

Behavioral Health Town Hall

September 2026

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Iowa HHS

Welcome!

DeAnn Decker

Overview



Welcome



Converge Health Iowa Presentation



Questions for Converge Health



BH Town Hall Sign Up Notice



Wrap Up

Converge Health Iowa Presentation

Converge Health Iowa



Whole-Person Data for Whole-Person Care: What Iowa's Health Information Exchange Means for BH, SUD, and Disability Providers



Laura Young

Executive Director



Robin Trush

Specialty Outreach Director

Welcome!



Introducing Converge Health Iowa

Supporting statewide interoperability, Rural Health Transformation, care coordination, and public health reporting.

Today's Objectives



01

HIE Introductions

What it is and what it means practically for community-based behavioral health, SUD, and disability service providers.

02

Behavioral Health and the HIE

How it works and how we support the behavioral health/SUD community

03

Privacy Protections

Highlight member consent and how data can be shared through an intermediary

04

BH/SUD Use Cases

Clarify what changes, what stays the same, and what to expect.

05

How to participate

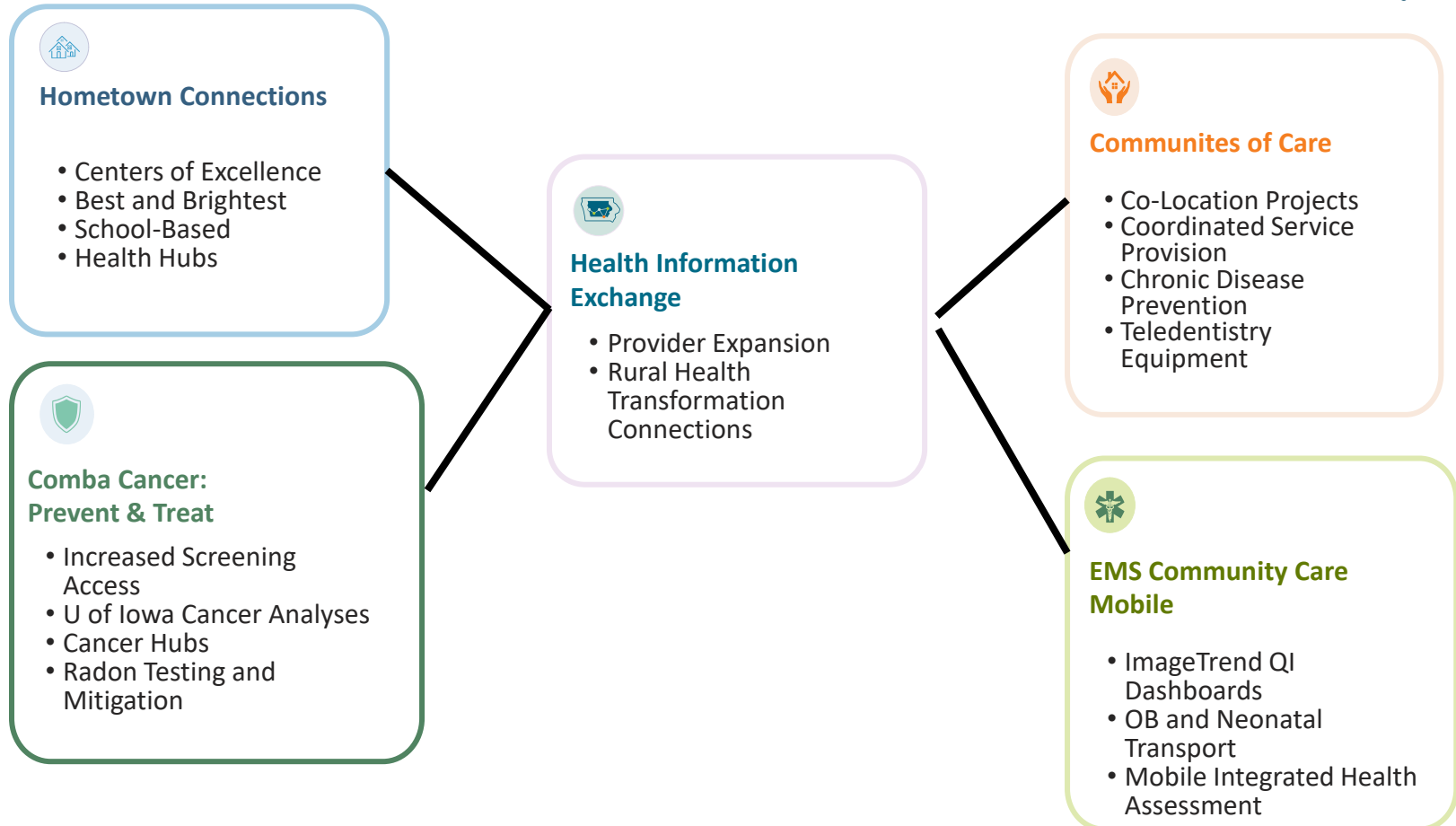
The engagement and onboarding process



Context: Understanding the HIE Landscape

Setting the Stage: Iowa's HIE Landscape

Healthy Hometowns





Who We Are & Why We're Here

Iowa's Designated Statewide HIE

Purpose-built to manage and operate Iowa's health information exchange on behalf of the state and its participants.

Dedicated Operational Teams

