

Administrative Offsets for HIE Onboarding Program

Onboarding support:

Participants can expect to work with Reliance staff in three phases:

- Agreement review and signing
- Technical onboarding – either:
 - Portal-only connection
 - EHR Integration connection
- Training and post onboarding support

Provider/clinic payment (administrative offset):

In some circumstances for certain providers, an administrative offset will be passed directly through from Reliance to the organization to help alleviate some of the costs for initially connecting to Reliance. The administrative offset is a payment amount from OHA passed through Reliance to certain providers receiving services. It is meant to offset the administration costs associated with onboarding. These costs may include legal fees for review of agreements, costs for technology interfaces, clinic staff time spent, etc. The administrative offset is a lump sum payment spread across one or two milestones, depending on the type of connection. Not all types of provider organizations will receive an offset. In some cases, an organization may receive partial payment if milestones are not met or are met before or after the HIE Onboarding Program period.

Connection Types Eligible for Administrative Offset	# of Milestone-based payments	Total Amount
Portal-Only Connection	1	\$1,000
EHR Integration Connection—Clinics	2	\$13,000
Critical Access Hospitals and/or Hospitals with more than one Certified Electronic Health Record Technology (CEHRT)	2	\$13,000
Major Multi-Specialty Clinic	2	\$13,000

Connection Types Not Eligible for Administrative Offset

- Hospital/Health System with One CEHRT Connection
- Independent Commercial Lab or Radiology Center Connection

For more information, please contact Reliance at HIEOnboarding@RelianceHIE.org.