



2025-2026 HEALTHIX IMPACT REPORT

# EXCELLING IN A TIME OF CHANGE





“This was a year of continued focus on data quality and thoughtful innovation—the kind of work that often happens behind the scenes but makes everything else possible.”



## A Message to Our Community

As we look back on 2025, I'm proud of what Healthix has accomplished. This was a year of continued focus on data quality and thoughtful innovation—the kind of work that often happens behind the scenes but makes everything else possible. By improving the accuracy, completeness, and timeliness of our data, we strengthened trust across our network and helped ensure that clinicians, care teams, and community partners have reliable information when they need it.

We also continued to push how data can be used to drive better outcomes. For Healthix, innovation isn't about technology for its own sake, it's about using data in practical, flexible ways to support care coordination, reduce burden, and bring clearer insight across the healthcare ecosystem. As New York State and the New York eHealth Collaborative advance a more statewide, interoperable approach to health information exchange, we remain committed to supporting seamless data sharing and collaboration across regions and care settings.

Looking ahead to 2026, I'm excited about what's next. We plan to expand our community-based work through new services, including initiatives like the Maternal & Infant Health Equity Collaborative. These efforts reflect our belief that improving health means working beyond traditional clinical settings and partnering more deeply with the organizations closest to the people they serve. Our upcoming annual conference will also create new opportunities to connect, learn, and move this work forward together.

At the same time, we know the policy environment is changing quickly. Healthix will continue to support New York State's Medicaid 1115 Waiver and Social Care Networks by enabling data-driven integration of health and social care. As new federal and state policies—such as mandatory Medicaid community engagement requirements—take shape, we recognize the significant administrative burden these changes may place on providers and the potential risk of coverage loss for patients. Healthix remains focused on helping our participants navigate these requirements by reducing operational complexity, supporting timely and accurate data sharing, and providing insights that help safeguard access to care.

Across all of this work, Healthix continues to grow into its role as a trusted Health Data Utility for our region—connecting data across settings and supporting care delivery, public health, and community priorities. We move into the new year guided by a committed and diverse Board of Directors and supported by the dedication of our staff and partners, all working toward the same goal.

Thank you for being part of the Healthix community and for your continued partnership. I'm grateful for the work we do together and I'm optimistic about what lies ahead.

A handwritten signature in black ink that reads "Todd M. Rogow". The signature is fluid and cursive.

Todd M. Rogow, MPA, CHCIO  
President and Chief Executive Officer  
Healthix





As I near the end of my term as your Council Member and the first Black Speaker to lead our historically diverse, women-majority City Council, I want to express my deepest gratitude and appreciation for your trust in me to represent #TheGreat28. Throughout my tenure in the New York City Council, I have always prioritized the people of our district, historically underserved communities, and our entire city. Together, we have confronted the longstanding inequities facing our diverse communities by advancing policies and targeted investments that meet the needs of all New Yorkers.

I would like to personally thank Healthix's commitment to health equity and their alignment with my initiatives on maternal health. The organization provided a forum by sponsoring "Building Healthier Communities: Action, Access, Impact" supported maternal health with a panel that featured three NYC Maternal Health Steering Committee members. This conference opened the dialog on the health gaps in our communities.

In 2025, Healthix also partnered with agencies that I have visited and supported, Rethink Food, providing aggregate data to help target meal distribution to neighborhoods most in need. Their data-driven approach ensured that resources were delivered equitably and efficiently, reinforcing our shared mission to combat food insecurity.

Healthix has demonstrated leadership in interoperability, offering vital data infrastructure to community-based organizations citywide. Their work empowers local groups to better serve residents, enhancing care coordination and improving health outcomes.

I am proud to recognize Healthix as a key partner in our journey toward a healthier, more equitable New York City.

Forever in Service,

New York City Council Speaker  
District 28, Queens



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# RESPONDING TO NATIONAL PRIORITIES

## INNOVATION:

Healthix's new pilot explores how to support **effective implementation of Medicaid work requirements**, focusing on the medically frail and integration of SDoH data.