Experienced operational and technical professionals focused on system alignment, service delivery, stability, and support. Experience operationalizing BH/SUD and Crisis use cases.

Built for Iowa

A statewide network connecting hospitals, clinics, critical access facilities, BH/SUD, Crisis services and community organizations.

Access when it Matters

Information across hospitals, primary care, specialists, EDs/Crisis and other care settings. Reduces the need to repeat history or assessments





Why Converge Health Iowa Exists

Health Data for Whole Person Care

We connect hospitals, clinics, and public health across the state so the right information follows patients.

Continuity of Services

Sustain and advance the legacy of HIE services throughout Iowa

A Stronger Foundation

Modernize and strengthen the technical foundation supporting data exchange statewide.

Expanded Value

Expand Specialty Provider use and grow capabilities that support whole person care, care coordination, population health, and regulatory reporting.



What a Health Information Exchange Enables



Timely Patient Information

Clinicians access relevant patient data at the point of care, when it matters most.



Cross-Organization Coordination

Care teams across different organizations stay aligned on shared patients and care plans.



Reduced Redundancy

Shared data reduces duplicative lab orders, imaging, and procedures.



Better Clinical Decisions

Comprehensive patient history supports more informed, evidence-based clinical decisions.



Reporting and Compliance

Supports public health reporting and fulfills regulatory requirements efficiently.



