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# Manage ACRS

## *User Guide*

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***This User Guide will assist new MIGateway users with accessing Manage ACRS.***

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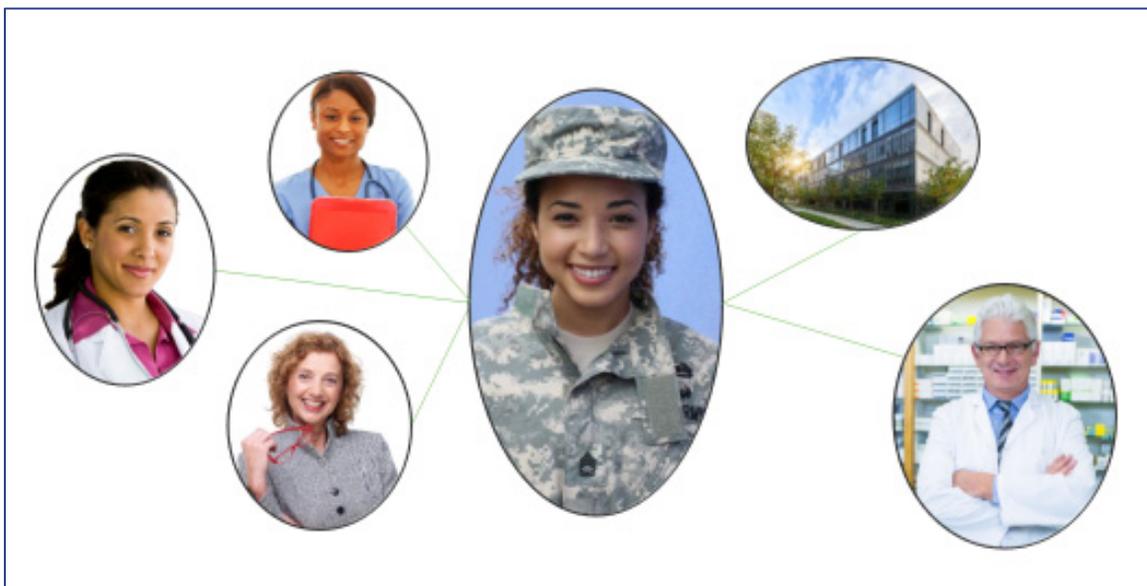
## What is ACRS?

The Active Care Relationship Service (ACRS) assists with declaring relationships between healthcare professionals, healthcare organizations and patients so providers are “tagged” to receive information about their specific patients. Active care relationships tell the network which providers are associated with a patient (the patient’s “care team”) and how to route electronic information to those providers to help improve care coordination for the patient.

ACRS provides the ability to link patients with their care team members. **A care team is defined as the group of healthcare professionals who can send and receive a patient’s health information.**

ACRS promotes better-coordinated transitions of care by enabling physicians and care management teams to receive notifications when there are updates in a patient’s status.

In Figure 1 below, the patient (a veteran) is connected to a primary care physician, a social worker, a pharmacist, a VA doctor, and her insurance company.



*Figure 1. A Patient and Her Different Care Team Members*

Better care coordination using ACRS enables the improvement of post-discharge transitions, prompt follow-up with patients and improved communication among providers to support patients, especially those with multiple or chronic conditions.

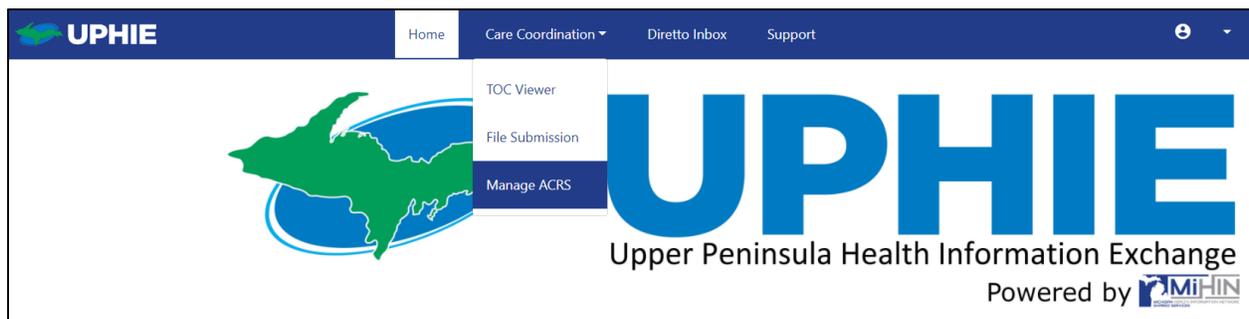
### What is Manage ACRS?

