

The MIIS: It takes an Immunization Information System to Immunize a Village

PRESENTED BY TRICIA CHARLES

Disclosure

I, Tricia Charles, have been asked to disclose any significant relationships with commercial entities that are either providing financial support for this program or whose products or services are mentioned during this presentation.

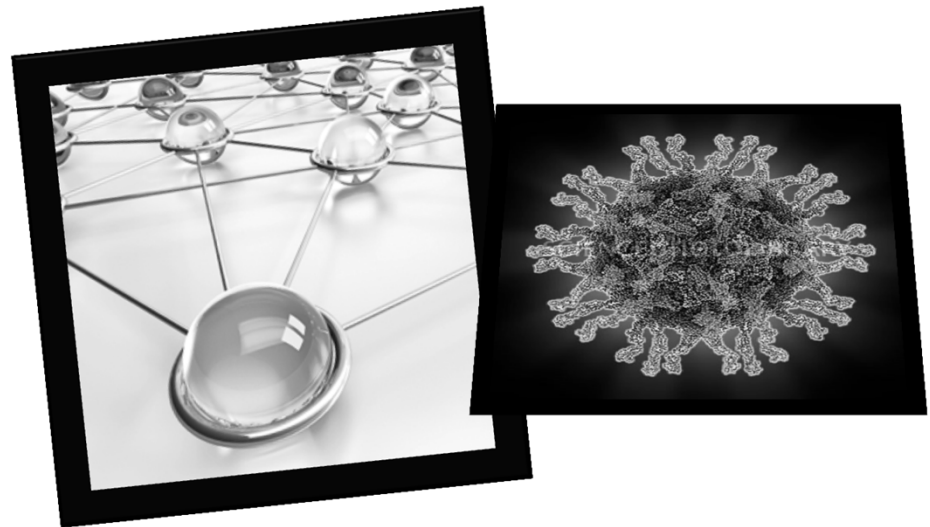
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I have no relationships to disclose.

I may discuss the use of vaccines in a manner not approved by the U.S. Food and Drug Administration. But in accordance with ACIP recommendations.

“ When our body is infected with a virus or bacterium, our immune system will identify, target and often prevent the invading organism from flourishing and making us ill. While our biological immune system fights off infections to keep us healthy, our nation is also defending against disease outbreaks and keeping us as a population protected. **Our nation's immune system, however, is not biologic, it is electronic and it has a name: Immunization Information System (IIS).** ”

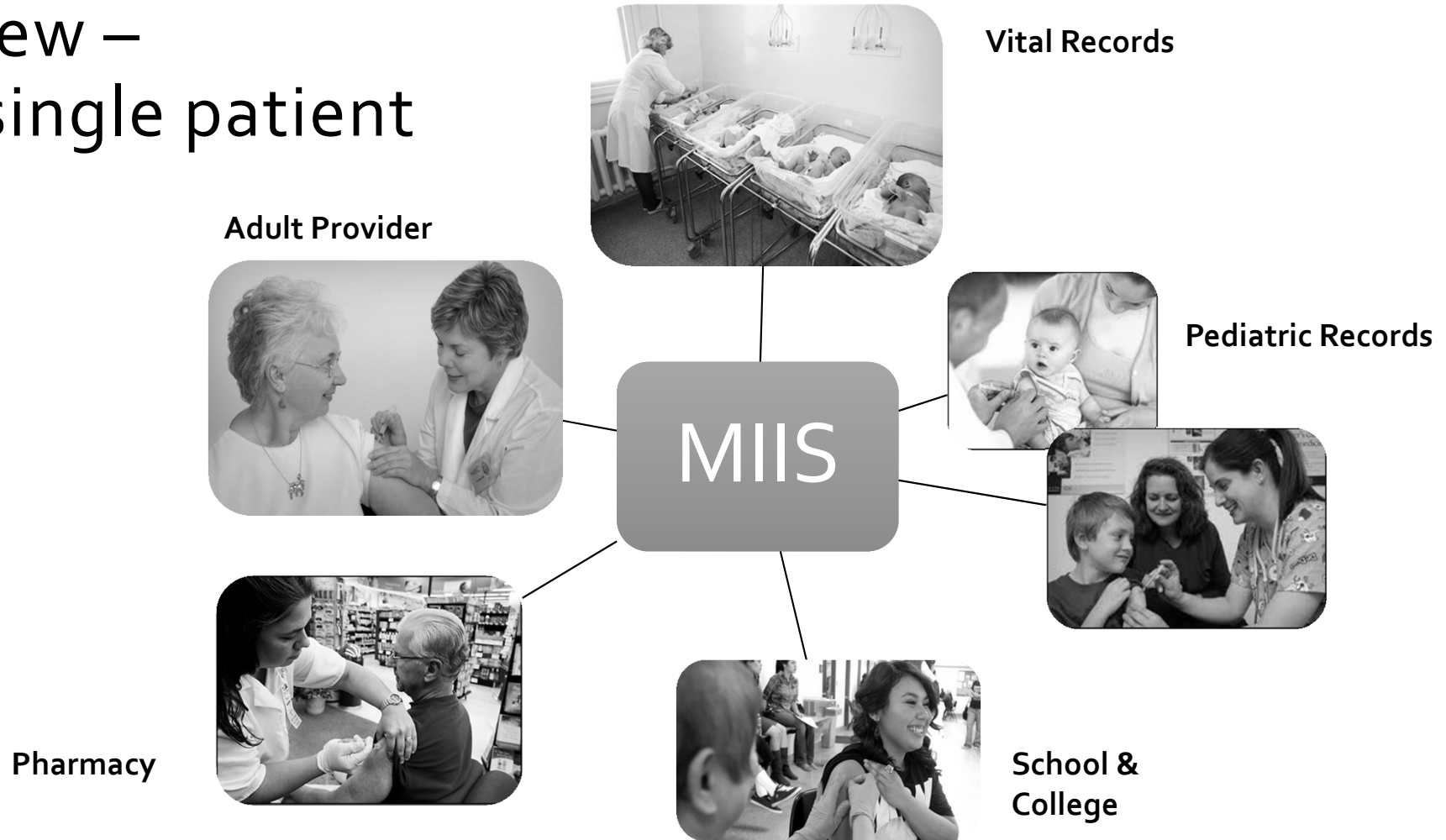
<http://shotofprevention.com/tag/immunization-information-system/>



Agenda

- The MIIS
 - Overview
 - MIIS progress report
- Legislation
 - Regulations and Compliance Timeline
- What can the MIIS do for you!
 - Improve Data Quality within your EMR & the MIIS at the same time!
- Enhancements-Coming Soon!
- Steps to on-board with the MIIS