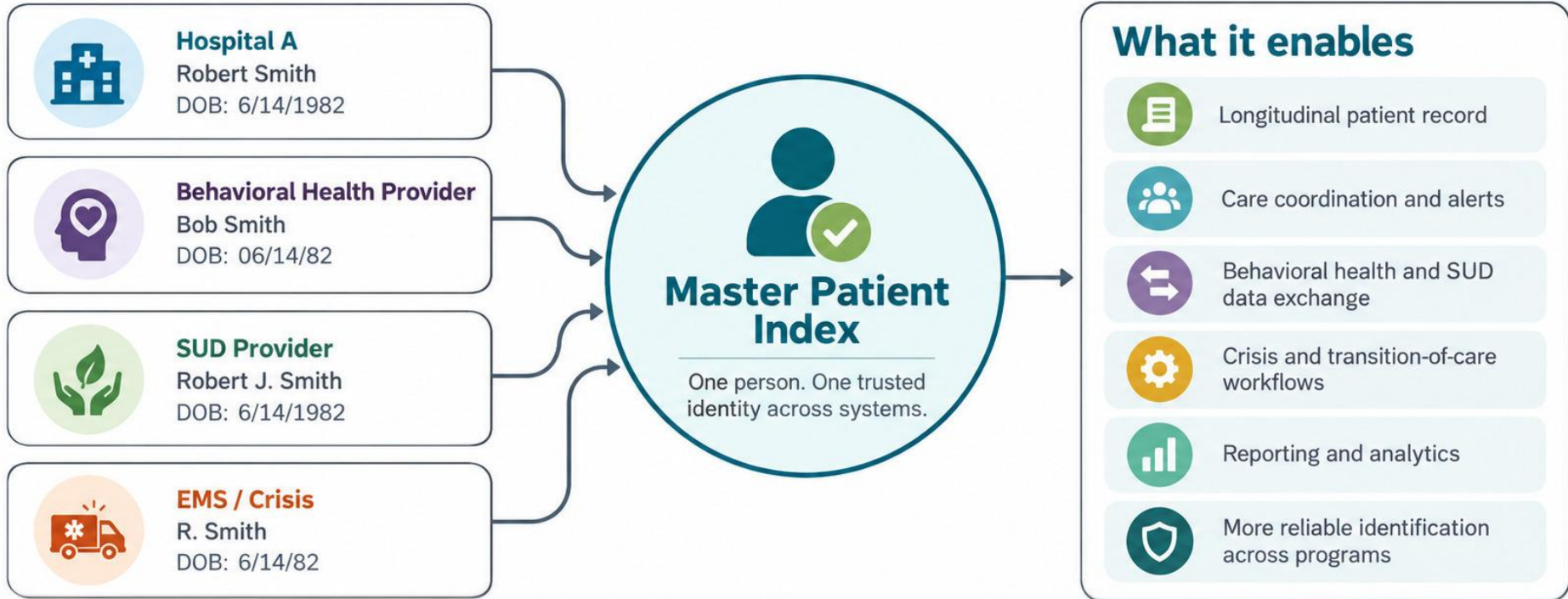


Core HIE Services: A Capabilities Overview

Converge Health Iowa manages a comprehensive portfolio of interoperability services designed to support clinical, operational, and public health needs.

One Golden Record

Identity matching is the foundation that makes connected care possible.



Before data can be connected, the system has to know which records belong to the same person.



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Core HIE Services



Clinical Query Portal

Authorized access to shared patient records across participating organizations.



Event Notification Services

Real-time alerts for admissions, discharges, and transfers to support care transitions.



Direct Secure Messaging / HISP

Encrypted provider-to-provider communication integrated with EHR system or dedicated secure mailbox



Public Health Reporting

Electronic Lab Reporting, Syndromic Surveillance and public health data submission support.



Closed Loop Referral / Social Care

Coordination of social determinants referrals with closed loop follow-up confirmation.



Bed Availability

Real-time visibility into bed capacity across participating facilities.



