eHealth Exchange™

Carequality Connectivity Steps for Participants

Last Updated July 9, 2020

CAREQUALITY CONNECTIVITY STEPS

Earlier this year Participants elected to exchange with Carequality's 25+ health information networks via the eHealth Exchange Hub. The Hub will act as a bridge between the eHealth Exchange and Carequality's 25+ health information networks.

To setup Carequality connectivity, please:

I.   Email techsupport@sequoiaproject.org requesting a "*subscription to Carequality via the eHealth Exchange in both the validation and production legacy directories*".

    a. The subscription is a configuration change which allows your requests to be forwarded to Carequality via the Hub and also allows Carequality members to connect to you via the Hub. The subscription is reflected under your organization's legacy directory entries.

    b. If you have question about this directory change request or need additional guidance, please email administrator@ehealthexchange.org for additional guidance.

II.   Email techsupport@sequoiaproject.org requesting your organization "*be listed in the Carequality directory*".

    a. Your organization will be populated in the production Carequality directory as a connection under the eHealth Exchange implementer entry. This entry is required and it will provide Carequality members a means to connect to you via the Hub. In addition, the Carequality directory entry allows Carequality members to configure their systems with your organization's information (such as your organization's home community ID) so that they may authorize a response to your organization. The Carequality directory update process is outlined below:

    b. Before adding the Carequality directory entry, you will be provided with the content of the entry for your review. You should check directory information such as contacts, addresses and verify your home community ID.

    c. Once you are satisfied with the proposed directory entry, email techsupport@sequoiaproject.org (reply to the same email chain used when you requested the directory entry) to confirm the eHealth Exchange may proceed to populate your Carequality directory entry.

    d. If you have questions regarding this directory change request or need additional guidance, please email administrator@ehealthexchange.org.

III.   Once the two items above have been requested and completed, please notify administrator@ehealthexchange.org you are "*ready to validate your connection to Carequality via the Hub in production*". The validation process is outlined below:

a. eHealth Exchange staff will provide you two Carequality connections to test that represent two Carequality implementers. One additional connection will be selected by your organization so that a total of 3 different Carequality implementers are tested.
b. Your organization should initiate patient discovery requests to the three connections and your requests will be considered successful if you receive a patient "not found" response.
    i. Notes: The eHealth Exchange has a list of production test patients for a small number of Carequality organizations if you would like to test more than patient discovery (e.g. receiving a clinical document). Unlike the eHealth Exchange, Carequality organizations do not typically have the ability to test in a non-production environment. If you need to test in non-production, your choices will be limited to a small number of Carequality networks.
c. Email administrator@ehealthexchange.org dashboard snapshots (screen prints) as evidence your organization initiated patient discovery requests to all three Carequality connections.
d. Once validated by eHealth Exchange staff, your organization will be recognized as having achieved Carequality bridge connectivity and that will be reflected on the eHealth Exchange web site.

IV. Next steps with Carequality: eHealth Exchange staff may assist you with identifying good candidates for Carequality connections. We will provide a spreadsheet that lists available implementers and connections along with their addresses and home community IDs. In addition, you can use the Active Sites search page provided by Carequality to find connections based on location and a radius search from a zip code or city/state: https://carequality.org/active-sites-search/