



ONC HEALTH IT CERTIFICATION DETAILS AND ADDITIONAL COSTS DISCLOSURES

July 2025

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1. Introduction

This document provides details about the eClinicalWorks® (eCW) software versions certified under the ONC Health IT Certification Program, along with a list of the certification criteria that eClinicalWorks certifies to and any additional costs required to implement or use capabilities, in compliance with requirements set forth in 45 CFR 170.523(k)(1).

eClinicalWorks provides functionality, features, and modules that fall outside the scope of certification functionality described in this document, which may require additional licenses, agreements, and fees.

2. EHR Contracts and Services

The following is a summary of the types of EHR contracts offered by eClinicalWorks. For more information, refer to the contract terms.

2.1. Types of EHR Contracts

2.1.1. Upfront License-Based

This type of eClinicalWorks Electronic Health Records (EHR) contract requires a one-time software license fee with a supplemental monthly support and maintenance fee. Customers may elect to have their data hosted by eClinicalWorks, which will result in an additional monthly fee per *Full-Time Equivalent* (FTE) implementation fees. Implementation fees, travel, and airfare costs are billed separately. Additional fees for optional services may also apply.

2.1.2. Cloud-Based Subscription

This type of eClinicalWorks EHR contract applies when a customer selects eClinicalWorks to host their data and requires a monthly fee per provider per month, or per *FTE* with the cost of hosting included in the monthly fee. Implementation fees, travel, and airfare costs are billed separately. Additional fees for optional services may also apply.

2.1.3. RCM with Cloud

This type of eClinicalWorks EHR contract applies when the cloud-based solution is selected along with the addition of *Revenue Cycle Management* (RCM™) services.

In addition to the cloud-based fees set forth above, RCM includes one or more of:

- An additional monthly fee per *FTE* or provider.
- An additional monthly fee based upon claim count.

OR

- A percentage of the total collected revenue.

Additional fees for optional services, such as fees for patient statements, may also apply. Implementation fees, travel, and airfare costs are billed separately.

3. Certified EHR Software Versions

The eClinicalWorks software application is available on the Google™ Chrome™ browser (hereafter Web [e.g., V12e]), which eClinicalWorks recommends be accessed via the Web App (i.e., plug-in)*.

The software is designed for use with an eClinicalWorks-supported Microsoft® Windows® operating system. Please refer to hardware specifications available in the Product Documentation section of the my.eclinicalworks.com Customer Portal for current details.

While additional services or modalities may perform some certified functionalities, the full scope of certified functionality is only available on the main eClinicalWorks application.

ONC certification applies to the most recent iteration of the certified versions listed in this section. Customers must accept or take any available updates to ensure access to the full scope of certified functionality.

This Health IT module is compliant with the ONC Certification Criteria for Health IT and has been certified by an ONC-ACB in accordance with the applicable certification criteria adopted by the Secretary of Health and Human Services. This certification does not represent an endorsement by the U.S. Department of Health and Human Services.

*Version 11.52.305C is also available via a desktop executable (i.e., EXE)

3.1. Version 11.52.305C

Date Certified: December 12, 2022

ONC-ACB Certification ID: 15.04.04.2883.eCli.11.05.1.221212

Certificate of Compliance: Refer to the [Certificate of Compliance attached in Appendix A](#)

Certified Health IT Product Listing: <https://chpl.healthit.gov/#/listing/11068>

3.2. Version 12.0.1

Date Certified: November 16, 2022

ONC-ACB Certification ID: 15.04.04.2883.eCli.12.06.1.221116

Certificate of Compliance: Refer to the [Certificate of Compliance attached in Appendix A](#)

Certified Health IT Product Listing: <https://chpl.healthit.gov/#/listing/11021>

3.3. Version 12.0.2

Date Certified: June 13, 2023

ONC-ACB Certification ID: 15.04.04.2883.eCli.12.07.1.230613

Certificate of Compliance: Refer to the [Certificate of Compliance attached in Appendix A](#)

Certified Health IT Product Listing: <https://chpl.healthit.gov/#/listing/11299>

3.4. Version 12.0.3

Date Certified: March 22, 2024

ONC-ACB Certification ID: 15.04.04.2883.eCli.12.08.1.240322

Certificate of Compliance: Refer to the [Certificate of Compliance attached in Appendix A](#)

Certified Health IT Product Listing: <https://chpl.healthit.gov/#/listing/11456>

4. Criteria Certified and Additional Costs Disclosures

Each eClinicalWorks certified software version is certified to the criteria listed in the following table. Refer to each certified version's Certificate of Compliance for a complete list of certified criteria and clinical quality measures (CQMs).