EMR Data Integration

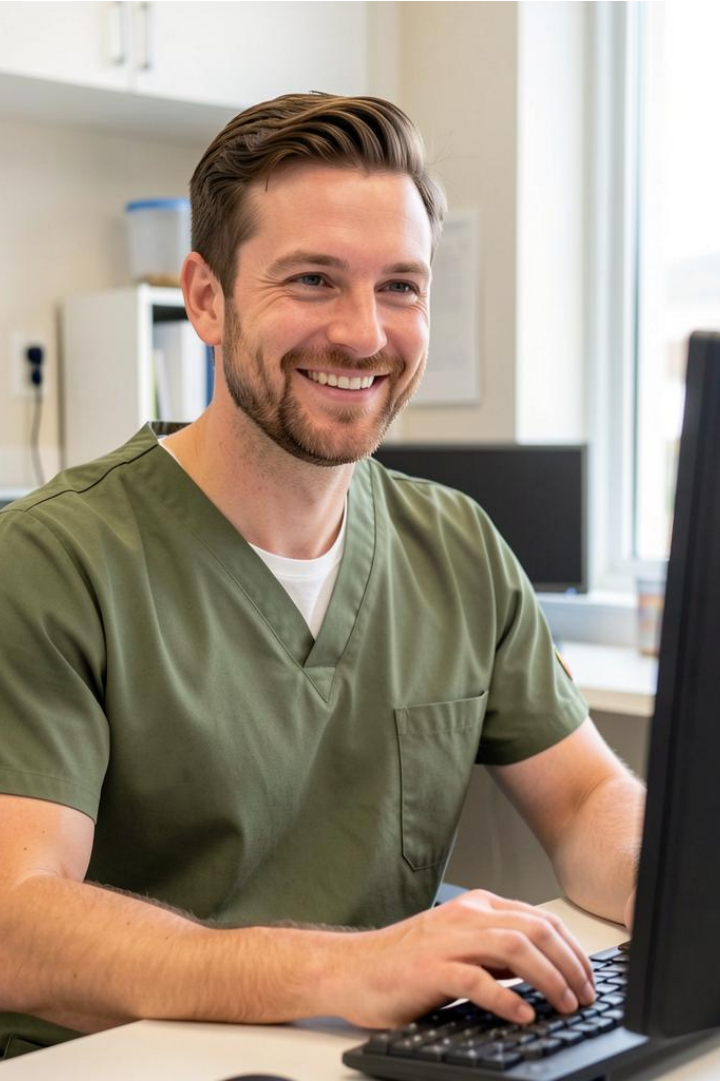
Direct data feeds and workflow integration with electronic medical record systems.



Image Sharing

Sharing of diagnostic quality images, enabled through the HIE as an add-on to the Clinical Query Portal





Clinical Query Portal and Data Access



Authorized Access Across Organizations

Authorized clinical users access shared patient data from participating organizations through a secure, portal-based interface.

Supports Clinical Decision-Making

A longitudinal view of patient history — including encounters, labs, and medications — supports more informed care decisions at the point of need.

EMR Workflow Integration

Where available, patient data can be integrated directly into EMR workflows, reducing the need to access a separate portal.

Event Notification Services

Event Notification Services deliver real-time alerts when patients experience significant healthcare events — enabling care teams to act quickly and coordinate effectively.

Admissions

Discharges

Defined Diagnoses

ED Visits



Panel-Based Notifications

Alerts are generated based on participant-defined patient panels — ensuring relevant, targeted notifications.

Supports Care Transitions

Timely alerts allow care managers and clinical teams to initiate follow-up and reduce preventable crises readmissions.

Why it Matters

Timely event notifications reduce unnecessary readmissions, coordinate necessary supports and close care team gaps.

Direct Secure Messaging



Direct Secure Messaging provides encrypted, standards-compliant communication between healthcare providers — replacing fax and unsecured email for sensitive clinical information.



Provider-to-Provider Messaging

Encrypted communication channel for referrals, care summaries, and clinical correspondence.



Organizational and Individual Mailboxes

Supports mailboxes at the organization level or for individual licensed providers.



HISP Integration with EHR Systems

HISP services enable seamless Direct Messaging integration within existing EHR platforms.



Provider Directory Support

Supports maintenance of and access to statewide provider directory records.

Data Shared Through the HIE



The HIE aggregates and makes available clinically relevant data types from participating organizations. This data supports a longitudinal view of patient history across organizations.



**Patient
Demographics**

Encounter History

Medications

Lab Results

**Radiology Images &
Reports**

Discharge Summaries

Treatment Plans

Public Health Data



Privacy, Efficiency, Use Cases, and Workflows

Informed patient consent, common use cases and relevance to workflow integration



Patient Consent



Opt-in vs. Opt-out

Through an informed patient consent, individuals can choose to share their data or not. Certain data requires explicit opt-in from patients, while other data is shared by default unless a patient opts-out.

HIE Consent is not analogous to an ROI

Federal law drives how data can be shared inclusive of HIPAA and 42 CFR Part 2

New 42 CFR Part 2 Rules for 2026 – impacting Data Sharing

Global consent, ability to re-disclose.

