1. How do I get access to the Sequoia Interoperability Testing Platform (ITP)?
   a. Your organization needs to request user account(s) for all staff and or your vendor who will be conducting testing on your behalf. Complete the PDF or online survey found here: https://ehealthexchange.org/testing-program/content-testing/
   b. If you need to request additional user accounts after the initial survey has been completed, please email the name, email and phone number for each additional user you want to have provisioned to the email testing@sequoiaproject.org.
2. Is there a cost to access the Sequoia ITP Content Testing Validators?
   a. The Content Testing Tools are free for use by eHealth Exchange Participants and their vendors.
   b. The Content Testing Tools are free for use by Sequoia Project Member Organizations.
   c. If your organization does not meet either of the two criteria above, a yearly subscription can be obtained. Please send an email to testing@sequoiaproject.org for more information.
3. I have had a staff member who previously conducted our content testing leave our organization. How do I request for users to be removed from the Sequoia ITP?
   a. To have users removed, please send the user's name and email address with the request to testing@sequoiaproject.org.
4. I have lost my password for the Sequoia ITP, how do I reset it?
   a. Additional information can be found in the Content Testing Tooling User Guide found here as slides #10 and #11.
5. How do I access the Content Testing Tooling component for the ITP?
   a. Please bookmark this site https://gazellecontent.sequoiaproject.org/EVSClient/home.seam
6. How do I submit my results once testing is completed?
   a. Send the permanent link provided by the tooling to the email testing@sequoiaproject.org. Information regarding what is meant by the permanent link can be found as slide #16 within the Content Testing Tooling User Guide found here.
7. How do I gain access to the eHealth Exchange Wiki to access the content testing documentation?
   a. Navigate to https://ehealthexchange.org
   b. You will see this screen, click on the (Participant Login) in the upper right corner – see screenshot below:
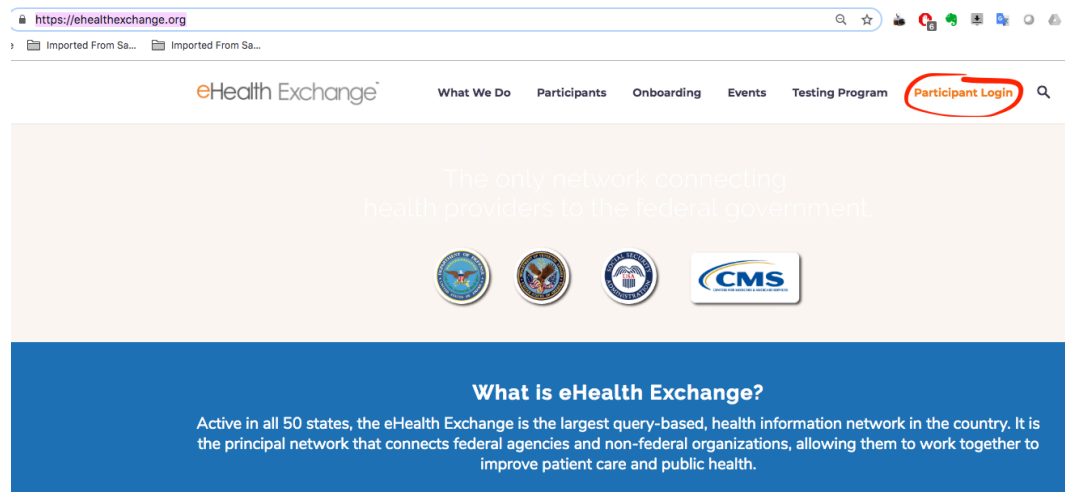
    c.   Click the Register link as shown in screenshot below:

    d.   Provide the information requested – your account will be activated immediately. Login to the wiki with your newly activated account. Make sure to navigate to the **Testing wiki.**

    e.   Click on the Documentation for Content Testing Program Link as shown in the screenshot below to see the slides, testing and user guides:

8. The Content Testing Tooling was updated, what do I need to do to rescore my testing previously submitted?

    a.   Please navigate to the permanent link previously submitted and select the "Validate again" button as shown below:

b. You will be prompted to confirm that you wish to overwrite your previous report while maintaining the same permanent link for ease of tracking. Click the "Yes" button to continue as shown below:

c. You will be required to select the appropriate validator for your version of document again and press the validate button as shown in the screenshots below:
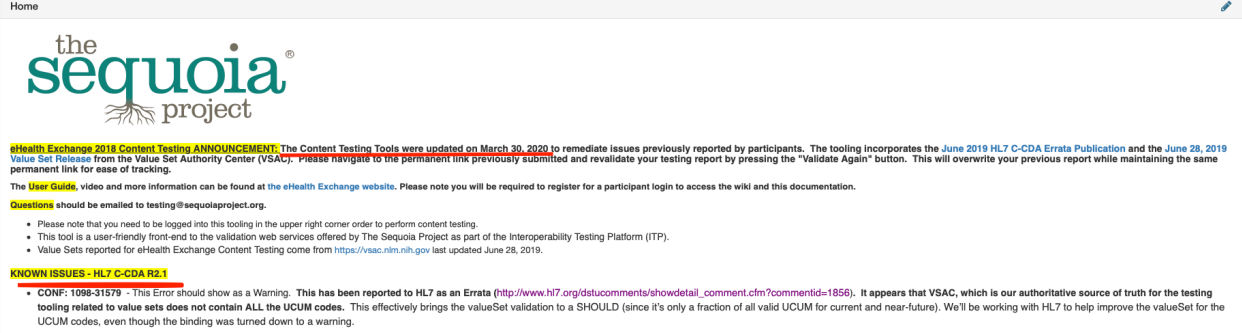
d. This will overwrite your previous report while maintaining the same permanent link for easy of tracking purposes. It is recommended that you revalidate all reports previously submitted to ensure you have the correct errors identified for remediation.

9. We have completed our revalidation with the tooling update, do we need to officially resubmit our results, or does Sequoia watch for the results via the tool?
    a. You do not need to resubmit results unless they now pass according to the tooling revalidation. If the testing report now passes, please resend the permanent link information to the testing@sequoiaproject.org email so we can updated our records showing your passing result. We do not watch the tooling results as they are updated for pass/fail status.
10. I have lost my record of the permanent link references my organization submitted. How can I retrieve the permanent links previously provided?
    a. Send an email to testing@sequoiaproject.org requesting your permanent links previously submitted. These have been recorded by Sequoia and can be provided as needed.
11. How will I know which participants have successfully passed testing?
    a. Each organization that has successfully passed will have their organizational updated on this
        page https://ehealthexchange.org/participants/ and the ✔ Content Access logo will be added showing passing content.
12. How long will we have to remediate issues found in the content testing program?
    a. Each organization will have 18 months from the initial testing report date to remediate any defects with their vendor or staff.
13. What happens if my vendor will not be able to remediate issues by the April 30, 2021 date?
    a. Guidance was published in August 2019. Participants unable to remediate all errors and conformance issues should submit a remediation plan and/or a conformance waiver request to the email testing@sequoiaproject.org within 16 months of the date test results are submitted.
14. What is meant by a remediation plan?
    a. The remediation plan should include the reason your organization cannot meet the requirement and a timeline for when the testing can will be completed.
15. Can I use PHI in the content testing submitted?
    a. No, please use ONLY test data in the document samples tested as the tooling is not hosted in a HIPAA compliant environment.
16. How do I report defects found within the tooling?
    a. Email one question/issue/defect per email to techsupport@sequoiaproject.org
    b. Provide as much information as possible including:
        i.   Screenshots
        ii. Testing Permanent Link with Issue
        iii. Reference details for specification questions/issues
17. Where can I find known issues that may have already been reported for the Sequoia ITP?
    a. The home page for the Sequoia ITP Content Validators will have real time updates for any issues identified. Sequoia will coordinate with our tooling vendor to address all known issues on a quarterly basis. In addition, this page will provide information on when the validator was last updated. See screenshot below:

    b.

18. Where can we find the value sets or codes used by the content testing tooling?
    a. You can find all the value sets available here: https://vsac.nlm.nih.gov/. This site does require a UMLS license/account.
19. What is required to be remediated? Are only Errors required? What about warnings?
    a. Only Errors MUST be fixed. Warnings are provided for your information and are typically SHOULD statements in the base specifications and associated companion guides. Your organization can choose whether to fix warnings.
20. I tested my content against the CDA R2 validator, why did you not accept this for formal testing?
    a. The eHealth Exchange Coordinating Committee and Participants reached consensus in January 2017 that they would expect all clinical documents exchanged to conform to the 2011 Edition (MU1), 2014 Edition (MU2) or 2015 Edition, MU3) at a minimum. This is documented in the approved validation plan found here: https://ehealthexchange.org/wp-content/uploads/2019/12/eHealth-Exchange-Validation-Plan_v8_2019Oct15-final.pdf
21. My organization has implemented a Meaningful Use certified product. Why does the Sequoia ITP show errors that the Edge Testing Tool (ETT) and/or the Standards Implementation & Testing Environment (SITE) does not.
    a. The certification tooling maintained by ONC only tests specific document types and test cases related to Meaningful Use. This ONC SITE tooling does not test all document types and value sets at the present time. In addition, it does not test for all the foundational CDA R2 requirements that the C-CDA family is built upon.
22. I am concerned that this initiative is taking quite a bit of time from HIE and EHR vendors, why do I need to expend the resource time to remediate issues identified?
    a. The testing was implemented to improve the quality of clinical data exchanged to benefit clinicians and their patients. The 2018 eHealth Exchange testing aligns with the Common Clinical Data Set (CCDS).   These 2015 Edition Meaningful Use requirements set the foundation for the United States Core Data for Interoperability (USCDI) that added additional data classes the industry will be required to conform to. The time spent on addressing any issues will help vendors with meeting the future USCDI requirements and should be considered time well spent towards meaningful and useful exchange of data.