The EHR Contracts and Services section outlines primary contract and licensing costs or fees for certified EHR software. Additional or potential costs for specific certified capabilities are listed below.

Criteria Citation	Certification Criterion Name	Additional Details	Additional Costs
§170.315(a)(1)	Computerized provider order entry (CPOE) - medications	It is recommended that both the Medi-Span® and Multum® drug databases are updated to the latest version when available.	N/A
§170.315(a)(2)	Computerized provider order entry - laboratory	N/A	A third-party vendor is not required to use this capability. However, if the practice elects to use an HL7® lab interface to transmit a laboratory order, there may be costs associated with the interface. A statement of work is required for an interface to be set up.
§170.315(a)(3)	Computerized provider order entry - diagnostic imaging	N/A	A third-party vendor is not required to use this capability. However, if the practice elects to use an HL7 lab interface to transmit a diagnostic imaging order, there may be costs associated with the interface. A statement of work is required for an interface to be set up.
§170.315(a)(4)	Drug-drug, drug-allergy interaction checks for CPOE	It is recommended that both the Medi-Span and Multum drug databases are updated to the latest version when available.	N/A
§170.315(a)(5)	Patient demographics and observations	N/A	N/A

Criteria Citation	Certification Criterion Name	Additional Details	Additional Costs
§170.315(a)(12)	Family health history	N/A	A third-party vendor is not required to use this capability. However, if the practice elects to use Intelligent Medical Objects (IMO®), there will be an additional cost.
§170.315(a)(14)	Implantable device list	Requires a contractual agreement with the Unified Medical Language System (UMLS), a database of medical code sets maintained by the United States National Library of Medicine (UMLS).	N/A
§170.315(a)(15)	Social, psychological, and behavioral data	N/A	N/A
§170.315(b)(1)	Transitions of care	<p>eClinicalWorks uses eClinicalDirect™, which is EHNAC privacy and security-accredited and Direct Trust HISP-accredited.</p> <p>For outbound XDR messages, eClinicalWorks supports both full metadata and limited metadata, but the user must be configured to one in a single point in time.</p> <p>The maximum allowable combined attachment size for C-CDA, and other documents in electronic referrals/records is 10 MB.</p>	eClinicalWorks P2P® does not have any costs or fees. eClinicalDirect Plus requires a cost per provider per year, or per organization per year.

Criteria Citation	Certification Criterion Name	Additional Details	Additional Costs
§170.315(b)(2)	Clinical information reconciliation and incorporation	For more information, refer to §170.315(b)(1) - Transitions of Care. Medications and medication allergies received as RxNorm must be matched manually to a medication within the Medi-Span or Multum databases as NDC, if not matched automatically. Problem Lists received as SNOMED® must be associated with an ICD-10-CM code using the mapping tool.	Refer to §170.315(b)(1) - Transitions of Care costs.
§170.315(b)(3)	Electronic prescribing	Users must have a connection to the Surescripts® network as well as the eClinicalWorks eRx Cloud. Prescriptions are sent one at a time.	Costs may or may not be included in the initial EHR contract. If not, an additional cost per provider per year is added. If <i>Electronic Prescribing of Controlled Substances</i> (EPCS) is required, an additional cost per provider per year is added. Providers must enter into an agreement with Surescripts and receive an Surescripts Provider Identifier (SPI) to begin e-prescribing.
§170.315(b)(10)	Electronic Health Information export	<i>Single Patient EHI Export:</i> A single patient EHI export is downloaded to a designated user's local computer in comma-separated values (CSV) format via the eClinicalWorks EHI Export Utility, available on the Microsoft app store. Documentation for the export format is available at	N/A