## MEDICAID BUDGET:

### Navigating Imminent Cuts and Changes in New York

With looming federal budget cuts, New York is facing a significant reduction in Medicaid funding and new work requirements that may result in millions of New Yorkers losing benefits. Despite these challenges, the New York Medicaid 1115 Waiver offers a glimmer of hope in a tight fiscal landscape. While federal support is addressing social needs that drive health and wellness, Healthix is pivotal in connecting screening providers to Social Network Heroes to meet performance goals.

## NATIONAL TRENDS:

### Addressing Provider Shortages Amidst an Aging Population

In 2023, New York State experienced a loss of 71,309 physicians due to retirements and career shifts, echoing a national trend that shows no signs of slowing. At the same time, thousands of Americans turn 65 every day, bringing with them increased healthcare needs. In New York, 3.4 million individuals have reached Medicare age. To combat the growing crisis, rapid advancements in technology, telehealth, and medical education will be needed.

## DATA EXCHANGE:

### TEFCA—Revolutionizing National Data Sharing

TEFCA serves as a comprehensive network for sharing electronic health information nationwide. Participation requires sites to connect to a QHIN, providing secure access to the national framework. Healthix is connected with CommonWell Health Alliance (a QHIN), enabling Healthix customers to receive nationwide data.

# DISCOVERING A BROADER PERSPECTIVE



"I am honored to serve on the Board of Healthix. The U.S. healthcare system is inevitably shifting towards value-based care, and Healthix is at the forefront, demonstrating that health data is the key lever for providers and individuals to drive this transformative change."

JOSEPH CONTE, PHD, CPHQ  
Executive Director, Staten Island Performing Provider System

## HEALTH TRENDS:

### Leveraging Healthix Dashboards for Public Health Insights

Healthix has developed dashboards tailored to the specifications of local health department needs. The data gives Nassau and Suffolk public health agencies clinical insights into trends like substance use, wastewater analysis, and more.

## KNOWLEDGE SHARING:

### Building Healthier Communities: Action. Access. Impact.

Healthix hosted its third successful conference featuring keynote speakers Cindy Shu of CBS News and John D'Angelo, MD, President and CEO of Northwell Health. Hundreds of attendees explored how data-driven clinical and social interventions can improve community health. We facilitated discussions on behavioral health access, maternal health disparities, housing insecurity, and rising healthcare costs, underscoring the importance of collaboration and data-driven strategies.

## STRATEGIC PLANNING:

### Healthix Delivers Data Mart Services

Healthix has launched a Strategic Data Mart Service, enabling providers to access de-identified data for strategic planning of new services, facility locations, and more. The real-time nature of this data provides valuable insights into trends and community needs, empowering providers to develop proactive and effective solutions to navigate change.



# DRIVING CLINICAL FOCUS



## RESEARCH:

### Illuminating Tobacco Use and Treatment Prevalence

A research project is in progress utilizing Healthix's 2024 de-identified encounter data related to diagnosis, procedures, and medication codes for patients facing tobacco-related issues. This study explores smoking status, tobacco usage, and associated treatment codes to create comprehensive data profiles based on sex, age, race, ethnicity, and patient origin. Enhancing treatment for tobacco use is one of several quality measures and current public health initiatives. Establishing findings and creating a baseline with data plays a key step.

## DATA TRENDS:

### Addressing Maternal Health Disparities with Healthix

Through comprehensive data and surveillance, Healthix facilitates mortality reviews to analyze pregnancy-related deaths through a racial equity lens. Addressing disparities necessitates collaboration among healthcare systems, public health agencies, housing authorities, and community organizations. Healthix is committed to providing robust data to support care coordination and proactive solutions.

## TARGETED ALERTS:

### Delivering Specific Data for Targeted Needs

A large NYC hospital system leverages Healthix Alert Plus to receive emergency department alert information on pediatric patients suffering from asthma and respiratory events. This data enables clinical teams to provide follow-up care and even conduct home assessments to prevent future admissions. Following the success of its initial pilot, this approach is now being implemented more broadly across the health system.

"We have an extraordinary opportunity to help shape a win-win scenario for both participants in the Healthix collaborative and the patients they serve."

