

# MIIS

## Frequently Asked Questions

### General Information

**Q: What is the Massachusetts Immunization Information System (MIIS)?**

A: The MIIS is a secure, confidential, and easy-to-use system designed to support a complete set of immunization-related functions. The goal of the MIIS is to give health care providers a tool to help ensure that all individuals are immunized based on the latest recommendations. The MIIS is a lifespan registry that will establish a complete, accurate, secure, real-time immunization record for residents of Massachusetts of all ages.

**Q: What are the benefits of using the MIIS for providers?**

A: The MIIS will provide quick access to immunization records at the point of care, make immunization histories for patients new to your practice readily available, and forecast due dates for future vaccinations using an Immunization Forecasting Module (IFM). For additional information on provider benefits, please see the [MIIS Provider Flyer](#).

**Q: We have a paper-based record keeping system – how can our practice utilize the MIIS?**

A: To access the secure login to the MIIS, you will simply need a computer with internet access. Your practice will be able to log into the MIIS web-based interface from your office computer to routinely enter and access immunization information for your patients. Once patient data is populated, you can take full advantage of the system, including the Immunization Forecast Module (IFM) and reporting features for immunization tracking, reminder-recall notification, and form printing.

**Q: We use an electronic health record – how can our practice utilize the MIIS?**

A: EHRs will be able to send electronic immunization data to the MIIS, so you will not need to enter immunization information into two different systems. You will be able to log into the MIIS web-based interface to utilize the Immunization Forecast Module (IFM) and reporting features within the MIIS for immunization tracking, reminder-recall notification, and form printing. Future enhancements to the system will allow for immunization data, including vaccine forecasts, to be sent from the MIIS back into your EHR.

**Q: Where can I see a full demo of the system?**

A: Click on the link below to view an MIIS demonstration:

<https://www1.gotomeeting.com/register/311969265>

For additional training materials, please see the [Training Library](#) tab along the top of this web page.

**Q: Since the MIIS is new, where can I find information about known issues and bugs (ways that the system does not behave as expected) that are part of the current version of the system?**

A: The [Known Issues and Training Notes](#) provides details about issues we are aware of within the current version of MIIS. In the document, each of the two tables provide a label for the issue, a description of the issue in the MIIS, and some suggestions of how to work around the issue. Please download and review this document to better inform your use of the MIIS. It can also be accessed from the “Print” icon once you are logged into the “live” MIIS. Please note that the issues outlined in this document are currently being worked on and should be resolved in future releases of the system

**Q: How much does it cost to participate in the MIIS?**

A: There is NO fee associated with using the MIIS. This applies to all practices – sites with EHRs that will exchange data with the MIIS and sites with paper-based records. The MIIS team provides online training materials and technical support for your staff at no cost to you. However, please note that for EHR sites you may incur some costs from your software vendor to establish the initial link with the MIIS.

**Q: Where can I get additional information about the MIIS?**

A: You can contact the MIIS User Support Team by clicking on the [Support](#) tab along the top of this web page.

## **Registration**

**Q: How do I enroll and become an MIIS user?**

A: Provider site and user enrollment can be completed through this website, the ContactMIIS Resource Center. First, please review the information on the [Enrollment](#) page and the [Registration Overview](#), found on that page, for the steps you must take before starting registration. Before you can register as an MIIS user, your practice must be enrolled and your site’s Access Administrator (see next question) must identify you as a user.

Please note that for practices with paper-based records, once you have completed all of the initial steps outlined on the [Enrollment](#) page, you can begin the registration process. For practices with electronic health records (EHRs), the first step is to determine your site’s technical readiness. Please see the [EHR Integration](#) page and the Data Exchange questions below for additional information.

**Q: What is an Access Administrator?**

A: Access Administrators (AA) are individuals who help facilitate registration and user management at their respective sites. AAs are responsible for enrolling your site, designating users by providing basic information during provider site enrollment, managing users on an ongoing basis, and serving as the liaison between the site and the MIIS User Support team. AAs must complete specific registration forms to obtain account privileges that allow for user management. It is up to you and your practice to determine who will serve as an AA.

**Q: What is the difference between the MIIS and the ContactMIIS?**

A: The MIIS, or the Massachusetts Immunization Information System, is the secure, web-based application that will store immunization information on individuals who have received shots in Massachusetts. Providers will either enter immunization data directly into the system through the User Interface or an EHR system will send electronic immunization data to the MIIS.

The ContactMIIS refers to the ContactMIIS Resource Center, or this website. This is a web-based provider portal that houses all MIIS-related resources, including provider tools, training materials, and important legal documents. Individuals and sites using the MIIS must enroll through the ContactMIIS Resource Center, so every MIIS user should have a ContactMIIS Resource Center user account.

**Q: I know my practice is enrolled, but during the User Enrollment process when I enter my site information I get an error message that says, “Information entered does not match an MIIS Enrolled Provider Site”?**

A: You must enter your site’s name and contact information the same way the Access Administrator entered this information during provider site enrollment. This is usually the formal name of your facility, the main address, and the main phone number. Please see your site’s AA for specific questions about how your practice was registered.