Manage ACRS allows direct accesses to ACRS populations within MIGateway. Manage ACRS offers the ability to search patient population using represented filters. The features included with Manage ACRS allow the following views:

- Hierarchy of active care relationships within a network
- Access to All active care relationships within personal hierarchy
- Active care relationships associated with a specific practice
- Active care relationships with a specific provider
- Patient care team

Manage ACRS can be accessed by navigating to the Care Coordination drop-down menu at the top of MIGateway and clicking “Manage ACRS” (Figure 2).

*Note: The MIGateway application no longer supports the use of Internet Explorer. For more information and recommended browsers, please see appendix D.*



**Figure 2. Navigate to Manage ACRS Module**

Once selecting “Manage ACRS” from the Care Coordination drop-down, the MIGateway platform will reroute to the Manage ACRS module. At the top of the module is the Active Care Relationships Filter which offers the ability to search ACRS population (Figure 3). Directly below the filter section is the Active Care Relationship table which displays information the ACRS population based on the searched criteria. The search will then load and ACRS files will be displayed alphabetically by patient name.

### Manage Active Care Relationships - Affiliated Health Providers

#### Active Care Relationships Filter Hide

Patient First Name

Patient Last Name

Patient Birth Date

Practice Name

ACRS File

Relationship Status

Sort Order

Provider Name

Page Length

Showing 1 to 25 of 178 entries Previous **1** 2 3 4 5 ... 8 Next

Patient Name	Patient Address	Provider / Practice	Managing Organization	Actions
CAMPBELL, JESSICA J. (F) 10/07/1980	580 SE SPANISH STREET GRAND RAPIDS, MI 49503	CARPENTER, LOIS / DETROIT EYEWEAR	AFFILIATED HEALTH PROVIDERS	<input type="button" value="Relationship - Confirmed"/> <input type="button" value="Copy"/> <input type="button" value="Edit"/>

**Figure 3. Manage ACRS Module**

## Active Care Relationships Filter

There are several Active Care Relationship filters available within Manage ACRS as shown below in Figure 4.

#### Active Care Relationships Filter Hide

1

2

3

4

5

6

7

8

9

**Figure 4. Active Care Relationships Filter**

**1 Patient First/Last Name:** Filter by patient first/last name with optional wildcard search function

Patient First Name

Starts With

Patient Last Name

= \*

#### Wildcard Search Rules:

- Only searching First Name:** Wildcard search must contain 3 or more characters. Ex) 'car%'
- Only Searching Last Name:** Wildcard search must contain 4 or more characters. Ex) 'Fran%'
- Searching BOTH First and Last Name:** Wildcard search will work if at least first name field has 3 or more characters OR last name field has 4 or more characters. Ex) FN: 'c%' LN: 'Fran%' Ex) FN: 'car%' LN: 'F%'
- Wildcard search will not work if one or two characters are specified for each field Ex) FN: 'c%' LN: 'F%' | FN: 'ca%' LN: 'Fr%'

Helpful hints

2	<b>Patient Birth Date:</b> Filter by patient date of birth (MM/DD/YYYY)
3	<b>Practice Name:</b> Filter by Practice Name within ACRS file <div style="background-color: #0056b3; color: white; padding: 5px; margin-top: 5px;"> <ul style="list-style-type: none"> <li>Drop down list of all practices from ACRS file are available within Practice Name field</li> </ul> </div>
4	<b>ACRS File:</b> Filter by ACRS file (if organization submits multiple ACRS files)
5	<b>Relationship Status:</b> Filter by Declared, Confirmed, Requested or Challenged relationship status
6	<b>Sort Order:</b> Sort results based on data elements (Patient Last Name, Provider Last Name, Practice Name)
7	<b>Provider Name:</b> Filter by Provider Name within ACRS file <div style="background-color: #0056b3; color: white; padding: 5px; margin-top: 5px;"> <ul style="list-style-type: none"> <li>Drop down list of all providers from ACRS file are available within Pr Name field</li> </ul> </div>
8	<b>Filter/Reset/+Add New Relationship:</b> “Filter” button will refresh page results with applied filter(s) “Reset” button will refresh page results with default TOC Viewer settings (last 3-day date range, “Hide Reviewed ADTs” checkbox checked) “+Add New Relationship” button will add new patient relationship to ACRS file
9	<b>Page Length:</b> Adjust results shown per page (25, 50, 100 or 200 results)



