



## CT Provider Direct

### CT DSS Direct Messaging Program for Long-Term Service & Support Providers

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 between trusted entities. All Direct users must go through an identity verification process and messages can only be sent to other Direct users. Because Direct Messaging is standards-based, it is easy to send secure email to providers outside your internal systems.

#### 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.

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



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## What is the cost?

**Direct Messaging is FREE in Connecticut for you and your colleagues.** As a provider of long-term service and supports, you are eligible to receive a free one-year Direct Messaging account, giving your practice a chance to get on board with this nationwide standard.

## 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 already sending 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.

### Save Money

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

## How to activate your free account

Contact Helena Hilario at 1-(855) 269-2032 or [CT.Direct@CT.gov](mailto: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.**

