



Carequality Connectivity Steps for Participants that Previously Opted Out

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Participants that previously chose to opt out of Carequality may later decide to exchange with Carequality's [health information networks](#) via the eHealth Exchange Hub. The Hub acts as a bridge between the eHealth Exchange and Carequality's health information networks.

To setup Carequality connectivity, please:

- I. Email techsupport@ehealthexchange.org requesting a "*subscription to Carequality via the eHealth Exchange in both the validation and production eHealth Exchange directories*".
 - a. The subscription is a configuration change which allows your requests to be forwarded to Carequality via the Hub, and allows Carequality members to connect to you via the Hub. The subscription is reflected under your organization's eHealth Exchange directory entries.
 - b. For follow-up requests or questions, reply to the ticket created when you submitted an email to techsupport@ehealthexchange.org.
- II. Email techsupport@ehealthexchange.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.
 - 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 and addresses as well as verify your home community ID.
 - c. Once you have confirmed the proposed directory entry, reply to the email chain created when you requested the directory entry (via techsupport@ehealthexchange.org) to let the eHealth Exchange know that they may populate your Carequality directory entry.
- III. Once the two items above have been requested and completed, the eHealth Exchange's staff will contact you to initiate the next implementation steps:
 - 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 three different Carequality implementers are tested.
 - i. You will receive a Carequality Connection Directory Listing. If you exchange data for a specific use case, you must respond to all queries for that use case (e.g., if you query for Treatment purposes, you must respond to ALL requests for Treatment purposes). You may not

- discriminate upon the source of the queries sent to your system, only upon use cases supported. Any organization listed in the Carequality Directory Listing should be considered a valid requester.
- 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, most Carequality organizations are unable 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 techsupport@ehealthexchange.org with a subject line that includes ‘Requesting Validation of Carequality Access Testing’ and include timestamps (to the minute with time zone) for each of your queries to the three Carequality connections. eHealth Exchange staff will review your [dashboard](#) data and will look for evidence your organization successfully initiated patient discovery requests to all three Carequality connections.
- IV. Once the implementation has been completed, eHealth Exchange staff may assist you with identifying good candidates for Carequality connections. We will provide the latest Carequality Connection Directory Listing 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/>
- a. To subscribe to a weekly update of the Carequality Connection Directory Listing, please email administrator@ehealthexchange.org.