Criteria Citation	Certification Criterion Name	Additional Details	Additional Costs
§170.315(b)(10) (cont.)		<p>ehi.eclinicalworks.com. Prior to generating an export, the EHI Export Utility app must be installed on the computer connected to the customer's EHR. For more information, refer to the <i>EHI Export User Guide</i>, available on the my.eclinicalworks.com Customer Portal.</p> <p>RCM customers must perform a separate export for RCM data. Each export is downloaded to the user's computer as a separate ZIP file.</p> <p><i>Patient Population EHI Export:</i></p> <p>A patient population EHI export must be initiated by opening a support case on the my.eclinicalworks.com Customer Portal. Documentation for the export formats is available at ehi.eclinicalworks.com. Because it is part of a database backup, the patient population EHI export includes content in addition to the EHI defined in the export format documentation.</p> <p>Additional methods of patient data export or extraction beyond certified functionality are also available, including self-service single and multi-patient C-CDA export (no cost) and focused data extraction in a human readable format</p>	

Criteria Citation	Certification Criterion Name	Additional Details	Additional Costs
§170.315(b)(10) (cont.)		(fees apply). Open a support case on the my.eclinicalworks.com Customer Portal for more information.	
§170.315(b)(11)	Decision support interventions	Interventions must be configured in the main application. Not all predictive DSI features are available on all versions of the eClinicalWorks software. The eClinicalWorks <i>Summary of Intervention Risk Management Practices</i> as applied to predictive decision support interventions is available at https://www.eclinicalworks.com/resources/certified-ehr-technology/ . A summary of predictive DSI features available by version can be provided upon request.	The use of Predictive DSI features may require a software contract addendum and additional fees.
§170.315(c)(1)	Clinical Quality Measures (CQMs) - record and export	Users are required to request computation. Data should be available on the MIPS Dashboard prior to requesting a QRDA III file generation. If a re-computation of the data is performed after a QRDA III file generation request is made, that file becomes invalid, and a new request must be placed. Files are processed/generated after hours through a scheduled job. The scheduled job takes 24-48 hours to process the files. This time may increase	A contractual agreement is required, as well as acceptance of terms and conditions. Generating a QRDA file required for participation in payer quality initiatives/programs may require one-time file generation costs, multi-file generation costs, and/or consulting fees. The cost is on a per provider basis for individual reporting. Any administrative or placeholder provider activated for this feature will also incur a cost.

Criteria Citation	Certification Criterion Name	Additional Details	Additional Costs
§170.315(c)(1) (cont.)		due to the quantity of providers and quantity of patients per provider. The export QRDA feature can only process 250 provider records per batch to ensure optimal system performance. The QRDA I export files, which contain clinical data, are downloaded by the user, and saved on the user's local drive.	
§170.315(c)(2)	Clinical Quality Measures (CQMs) - import and calculate	Refer to §170.315(c)(1) - Clinical Quality Measures (CQMs) - record and export.	Refer to §170.315(c)(1) - Clinical Quality Measures (CQMs) - record and export.
§170.315(c)(3)	Clinical Quality Measures (CQMs) - report	Refer to §170.315(c)(1) - Clinical Quality Measures (CQMs) - record and export.	Refer to §170.315(c)(1) - Clinical Quality Measures (CQMs) - record and export.
§170.315(d)(1)	Authentication, access control, authorization	N/A	N/A
§170.315(d)(2)	Auditable events and tamper-resistance	N/A	N/A
§170.315(d)(3)	Audit reports	N/A	N/A
§170.315(d)(4)	Amendments	N/A	N/A

Criteria Citation	Certification Criterion Name	Additional Details	Additional Costs
§170.315(d)(5)	Automatic access time-out	N/A	N/A
§170.315(d)(6)	Emergency access	N/A	N/A
§170.315(d)(7)	End-user device encryption	N/A	N/A
§170.315(d)(8)	Integrity	SSL/HTTPS configuration for any services directly hosted by the customer is the customer's responsibility.	N/A
§170.315(d)(9)	Trusted connection	SSL/HTTPS configuration for any services directly hosted by the customer is the customer's responsibility.	N/A
§170.315(d)(11)	Accounting of disclosures	N/A	N/A
§170.315(d)(12)	Encrypt authentication credentials	N/A	N/A
§170.315(d)(13)	Multi-factor authentication	N/A	N/A
§170.315(e)(1)	View, download, and transmit to 3rd party	N/A	N/A

Criteria Citation	Certification Criterion Name	Additional Details	Additional Costs
§170.315(e)(3)	Patient health information capture	Trackers are activated and configured by the customer.	A third-party vendor is not required to use this capability. However, if the practice elects to use (CHADIS®) there will be an additional cost.
§170.315(f)(1)	Transmission to immunization registries	N/A	N/A
§170.315(f)(2)	Transmission to public health agencies - syndromic surveillance	Data is submitted to state agencies overnight on a nightly basis.	N/A
§170.315(f)(5)	Transmission to public health agencies - electronic case reporting	eClinicalWorks only triggers an electronic case report when a diagnosis (SNOMED, ICD-10CM), lab result test name (LOINC®), or lab order (LOINC) with a trigger code is encountered.	eCR is enabled through the Product Activation feature. An End User License Agreement contract addendum is required. eCR incurs an annual fee based on the number of providers at the practice.
§170.315(f)(7)	Transmission to public health agencies - health care surveys	This functionality is configured to run nightly starting at 9 PM server time to 8 AM server time the following day and processes up to 5,000 files per evening. One 30-day report can be requested per day.	N/A
§170.315(g)(2)	Automated measure calculation	MIPS dashboards are scheduled to run data computations on a biweekly basis. MAQ dashboards are refreshed through	MIPS PI and MAQ Dashboard do not have a cost or fee. The MIPS Quality and Claims Data Submission mechanisms do not have a cost or

Criteria Citation	Certification Criterion Name	Additional Details	Additional Costs
§170.315(g)(2) (cont.)		on-demand requests from the client. The dashboard extraction process typically takes 24-48 hours to process the files. This time may increase due to the quantity of providers and quantity of patients per provider.	fee but will require <i>Practice Management</i> services for which there is an additional cost. MIPS eCQM reporting requires a recurring annual cost per provider or FTE.
§170.315(g)(3)	Safety-enhanced design	N/A	N/A
§170.315(g)(4)	Quality system management	N/A	N/A
§170.315(g)(5)	Accessibility-centered design	N/A	N/A
§170.315(g)(6)	Consolidated CDA creation performance	N/A	N/A
§170.315(g)(7) §170.315(g)(7) (cont.)	Application access - patient selection	Technical documentation is available at: https://connect4.healow.com/apps/jsp/dev/r4/fhirClinicalDocumentation.jsp#Overview . To use Fast Healthcare Interoperability Resources (FHIR®) APIs, the customer must have the eClinicalWorks® Patient Portal and Interoperability Hub-FHIR enabled from Product Activation.	N/A

Criteria Citation	Certification Criterion Name	Additional Details	Additional Costs
§170.315(g)(9)	Application access - all data request	<p>Technical documentation is available at: https://connect4.healow.com/apps/jsp/dev/r4/fhirClinicalDocumentation.jsp#Overview.</p> <p>To use FHIR APIs, the customer must have the Patient Portal and Interoperability Hub FHIR-enabled from Product Activation.</p>	N/A
§170.315(g)(10)	Standardized API for patient and population services	<p>For technical and business documentation, visit the healow Developer Portal at https://connect4.healow.com/apps/jsp/dev/r4/fhirClinicalDocumentation.jsp for patient-facing applications, and the eClinicalWorks Developer Portal at https://fhir.eclinicalworks.com/ecwopen/dev/documentation for provider-facing and bulk/backend service applications.</p> <p>Note: Patients can revoke an application's access to their health information at any time through the healow app.</p>	Refer to: https://www.eclinicalworks.com/resources/certified-ehr-technology/ for current information regarding applicable fees for certified FHIR APIs
§170.315(g)(10) (cont.)		eClinicalWorks employs rate limiting to ensure a safe, reliable, and consistent FHIR API. A rate limit is a restriction on how often a user or application can	

Criteria Citation	Certification Criterion Name	Additional Details	Additional Costs
		<p>access the FHIR API within a specified period of time, which is a common practice among API developers that helps prevent abuse, ensure fair access, and manage infrastructure load.</p> <p>The following URLs are subject to a limit of no more than 25 calls per minute, per base URL:</p> <ul style="list-style-type: none">▪ FHIR Resource API Call Limit (/fhir/r4/{practice_code}/*)▪ Authorization Code Requests (/authorize)▪ Access Token Requests (/token) <p>When an application exceeds the rate limit, all requests from that application will be blocked for the remainder of the minute, and an HTTP 429 (Too Many Requests) response will be returned. The limit resets at the beginning of each minute.</p>	
§170.315(h)(1)	Direct project	There is a default size limit of 5 MB per transaction which can be increased based on requirements.	Refer to §170.315(b)(1) - Transitions of Care for costs.

5. APPENDIX A: CERTIFICATES OF COMPLIANCE

5.1. Version 11.52.305C



Certificate of Health IT Compliance

This is to certify that:

eClinicalWorks Version 11.52.305C

From:
eClinicalWorks, LLC
<https://www.eclinicalworks.com>
2 Technology Drive
Westborough, MA 01581

Completed Certification of the Following Health IT Modules:



Criteria Tested: 170.315 (a)(1-5, 12, 14-15); (b)(1-3, 10-11); (c)(1-3); (d)(1-9, 11-13); (e)(1, 3); (f)(1-2, 5, 7); (g)(2-7, 9-10); (h)(1)

Clinical Quality Measures Tested: 2v8, 22v7, 50v7, 56v7, 68v8, 69v7, 74v6, 75v5, 90v8, 117v7, 122v5, 124v5, 129v8, 130v5, 131v6, 133v7, 137v5, 138v6, 139v5, 142v7, 143v7, 145v7, 146v7, 149v5, 153v7, 154v7, 155v7, 156v6, 157v7, 159v7, 165v6, 177v7, 347v1, 349v2, 645v2

Additional Software Used: Healow Application, Association of Public Health Laboratories (APHL), Informatics Messaging Services (AIMS) platform, Healow

This Health IT Module is compliant with the ONC Certification Criteria for Health IT and has been certified by an ONC-ACB in accordance with the applicable certification criteria adopted by the Secretary of Health and Human Services. This certification does not represent an endorsement by the U.S. Department of Health and Human Services. Drummond Group is accredited by ANSI and approved by ONC for the ONC Health IT Certification Program to certify Health IT Module(s) and Certification of other types of Health IT for which the Secretary has adopted certification criteria under Subpart C of 45 CFR.

Holds Certificate No: 15.04.04.2883.eCli.11.05.1.221212
Date Certified: 12/12/2022

For and on behalf of the Drummond Group:



Heather Kelty, Certification Program Director



ISO/IEC 17065
Product Certification Body #1045

*This certificate remains the property of Drummond Group and shall be returned immediately upon request.
To be read in conjunction with the scope above or any attached appendix.*

EHR CB-063a Rev 26Mar2024
www.drummondgroup.com
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3622 Lyckan Parkway Suite 3003 Durham NC 27707

5.2. Version 12.0.1


Certificate of Health IT Compliance

This is to certify that:

eClinicalWorks Version 12.0.1

From:

eClinicalWorks, LLC
<https://www.eclinicalworks.com>
2 Technology Drive
Westborough, MA 01581

Completed Certification of the Following Health IT Modules:



Criteria Tested:

Clinical Quality Measures Tested:

Additional Software Used:

170.315 (a)(1-5, 12, 14-15); (b)(1-3, 10-11); (c)(1-3); (d)(1-9, 11-13); (e)(1, 3); (f)(1-2, 5, 7); (g)(2-7, 9-10); (h)(1)

