

## WHY: Help improve information sharing and data integration across sector

- The Information Sharing Authorization (ISA) is an electronic and paper form that accompanies and supports the use of the Community Health Record (CHR) and Social Health Information Exchange (SHIE)
- The Authorization is a tool to improve care coordination and health outcomes for consumers
- The form allows consumers to consent to sharing of their medical and mental health, housing, social services and jail health information with and between SHIE/CHR partner organizations working with that consumer, as allowed by Federal and State regulations

## WHAT is in the form? HOW does it work?

- The form is embedded in the CHR, but is also available in paper form for collection in the field
- It includes specific permission for sensitive services (i.e., HIV and mental health treatment)
- This Authorization **does not apply to the sharing of Substance Use Treatment information**; this will be handled using a separate form due to the additional regulation
- The form **must be signed in person** by the consumer (electronically or on paper)
- The form is **valid for 1 years** after signing and can be revoked or changed by the consumer at any time

## WHO should collect it and for which clients?

- **Any consumer-facing user of the CHR** can support information sharing through the CHR by explaining the Information Sharing Authorization and collecting the completed form; Care Connect has **supporting resources** to help users communicate the importance to consumers
- By helping consumers complete the Authorization, you can connect their Care Team members across sectors to improve their physical health, mental health and housing outcomes
- At this time not all consumers are in the CHR; Care Team members should only collect Authorizations from consumers who fall into the AC Care Connect focus population – Alameda County Medi-Cal clients who are homeless, high crisis utilizers, or enrolled in intensive care management\*

## Resources

- How to Share for Whole Person Care Training
- CHR Information Sharing Authorization Training Guide
- Information Sharing Authorization Script for Providers
- Information Sharing Authorization PowToon
- SHIE/CHR Frequently Asked Questions: Information Sharing Authorization Section

## Questions? Please contact the Help Desk.

Hours: Monday - Friday from 8:30am to 5:00pm

Phone Number: 510-618-1997

E-mail: [careconnecthelp@acgov.org](mailto:careconnecthelp@acgov.org)

*\*Intensive care management programs include: Health Homes Program (“HHP”), Targeted Case Management (“TCM”), Full Service Partnerships (“FSP”), Level 1 Service Teams (“Service Teams”), care management through the Drug Medi-Cal Organized Delivery System (“DMC-ODS”), or AC Care Connect Service Bundles*

Wave 1 Participants in the Community Health Record (CHR) & Social Health Information Exchange (SHIE)		
Entity or System	Data Feed into SHIE	CHR Users*
Alameda County Behavioral Health (ACBH)	✓	✓
Homeless Management Information System (HMIS)	✓	
Alameda Health System (AHS)	✓	✓
St. Rose Hospital	✓	
Clinics (Tri-City, Lifelong)	✓	✓
Health Plans (Alameda Alliance for Health, Anthem Blue Cross)	✓	✓
Abode Services	via ACBH and HMIS	✓
Bay Areas Community Services (BACS)	via ACBH and HMIS	✓
East Bay Innovations (EBI)		✓
Pathways to Wellness	via ACBH	✓
Additional Bay Area Hospitals	via CMT	
Alameda County Health Care Services Agency	✓	✓

\*CHR Users ≠ all staff at these organizations. Users are limited to certain teams within an organization and in some cases to a limited number of staff.

## Sharing vs. Redisclosing

A consumer shares Personal Health Information with their Care Team members for treatment purposes. When a consumer signs the Information Sharing Authorization, he or she is giving permission to the Care Team to redisclose that information to other provider organizations that are also working with the consumer, so he or she doesn't have to tell each one.

**HIPAA and the Whole Person Care Statute** allow mental health and physical health information to be shared among the consumer's care team without written consent – as long as the provider has a treating relationship and is sharing information for purposes of treatment, payment or operations. Alameda County Health Care Services Agency (HCSA) has determined that Housing Navigators are a part of effective treatment.

	What can be redisclosed	What is restricted
Authorization is signed and sensitive services permissions checked →	Health Care Team member can see the consumer's housing-related data, and HIV test results and mental health treatment information – if both Special Permissions are checked	Psychotherapy process notes
Authorization is signed without sensitive services permissions →	Health Care Team member can see the consumer's housing-related data	<p>If Special Permission boxes are not checked:</p> <ul style="list-style-type: none"> <li>HIV results are not redisclosed</li> <li>Mental Health treatment information will not be redisclosed, removing it from "what can be redisclosed" with no signed authorization above. Though the WPC statute still allows for the data to be shared, this action is to honor the consumer's wishes</li> </ul> <p>Psychotherapy process notes</p>
Authorization is not signed →	<p>Health and Housing care team members can still see/share the following types of information between each other for treatment purposes:</p> <ul style="list-style-type: none"> <li>Physical health (excluding HIV test results)</li> <li>Mental health treatment (excluding psychotherapy notes). Note: while WPC statute is in effect.</li> </ul> <p>Housing Navigator Care Team members can see all housing related data</p>	<p>Medical and Mental Health Care Team members cannot see the consumers housing-related data</p> <p>Psychotherapy process notes</p>