



Inbound Patients Appointments and Charges

Common Use Case Package

athenahealth, Inc.

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1. Completing This Document
   1. Scoping Process

Your interface project manager is available to meet, assist with questions, and help determine the best-fit options for your project. Instructions for manual scoping are as follows:

1. **Review**:

Please read the Common Use Case Package and complete all form fields and check-boxes to the best of your ability. Should you have questions please do not hesitate to discuss with your interface project manager.

1. **Approve**:

When this document is completed to your satisfaction, please approve the scope of the interface by typing your name below.

* 1. Scope Approval

I,      , agree to the interface design as described here in this document.

Date:

* 1. Project Information

Please fill the following to the best of your ability. While not all contacts are required, you should be able to submit at least two contacts at the onset of a new interface project.

|  |  |  |  |
| --- | --- | --- | --- |
| General Information | |  |  |
| Integration Project Name (if applicable) | | |  |
| Vendor  (If applicable, third party data exchange vendor) | Company Name:  (ex. athenahealth, Inc.) | |  |
| Software Product Name:  (ex. athenaNet) | |  |
| Version:  (ex. 14.9) | |  |
| Interface Engine:  (ex. athenaNet MX Engine) | |  |
| Trading Partner Name | | |  |
| Trading Partner Type (ex. Health Information System, EHR, etc.) | | |  |
| athenahealth Practice Context ID | | |  |
| athenahealth Interface Project Manager Name | | |  |
| athenahealth Interface Project Manager Contact Information | | |  |
| Event Number (provided by Interface Project Manager, for internal athenahealth tracking) | | |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Contact | Role | Details | |
| Project Business Contact | Responsible for overall success of the project | Name: |  |
| Phone: |  |
| Email: |  |
| Project Interface Contact | Interface expert, responsible for continuing interface support | Name: |  |
| Phone: |  |
| Email: |  |
| Project IT Contact | Networking and security expert, responsible for overall connectivity | Name: |  |
| Phone: |  |
| Email: |  |
| Vendor Contact #1 | Role: | Name: |  |
| Phone: |  |
| Email: |  |
| Vendor Contact #2 | Role: | Name: |  |
| Phone: |  |
| Email: |  |

1. General Interface Configuration
   1. Message Types

This interface supports the secure and automated transfer of information between an external third-party system and athenaNet. To ensure compatibility across a wide array of platforms and software vendors interface data is formatted according to HL7 v2 standards.

By choosing to move forward with this standard integration you are committing to the scope outlined below. If you require any customization to this integration, please contact your athenahealth project manager to engage athenahealth’s Integration Design team for detailed scoping. Please note that any customizations will result in this integration becoming a custom interface, and will incur additional fees.

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Event | Default Message | Functionality |
| Charges | Claim CREATED in other system | P03 | Inbound |

* 1. External ID Management

External IDs may be used for matching purposes. Only one external ID may be used for matching per record number category.

Please identify Person level Custom Fields to be used for matching here:

|  |  |  |  |
| --- | --- | --- | --- |
| athena Custom Field Name | athena Custom Field ID | HL7 Field | Use for Matching |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Are any of the above external IDs formatted with leading zeros?

* 1. Message Samples and Specs

For athenahealth samples and specifications, please see the [Developer Toolkit](http://www.athenahealth.com/developer-portal/developer-toolkit/by-standard).

(http://www.athenahealth.com/developer-portal/developer-toolkit/by-standard)

|  |  |
| --- | --- |
| **Charges (DFT) Sample Message** | |
| P03  Charge | MSH|^~\&|SYSTEM|ASFD|CPY|REC\_FAC|201708141539||DFT^P03|4251|P|2.3.1|||AL|NE EVN|DFT|201708141539||Rea|User  PID||299130^^^Enterprise ID|299130^^^Enterprise ID|299130^^^Enterprise ID|TEST^PATIENT SUMMARY||19550801|M||2028-9^Asian|1 PRESIDENTE AVE^^DORCHESTER^MA^02125^UNITED|||||||626285|  PV1|1|I|5W^0534^01^SAMPLE HOSPITAL^^^Test Medical Bldg|1|||1242^Attending^Doc^^^ITR: 94368^^^JP EXT ID^O||1234567890^Consulting^Doctor^A^MD~0987654321^Consulting^Doctor^B^MD|MED||||1|||5678901234^Admitting^Doctor^^MD^ITR 115543 - Code 1 Physician|IP|626285|BC||||||||||||||||01|||SJ||DI|||20150324235200|20150401191800||||||626285|  FT1|1|||20170815||CG||||1||||||5W^0534^01^SAMPLE HOSPITAL^^^Test Medical Bldg|||786.05|9876543210 - Code 1 Physician NPI|||94~3080115950^FILLER\_ORDER||99285^Emergency department visit for the evaluation and management of a patient, |

* 1. Integration Testing Environment

A non-live, athena-hosted preview environment is provided to facilitate integration testing prior to moving the interface to production. It is expected that the other vendor system provides a similar non-live environment for testing on their side as well.

Will a vendor test environment be made available for this project?  Yes is recommended

If no, please tell us what will be done for testing:

* + 1. Testing Phases and Resource Allocation

Interface testing is generally broken up into two phases, unit testing and end-user testing.

In the unit testing phase, athenahealth works directly with the other vendor to ensure outbound messages are generated and delivered successfully to the receiver. For inbound message testing, athenahealth will confirm messages are received and processed.

Upon completion of unit testing, end-user testing phase begins. athenahealth may provide guidance when appropriate, but ultimately it is client responsibility to plan, organize, and carry out testing of their interface in relation to practice workflows.