Streamlining Reporting

From duplicate manual reporting today to report-once-through-the-EHR tomorrow



Today: Too many portals, duplicate data entry

- reporting requirements requires data entry
- Care Match bed entry twice daily
- Staff re-enter the same information multiple times
- Time pulled away from patients and care teams
- Higher risk of incomplete, delayed, or inconsistent data

Tomorrow: Capture once in the EHR, use everywhere needed

- Document once in the provider workflow
- Automatically support required reporting
- Keep bed availability current without separate manual work
- Improve timeliness, quality, and consistency of data
- Give staff time back for patient care

What this could look like in Iowa



Practical, Iowa-specific use cases for connected behavioral health data



Know where care is available

A provider can see availability across more than inpatient acute care, including SUD residential, PMIC, crisis stabilization and 23-hour observation, helping match people to the right level of care sooner.



Divert before the ED

Crisis teams, EMS and community providers have better visibility into recent encounters, care relationships and available alternatives, supporting crisis response and diversion when the ED is not the best destination.



Stay connected through justice transitions

With appropriate governance and consent, community providers could receive a notification when a person they serve is booked or released, creating an opportunity for jail in-reach, medication continuity and faster re-entry support.



Reduce reporting burden

Data already documented in clinical systems could be reused to support CCBHC and other required reporting, reducing duplicate entry and giving providers more time for care.

Statewide Community Assessment



Converge Health Iowa has conducted a comprehensive community assessment and gap analysis, combining quantitative data with qualitative stakeholder input, to identify interoperability barriers, existing data-sharing networks, and unmet needs across the state.



Quantitative Analysis

Current exchange participation, referral volumes, and technology readiness across provider types.



Qualitative Stakeholder Input

Interviews and engagement with local providers, health departments, MCOs, and social-service leaders.



Gap & Opportunity Mapping

Identification of interoperability barriers and high-priority areas for phased onboarding.



Stakeholder Register

Complete registry of participant types: hospitals, behavioral health, SUD, public health, CBOs, and social care.



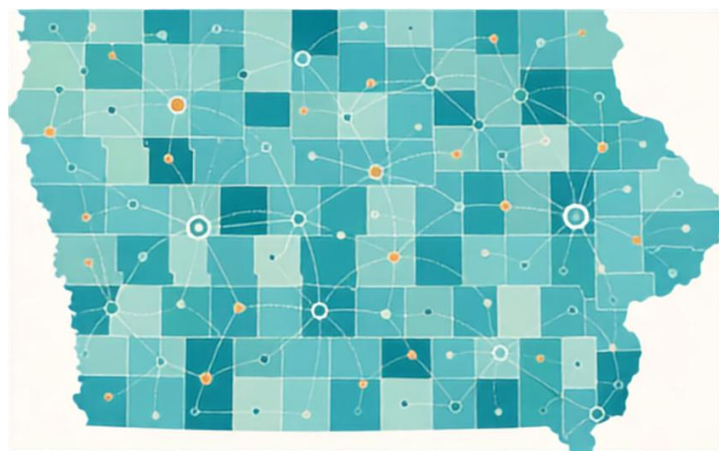
Advisory Committee Validation

Exchange Advisory Committee reviews and validates key findings and strategic recommendations.