## Add Remove Active Care Relationships

The Manage ACRS module can be used to add active care relationships by clicking the “+Add New Relationship” button (Figure 5). When selecting the “+Add New Relationship” pop-up, a window will appear allowing the creation of a new active relationship, then enter corresponding information (Figure 6).

## Manage Active Care Relationships - Affiliated Health Providers

### Active Care Relationships Filter Hide

Patient First Name <input type="text"/>	Patient Last Name <input type="text"/>	Patient Birth Date <input type="text" value="MM/DD/YYYY"/>	Practice Name <input type="text"/>
ACRS File <input type="text" value="PROVIDERS"/>	Relationship Status <input type="text"/>	Sort Order <input type="text" value="Patient Last Name"/>	Provider Name <input type="text"/>

Showing 1 to 25 of 178 entries Previous **1** 2 3 4 5 ... 8 Next

Patient Name	Patient Address	Provider / Practice	Managing Organization	Actions
CAMPBELL, JESSICA J. (F) 10/07/1980	580 SE SPANISH STREET GRAND RAPIDS, MI 49503	CARPENTER, LOIS / DETROIT EYEWEAR	AFFILIATED HEALTH PROVIDERS	<input type="button" value="Relationship - Confirmed"/> <input type="button" value="Copy"/> <input type="button" value="Edit"/>

**Figure 5. Add Active Care Relationship**

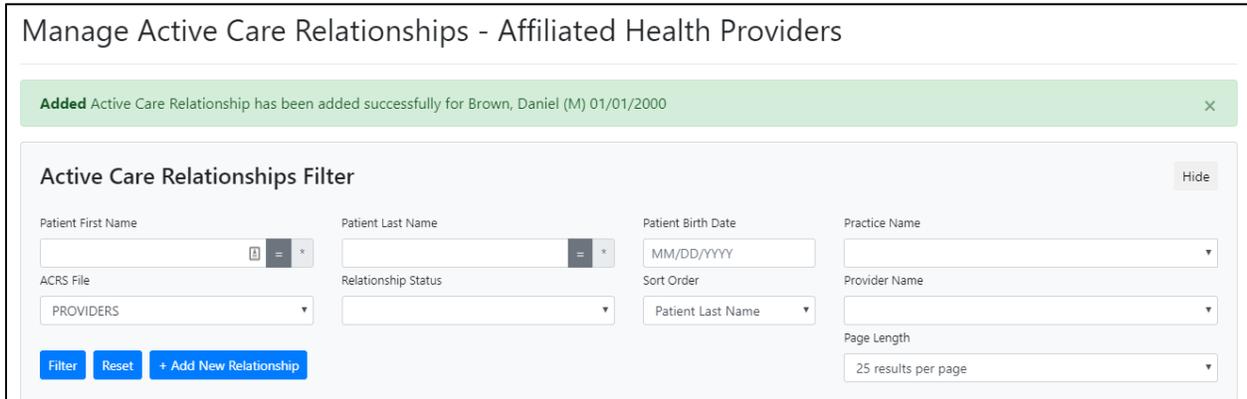
### Add New Relationship X

First Name* <input type="text" value="First name"/>	Middle Initial <input type="text" value="Middle"/>	Last Name* <input type="text" value="Last name"/>
Date of Birth* <input type="text" value="MM/DD/YYYY"/>	Gender* <input type="text"/>	
Street 1* <input type="text" value="Street 1"/>	Street 2 <input type="text" value="Street 2"/>	
City* <input type="text" value="City"/>	State* <input type="text" value="State"/>	Zip Code* <input type="text" value="Zip Code"/>
Primary Number* <input type="text" value="000-000-0000"/>	Secondary Number <input type="text" value="000-000-0000"/>	
Unique Patient ID* <input type="text"/>	Last 4 SSN <input type="text" value="0000"/>	
ACRS Population* <input type="text" value="PROVIDERS"/>	Managing Organization* <input type="text"/>	
Practice <input type="text"/>	Provider <input type="text"/>	

\* = required

**Figure 6. Add Active Care Relationship**

Once all required fields are populated, click “Submit” and the Manage ACRS module will reappear. A green banner will appear at the top of the page revealing a new active relationship has been created (Figure 7). For clarification, searching the newly created active relationship may be helpful as the table is sorted alphabetically and the new relationship may not appear on the first page.