**Q: My provider site is enrolled, and through the User Enrollment process the system identified the correct site; however, when I try to enroll as a user I get an error message that says, “We are sorry. Based on the information provided you are not identified as a MIIS user for the requested MIIS Provider Site.”**

A: The Access Administrator who is responsible for user management at your site must designate you as a MIIS user through the ContactMIIS Resource Center. Once you are designated as a user by an AA, you can begin [User Enrollment](#). You will need to enter the same basic information about yourself that your site’s AA entered in order for the Resource Center to recognize you as a designated user. Please see your site’s AA if you’d like to become a MIIS user.

**Q: What happens if I forget my ContactMIIS Resource Center password?**

A: You can retrieve your password by clicking on the [Forgot Password](#) link on the [Home](#) page of this website. You will be asked to enter your primary PIN, the four-digit number you created during enrollment. The password will be sent to the current email you have in your ContactMIIS Resource Center profile.

## **Virtual Gateway**

**Q: What is the Virtual Gateway, or the “VG”?**

A: The [Virtual Gateway](#) is an internet portal designed by the Massachusetts’ Executive Office of Health and Human Services (EOHHS) to provide the general public, medical providers, community-based organizations and EOHHS staff with online access to health and human services’ applications. By consolidating information and online services in a single location on the internet, the VG’s goal is to simplify the process of connecting people to critical health and human services programs and information.

The Massachusetts Immunization Information System (MIIS) is one of several applications hosted on the Virtual Gateway’s secure portal. For more information about the VG, please see the following website: [www.mass.gov/vg](http://www.mass.gov/vg)

**Q: What happens if I forget my VG password to access the MIIS?**

A: Because the MIIS is hosted in the Virtual Gateway, login credentials are managed by staff at the VG. When you go to the [VG Login page](#), there is a link directly under the Username & Password fields that says “[Forgot Password](#).” From here you will be instructed on how to retrieve your password. If you need to speak with VG Customer Service, please call 1-800-421-0938.

## Data Exchange

### **Q: What is Meaningful Use?**

A: The American Recovery and Reinvestment Act of 2009 (also known as ARRA or the federal stimulus bill) outlined incentive payments available for Medicare and Medicaid eligible providers and hospitals that purchase, implement, and *meaningfully use* federally certified electronic health record systems (EHRs). Certified EHRs must meet a predetermined set of objectives and be able to report on a set of quality measures in order to meet meaningful use criteria. **Data exchange with the MIIS will satisfy the Public Health Objective for Meaningful Use.**

For more information or to find out if you qualify for incentives, please contact the Massachusetts eHealth Institute (MeHI), the Regional Extension Center for the Commonwealth, at [info@mehi.org](mailto:info@mehi.org) or 617-371-3999. You may also visit [www.maehi.org](http://www.maehi.org).

For general information about meaningful use and incentives from the Centers for Medicare and Medicaid services, please see [www.cms.gov/EHRIncentivePrograms](http://www.cms.gov/EHRIncentivePrograms).

### **Q: Is the state “ready” – is the immunization registry up and running – in order for my practice to send a test message to meet meaningful use?**

A: Yes. The MIIS was successfully launched into production and became a “live” system in Spring 2011, with patient immunization data from pilot provider sites. The MIIS IT Team and the Massachusetts’ Executive Office of Health and Human Services (EOHHS) have developed the HL7 Gateway, which was successfully deployed in the “QA environment.” The HL7 Gateway is the certified gateway for sending secure electronic messages to the MIIS and the QA environment is where testing of immunization messages and interface connections take place for the purpose of satisfying Meaningful Use Stage 1. For more information, please see the [EHR Integration](#) tab along the top of this web page.

### **Q: What is HL7?**

A: HL7 (Health Level Seven) is a national standard for exchanging health-related information between medical applications.

### **Q: What version of HL7 does the MIIS accept?**

A: The MIIS accepts HL7 version 2.5.1. Many EHR systems currently use this data format. Please contact your EHR software vendor or IT department for specific EHR system capabilities.

### **Q: Do you have any updates you can share on the status of the interfaces with EHRs and which EHR vendors have active interfaces with MIIS?**

A: Please refer to the Massachusetts eHealth Institute, the state’s Regional Extension Center (REC), for the current status of vendors interfacing with the MIIS.  
[http://www.maehi.org/REC/Immunization\\_Vendor.html](http://www.maehi.org/REC/Immunization_Vendor.html)

### **Q: I have additional technical questions – who can I contact?**

A: MDPH hosts a weekly IT support call to address questions related to HL7 message format and content, as well as anything related to setting up the HL7 data exchange interface. All providers are welcome to join and registration is not required.

When: Occurs every Thursday from 10:00 AM to 11:00 AM EST

Web: <https://www3.gotomeeting.com/join/312380934>

Phone: Dial +1 (312) 878-3081; Access Code: 312-380-934