



healthcurrent

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## FAQs for Health Current participants (formerly Network participants)

Arizona Health-e Connection is now Health Current. As a Health Current participant, you may have questions regarding how this name and brand change will affect you. Here are some Frequently Asked Questions (FAQs) aimed at answering questions concerning the change.

1. The Health Information Exchange (HIE) has historically been referred to as “The Network”. With the rebranding, will the HIE continue to be referred to as The Network?

Answer: No. With the rebranding, reference to the HIE as The Network has been discontinued. The HIE will now simply be called Health Current and also referred to as the HIE.

2. The Notice of Health Information Practices that is distributed to all patients has the Arizona Health-e Connection logo and refers to The Network. Does the Notice that we currently use need to be replaced with a new one?

Answer: No. There is no need to change the Notice of Health Information Practices that you are currently using. The current version still meets the requirements of Arizona law. While a rebranded version of the Notice is available on our website, we anticipate additional changes to the Notice in the coming weeks. When these additional changes are made, we will work with all Health Current participating organizations to transition to the revised Notice of Health Information Practices.

3. Our Participation Agreement for HIE services is with Arizona Health-e Connection. Will we need to replace or execute a new participation agreement?

Answer: No. Participation Agreements are not affected by the rebranding or name change. The new name has been registered with the Arizona Corporation Commission and replaces the name of the organization, but the organization remains the same legal entity.

4. We currently utilize the Direct secure email service with an @direct.azhec.org email address. Will our addresses for Direct secure email change?



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Answer: No. There will be no change to current Direct secure email addresses at this time. We are working to transition to a new domain and will provide more information regarding the process and timing of any transition as soon it is available.

5. Will the new brand change how we log into and use the HIE Portal?

Yes. While there will be no change to the log-in process, there will be a change in how participants access the portal. The URL for the Portal will change to align with the healthcurrent.org domain. HIE authorized users will be notified when this change takes effect. Additionally, the old portal ERL will redirect to the new URL to minimize end user impact.

6. Will the rebranding affect any of the other services offered by the HIE, such as Alerts?

Answer: No. No other services of the HIE will be affected by the rebranding change.

7. Will the contact information of my HIE representative change?

Answer: Yes. All email contact information for Health Current employees has transitioned to healthcurrent.org; Health Current employee emails are now [firstname.lastname@healthcurrent.org](mailto:firstname.lastname@healthcurrent.org). However, all emails to azhec.org addresses will be redirected to the new healthcurrent.org addresses.