Overview – For a single patient

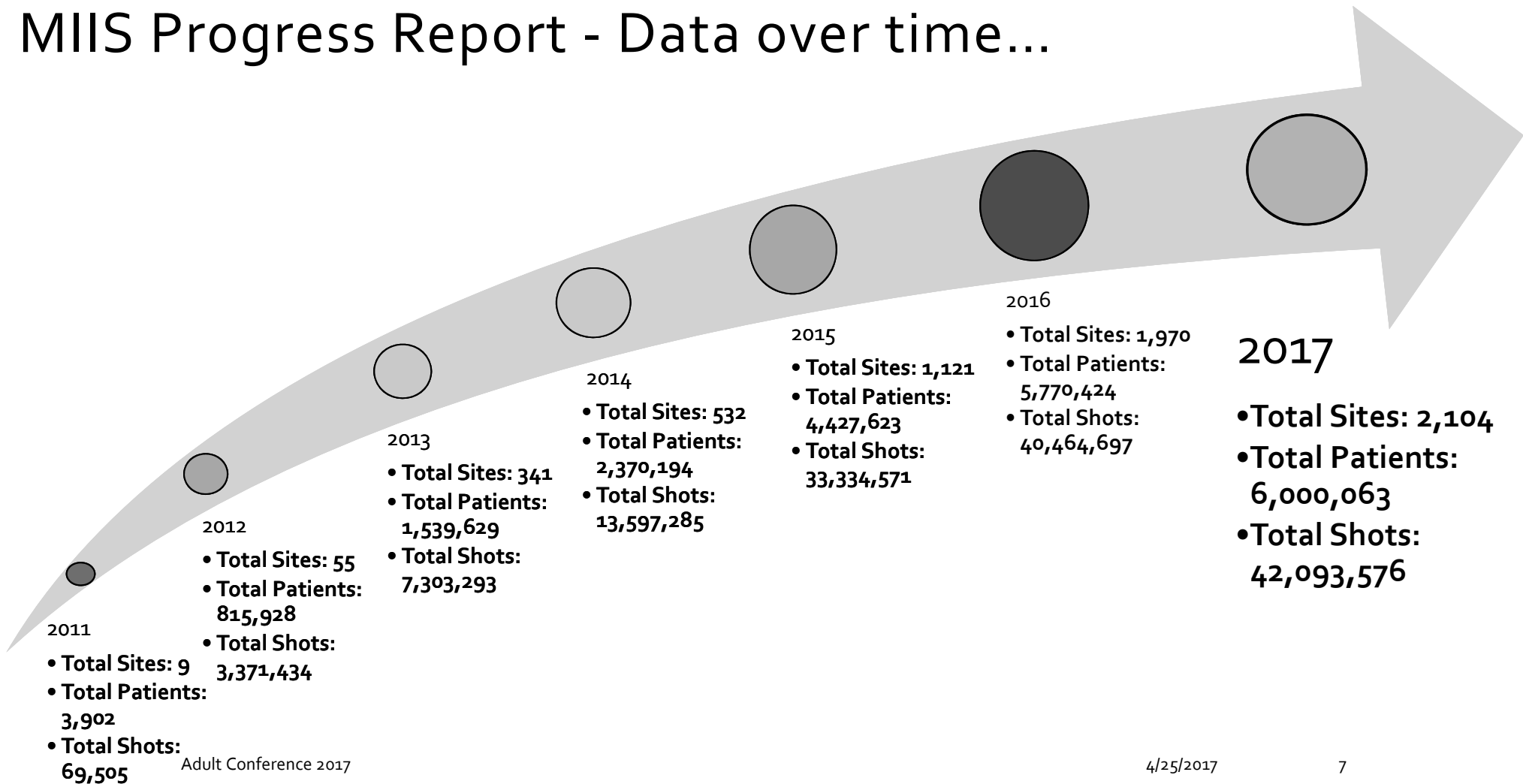


Overview

- Secure, confidential web-based system capable of electronic data exchange and direct data entry
- Consolidates immunization records over lifespan
- Assists providers with clinical decisions
 - Helps identify due or overdue immunizations
 - Prevents over/under immunization
- Includes practice management tools
 - Patient immunization and vaccine usage reports
 - Tracks over 3.2 million doses of vaccine distributed by MDPH annually
- Provides infrastructure for tracking essential information during public health emergencies



MIIS Progress Report - Data over time...



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Legislation

- Legislation passed in June 2010, charging MDPH to establish an immunization registry (M.G.L. c. 111, s.24M)

- **Mandatory reporting of all immunizations administered in MA**
- Access given to healthcare professionals that administer immunizations, as well as schools, LBOH, WIC, and other state agencies' programs involved in immunizations

- The state registry of vital records and statistics shall transmit to the immunization registry the information regarding immunizations administered to a newborn

- **Provider's Duty to Inform** patients about the MIRS
Patient's Right to Object to Data Sharing across providers
*"Licensed health care providers administering vaccinations **shall discuss the reporting procedures of the immunization registry with the persons receiving the vaccinations and their parents or guardians, when appropriate, and advise them of their right to object to the disclosure of such information as set forth in this section.**"*



2015 Regulations

The purpose of 105 CMR 222.000 is to facilitate and promote the use of the Massachusetts Immunization Information System (MIIS) to help improve immunization coverage among all individuals in the Commonwealth.

105 CMR 222.000 outlines requirements in the following areas:

- Data elements to be reported
- Timeliness of reporting
- Duty to inform patients
- Patient right to object to sharing data
- System access and confidentiality
- Provider registration
- Requests to amend records
- Individual's access to their records
- Research requests
- Schedule for Compliance

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Compliance Timeline

A phased approach was initiated in 2015:

- September 1, 2015
 - Providers who do not use electronic health record systems and will enter data directly into the web interface
- December 1, 2015
 - Providers who administer more than 1,000 doses of vaccine per year that use electronic health record technology and will report immunization information through electronic data exchange
- June 1, 2016
 - Providers who administer fewer than 1,000 doses of vaccine per year that use electronic health record technology and will report immunization information through electronic data exchange

Everyone should be reporting at this time.



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With great power
comes great
responsibility.

Voltaire

When is Data of High Quality?

- Data are of high quality if they are “Fit for Use” in their intended operational, decision-making and other roles

Who Does Poor Data Quality Effect?

- EVERYONE!
 - Every Patient
 - Provider Practices
 - State/Local levels
 - National level

Benefits!

