

TITLE: DISPUTES, SUSPENSIONS, AND TERMINATION POLICY	
STATUS: FINAL	EFFECTIVE DATE: May 9, 2014
VERSION: 7	PAGE: 1 OF 3

I. PURPOSE

It is the policy of CCHIE (CCHIE) to ensure that only Participants, who are in good standing and able to access information through CCHIE. This policy establishes CCHIE's responsibility as it relates to the suspension, termination, and reinstatement of a participant's access to the CCHIE and the dispute resolution process.

II. SCOPE

This policy applies to CCHIE and its Participants.

III. DEFINITIONS

"Dispute" is any controversy, dispute or disagreement arising out of or relating to a Participant's compliance with the Data Exchange Agreement.

"Participant" is an organization (including physician practice) that has signed a Data Exchange Agreement with the CCHIE.

"Protected Health Information" or "PHI" shall have the same meaning as set forth in HIPAA.

IV. POLICY

A. **Suspension by Participant.**

1. A Participant may voluntarily suspend its participation CCHIE by giving CCHIE at least twenty-four (24) hours prior written notice. CCHIE shall suspend the Participant's ability to exchange information with CCHIE and notify all other Participants of the voluntary suspension. A voluntary suspension shall be for no longer than five (5) consecutive calendar days or for more than twenty (20) calendar days during any twelve (12) month period unless a longer period is agreed to by CCHIE.

B. **Termination by Participant.**

1. A Participant may voluntarily terminate its participation in CCHIE by giving CCHIE at least five (5) business days written notice. CCHIE shall revoke the

Participant's ability to exchange information with CCHIE as of the date of the termination specified in the notice and notify all other Participants of the voluntary termination.

C. Suspension by CCHIE.

1. CCHIE shall investigate all Participant actions that may result in an erroneous exchange of data through CCHIE. Upon determining a substantial likelihood of improper data exchange, CCHIE shall prepare to suspend the Participant's ability to exchange information with CCHIE while seeking approval of the Board of Directors:
 - a. CCHIE shall notify all other Participants of the suspension.
 - b. CCHIE shall provide to the suspended Participant a written summary of the reasons for the suspension.
 - c. Suspended Participant shall submit to CCHIE a detailed corrective action or an objection to the suspension within three (3) business days or at the earliest practical time.
 - d. CCHIE shall review and either accept or deny the submitted corrective action plan within five (5) business days. If the corrective action plan is accepted, CCHIE shall reinstate the Participant's ability to exchange information with CCHIE upon completion of the corrective action plan and notify all other Participants of the reinstatement. If the corrective action plan is rejected, CCHIE shall work with the suspended Participant to develop a corrective action plan that is acceptable to both.

D. Dispute Resolution.

1. A suspended Participant may submit a written notice to CCHIE any time after a submitted corrective action plan has been rejected requesting a meeting to resolve any disputes regarding the rejected corrective action plan. CCHIE shall meet with the Participant at least once within thirty (30) days of receiving the notice to try to reach resolution. CCHIE Board of Directors may terminate the suspended Participant if CCHIE and the Participant cannot reach agreement on a corrective action plan.

E. Termination by CCHIE.

1. After CCHIE has suspended a Participant's ability to exchange information with CCHIE, the Participant may be terminated from participation in CCHIE by the Board of Directors as follows:
 - a. Participant fails to submit a corrective plan of action.

- b. Participant and CCHIE fail to reach agreement on a plan of correction after exhausting efforts.
- c. Participant is in material default for a duty or obligation imposed by the Data Exchange Agreement or Membership Agreement and the default has not been cured within thirty (30) days.
- d. Upon termination, CCHIE shall revoke the Participant’s ability to exchange information with CCHIE and notify all other Participants of the termination.

V. Revision History

DATE	AUTHOR	COMMENTS
05/09/2014	Jacqueline Smith	Creation of the Policy
12/24/2015	Erika Jones	Update the template
04/01/2017	Keith Dukes	Reviewed Policy – No Changes
06/29/2020	Keith Dukes	Updated Format/Alignment
07/21/2021	Laura Mosesso/Keith Dukes	Reviewed Policy – Applied Minor Changes
01/07/2022	Keith Dukes	Adjusted formatting
05/24/2022	Keith Dukes	Grammar Corrections
07/06/2023	Keith Dukes	Reviewed – Replace ClinicalConnect HIE with CCHIE