Staged for Success: Stage 3 Secure Messaging

Objective 6: Coordination of Care through Patient Engagement

Measure 1: View, Download, Transmit

Measure 2: Secure Messaging

Measure 3: Patient Generated Health Data
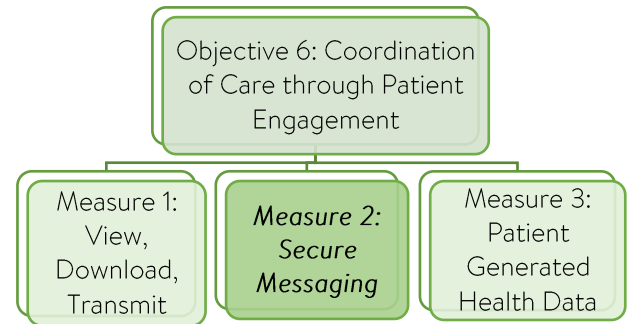
What is Secure Messaging?

Secure Messaging describes any electronic communication between a provider and patient or the patient-authorized representative (PAR), that ensures only these parties can access the communication. To successfully meet the associated Stage 3 measure of the Medicaid Promoting Interoperability Program, a secure message must have been sent to more than 5% of all unique patients seen by the eligible professional (EP) during the EHR reporting period.

Important Points to Consider

- Secure messages can be sent as an email or using the electronic messaging function of a personal health record (PHR), an online patient portal, or any other electronic means.
- Secure messages can include handling routine health issues, addressing patient questions, monitoring a patient's condition, helping patients better manage their conditions and/or handling nonclinical tasks, such as, medication refills and referrals.
- All communications sent and received via secure messaging can be added as a permanent part of the patient's record.
- Credit is given for this measure for provider-initiated communications to a patient or PAR and provider-to-provider communications, if the patient is included.
- Patient initiated communications do not count toward this measure unless the EP responds to the communication.
- EPs must attest to all three measures of Objective 6: Coordination of Care through Patient Engagement and must meet the thresholds for at least two measures to meet the objective.

Stage 3 Requires 2015 CEHRT!