Consolidated Immunization Record &
Individual Forecast for Patients

Bi-Directional Data Exchange

Inventory Decrementing

Reports:

- Patients Vaccinated
- Coverage
- Reminder Recall
- Practice Population
- Data Quality Dashboard
- Invalid Dose
- System Usage Dashboard



Features & Benefits

- Consolidated Immunization Record & Individual Forecast for Patients
 - Ability to obtain immunization history for patients that you may be missing
 - Vaccinations administered at local pharmacies make it back to the medical home
 - Easily see a snap shot of what your patient is due or overdue for based on their immunization history in the MIIS
- Data Quality Element:
 - Fragmented records will not have an accurate forecast. De-duplicating records will help to alleviate this issue

Forecast

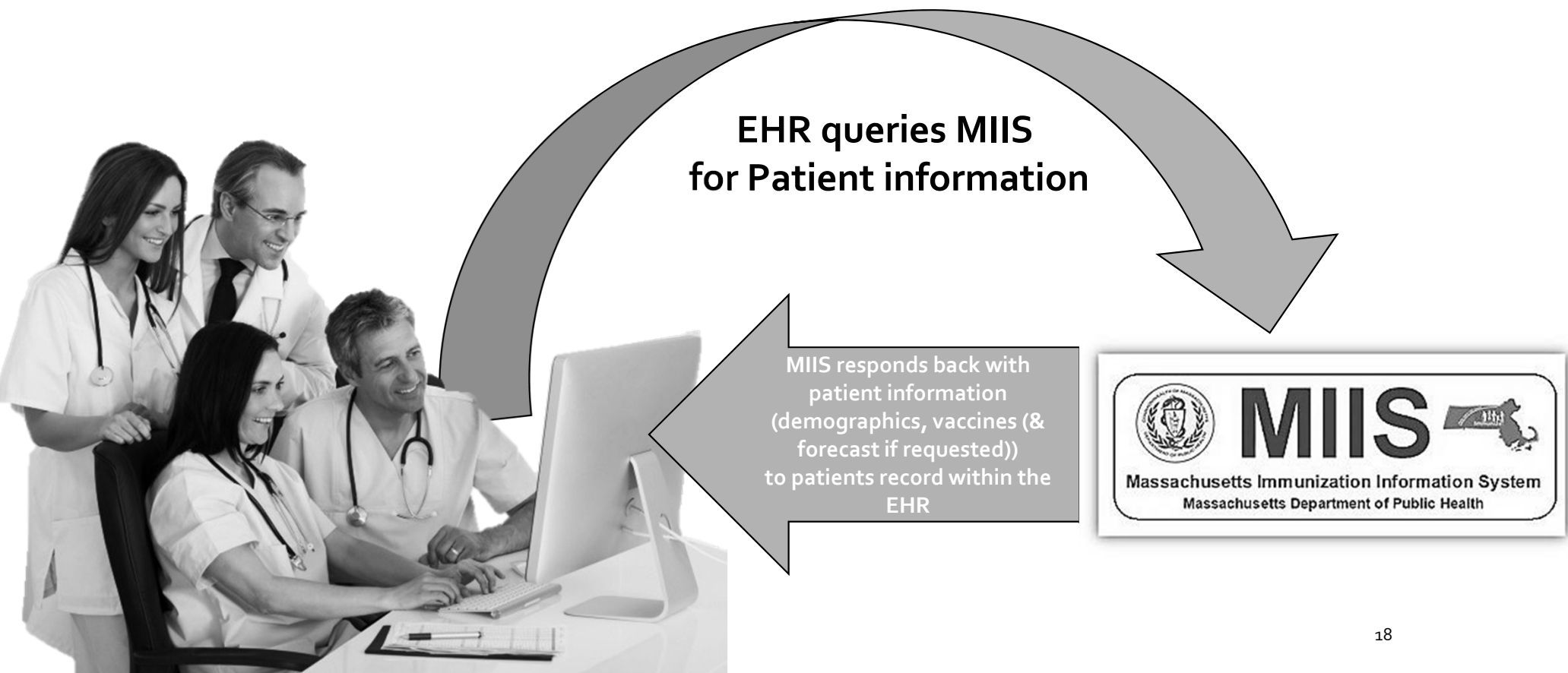
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Immunization Forecast *

Group Name	Earliest Date	Recommended Date	Overdue Date	Latest Date
Td	01/31/2017	01/31/2022	02/28/2022	08/14/2095
PneumoPCV	08/14/2040	08/14/2040	09/14/2040	08/14/2095
PneumoPPSV	08/14/2041	08/14/2041	09/14/2041	08/14/2095
Flu	08/01/2016	08/01/2016	09/01/2016	08/14/2095
MMR	08/14/1976	08/14/1976	12/14/1976	08/14/2095
Zoster	08/14/2035	08/14/2035	08/14/2036	08/14/2095

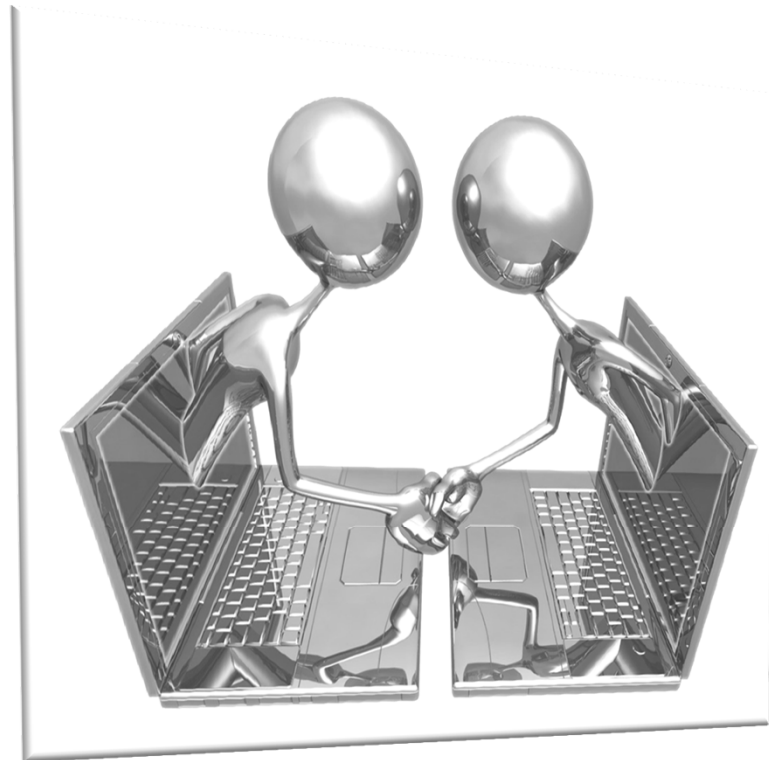
Zoster	08/14/2035	08/14/2035	08/14/2036	08/14/2095
MMR	08/14/1976	08/14/1976	12/14/1976	08/14/2095

Bi-Directional Data Exchange – *Available Now!*



Features & Benefits

- Bi-Directional Data Exchange
 - No need to log into the MHS to search for a patient
 - No more data entry from the MHS to your EHR
 - Receive immunization history and forecasts for a patient within seconds!
 - Fulfills part of the Meaningful Use requirements for Stage 3
- Data Quality Element:
 - Poor data quality such as mis-mapped vaccine codes will be sent to other provider systems or patient records



