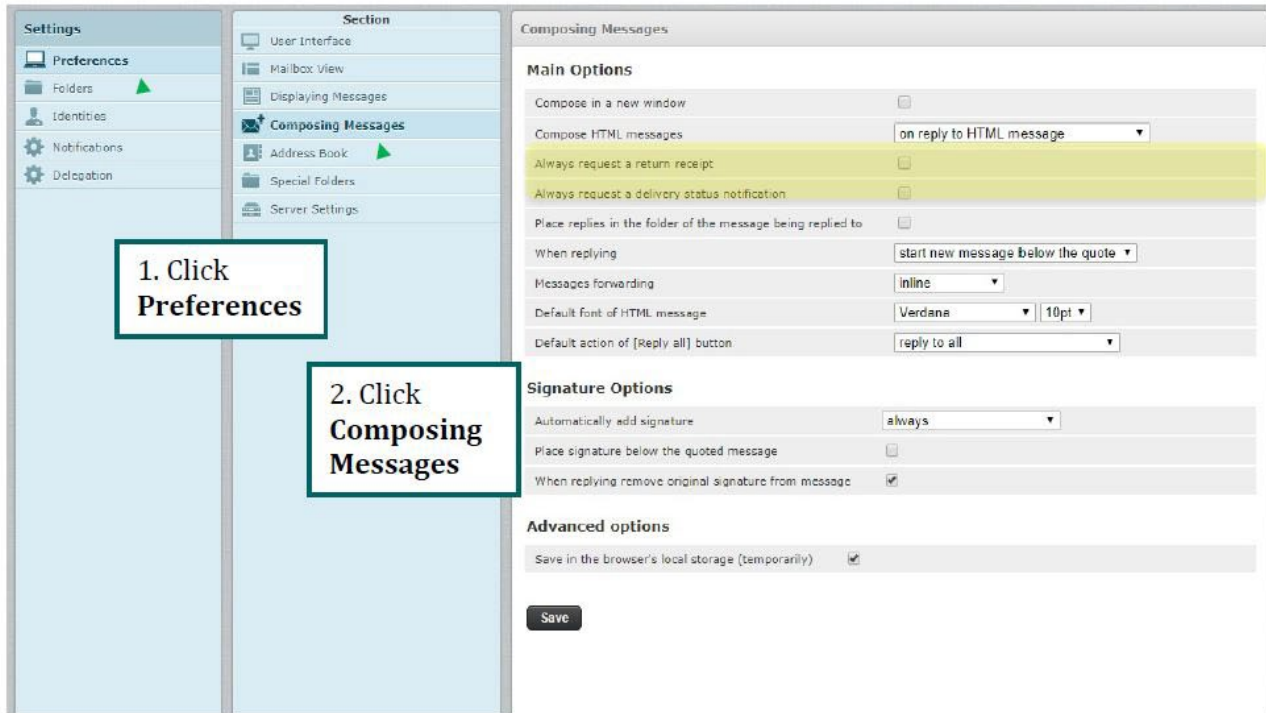
Select the appropriate box for the feature you wish to enable and then click **Save.**