Prioritized Roadmap

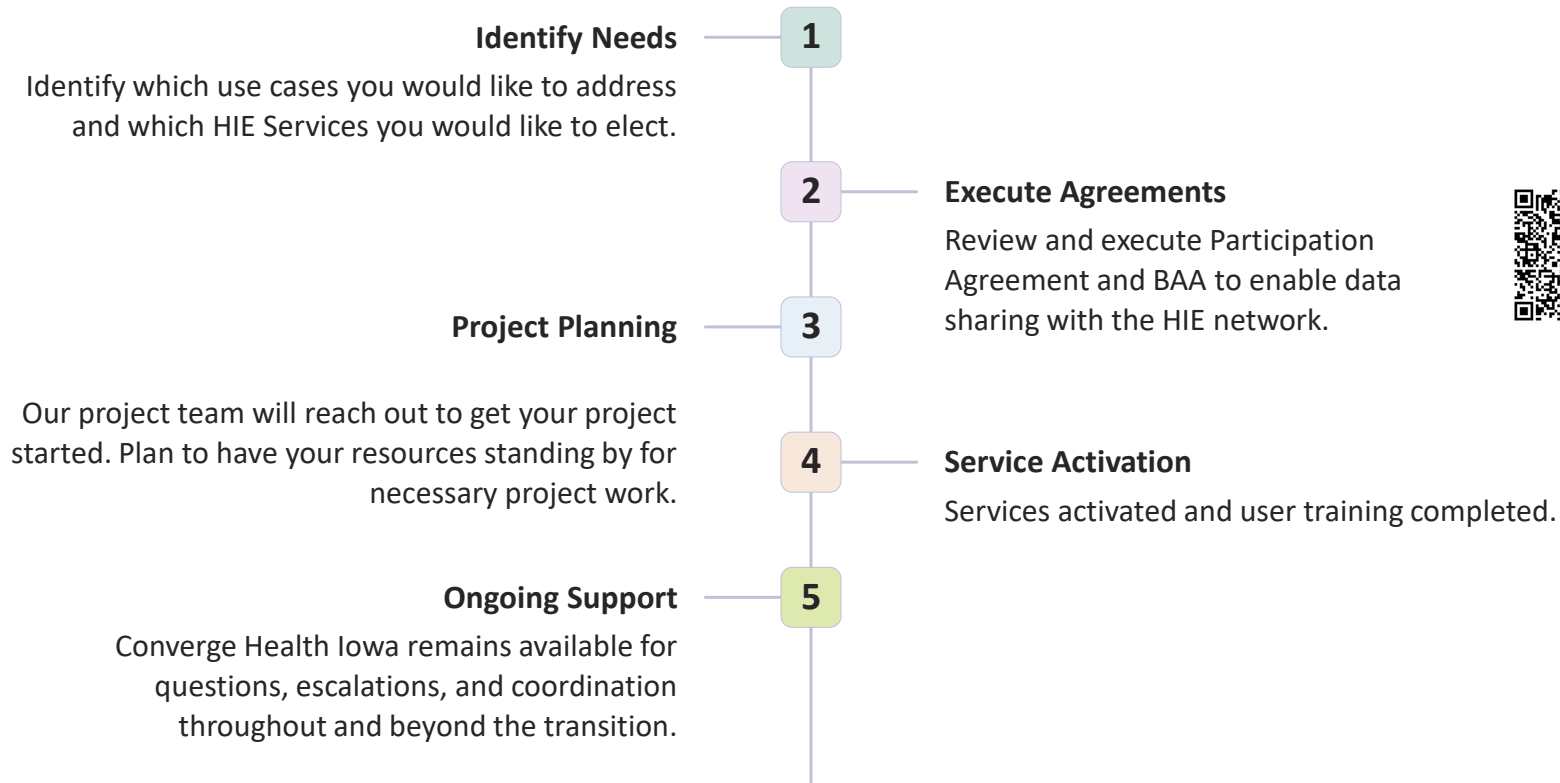
Findings inform a sequenced onboarding roadmap and the strategic operations guide for Year 2+





Next Steps: Moving Forward Together

Activation Process





Questions?



Thank You!

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Conclusion

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New Behavioral Health Sign-Up Form



A new [sign-up form](#) has been created for state fiscal year 2027.



If you had previously signed-up on the SFY 2026 form, please sign-up again on the new form.



Every year, a new form will be made. Please sign-up once yearly.



The new form can be found on the Behavioral Health Town Hall section of the [Behavioral Health Service System](#) webpage.



Health and
Human Services

Goodbye!