Features & Benefits

- Patients Vaccinated Report
 - Allows you to see what patients have been immunized for a selected vaccine
 - In the event of a vaccine validity issue, gives you the ability to update validity status for shots given directly through the report
- Data Quality Element:
 - Ability to see overall administration of vaccines, lot#'s and age of patient at administration



Massachusetts Immunization Information System

Patients Vaccinated Report

Selected Site PIN: 20001

Vaccine Administration Date Range: 04/01/2017 - 04/05/2017

Provider Name: MIIS OB GYN

Vaccine Group: HPV

Selected Parameters:

Vaccines: HPV, unspecified; HPV2v; HPV4v; HPV9v



Patient Status: Active

Number of Patients Vaccinated: 1

Last Name	First Name	Middle Name	Birth Date	MRN	Vaccine	Lot Number	Date Given
PATIENT Z	TEST		08/01/1975	15654400	HPV9v	112321L	04/05/2017

Features & Benefits

- Coverage Reports
 - Quickly assesses the coverage rates at your practice
 - Customizable to run for any vaccine or series completion
 - Helps to eliminate unimmunized or under immunized pockets of your patient population
 - Print feature allows you to track how your coverage rates change over time
- Data Quality Element:
 - Coverage rates seem low? Fragmented records may be to blame. Go to the Patient Deduplication Queue to manage your patient records
 - Number of patients assessed seem too high? Patient status should be reviewed and inactivated if no longer seen at your practice



Massachusetts Immunization Information System

Custom Coverage Report

As Of Date: 04/05/2017
Birth Date Range: 04/06/1991 - 04/05/1999
Site PIN(s): 20000
Assessment Date: 04/05/2017

Age Range: 18 Year(s) to 26 Year(s)
Today's Date: 04/05/2017
Provider Name: MIIS OB GYN

Selected Parameters:

Patient Status: Active

Number of Patients Assessed: 558

Evaluation of Immunization Rates as of: 04/05/2017

Vaccine Group	Count	Percentage	Number of Doses Evaluated
HPV	241	43.19%	≥ 1 Human Papilloma Virus
All Antigens	241	43.19%	Receipt of all the doses listed above

Additional Coverage Criteria

One Dose Away as of 04/05/2017	Count	Percentage
	317	56.81%

Features & Benefits

- Reminder Recall
 - Create letters, postcards and mailing labels
 - Send patients reminders of upcoming immunizations
 - Recall patients back for missed immunizations
 - Increases your coverage rates!
- Data Quality Element:
 - Number of patients assessed seem too high? Patient status should be reviewed and inactivated if no longer seen at your practice
 - Too many addresses shown to choose from? In the patient record, select the correct address to receive reminder recall notices

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MIIS OB GYN
100 Main St
Anywhere, MA 00000

Dear Test Patient,

Our records show that you are or will be due for one or more immunization(s) on or as of 08/20/2016. The immunization history that we have on record appears below. If you have received immunizations from another health care provider that are not listed below, please call our office at (111) 123-4567 so that we can update your record. Otherwise, please schedule an appointment for you to receive them.

Immunization History and Recommendations for Test Patient

Immunization	Date(s) Given	Recommendation(s)
Td		Overdue
PneumoPCV		Next Due: 12/29/2059
PneumoPPSV		Next Due: 12/29/2060
Flu	12/03/2009, 02/03/2011, 10/14/2014	Overdue
MMR		Overdue
Varicella	05/10/2013	Overdue
HepA	05/10/2013	Overdue
HPV	05/10/2013, 04/20/2016	Overdue
Zoster		Next Due: 12/29/2054

Sincerely,
MIIS OB GYN

4/25/2017

Features & Benefits

- Practice Population Report
 - Report output of all active patients associated to your site
 - Totals and line listing to compare with your EHR to ensure accuracy across both systems
- Data Quality Element:
 - Assists you with managing your patients active/inactive status'



Massachusetts Immunization Information System

Practice Population Report

Selected Site PIN: 20001
Age Range: 18 Years to 99 Years

Provider Name: MIIS OB GYN
Age as of: 04/05/2017

Selected Parameters:
Patient Status: Active

Total Patient Count: 650

Total Number of Immunizations Administered by this Site: 1135

Percent of Patients with Data Sharing 'No': 0%

Last Name	First Name	Middle Name	Birth Date	MRN	MIIS ID	Patient Status	Data Sharing Status	Number of Imms Admin at this Site	Date of Most Recently Admin Imm at this Site	Total Imms in the MIIS
ABZXLH	SDHDH		02/05/1965	VSXGUED WB	4560363	Active	Yes	1	11/11/2016	5
ADQMVR	FLNCM		10/15/1973	SUMAPJR AB	2818369	Active	Yes	3	09/28/2016	3
ADSQA	ZMZPAE		05/11/1994	TGDCADP LX	3374890	Active	Yes	1	05/05/2016	2
AGCKOAG	JATMZRQ	F	02/13/1998	AIEVFEIAD	2717261	Active	Yes	2	09/23/2014	2
AGGXBOL	DWCETN	B	02/18/1999	KCXAUEX GI	2739133	Active	Yes	3	09/23/2015	3
AGQZHE	OMAVDX	B	03/29/1995	QFNQIOR MZ	5639460	Active	Yes	1	12/22/2015	1
AIEOJ	UCDCWYC		12/10/1996	HYSQPCF AA	2518206	Active	Yes	2	11/25/2014	4
AINXIME	WTYXTJ	R	10/14/1997	LGZCUPSK A	2381169	Active	Yes	1	07/09/2014	2
AKXLZNO	EMQUCFD	Q	07/06/1995	SIUUAJFYL	5867853	Active	Yes	1	03/15/2016	1
ALCEBQRS	BVTXKTFY	N	01/24/1994	SKDIZAZC Z	2860199	Active	Yes	4	09/27/2016	26

Features & Benefits

- Data Quality Dashboard
 - Assess the quality of your data based on Completeness, Timeliness & Accuracy
 - All important areas to help you improve data quality and administration practices

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Massachusetts Immunization Information System

Data Quality Dashboard

Site PIN:
Year: 2017

Provider Name: .
Month: April

Overall Score - 89 GOOD

Measurement	Score	Description	Weight
Completeness	88	Good	40%
- Patient	79	Okay	20%
- Immunization	96	Excellent	20%
Timeliness	88	Good	20%
Accuracy	91	Excellent	40%

Completeness Score - 88 Good

Patient Completeness

Total - 3,421

Measurement	Count	Percentage
Patients with middle name	2,490	72.8%
Patients with gender	2,301	67.3%
Patients with race	3,255	95.1%
Patients with ethnicity	3,179	92.9%
Patients with VFC eligibility	2,758	80.6%
Patients with mother's maiden name	698	20.4%
Patients with a caregiver	3,410	99.7%
Patients with street address	3,418	99.9%
Patients with city	3,418	99.9%
Patients with state	3,418	99.9%
Patients with zip code	3,418	99.9%
Patients with phone number	3,419	99.9%
Patients with email	78	2.3%