**Manage Active Care Relationships - Affiliated Health Providers**

**Added** Active Care Relationship has been added successfully for Brown, Daniel (M) 01/01/2000

**Active Care Relationships Filter** Hide

Patient First Name:

Patient Last Name:

Patient Birth Date:

Practice Name:

ACRS File:

Relationship Status:

Sort Order:

Provider Name:

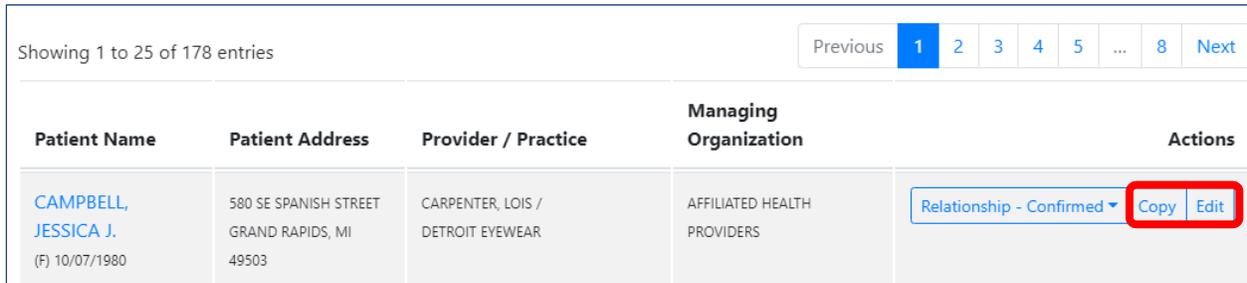
Page Length:

[Filter](#) [Reset](#) [+ Add New Relationship](#)

**Figure 7. Manage ACRS – Successfully Added New Active Relationship**

### Copy/Edit/Remove Active Care Relationships

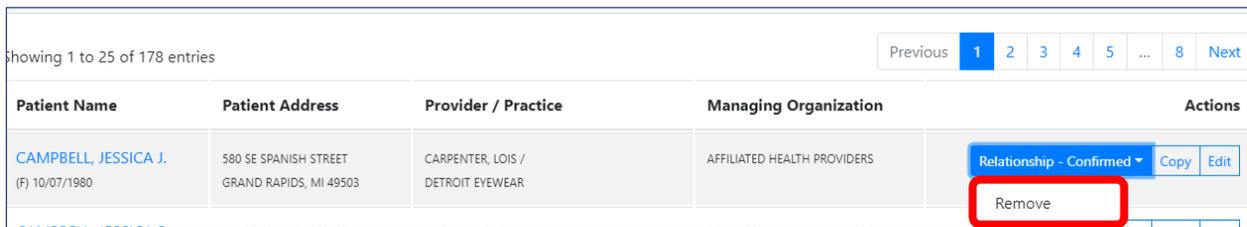
Active care relationship entries can be copied or edited as shown below in Figure 8. The *Copy* function will duplicate patient demographic data from current entry and allow changes to be saved as a new active care relationship entry. The *Edit* function will allow the ability to update and save current active care relationship entry.



Patient Name	Patient Address	Provider / Practice	Managing Organization	Actions
CAMPBELL, JESSICA J. (F) 10/07/1980	580 SE SPANISH STREET GRAND RAPIDS, MI 49503	CARPENTER, LOIS / DETROIT EYEWEAR	AFFILIATED HEALTH PROVIDERS	Relationship - Confirmed <input type="button" value="Copy"/> <input type="button" value="Edit"/>

**Figure 8. Copy/Edit Active Care Relationship**

Deleting active care relationships can also be done through the Manage ACRS module by clicking “Remove” as shown below in Figure 9.



