ExamOne

A Quest Diagnostics Subsidiary

QuestCheck Implementation Guide

As of April 18, 2016

Table of Contents

Proprietary Statement

This document contains references to software or related information constituting proprietary trade secrets which have been maintained in "unpublished" status under the copyright laws, and which are to be treated by all persons having access thereto in manner to preserve the status thereof as legally protected trade secrets. The prohibited uses of this document are reserved by ExamOne. Using or disclosing the information contained here may be expressly authorized in advance by the copyright owner. However, it is intended that all prospective rights under the copyright laws in the event of future "publication" of this work shall also be reserved; for which purpose only, the following is included in this notice, to wit, "COPYRIGHT © 2015 By ExamOne, Inc, ALL RIGHTS RESERVED".

Document History

Version	Date	Author	Comments
1.0	05/27/2015	Thirumal Kolla	Original creation of document specific to QuestCheck implementation.
1.1	06/22/2015	Takashi Watanabe	Pre-implementation updates and formatting.
2.0	07/02/2015	Takashi Watanabe	Updates for no-AUTH attachment process
3.0	4/18/2016	Ginger McCormick	Updated content to be more appropriate for publication on ExamOne.com. Additional detail can be provided to the client once they're in implementation.

Introduction

This implementation guide is intended to provide clients specific details on creating a request for System to System batch orders using Web Services and Ordering through Web Interface.

For more general information on the ACORD standard, please refer to the ACORD web site (www.acord.org).

HIPAA Authorization process options

(HIPAA Authorization option vs No HIPAA Authorization option)

Applicant consent is required to access their QuestCheck data in order to comply with health information and privacy regulations. For this reason, the HIPAA Authorization form is required. When the form is submitted on each transaction, a manual review and approval is necessary for the release of QuestCheck data.

However, an alternative business arrangement may be made in order to obtain QuestCheck data without requiring a HIPAA form attachment on each transaction, thus enabling real-time data delivery. This alternative must be arranged properly with the ExamOne Product Manager or appropriate approving authority before this option may be implemented.

Implementation Roadmap (high level process)

The implementation process for QuestCheck ordering and results delivery.

1. HIPAA Form: The QuestCheck product service provider requires approved HIPAA of the applicant/patient for every order client submits. This HIPAA form can be coordinated through the ExamOne Data Products Product Manager.

2. Account Set Up. The ExamOne Data Reference Team performs account set up in the test environment. In addition, the ExamOne Transmissions Implementation sets up the web service in the test environment. Connection information and account information are forwarded to the client when completed.

3. Testing. Test data for QuestCheck testing changes regularly. The test bed can be obtained from the ExamOne Product Manager upon request. Testing is fully automated and there is no charge for testing when data from the test bed is used. ExamOne recommends a regularly scheduled call to ensure that the project is going well.

4. Production Implementation. Implementation includes a four-week warranty period in which production system monitoring will be diligently maintained and system adjustments are made by the ExamOne Implementation Team. Upon completion of implementation to the client's satisfaction, the process is transitioned to the ExamOne IT Support and appropriate client support organizations for case, account and production specific support.

QuestCheck Processing

Account Setup and Ordering

The ExamOne team will work with you on the setup of your account. For system-to-system orders, you will receive a <RequirementAcctNum> which will be used in your ACORD requests. QuestCheck does not support real-time delivery of results.

Currently there are three reporting options:
- HL7 V3.0
- Pretty report and
- Pretty report (PDF/TIFF) base64 encoded and embedded in Acord 1122 version 2.19 result format

Implementation of the "No HIPAA Authorization option" must be approved by the ExamOne Product Manager.

Web Ordering:

Clients can place orders and view results from the web site. Upon request, the product manager from ExamOne would grant permission for placing Orders and viewing Pretty results in the web interface.

HIPAA attachment can be required with a web order submission.

System to System Ordering (HIPAA Authorization Option):

Orders shall be in ACORD 2.19 format submitted to ExamOne web services. Required fields are validated. A successful order will return a Hit or No hit response – any other response indicates an error in the transaction attempt.