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Features & Benefits

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Immunization Completeness

Administered - 11,550

Historical - 9,225

Total - 20,775

Measurement	Admin. Count	Admin. Percentage	Hist. Count*	Hist. Percentage*	Total Count*	Total Percentage*
Immunizations given to patients ≥19 with VFC eligibility	301	83.1%	20	34.5%	321	78.4%
Immunizations given to patients <19 with VFC eligibility	9,390	83.9%	77	0.8%	9,467	46.5%
Immunizations with manufacturer	11,550	100.0%	9,225	100.0%	20,775	100.0%
Immunizations with lot number	11,488	99.4%	504	5.5%	11,990	57.7%
Immunizations with expiration date	10,628	92.0%	167	1.8%	10,795	52.0%
Immunizations with dosage	11,431	99.0%	573	6.2%	12,004	57.8%
Immunizations with dosage other*	7	0.1%	5	0.1%	12	0.1%
Immunizations with lot type	11,503	99.6%	7,439	80.6%	18,942	91.2%
Immunizations with site	11,550	100.0%	9,224	100.0%	20,774	100.0%
Immunizations with routes	11,519	99.7%	383	4.2%	11,902	57.3%
Immunizations with administered by	11,517	99.7%	439	4.8%	11,956	57.5%
Immunizations with VIS date given	11,550	100.0%	526	5.7%	12,076	58.1%
Immunizations with VIS publication date	11,540	99.9%	498	5.4%	12,038	57.9%

*Value is not included in score. Any immunization reported as historical is excluded from the immunization completeness calculation.

Timeliness Score - 88 Good

Administered - 11,550

Measurement	Count	Percentage
Immunizations reported <1 day of date given	9,892	85.6%
Immunizations reported between 1 day and <2 days of date given	182	1.6%
Immunizations reported between 2 days and <7 days of date given	113	1.0%
Immunizations reported 7 days of date given	7	0.1%
Immunizations reported between 8 days and <14 days of date given	12	0.1%
Immunizations reported between 14 days and <30 days of date given	37	0.3%
Immunizations reported 30 days or more of date given	1,307	11.3%

4/25/2017

Features & Benefits

- Data Quality Dashboard
 - Assess the quality of your data based on Completeness, Timeliness & Accuracy
 - All important areas to help you improve data quality and administration practices

Accuracy Score - 91 Excellent

Administered - 11,550

Historical - 9,225

20,775

Total -

Measurement	Admin. Count	Admin. Percentage	Hist. Count	Hist. Percentage	Total Count	Total Percentage
Invalid Immunizations	94	0.8%	318	3.4%	412	2.0%
Unspecified formulations	29	0.3%	6,776	73.5%	6,805	32.8%
-Meningococcal ACWY, unspecified (CVX 108)	0	0.0%	57	67.1%	57	7.6%
-Pneumococcal, unspecified (CVX 109)	0	0.0%	965	79.0%	965	40.0%

Given outside of licensure dates - Total 59

Measurement	Admin. Count	Admin. Percentage	Hist. Count	Hist. Percentage	Total Count	Total Percentage
DTP doses given after 1996	0	0.0%	30	0.3%	30	0.1%
DTaP doses given before 1991	0	0.0%	0	0.0%	0	0.0%
DTaP doses given before 1997	0	0.0%	0	0.0%	0	0.0%
Tdap doses given before 2005	0	0.0%	8	0.1%	8	0.0%
PCV7 given before 2000	0	0.0%	0	0.0%	0	0.0%
PCV7 given after 2010	0	0.0%	1	0.0%	1	0.0%
PCV13 given before 2010	0	0.0%	18	0.2%	18	0.1%
MPSV4 given before 1981	0	0.0%	0	0.0%	0	0.0%
MCV4 given before 2005	0	0.0%	1	0.0%	1	0.0%
OPV given after 1999	0	0.0%	0	0.0%	0	0.0%
HPV given before 2006	0	0.0%	0	0.0%	0	0.0%
DTaP-IPV-HepB given before 2002	0	0.0%	0	0.0%	0	0.0%
DTaP-IPV-Hib given before 2008	0	0.0%	1	0.0%	1	0.0%
Var given before 1995	0	0.0%	0	0.0%	0	0.0%
VZV given before 2006	0	0.0%	0	0.0%	0	0.0%

Features & Benefits

- Data Quality Dashboard
 - Assess the quality of your data based on Completeness, Timeliness & Accuracy
 - All important areas to help you improve data quality and administration practices

Administered outside recommended age - Total 367

Measurement	Admin. Count	Admin. Percentage	Hist. Count	Hist. Percentage	Total Count	Total Percentage
Polio/Hib/PCV/DTaP/TD/Tdap administered < 6 weeks	0	0.0%	7	0.1%	7	0.0%
Flu administered < 6 months	1	0.0%	1	0.0%	2	0.0%
Td/Tdap administered < 7 years	0	0.0%	13	0.1%	13	0.1%
PCV7/PCV13 administered > 5 years	3	0.0%	1	0.0%	4	0.0%
HPV administered < 9 years or ≥ 27 years	1	0.0%	0	0.0%	1	0.0%
Any immunizations given < 28 days (excluding HepB)	0	0.0%	19	0.2%	19	0.1%
DTaP administered > 7 years	2	0.0%	2	0.0%	4	0.0%
PPSV23 administered < 2 years	0	0.0%	0	0.0%	0	0.0%
MMR/MMRV administered < 1 year	2	0.0%	5	0.1%	7	0.0%
Hib containing vaccine administered > 5 years	2	0.0%	6	0.1%	8	0.0%
1st Rotavirus administered > 12 weeks	153	1.3%	65	0.7%	218	1.0%
Rotavirus administered > 32 weeks	46	0.4%	38	0.4%	84	0.4%
Zoster < 50 years	0	0.0%	0	0.0%	0	0.0%

Features & Benefits

- Invalid Dose Report
 - See doses marked as invalid
 - Report provides affected patients to allow for easier follow up if revaccination of patients is necessary
- Data Quality Element:
 - Reasons for invalidity help to assess trends or underlying issues at your practice
 - Potential to correct data entry errors



Massachusetts Immunization Information System

Invalid Dose Report

Selected Site PIN(s): 20001
 Immunizations Reported By: My Facility
 Vaccine Group: HPV

Provider Name: MIIS OB GYN
 Vaccine Administration Date Range: 01/01/2010 - 04/05/2017

Selected Parameters:

Vaccine(s): HPV, unspecified; HPV2v; HPV4v; HPV9v
 Patient Status: Active

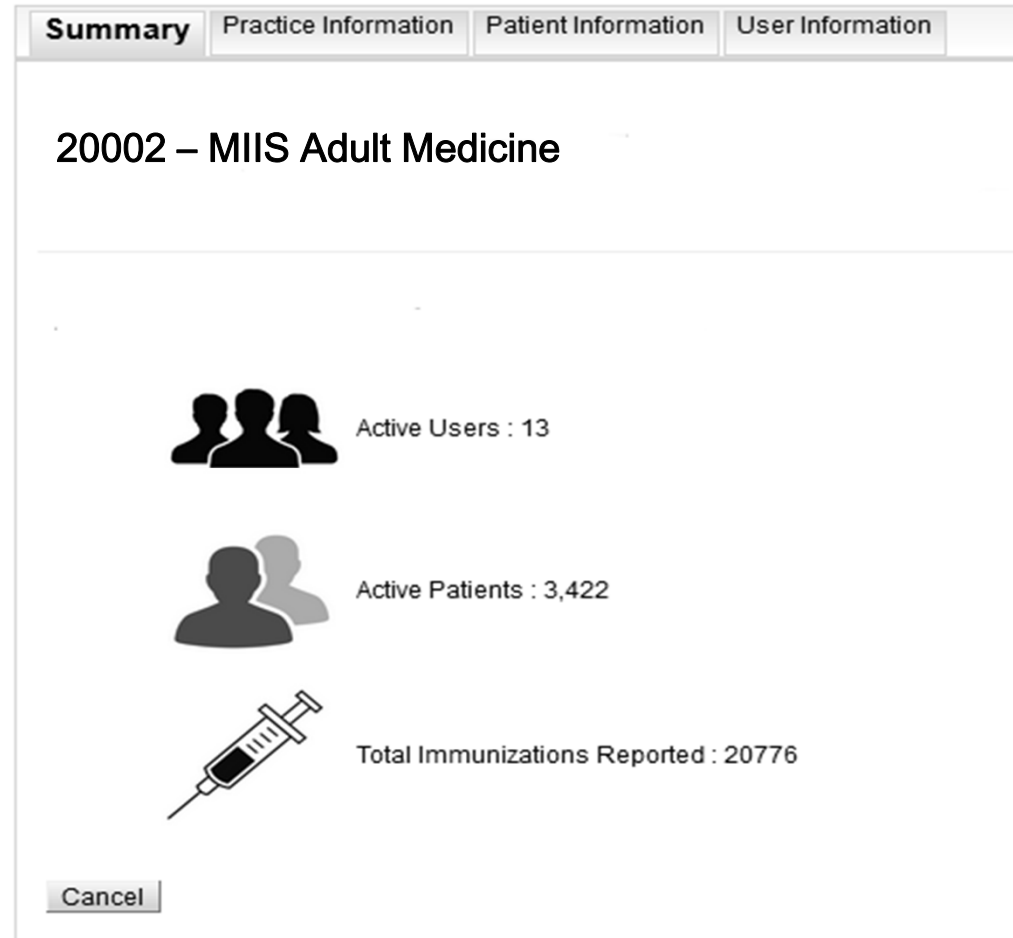
Vaccine Group	Vaccine	Doses Given	IFM Invalid	Incomplete Dosage	Expired Lot Administered	Storage / Handling Problem (if forced invalid)	Affected by Recall (if forced invalid)	Forced Invalid Unspecified	Total Invalid Doses Given
HPV	HPV, unspecified	91	1 (1.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
HPV	HPV4v	654	1 (0.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.2%)
HPV	HPV9v	587	1 (0.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.2%)
Total		1332	3 (0.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (0.2%)

Total Invalid Immunization Count: 3

Last Name	First Name	Middle Name	Birth Date	Vaccine	Date Given	Administered By	<Reason Code
Patient X	Test X		12/12/2002	HPV, unspecified	10/06/2015	Nurse Betty	IFM Invalid
Patient Y	Test Y		04/05/1999	HPV4v	05/10/2013	Nurse Jones	IFM Invalid
Patient Z	Test Z		12/05/2003	HPV9v	06/02/2015	Nurse Jane	IFM Invalid

