
Iowa HHS Health Information Exchange Transition FAQ

In December 2025, Iowa HHS announced it will transition Health Information Exchange services from the former vendor CyncHealth Iowa to a new vendor Converge Health Iowa. Below are important details regarding this transition.

Who is the new HIE Vendor?

- [Converge Health Iowa](#) is a non-profit organization.
- Their website provides an overview of their planned services for Iowa, including clinical portal, bed dashboard, HISP services, event notification, public health reporting, and others.

Why is Iowa changing vendors?

- Iowa HHS is required by law to conduct a competitive process to select the state's health information exchange vendor at least every eight years (Iowa Code Section 135D.5(1)). To maintain compliance with this law, Iowa HHS was required to complete competitive selection in 2025.
- Converge Health Iowa submitted the winning proposal through this competitive procurement process.

What is happening now?

- As of February 10, 2026, Iowa HHS is in contract negotiations with both the new health information exchange vendor (Converge Health Iowa) to start new services and the former vendor (CyncHealth Iowa) to provide transition services. This situation is evolving, and we don't yet have all the answers. We will provide updated or additional information as it becomes available.

Electronic Lab Reporting (ELR) and Syndromic Surveillance (Promoting Interoperability Obligations):

- Iowa HHS plans for ELR and syndromic surveillance to continue with CyncHealth Iowa until at least May 6, 2026. Iowa HHS does not intend for connectivity to be interrupted.
- Should a lapse in connectivity occur due to this vendor transition, Iowa HHS will provide a letter for those impacted facilities at the time of attestation. It is expected that all facilities will work in good faith to connect to Converge Health Iowa as soon as this option is available.
- The HIE has always been a connecting point between hospital laboratories and the State of Iowa for electronic lab reporting.
- Your relationship with the ELR team with the State of Iowa will not change and their role will not change through this transition.
- ELR projects will consist of representation from your facility, Converge Health/Orion, and Iowa HHS.

Immediate Next Steps and What to Expect:

- If you have not yet done so, please complete the [survey](#) and be sure to include contact information for anyone who should be included in discussions from your organization.
- Converge Health Iowa will be sending updated Participant Agreements and Business Associate Agreements to your organization in the coming weeks. These are intended to closely mirror your previous and existing agreements.
- Updated Participant Agreements will be required for Converge Health Iowa to handle your data.
- Based on the completed surveys, Converge Health will begin reaching out to facilities to schedule meetings and project plan with your facility.

Privacy and Security:

- Converge Health Iowa will be held to the highest privacy and security standards.
- They will be contractually obligated to be HITRUST certified and expected to meet the requirements of the HIPAA Privacy and Security Rules.
- Contractually, Converge Health Iowa is not allowed to sell state data. Your Participation Agreements will reflect this.

Vendor Costs and Participation Fees:

- Iowa HHS is actively working with Converge Health to determine the process for assessing fees for Iowa health information exchange participants.
- This conversation includes discussion on whether the state of Iowa will provide any fee offset for participant. This information will be available to participants soon.

Rural Health Transformation Grant – Healthy Hometowns:

- HIE services are a project within the Healthy Hometowns program.
- The HIE initiative in Healthy Hometowns supports the infrastructure and current functionality of HIE in Iowa as well as expanding to include additional provider types, additional services and functionality to ensure data is available to best serve Iowans where they live and seek care.
- To achieve the vision and goals of Healthy Hometowns, we need full participation from our hospitals and providers in sending ADTs, ORUs, and CCDs to the HIE.
- More information regarding HIE project plans related to Healthy Hometowns, including Iowa's full application to our federal partners, is available on our website here: [Healthy Hometowns - Iowa's Rural Health Transformation Plan | Health & Human Services](#)

More Information to be Provided:

Iowa HHS and Converge Health Iowa will work together to provide you with more information on the following items and more soon.

- Specific technical requirements
- ADT and USCDI V3 requirements
- Clinical look-up tool
- eCR
- HISP Services
- Alerting
- Bed Dashboard
- Orion and Bamboo Services

Contact information for additional information.

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