Encounter Notification Service® (ENS®) Overview

**What is ENS?**
The Encounter Notification Service® (ENS®) provided by HealthShare Exchange (HSX) alerts subscribing provider participants about their patients’ admissions and discharges from the emergency departments, hospitals, and post-acute care facilities that are HSX member organizations. Notifications are delivered as a summary list or in real-time, per patient messages.

Subscribing participants can choose:
- what they want to be notified about (e.g., admissions only, discharges only);
- how often they receive the notifications (e.g., real time, daily, twice a day);
- and how to receive notification (e.g., direct secure message, SFTP).

**Who is currently eligible to subscribe to ENS?**
- accountable care organizations
- clinically integrated networks
- health plans (health insurance plans)
- primary care providers
- post-acute organizations
- specialty care providers

**Why should I subscribe to ENS?**
Providers and health plans are often not contacted, or not contacted in a timely manner, when their patients are admitted or discharged from a facility. Medical service areas that have an encounter notification system in place have experienced improvements in care coordination across their communities.

**What does the summary list of notifications look like?**
*See template below.*

**How often do I need to submit my patient or enrollee roster/panel?**
At a minimum, patient or enrollee rosters/panels need to be submitted once a month by subscribing provider participants. Subscribing health plans are required to send rosters/panels more frequently.

**How does HSX match the information that it receives from its member hospitals and other facilities with the patients in the provider panels?**
HSX combines patient demographic information received from its data providers into a Master Patient Index (MPI) and uses a tested, weighted algorithm to match patients. HSX monitors the MPI and conducts quality assurance to verify the accuracy of the patient data it maintains. As more information is provided to HSX from more data sources, HSX continuously improves its matching algorithm.
What do I do if I receive a notification about someone who is not my patient/enrollee?

Please notify HSX’s privacy and security officer immediately by calling 1-855-479-7372 or by sending an email to concerns@healthshareexchange.org. Please do not include any patient health information (PHI) in the email.

Do I need to notify my patients or enrollees that I am a subscribing participant with HSX?

Yes. Patient notification is required per the HealthShare Exchange ENS Policy. Notifying patients is a simple, straightforward step. HSX can provide each participating subscriber with suggested language and steps for notifying patient/members, if needed.

Example of Encounter Notification Summary:

For more information, please contact:

memberservices@healthshareexchange.org