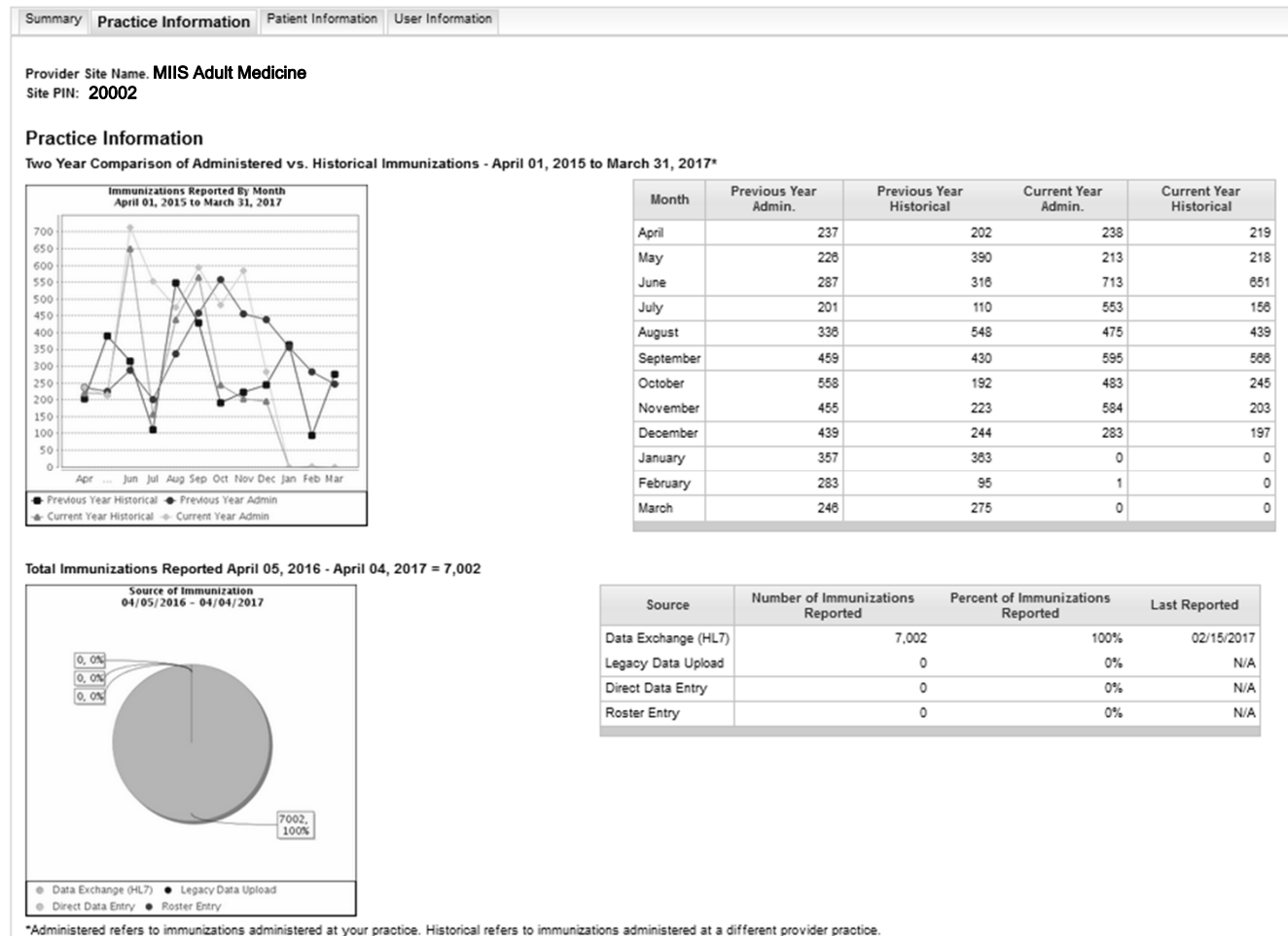
Features & Benefits

- System Usage Dashboard
 - Allows a view at a glance of Users, Patients and Immunizations for your practice



Features & Benefits

- System Usage Dashboard
- View Immunization trends at your practice
- How much data is being reported to the MIIS and how



Features & Benefits

- System Usage Dashboard
 - Patient population
 - How many patients have data sharing set to “No”
 - How many Patients are waiting for review in the Duplicate Patient Queue

Summary	Practice Information	Patient Information	User Information
Provider Site Name: MIIS Adult Medicine Site PIN: 20002			
Patient Information 3,422 Active Patients 7 Data Sharing = No 435 Patients in Duplicate Patient Queue			
<input type="button" value="Print"/> <input type="button" value="Cancel"/>			

Features & Benefits

- System Usage Dashboard
 - Who at your practice has access to the MIIS?
 - What reports are being run?
 - Is anyone de-duplicating patient records?

Provider Site Name: MIIS Adult Medicine									
Site PIN: 20002									
User Information									
13 Active Users									
Web Interface Activity by User for April 05, 2016 - April 04, 2017									
User	Last Login	Reported Imms.	Last Reported Imm.	Reminder / Recall	Last Reminder / Recall	Coverage Report	Last Coverage Report	Patient Merges	Last Patient Merge
Doe, Jane	12/12/2016 09:28 AM	72	09/02/2016	0	N/A	0	N/A	19	09/02/2016
Doe, John	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Jill, Jack	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Depp, Johnny	N/A	0	N/A	0	N/A	0	N/A	0	N/A

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Looking Ahead...

ENHANCEMENTS - APRIL 2017

- Reminder Recall/Coverage Reports expanded for town/city wide population
- Weekly HL7 message status report via email
 - Identify abnormal data submissions or message failures to alert IT
- Create Sibling Record
- Invalid Dose Report
- Additional School Reports



Looking Ahead...

LATE SUMMER-2017

- Delivered Reports
 - Allows for long running reports to be accessible at a later time in the MIIS
- Reminder Recall for a single patient
- Shot De-duplication improvements
- Vaccine Management Dashboard



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Steps to on-board



*Direct Data Entry Providers will omit Technical Integration & Data Quality steps.

Steps to on-board – Clinical Integration



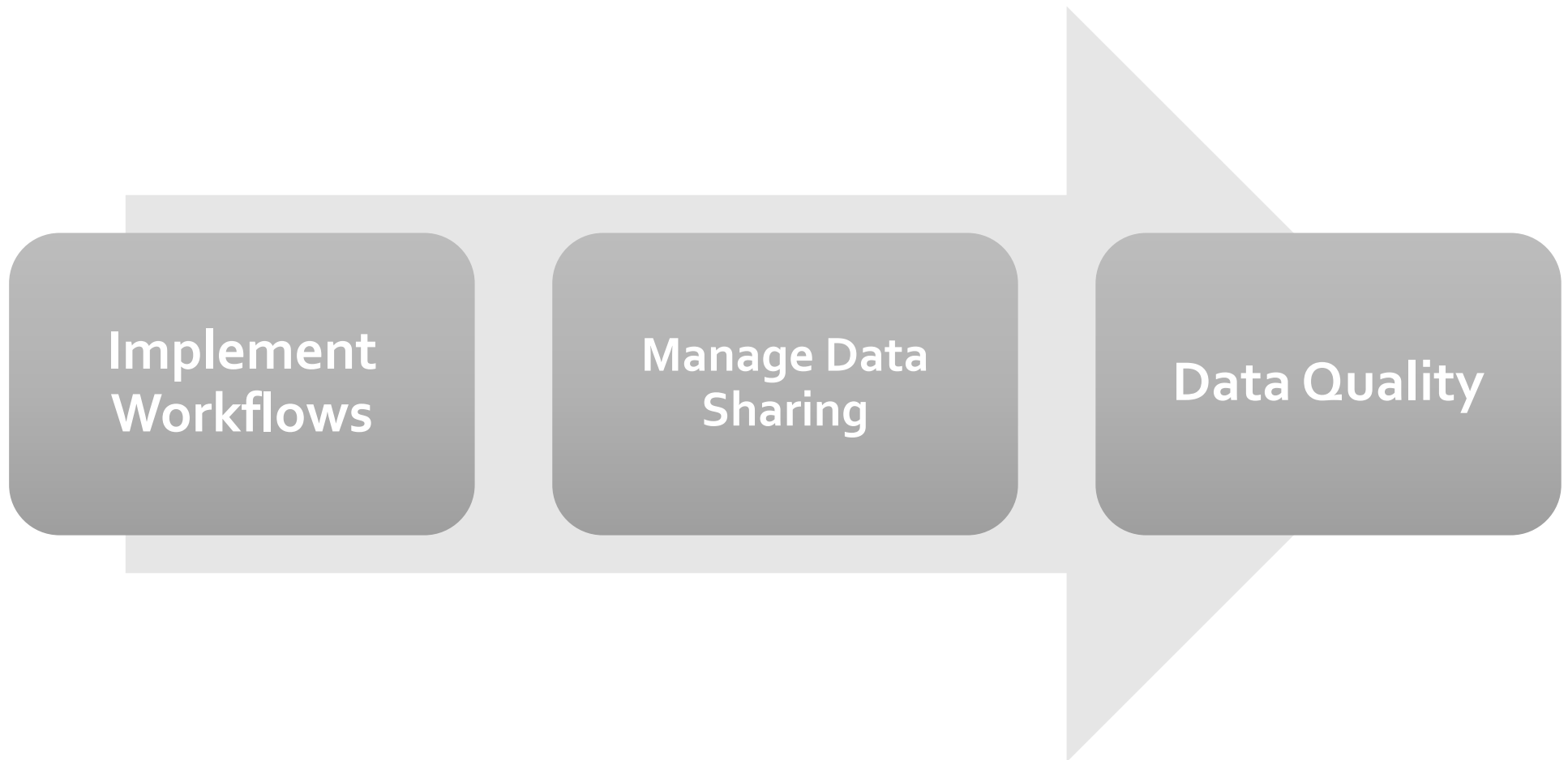
Clinical Champion

A clinical champion is someone designated at your practice to oversee and manage the MIIS roll-out process.

