

# INTEROPERABILITY:

## Accessing Your Healthcare Data with Security & Ease

As the health insurer to one in three Americans, Blue Cross and Blue Shield companies believe patients should be able to access and share their healthcare data whenever and wherever they need it to support better patient care. BCBS is collaborating with the healthcare industry and health IT experts to develop data exchange standards, applications, and more, to safely and securely allow patients to access their health information, improve access to care, and make healthcare work more efficiently for all.

### NATIONAL STATS\*

Even in this age of technology at our fingertips, the easy flow and integration of healthcare data among patients, doctors, hospitals, pharmacies, and insurance companies is essential, which is why BCBS is taking a leadership role to unlock the value of interoperability.

**1 in 3 HOSPITALS**  
 are able to electronically find, send, receive and integrate patient information

**2 in 3 HEALTH SYSTEMS**  
 still use fax or mail to send health records

**1 in 4 HEALTH SYSTEMS**  
 are not receiving records electronically

## BCBS IS BREAKING DOWN BARRIERS AND LEADING KEY INITIATIVES NATIONALLY AND IN COMMUNITIES ACROSS THE COUNTRY FOCUSED ON:

- 1. Patient and Caregiver Access:** Enable patients and their doctors to easily access their complete health history when they need it.
- 2. Strong Data Sharing Foundation:** Build consistent standards across the healthcare industry that meet the needs of patients and ensure privacy and safeguards are in place.
- 3. Seamless Flow:** Removal of barriers preventing flow of data between patients, doctors, hospitals and insurance companies to allow access in a secure, efficient and cost effective way.

### BCBS SYSTEM INITIATIVES

#### Blue Button 2.0

BCBS companies support CMS's **Blue Button 2.0 standards** to allow patients to securely access their health information in Medicare Advantage programs in consumer applications, such as third-party mobile apps, using the HL7 FHIR Application Programming Interface (API) format.

#### HL7 Da Vinci Project Founding Member

Leveraging **FHIR** – a way to exchange electronic health data in a standard format – to advance value-based care through improved clinical data exchange and quality reporting.

#### CARIN Alliance Member

Promoting the ability for consumers and their authorized caregivers to **gain digital access to their health information via open APIs**, including a commitment to the Code of Conduct – a privacy protection standard for how technology systems not covered by HIPAA, such as third party mobile apps, should handle people's healthcare data.

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## WHAT THE BLUES® ARE DOING TO ADDRESS INTEROPERABILITY

- **Blue Cross Blue Shield of Alabama**  
Developed Care Alerts to **inform physicians electronically** when one of their patients' receive care at an ER or is admitted to or discharged from the hospital.
- **BlueCross BlueShield of Tennessee**  
More than 3,000 providers **regularly share electronic medical records** in a standardized format with BCBST via a secure portal, which provides physicians with analytics to help identify gaps in care.
- **Anthem Blue Cross and Blue Shield**  
A founding HL7 Da Vinci Project member and early adopter of FHIR, Anthem has been connected to external stakeholders sharing data since 2016 processing an average of 311K transactions per day. Anthem is an advocate for leading-edge technology trends, including telehealth, mobile app and standardized electronic health records exchange as a means to put **consumers at the center of their care**.
- **Blue Shield of California**  
Requires all network providers to participate in Manifest MedEx (MX) – California's largest health information network. MX **delivers real-time, comprehensive health data to providers and insurers** on a secure, open platform. MX contains 11 million claims records and 5 million clinical records.
- **Cambia Health Solutions**  
An HL7 Da Vinci Project founding member and CARIN Alliance member that champions the CARIN Alliance Code of Conduct for health data. Provides leadership in the **Common Payer Consumer Data Set (CPCDS)** by mapping key health data that will be accessible and available for exchange using specified vocabulary standards using FHIR resources.
- **Florida Blue**   
Produced multiple **clinical data exchange use cases** and are enhancing care coordination, providing physicians with data to assist in measuring HEDIS/Stars performance, helping patients with scheduling appointments, and improving the medication reconciliation process.
- **Independence Blue Cross**  
One of the first health plans to utilize the HL7 FHIR standard, which allows members to **sync their health information** – like medications, benefits, and more – from their member portal with the IBC mobile app and to select wearables.
- **Blue Cross Blue Shield of Michigan**  
Partnering with its state-wide HIEs to **exchange clinical and administrative data** to improve care coordination and quality outcomes measurement.

[www.bcbs.com/interoperability](http://www.bcbs.com/interoperability)