HIPAA attachment can be required with a web order submission. The document should be PDF or TIFF file base64 encoded and embedded in the Attachment element in the ACORD Order file. Find the provided sample order file for reference.

System to System Ordering (No HIPAA Authorization Option):

Orders shall be in ACORD 2.19 format submitted to ExamOne web services. Required fields are validated. A successful order will return a Hit or No hit response – any other response indicates an error in the transaction attempt.

If HIPAA attachment is not required, successful order responses and QuestCheck result data can be delivered in real-time.

Data Validation Requirements

Required and optional fields:

Required elements are: Last Name, First Name, Gender, Date of Birth, Address Number, Street Name, City, State, Zip Code. At least one of the following is required: Home or Mobile phone.

A valid HIPAA attachment is required, unless the No HIPAA Authorization process is approved and implemented.

Social Security Number is optional; however the inclusion of a valid SSN greatly improves the chances of getting a match for the applicant.

System-to-System: Duplicate Orders

Some order data is validated and checked against previous activity on the order data. Duplicate orders are rejected to prevent unnecessary charges to a client. A duplicate order is defined as (all conditions must by true):
- An order submitted with value the same as a previous order for the following fields: Last Name, First Name, Gender, Date of Birth, Mobile Phone Number, Home Phone Number, City, State, Zip Code, Address Number, Street Name, Unit Number and Social Security Number
- An order submitted within 24 hours of the previous order.

For HIPAA Authorization required process, a duplicate order will result in a duplicate reject order message. (See "Sample RAWHL7 Duplicate Order Message") Note that any order where the data is corrected will not be a duplicate.

For No HIPAA Authorization process, a duplicate reject order message may result. See "Responses and Results" section.

HIPAA approval process (HIPAA Authorization Option):

The HIPAA Form will be reviewed for approval upon submission of the order.

1.ExamOne reviews and approves the HIPAA if all the required HIPAA Compliance standards are met and releases results to the clients or rejects the HIPAA if it does not comply with the required standards and returns the reasons for rejection and does not provide the actual patients results.

2. Clients can resubmit the order with the valid HIPAA, if HIPAA is rejected for the previously submitted order.

Responses and Result Statuses

A listing of QuestCheck result statuses is found in the Data Map.

System Response Transmissions will be delivered in real-time or asynchronously depending on the selected process. Asynchronously delivery can be in web service, FTP or email transmissions.

HIPAA Authorization Option: Validation Errors are automated and can be delivered in real-time or asynchronously. HIPAA Rejected Message and Successful Order Responses will be delivered asynchronously.

No HIPAA Authorization Option: All responses can be delivered in real-time or asynchronously.

Validation Errors

Order status can be any of the following messages. These statuses can be returned in real-time or asynchronously.

- Applicant Last Name is required.
- Applicant First Name is required.
- Applicant's Gender is required.
- Applicant's valid Date of Birth is required.
- Applicant's Street Number and Street Name for Current Address are required.
- Applicant's City for Current Address is required.
- Applicant's State for Current Address is required.
- Applicant's Postal Code for Current Address is required.
- A valid HIPAA attachment is required.
- Applicant's Home Phone or Cell Phone Number is required.

HIPAA Rejected Message (HIPAA Authorization Option)

If an HIPAA authorization form is rejected during the HIPAA Approval process for any reason, one or more rejection reasons will be provided in a single asynchronous message.

Successful Orders

A successful order is one that did not have any validation errors and was approved in the HIPAA approval process. A successful order does not return any validation errors.   Status can be any of the following messages, after which the order is considered to be completed. The status and/or results can be provided in real-time or asynchronously.

- HIT (Applicant Found).
- NO HIT (Applicant Not Found).

SAMPLE FILES

Some sample files are provided primarily to illustrate the means of providing results and status through synchronous and asynchronous delivery. A subset of the responses and results can be delivered in real-time; however, all responses and results can be delivered asynchronously regardless of format.

Samples files are available in the following formats:
- ACORD 121 Order Requests for incoming orders
- RAW HL7 (xml) reports and responses
- Pretty Reports in PDF