DR. EDWARD ANSELM  
Advocate for systems change in tobacco treatment

# SHOWCASING QUALITY MEASURES

In 2025, Healthix successfully delivered NCQA DAV certified data for **over 1.8 million** unique members.

## NCQA CERTIFICATION:

A Seal of Excellence that Benefits All

The rigorous standards of the NCQA DAV program ensure that data exchanged among Healthix and its participants is uniformly gathered, coded, and delivered. NCQA-certified data provides high-quality, standardized information, enabling seamless interoperability across healthcare systems. It allows all participants to leverage data for effective care coordination, clinical care, and compliance with value-based contracts. Healthix has successfully completed the two-year certification process for the 2026-2027 period.



## EFFICIENCY & SAVINGS:

### HEDIS360 Delivers Tangible Value to Health Plans

In 2025, Healthix's HEDIS360 services experienced significant growth, with more health plans participating and more members enrolled than ever before. By submitting NCQA-certified data directly to the audit engine, the process has become faster, more efficient, and in real-time, effectively eliminating the need for supplemental documentation and minimizing provider outreach.

## ADVANCING DATA QUALITY:

### Enhancing Standardization and Completeness

Over the past four years, Healthix has concentrated on enhancing data quality to meet USCDI standards, partnering closely with providers to improve accuracy and completeness. Today, we publish a Data Quality Report Card that provides participants with a clear view of the comprehensiveness and reliability of Healthix data. Complete, standardized data drives better care, enables smarter decisions, and fosters stronger outcomes for everyone in the network.



# ADDRESSING SOCIAL NEEDS

Healthix facilitated screenings for **over 146,000** unique Medicaid members.

APR-DEC 2025

THE NEW YORK 1115 MEDICAID WAIVER:

## Healthix’s Vital Role in Facilitating Off-Platform Screenings

Healthix partners with our Social Care Networks, including Staten Island PPS, Health Equity Alliance of Long Island (HEALI), and Public Health Solutions, to enhance the screening process for providers not linked to Unite Us, Channels, or Find Help Platforms. We have made screening more accessible through our Healthix Portal, integrated Continuity of Care Documents (CCDs), and flat file submissions to support providers.

SOCIAL NEEDS:

### Identifying and Addressing Community Issues

Understanding the unique social care challenges faced by each New York region is essential for effective intervention. Early data from the 1115 Waiver and our Social Care Networks indicate that Staten Island’s number one hurdle is food insufficiency, while Long Island’s primary issue is housing instability. Identifying the problems is key to providing meaningful support.

CLINICAL DATA:

### Integrating Clinical Insights with Social Needs

Healthix, alongside fellow Qualified Entities (QEs), serves the 1115 Medicaid Waiver by acting as a conduit for screening, assessment, and referral information between Social Care Networks and providers. Healthix displays this information in its Portal, along with providing social determinants of health data in CCDs. Additionally, we aim to deliver clinical data to support the success of community-based engagements and help sustain efforts after the grant period.





## SUPPORTING COMMUNITY

“Healthix has continuously showcased a robust commitment to community engagement, fostering collaboration, and enhancing access to high-quality services.”

TODD W. FLIEDNER  
Executive Director, Bay Ridge Center

### COMMUNITY INITIATIVE:

#### Volunteering and Partnering for Greater Impact

Healthix strengthened community engagement by participating in over 50 events, including volunteering with Rethink Food, supporting suicide prevention through the Out of Darkness walk, and contributing to holiday and education drives. Healthix also received a national Community Excellence Award from Civitas Networks for Health and partnered with Restoration Plaza and Department of Social Services (DSS) to deliver data profiles on teen pregnancy, smoking risks, and social determinants of health, enabling targeted community interventions.

### HARM REDUCTION:

#### Utilizing Real-Time Data to Enhance Client Services

Through a dedicated grant, Healthix partnered with harm reduction organizations to explore how data can better support their work. Currently, about 28% of community-based organizations provide harm reduction services focused on overdose prevention, infectious disease reduction, and overall well-being. While data use remains limited, organizations widely recognize the value of real-time alerts to demonstrate impact and respond quickly to overdoses, emerging drug toxicity, and geographic trends.

