



Inbound Check Numbers

Common Use Case Package

athenahealth, Inc.

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* 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 about the configuration options presented in this document please do not hesitate to discuss with your interface project manager.

If there is a customization request during the implementation process clients are subject to a fee. If there is a request to customize post go-live you will be subject to modification fees.

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. Product Description

The Inbound Check Number interface provides support for automatically entering check numbers for patient refund transactions specified in athenaNet.

The interface consists of a CSV or tab-delimited file containing information about the transaction check numbers, one line per transaction. The file will be picked up at regular intervals from a secure FTP server at the practice.

This workflow generally requires an additional outbound custom report of the patient refund. The full workflow is shown in the diagram below:



**WORKFLOW SCENARIOS**: Be sure to discuss workflow and interface use-cases with your interface project manager until you’re absolutely comfortable with the intended functionality. Often times the introduction of an interface will alter your end user workflow, in a good way, and it’s important to understand which elements are automated versus requiring manual input so that information can be conveyed to practice staff.

1. General Interface Configuration
   1. Integration Testing Environment

This class of interface does not require testing as there are no significant options in the design of the interface and the interface has already been tested by athenahealth.

* 1. Message Formats

This interface accepts files in either CSV or tab-delimited format, with one set of data per line.

|  |  |
| --- | --- |
| Format Options | |
|  | CSV (with double quotes around values as needed) |
|  | Tab Delimited |

* 1. Interface Workflow

|  |  |  |
| --- | --- | --- |
| Enable? | Action | Direction |
| Yes | Check Number | Inbound |

1. Outbound Message Configuration

There are no outbound messages for this interface type.

**INTERFACE DEPENDENCY**: This interface is supported by an Outbound Automated Report interface, which supplies the athenaNet transaction ID for the patient refund to the external system. Contact your Interface Project Manager for assistance in setting up this additional interface.

Please proceed to the next section.

1. Inbound Message Configuration
   1. Check Numbers

The interface will examine the specified FTP directory once per day and will pick up any file that meets the appropriate filename conventions found there. The file will be examined immediately, and each non-empty line in the file will turn into a separate interface message to be processed. Message processing begins immediately after the file is transformed into messages.

* + 1. File Naming Convention

The files placed in the FTP directory will have descriptive names containing the date or other unique identifier so that one file will not be overwritten by a future file. The interface will pick up any files matching the name and type described below.

|  |  |
| --- | --- |
| File Name Format |  |
| FTP directory |  |
| File Name prefix | patientrefunds-yyyymmdd |
| File Type | .txt |

* + 1. Data Format

The columns in the CSV or tab-delimited file must include the athenaNet patient refund transaction ID and the check number of the cut check. By default, these will be the only two columns that the interface will use to verify and process.

|  |  |  |  |
| --- | --- | --- | --- |
| Enable? | Column | Data | Description |
| Yes | 1 | Transaction ID | Transaction ID for Patient Refund |
| Yes | 2 | Check Number | Identifier of Cut Check |

* + 1. Processing and Error Handling

The file will be split separate interface messages by line and each message will then be processed separately. If the message is successfully processed, it will be marked as PROCESSED. If there is an error, the message will be marked as ERROR.

The interface will locate the patient refund transaction in the athenaNet databases by the transaction ID. It will then apply the check number to the transaction for future records. If successful, the message will be given a PROCESSED status. If the check number is invalid, or the transaction identifier cannot be located, no further processing will be attempted, and the message will be held in the ERROR status. A message in ERROR status must be reviewed or rejected by the client.

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:

