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:

Destination Facility	Destination Practice	Primary Care Provider	Destination MRN	Source Facility	Source MRN	First Name	Middle Name	Last Name	Gender	Date of Birth	Address	City	State	Zip	Primary Phone
ABC Medical Group	Practice 1	Dr. Jones	12345	Hospital 1	ABC12345	Joe	A	Test	Male	xx/xx/xxxx	123 Main Street	Philadelphia	PA	12345	xxx-xxx-xxxx
ABC Medical Group	Practice 2	Dr. Smith	87654	Hospital 1	XYZ87658	Mary		Test	Female	xx/xx/xxxx	456 Cherry St.	Cherry Hill	NJ	12345	xxx-xxx-xxxx
ABC Medical Group	Practice 1	Dr. Jones	91289	Skilled Nursing Facility 8	PQR81747	Pam	C	Test	Female	xx/xx/xxxx	934 Lion Cirlce	Havertown	PA	45678	xxx-xxx-xxxx
ABC Medical Group	Practice 4	Dr. Miller	83746	Hospital 3	KJD01384	William		Test	Male	xx/xx/xxxx	874 Ryans Way	Cape May	NJ	45678	xxx-xxx-xxxx
ABC Medical Group	Practice 5	Dr. Gonzalez	137894	Hospital 2	UID12374	Amy	K	Test	Female	xx/xx/xxxx	109 Main Street	Langhorne	PA	98345	xxx-xxx-xxxx
ABC Medical Group	Practice 6	Dr. Orion	76345	Hospital 10	YYHT7645	Karen	S	Test	Female	xx/xx/xxxx	101 Hwy 1	Christiana	DE	12367	xxx-xxx-xxxx

Source Setting	Event Type	Admit Date	Admit Time	Admit Reason	Admit Type	Referral Information	Discharge Date	Discharge Time	Death Indicator	Diagnosis Code	Diagnosis Description	Discharge Disposition	Attending Doctor	Insurance
Inpatient	Admission	xx/xx/xxxx	xx:xx	Chest Pain	Emergency	Physician			N				Dr. Alley	IBC
Emergency	Patient Registration	xx/xx/xxxx	xx:xx	Fatigue	Emergency	Physician Referral			N				Dr. Callahan	AmeriHealth
Inpatient	Discharge	xx/xx/xxxx	xx:xx	Pneumonia	Routine	Transfer from	xx/xx/xxxx	xx:xx	Y	x.xxx	Pneumonia	Pt. expired	Dr. R. Smith	Aetna
Emergency	Discharge	xx/xx/xxxx	xx:xx	Laceration	Emergency		xx/xx/xxxx	xx:xx	N			Discharged to Home	Dr. Doe	United
Inpatient	Transfer	xx/xx/xxxx	xx:xx	Chest Pain	Routine	Physician			N	x.xxx	Heart Disease		Dr. Hall	IBC
Emergency	Discharge	xx/xx/xxxx	xx:xx	CHF	Emergency	Physician	xx/xx/xxxx	xx:xx	N			Discharged to Home	Dr. Pope	HPP

For more information, please contact:

memberservices@healthshareexchange.org