- Can be anyone the practice deems appropriate
- Must be able to effectively disseminate MIIS information to their practice
- Responsibilities include:
 - Acting as the primary contact for the MIIS roll-out coordinator
 - Ensures timely registration for site and users
 - Oversees that a clinical workflow is developed
 - Trains staff on clinical workflow and use of MIIS
 - Completes data quality
 - Make certain clinic is equipped with all necessary materials for MIIS Go-Live



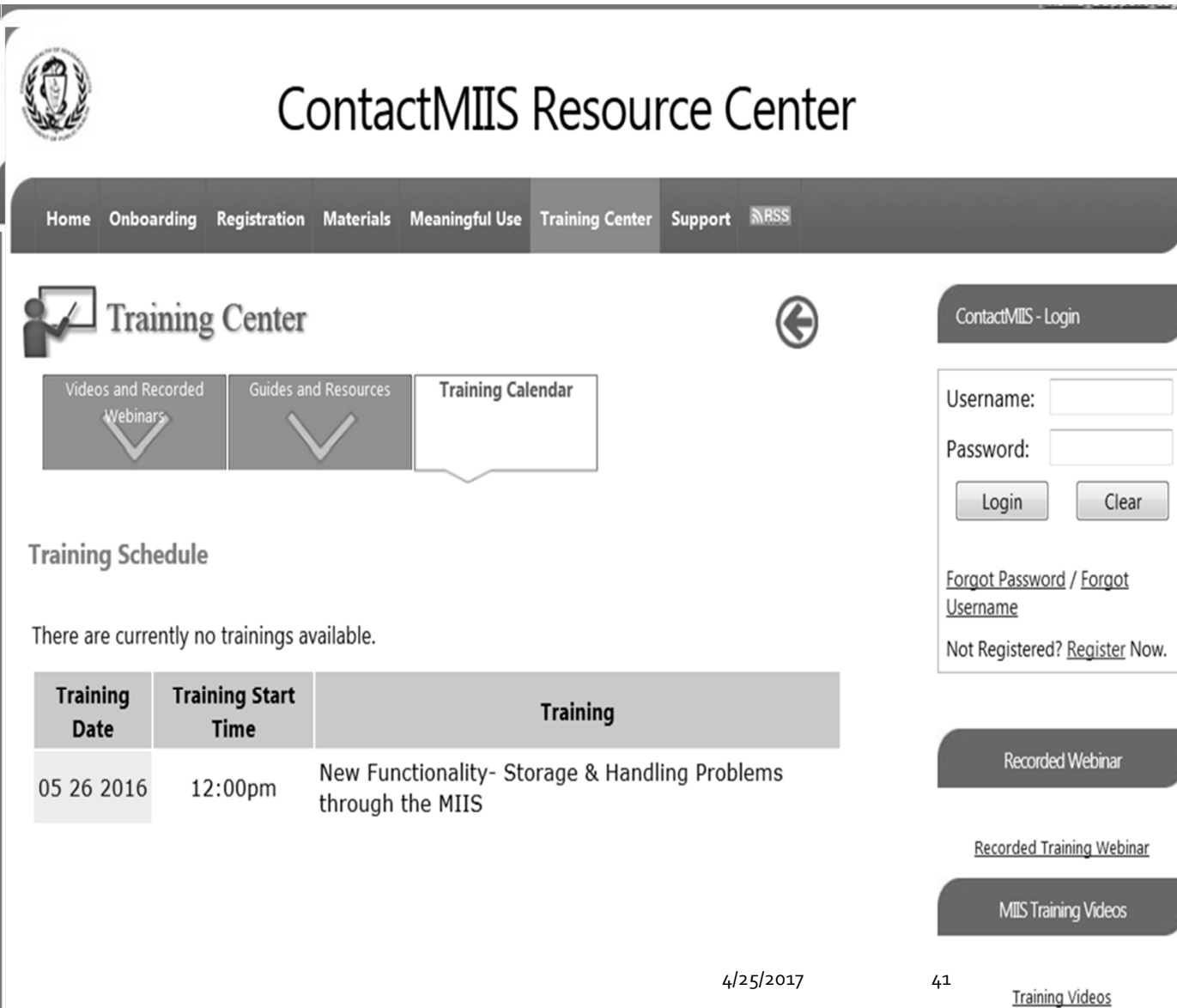
Steps to on-board - Go-Live – for all sites



ContactMIIS Resource Center

- ❑ On-boarding page with easy step by step instructions
- ❑ Registration has been redesigned and stream lined
- ❑ Visit the Training Center for all your training needs!

Adult Conference 2017



The screenshot shows the ContactMIIS Resource Center website. At the top is a navigation bar with links: Home, Onboarding, Registration, Materials, Meaningful Use, Training Center (highlighted), Support, and RSS. Below the navigation bar is the 'Training Center' section, which includes a 'Videos and Recorded Webinars' button, a 'Guides and Resources' button, and a 'Training Calendar' button. To the right of the 'Training Center' section is a 'ContactMIIS - Login' box with fields for 'Username:' and 'Password:', and buttons for 'Login' and 'Clear'. Below the login box are links for 'Forgot Password / Forgot Username' and 'Not Registered? Register Now.'. Below the 'Training Center' section is a 'Training Schedule' section with the text 'There are currently no trainings available.' and a table with one row of training data. To the right of the 'Training Schedule' section is a 'Recorded Webinar' button, a 'Recorded Training Webinar' link, and a 'MIIS Training Videos' button. At the bottom right is a 'Training Videos' link.

ContactMIIS Resource Center

Home Onboarding Registration Materials Meaningful Use **Training Center** Support RSS

Training Center

Videos and Recorded Webinars Guides and Resources Training Calendar

Training Schedule

There are currently no trainings available.

Training Date	Training Start Time	Training
05 26 2016	12:00pm	New Functionality- Storage & Handling Problems through the MIIS

Recorded Webinar

[Recorded Training Webinar](#)

MIIS Training Videos

[Training Videos](#)

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MIIS Helpdesk

We are here to help you!

617-983-4335

miishelpdesk@state.ma.us

www.contactmiis.info

Monday –Thursday: 8:00am – 5:30pm

Friday: 8:00am-5:00pm