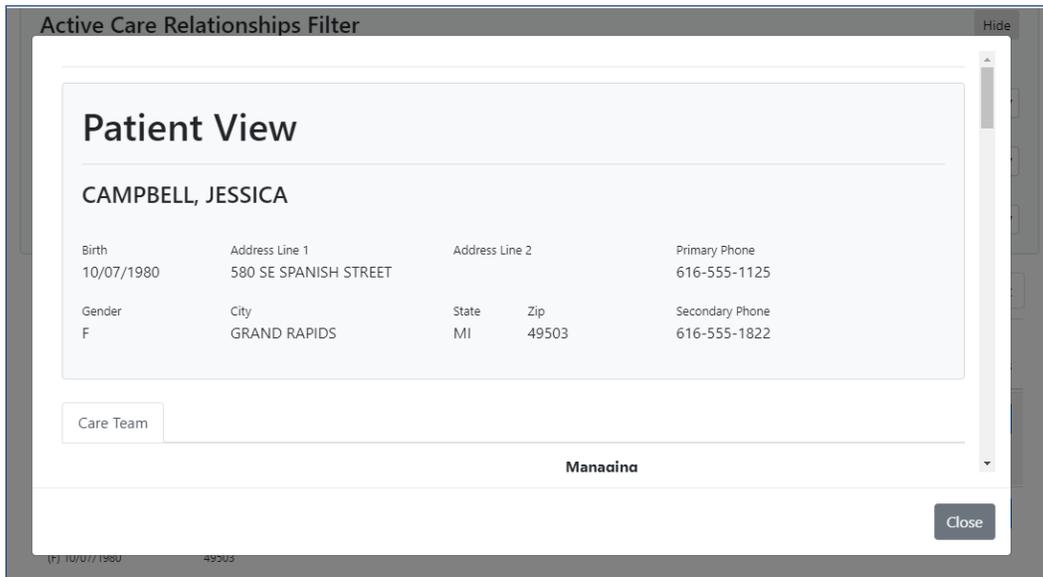
Patient Name	Patient Address	Provider / Practice	Managing Organization	Actions
CAMPBELL, JESSICA J. (F) 10/07/1980	580 SE SPANISH STREET GRAND RAPIDS, MI 49503	CARPENTER, LOIS / DETROIT EYEWEAR	AFFILIATED HEALTH PROVIDERS	Relationship - Confirmed <input type="button" value="Copy"/> <input type="button" value="Edit"/> <input type="button" value="Remove"/>

**Figure 9. Remove Active Care Relationship**

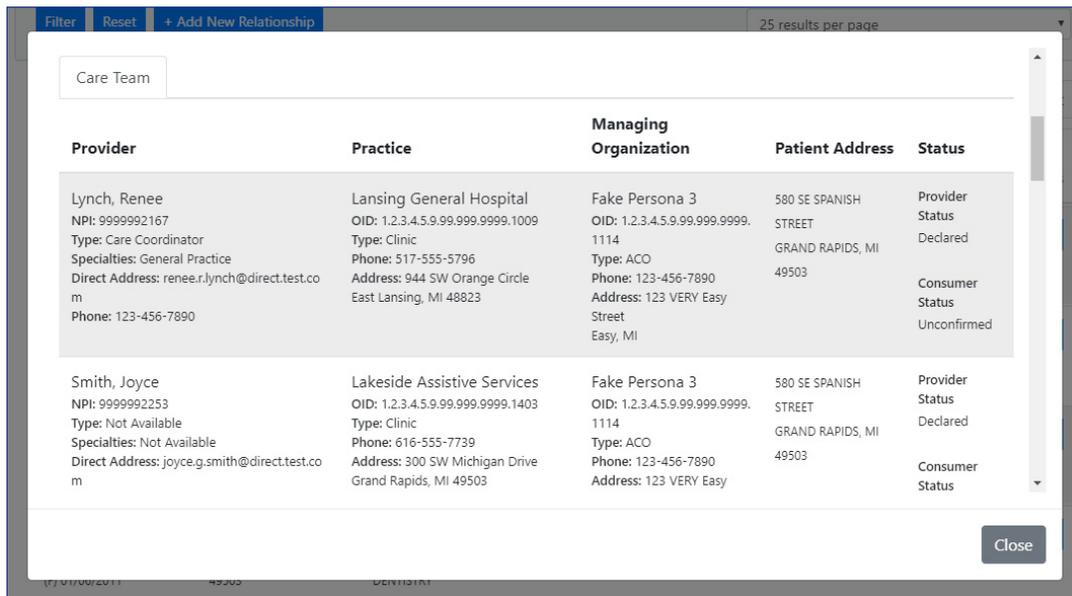
## Patient View - Care Team

The Patient View will allow end users to view the patient’s care team information including Provider, Practice, Managing Organization, Patient Address and Status for active care relationships declared outside of the organization’s ACRS file.