1. Inbound Message Configuration
   1. Charges

The following sections contain configurations related only to inbound charge messages. Only charge data is processed from inbound P03 charge messages. All other data, including any demographic updates, are discarded. athenaNet only handles claim creation. Edits to existing claims cannot be handled by the interface and must be done via standard athenaNet workflow. The interface cannot void to delete charges via interface.

Final Charges Only: The other system should send claims only when they are ready for billing. That is, inbound charge data should be complete, finalized, and ready for immediate billing. We do not recommend “building up a claim” over the course of many transactions/charges/messages. Those charges should be sent all at once, ideally contained within single DFT messages (one claim per message).

* + 1. Minimum Required Fields for Charge Messages

To create a claim, the following data is required. We expect data to be in the following HL7 fields.

|  |  |
| --- | --- |
| Data Field | Default HL7 Field |
| Rendering Provider | FT1.20 |
| Department | FT1.16 or FT1.13 |
| Service Date | FT1.4 |
| Procedure Code | FT1.25 |
| Modifier (if required for procedure code) | FT1.26 |
| Diagnosis Code | FT1.19 |
| ICD code set | FT1.19.2 |

**MAXIMUM ALLOWABLE DIAGNOSIS CODES FOR INTERFACE CLAIM CREATION**: Up to four pointers to the diagnosis codes stored in the claim header are allowed per procedure code. Additional diagnosis codes included in the FT1.19 segment are stored without pointers in the claim header up to a total of 12 diagnosis codes.

* + 1. Matching Logic for Charge Messages

4.3.2.1 Patient Matching for Charge Messages

For this interface, the athenaNet patient matching algorithm compares demographic information in athenaNet with the data elements in each message received. The data elements used for patient matching are client-specified external patient ID, full last name, full first name, date of birth, SSN, gender, middle initial, address and phone number.

4.3.3.1 Charge Grouping

Some systems (frequently lab systems and some HIS systems) will send charges associated with an encounter to athenaNet in separate transactions. That is, if an encounter has multiple charges, those charges will be sent to athenaNet in separate charge transactions. To accommodate separate transactions, charges sent to athenaNet will be grouped together onto the same claim by default.

Charge grouping default utilizes the a) patient, b) service date, c) rendering provider & supervising provider, d) department and e) primary & secondary insurances when searching for an existing claim. Important note: In addition, only f) open unbilled claims are considered for grouping new charges onto.

4.3.3.2 Charge Combining

When we receive multiple charge messages for the same patient, procedure, and date, the most recent charge will completely overwrite the original charge and the units will be updated to reflect the amount in the most recent charge message, rather than combining the units from both charge messages.

* 1. Interface Mapping Requirements

It may be not be possible for some vendors to send athenaNet’s values for race, ethnicity, language, country, marital status, relationship to patient, department, provider, appointment type, and appointment cancellation reason. In these cases, the practice will need to manually create and permanently maintain interface mappings that link their foreign codes to the ones that exist in athenaNet.

1. Connectivity Method Overview

As part of interface implementation, athenahealth will need to establish a secure method of transfer for electronic data to and from a third-party system. The Connectivity Method Overview contains our current connectivity offering as well as information regarding functionality and project steps.

<http://www.athenahealth.com/~/media/athenaweb/files/developer-portal/Connectivity_Methods_Overview.docx>

For questions, please contact your Interface Project Engineer.

1. Appendices and Other References
   1. Planned Maintenance Window

The athenaNet MX Engine is subject to the same maintenance windows as the default, all interfaces are shut-off during this time window, and also remain disabled until 4 A.M. Eastern Time.

* 1. Interface Message Queue Manager

The athenaNet Interface Message Queue Manager (IMQM) is an interactive repository for all interface messages that pass through athenaNet. Messages can be categorized into several processing states. Please note that messages in a final state (processed or deleted) will only remain in the queue for 90 days.

|  |  |
| --- | --- |
| Message State | Explanation |
| SCHEDULED | Scheduled to be sent at a later time |
| NEW | Placeholder for a new message and ready to be sent or received |
| DISTRIBUTED | Delivery or acknowledgement is pending for Global interfaces |
| PENDING | Delivery or acknowledgement is pending |
| PROCESSED | Processed normally; remains in queue for only 90 days |
| ERROR | Generic error encountered; routed to client |
| CBOERROR | Billing related error encountered; routed to client |
| ATHENAERROR | Internal error encountered; routed to athenahealth Client Support Center |
| DELETED | Messages that have been deleted; remains in queue for only 90 days |

In order to access the IMQM in athenaNet to manually resolve common errors, such as missing providers, invalid procedure codes, or unknown departments, the following user permissions must be granted by the local system administrator:

|  |  |
| --- | --- |
| Permission | Use Case |
| Interface Admin: View Message Queue | You want to be able to view the IMQM. |
| Interface Admin: Map Insurance Messages | You need to map insurance messages. |
| Interface Admin: Map Messages (except Insurances) | You need to map all messages excluding insurance messages (e.g. provider and department mappings). |
| Interface Admin: File Upload Interface | You want to be able to upload files via the interface. |

See [athenaNet Interface Queue Management Guide](http://www.athenahealth.com/developer-portal/developer-toolkit/support) for more information on the functionality of the IMQM and on client-side cleanup for ERRORs and CBOERRORs.

* 1. Continuing Service and Support

Within two weeks after go-live your interface will be transitioned into our daily service and support structure.

As a standard practice, athenahealth continuously monitors all client connections and will notify the contacts specified if an error occurs. All jobs are monitored and automatically restarted if idle. For more details please refer to the [Interface Down Support Document](http://www.athenahealth.com/developer-portal/developer-toolkit/support).

To contact athenahealth for questions or modifications to the interface, support can be accessed directly in athenaNet:

