

What happens when a claim is submitted to the Information Blocking Portal?

This guide is for informational purposes only. The official requirements are contained in the relevant statutes and regulations.

✉ Points at which ONC communicates with submitter

ONC Scope



ONC acknowledges receipt of the claim and shares it with OIG. ✉

Is it a claim against a Healthcare Provider?

Yes →

No ↓

Is it a claim against a Health Information Network/Health Information Exchange?

Yes →

No ↓

Is it a claim against an Offeror of Certified Health IT?

Yes →

No ↓

Is it a claim against a Health IT Developer of Certified Health IT?

Yes ←

Yes →

No ↓

Not an information blocking claim.
No information blocking authority for ONC or OIG. ONC informs the submitter. ✉

OIG Scope



OIG Authority: OIG may investigate, and the HCP may be subject to appropriate disincentives.*

OIG Authority: OIG may investigate and may issue civil monetary penalties.

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*Appropriate disincentives will be established by HHS in a future rulemaking.

ONC may investigate and may take action under the ONC Health IT Certification Program* ✉

**For example, ONC may issue a Notice of Non-conformity to the developer because the developer's actions did not conform to the Certification Program requirement in 45 CFR § 170.401. A developer may be required to submit a Corrective Action Plan and could also face suspension or termination of the certification.