If the **Return Receipt** is checked, when a message has been opened by the recipient you will receive a message in your inbox indicating the status of the message that was sent. If the **Delivery Status notification** option is checked, you will receive a message in your inbox indicating either Successful or Unsuccessful Mail Delivery. If you receive an Unsuccessful Mail Delivery notification, your message has not been processed or sent. Examples:
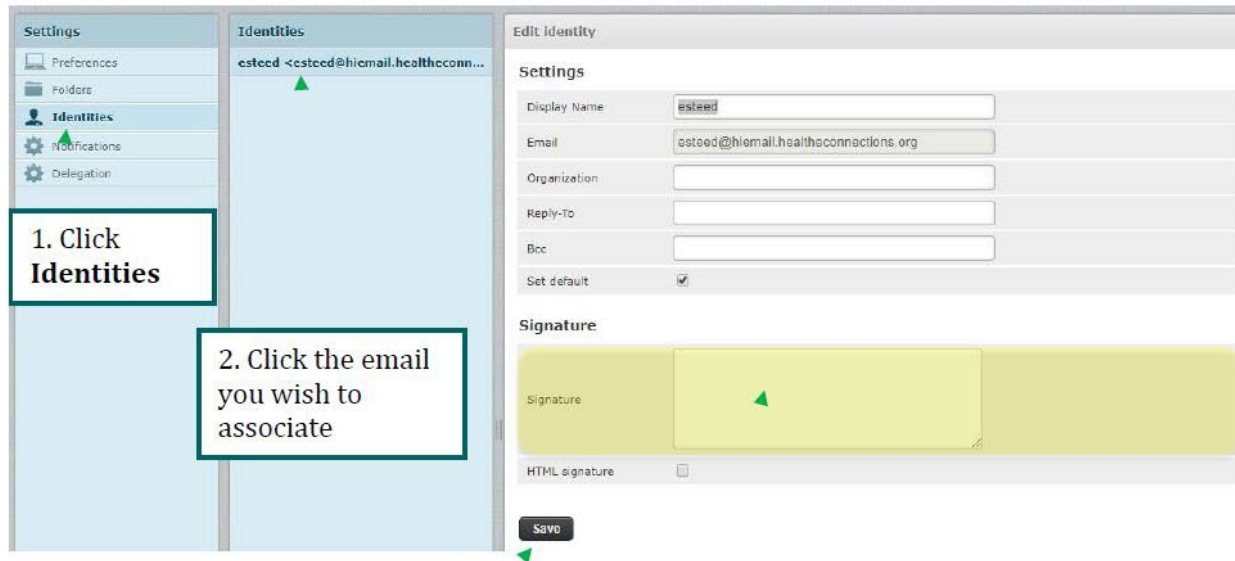

Your Signature

If you choose, you may configure your Direct Mail to insert your electronic signature automatically in each message.

Click on the **gear widget** at the bottom, left hand corner and then select **Manage Folders.**
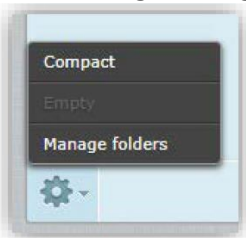
In the **Settings** Menu select **Identities.** Choose the identity you wish to associate.

1. Click Identities
2. Click the email you wish to associate
3. Add your signature
4. When you are done click save

Add your signature to the **signature field** and click **save.**

Each time you compose a new message, your signature will be automatically added to the message.

Logging Out

For security purposes, you should always sign out of your **Direct Mail** account rather than simply closing the application. Click on **Sign Out** and then close the application.
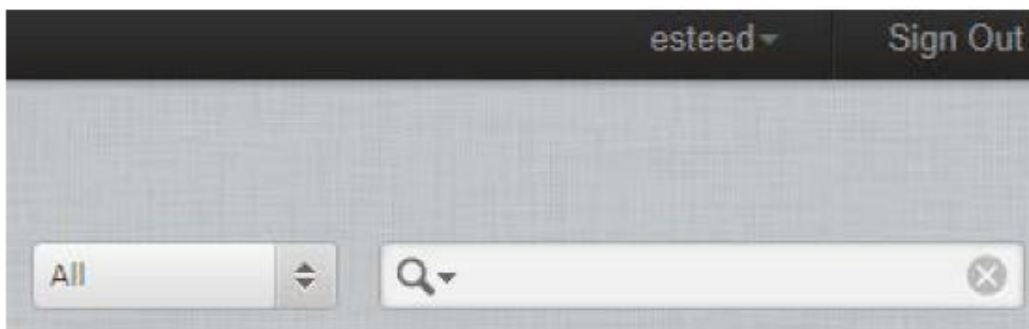
References

The below are utilized in the configuration of Direct Mail accounts or are vital in the process.

Authorized User Certification and Application

The Authorized User Certification and Application web form is utilized for new users and Direct Mail can be requested as a component of a new user configuration, if the organization is eligible for Direct Mail (see A-8 – Form – DigiCert Declaration of Identity information).

Direct Mail User Form

If an individual or individuals already have HealtheConnections user accounts and decide at a later date to implement Direct Mail, the abbreviated Direct Mail User form can be used.