SuccessEHS Frequently Asked Questions

1. When will SuccessEHS reach its end of life?

SuccessEHS will reach end of life on Dec. 31, 2019. When customers need to migrate depends on their reporting needs:

- All SuccessEHS customers who plan to participate in incentive programs for the 2019 reporting period must migrate to Intergy no later than Sept. 30, 2019. This will allow them to be on Intergy for a 90-day period to meet the reporting requirements.
- SuccessEHS customers who do not plan to participate in a government incentive program will have until Dec. 31, 2019, to migrate to Intergy.

2. What can SuccessEHS customers expect leading up to and after end of life?

Greenway will work with SuccessEHS customers to transition them to Intergy. Meanwhile, SuccessEHS will only receive regulatory updates. The 2015 certified version will remain certified during the transition.

3. Can Intergy capture Uniform Data System (UDS) data, and other Federally Qualified Home Center (FQHC) data?

Greenway is offering our customers a full migration of practice data from SuccessEHS to Intergy, so they can run their UDS reports for a full year from Intergy.

4. Does Intergy have the same functionality for Community Health Centers (CHCs) as SuccessEHS?

Yes. Intergy has robust functionality to support CHCs.

5. Will Intergy Practice Analytics be the go-forward analytics platform?

Yes. Similar to the evolution Intergy will undergo, Intergy Practice Analytics will evolve to meet the needs of our customers. Our patient registry and patient-centered medical home (PCMH) reporting are well-regarded by customers who participate in value-based care programs.

6. What data can customers access using Intergy Practice Analytics?

Customers will experience greater flexibility with more than 500 standardized reports they can adapt to make their own. There are also more than 5,000 reportable clinical and financial fields in Intergy. This means customers can track front- and back-office performance indicators and make data-driven decisions regarding areas of improvement.

7. What is total time to implement a practice on Intergy?

The total implementation time for a practice range from 10-12 weeks, depending on the size of the practice. During that time, we will transfer your practice data up to a point, and then we will complete an incremental data load. This way, all your data has been migrated up until the day your practice goes live on Intergy.

8. How do we ensure all our data is converted correctly?

Greenway's conversion services will preserve the value of your SuccessEHS patient data by enabling rapid integration of SuccessEHS patient records into Intergy. Upon approval, the designated SuccessEHS data will be electronically populated into your new Intergy system. The Intergy patient portal has differences from the SuccessEHS portal that will require patients to re-register, but tools are available to make bulk entry much quicker.

9. What training materials will be available to implement practices and train their staff?

We intend to provide a more consultative implementation process to ensure our customers' success. Our Professional Services team has developed a robust E-learning catalogue that will be available to all end users for training. These are interactive sessions, so you can train at your own speed, and our trainers will support you with our new expert health desk. If you are in the middle of training and you have a question about what you're seeing you can call us directly and get an expert who will help answer those questions.