

Greenway Health Updates

CMS has been receiving questions from states about how to handle attestations from EPs using Greenway Health CEHRT. We have obtained the email that Greenway sent to its customers on May 9, which includes updates about their different CEHRT products. The text of that email is included below. Based on the available information from Greenway, we know that:

EPs who use SuccessEHS will not be able to attest to MU for 2018. Greenway has determined that they will not be able to institute fixes that would allow EPs to accurately report on MU measures. State Medicaid Agencies can alert these providers that they will not be eligible for the Promoting Interoperability Program for Program Year 2018.

Greenway indicates that they are working on fixes to Integry that should allow those EPs to attest soon. CMS will provide more information as soon as Greenway makes that available.

Greenway seems to have concluded that their Prime Suite customers will not be able to accurately attest to MU. Again, CMS is waiting for definitive information from Greenway about this product before we recommend further action by State Medicaid Agencies.

The following text is the email that Greenway sent to their customers on May 9, 2019:

First and foremost, I want to thank you for your partnership as we continue our journey transforming Greenway Health to be the leading innovator in ambulatory care, so we can better support you and your practice for greater success.

As your health IT partner focused on being your trusted adviser now and going forward, we wanted to inform you of a recent decision:

After much consideration and deliberation, and upon further review of the SuccessEHS platform, we have determined the best path forward for all of our customers at this time is for them to transition to Integry, without delay.

Because of that, we have made the decision to accelerate the end-of-life date for SuccessEHS:

All SuccessEHS customers who plan to participate in incentive programs for the 2019 reporting period must migrate to Integry no later than Sept. 30, 2019. This will allow you to be on Integry for a 90-day period to meet the reporting requirements.

SuccessEHS customers who do not plan to participate in a government incentive program will have until Dec. 31, 2019, to migrate to Intergy.

Although this was not an easy decision to make, we feel we did so with your best interest in mind. We believe it is the right course of action — especially for those practices participating in government incentive programs, including grant programs applicable to Federally Qualified Health Centers and community and rural health centers.

As we continued to work through the issues with Promoting Interoperability (PI) and the Clinical Quality Measures (CQMs) we have discovered additional issues that affect the accuracy of the reports. Unfortunately, we will not be able to remediate the issues in time for 2018 PI reporting. We have notified the Centers for Medicare & Medicaid Services (CMS) of the issues. If you have already submitted reporting, you will need to remove your submission. We apologize for the inconvenience this causes and we intend to work with our customers on a resolution.

We recognize that this accelerated timeline may create challenges for your organization. To help make the transition as smooth as possible, we have developed *Migration Success Plans* — customized practice plans for migration that include details on timing and the ways we will support you during and after your transition to Intergy. We have improved our implementation process and are working to make best practice sharing immediately available to you. We also have team members who can answer your questions on the differences between SuccessEHS and Intergy and the advantages you will have with Intergy from day one.

We understand change can be difficult and that you will have questions and so **we invite you to a Town Hall webinar with our leadership team on Wednesday, May 15, at 12:00 p.m. Eastern time. You can register for the webinar and submit your questions [here](#).** We will also be publishing a calendar of focused demos of the Intergy product specific for the various roles in your practice. The dates, times and topics will be sent to your practice soon.

In the coming days, a Greenway representative will reach out to gather information about your practice so that we can create a customized migration plan designed specifically to meet your practices' unique needs. In the meantime, please do not hesitate to reach out to your Greenway representative or call us directly at 877-932-6301, option 2. We look forward to partnering with you on the success of your practice.