2v8, 22v7, 50v7, 56v7, 68v8, 69v7, 74v6, 75v5, 90v8, 117v7, 122v5, 124v5, 129v8, 130v5, 131v6, 133v7, 137v5, 138v6, 139v5, 142v7, 143v7, 145v7, 146v7, 149v5, 153v7, 154v7, 155v7, 156v6, 157v7, 159v7, 165v6, 177v7, 347v1, 349v2, 645v2

Healow Application, Association of Public Health Laboratories (APHL), Informatics Messaging Services (AIMS) platform, Healow

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Holds Certificate No: 15.04.04.2883.eCli.12.06.1.221116

Date Certified: 11/16/2022

For and on behalf of the Drummond Group:



Heather Kelty, Certification Program Director



ISO/IEC 17065
Product Certification Body #1045

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5.3. Version 12.0.2


Certificate of Health IT Compliance

This is to certify that:

eClinicalWorks Version 12.0.2

From:

eClinicalWorks, LLC
<https://www.eclinicalworks.com>
2 Technology Drive
Westborough, MA 01581

Completed Certification of the Following Health IT Modules:



Criteria Tested: 170.315 (a)(1-5, 12, 14-15); (b)(1-3, 10-11); (c)(1-3); (d)(1-9, 11-13); (e)(1, 3); (f)(1-2, 5, 7); (g)(2-7, 9-10); (h)(1)

Clinical Quality Measures Tested: 2v8, 22v7, 50v7, 56v7, 68v8, 69v7, 74v6, 75v5, 90v8, 117v7, 122v5, 124v5, 129v8, 130v5, 131v6, 133v7, 137v5, 138v6, 139v5, 142v7, 143v7, 145v7, 146v7, 149v5, 153v7, 154v7, 155v7, 156v6, 157v7, 159v7, 165v6, 177v7, 347v1, 349v2, 645v2

Additional Software Used: Healow Application, Association of Public Health Laboratories (APHL), Informatics Messaging Services (AIMS) platform, Healow

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Holds Certificate No: 15.04.04.2883.eCli.12.07.1.230613
Date Certified: 06/13/2023

For and on behalf of the Drummond Group:


Heather Kelty, Certification Program Director


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5.4. Version 12.0.3


Certificate of Health IT Compliance

This is to certify that:

eClinicalWorks Version 12.0.3

From:
eClinicalWorks, LLC
<https://www.eclinicalworks.com>
2 Technology Drive
Westborough, MA 01581

Completed Certification of the Following Health IT Modules:



Criteria Tested: 170.315 (a)(1-5, 12, 14-15); (b)(1-3, 10-11); (c)(1-3); (d)(1-9, 11-13); (e)(1, 3); (f)(1-2, 5, 7); (g)(2-7, 9-10); (h)(1)

Clinical Quality Measures Tested: 2v8, 22v7, 50v7, 56v7, 68v8, 69v7, 74v6, 75v5, 90v8, 117v7, 122v5, 124v5, 129v8, 130v5, 131v6, 133v7, 137v5, 138v6, 139v5, 142v7, 143v7, 145v7, 146v7, 149v5, 153v7, 154v7, 155v7, 156v6, 157v7, 159v7, 165v6, 177v7, 347v1, 349v2, 645v2

Additional Software Used: Healow Application, Association of Public Health Laboratories (APHL), Informatics Messaging Services (AIMS) platform, Healow

This Health IT Module is compliant with the ONC Certification Criteria for Health IT and has been certified by an ONC-ACB in accordance with the applicable certification criteria adopted by the Secretary of Health and Human Services. This certification does not represent an endorsement by the U.S. Department of Health and Human Services. Drummond Group is accredited by ANSI and approved by ONC for the ONC Health IT Certification Program to certify Health IT Module(s) and Certification of other types of Health IT for which the Secretary has adopted certification criteria under Subpart C of 45 CFR.

Holds Certificate No: 15.04.04.2883.eCli.12.08.1.240322
Date Certified: 03/22/2024

For and on behalf of the Drummond Group:


Heather Kelty, Certification Program Director


ISO/IEC 17065
Product Certification Body #1045

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6. APPENDIX B: DOCUMENTATION TERMS AND CONDITIONS

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