Clicking on a patient within the Patient Name field will display Patient View and Care Team as shown below in Figures 10 and 11.



**Figure 10. Patient Viewer – Patient Information**



**Figure 11. Patient Viewer - Care Team**

### Learn More

For immediate assistance, please contact the UPHIE Help Desk at 906.225.7703 or <https://www.uphie.org/contact>.

More information on MIGateway can be found online at <https://www.uphie.org/resources>.

# Appendix A – Definitions

**Active Care Relationship Service® (ACRS®)** – Identifies healthcare providers and healthcare organizations who have declared a relationship with a patient, for the purpose of receiving electronic updates on that patient’s healthcare. ACRS promotes better-coordinated transitions of care by enabling physicians and care management teams to receive notifications when there are updates in a patient’s status.

**Health Directory** – The shared service established by the statewide health information network that contains contact and relational/affiliation information on healthcare professionals, facilities/hospitals, and other healthcare organizations as a resource for authorized users to obtain contact information. This information includes electronic addresses, end points, and electronic service information to facilitate the secure exchange of health information.

**MIGateway®** – A collection of services provided by MiHIN to allow healthcare professionals to access, view and use health information for their patients.

**National Provider Identifier (NPI)** – A unique 10-digit identification number issued to health care providers by the Centers for Medicare and Medicaid Services (CMS).

**Protected Health Information (PHI)** – Any information involving health status or patient identification information, such as date of birth, address, and or social security information. This can be written, by hand or electronically, or verbally spoken. Any information a person would not know without their affiliation to their medically related career.

**Transitions of Care** – The movement of a patient from one setting of care (e.g., hospital, ambulatory primary care practice, ambulatory specialty care practice, long-term care, rehabilitation facility) to another, which can include transfers within a healthcare organization.

# Appendix B - MIGateway Applications with Cut Off Drop Down View

Occurs when user is using Chrome (Version 68+) on Windows, MIGateway application is open on an external monitor, and the display scaling setting of the computer's monitors are different values (ex. 100% & 120%).

There is an open bug with Chrome browser regarding drop downs being cut off when display scaling sizes are different and the application loaded is in an Iframe (all MIGateway applications are loaded in Iframes).

- <https://bugs.chromium.org/p/chromium/issues/detail?id=877625>

### Steps to troubleshoot:

Set the Scale and Layout setting to the same value for all displays.

1. Open display settings by right clicking on the desktop and clicking display settings.
2. All displays will appear numbered. For each display, do the following:
  - a. Under Scale and layout, set the drop down to the same value. (ex. 100%)
3. Refresh the MIGateway web page and the drop downs should not be cut off.

## Appendix C – Service Communication

- **MIGateway Service Downtime:** MiHIN will provide communication to MIGateway users regarding service downtime.
  - An email notification will be sent to for any downtime occurring during normal business hours (8am-5pm EST)
  - A follow up email will be sent once MIGateway services are available
- **MIGateway Production Deployment:** Email notification will be sent to MIGateway users for all scheduled production deployments prior to MiHIN maintenance window.
  - MiHIN reserves the period from Thursday 5:30PM to 10:30PM to perform system maintenance
  - The email will include the list of feature enhancement updates and the scheduled deployment date

## Appendix D - Moving Away from Support of IE [Internet Explorer]:

As of October 2019, Internet Explorer will no longer be a supported browser for MIGateway. With the introduction of Edge, and the availability of more modern browsers, (Firefox, Chrome, etc.) more and more organizations are moving away from continuing to support IE integration with their applications.

Microsoft has discontinued support for all but the most recent version of IE (IE 11) and as of October 2019, only 6.5% of users utilize Internet Explorer as their web browser. Representatives from Microsoft itself have warned against continued use of IE and have provided guidance on how to upgrade to their more modern Edge solution.

MIGateway will continue to support current and future versions of: [Firefox](#), [Chrome](#), [Edge](#), and [Safari](#).

For questions or concerns, please contact the UPHIE Help Desk at 906.225.7703 or <https://www.uphie.org/contact>.