### INCREASING AWARENESS:

#### Advocating for Education on Firearm Access

Healthix CEO Todd Rogow joined New York City Council member Erik Bottcher to introduce a groundbreaking measure aimed at improving public awareness of firearm-related risks. This ordinance empowers the Department of Health to mandate visual warning signs at federally licensed firearm dealers throughout New York City. These signs will highlight risks such as death by suicide, domestic violence, and unintentional shootings involving children. Through proactive education, this initiative seeks to prevent gun violence and promote community safety.



# PROMOTING EFFICIENCIES & TRANSPARENCY

AUTOMATION:

## Enhancing Efficiency for Customer Benefit

Salesforce, our customer relationship management system, efficiently tracks services, screenings, Customer Satisfaction Surveys, customer usage, and training. This tracking enables us to remain attuned to customer trends and identify areas needing our attention. Additionally, we are implementing external improvements to bolster automation. These enhancements will empower customers to self-provision users, customize programs, and access a variety of other features.

DATA QUALITY SCORES

Encounters	98.1%
Diagnosis	97.3%
Lab Results	94.9%
Race	95.3%
Ethnicity	85.9%
Discharge Date	83.5%

\*Nov 2025 – Hospitals Scores:  
Completeness + Standardization

OPTIMIZATION:

## Improving Workflows and Data Quality

Healthix has made substantial strides in collaborating with hospital partners to gain insights into their unique workflows. Even when many facilities utilize the Epic EHR, each site's distinct setup can significantly impact downstream data quality. For providers who still employ local codes, Healthix collaborates to help transition them to USCDI standard, or map local codes to standard codes with the providers' approval.

INDIVIDUAL DATA ACCESS:

## Patient Access to their Clinical Data Anytime with MyHealthRecordNY

Instead of navigating through four different provider portals, patients can simply visit [MyHealthRecordNY.org](https://MyHealthRecordNY.org) to access their clinical information in one convenient location. Additionally, individuals have the capability to manage their New York State consent settings, allowing their clinical teams to access data from across the state.

# INNOVATING HEALTHCARE DELIVERY



## AI ASSISTANT:

### Streamlining Access to Portal Data with AI

In 2025, Healthix piloted InterSystems' AI Assistant solution within its Clinical Portal. Along with the guidance of multiple provider champions, this innovative design allows users to enter prompts, such as inquiries about the patient's latest A1C levels. By utilizing the AI Assistant, key health information is efficiently gathered and summarized. It is important to note that the AI does not make decisions or interpretations but is focused on expediting access and simplifying the search process. This feature is expected to be launched in early 2026.

## COMMITMENT TO INNOVATION:

### Healthix's Response to a Changing Landscape

Healthix is steadfast in its mission to provide real-time, valuable data to healthcare providers and the community, aimed at improving clinical outcomes, enhancing care coordination, and maximizing value-based care arrangements. Thriving in a rapidly changing healthcare landscape requires a skilled, motivated team that is nimble, innovative, quality-focused, and deadline-oriented. With a dedicated team of over 70 members, Healthix continues to rise to meet and surpass the challenges put before them.

## STATEWIDE COLLABORATION:

Ensuring uniformity, enhancing efficiency, reducing redundancy, enabling seamless services, and **maximizing data utilization.**

## PUBLIC HEALTH:

### New FHIR Innovation Enhances Health Surveillance

Healthix, in collaboration with Bronx RHIO and the NYC Department of Health and Mental Hygiene (NYCDOHMH), has launched an automated public health surveillance data exchange. This innovation provides timely, consolidated, and FHIR-compliant responses for requested data elements, including labs, immunizations, and encounters. As a result, we achieve faster outbreak detection, improved case investigations, and greater accuracy while reducing reliance on manual interventions. This scalable framework is designed to serve as a future-oriented solution for public health.





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New York City Dept. of Health & Mental Hygiene

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### HEALTHIX VISION

The trusted partner, sharing health information to improve people's lives.

### HEALTHIX VALUES

Purpose. Innovation. Respect. Accountability.  
Teamwork. Harmony. Growth.

### HEALTHIX MISSION

Mobilizing health information across our communities to advance patient care.



