Maximizing Application Programming Interface (API) Integration With HHAeXchange (HHAX)

January 2024

Agenda

> **Data Management**

> **API Spec Overview**

> **API Capabilities**

> **Technical Support**

> **Provider Resources**

> **Question and Answer (Q&A)**

Why API & Meeting Purpose

This webinar aims to:

- Clear any confusion around API integration with HHAX
- Review API and general best practices
- Review data management and how HHAX fits with API
- Answer any API-related questions by HHAX subject matter experts

Note: If your question isn't answered today, please submit your request to the [HHAX Client Support Portal](#).

What is an API?

An **Application Programming Interface (API)** is a mechanism that enables two different software components to communicate with each other. APIs allow data to flow from one software component to another in real-time.

Note: **Not all HHAX functionality is available through API.** The API is limited to specific data exchange for ease of integration for providers. Any functionality not available through API is available via HHAX front-end.

Data Management

What Data Can be Written to HHAX via API?

Third-party vendors utilizing HHAX APIs can create & update the following:

- Members

- Payers

- Authorizations

- Service Providers

- Calendar Schedules

All data created or updated via an API will appear directly within your HHAX Provider Portal.

Note: The HHAeXchange Portal <u>must</u> be used to capture visit data such as clock in and clock out. APIs cannot be used to capture visit data.

What Data can be Pulled from HHAX via API?

Any data element found in a response message of a GET method is available to be extracted out of HHAX.

The HHAX TX API Specifications list a full breakdown of all GET methods. Below are some commonly extracted data elements:

- Member information
  - Demographics, Payers, Authorizations
- Service Provider information
  - Demographics
- Schedule & Visit information
- Billing information

Management of Data

In HHAX

- Member Demographics
- Member Payers
- Member Authorizations
- Service Providers
- Schedules
- **Visits (EVV)**

In Third-Party Vendor System

- Member Demographics
- Member Payers
- Member Authorizations
- Service Providers
- Schedules
- Billing
- Payroll

Note: Visit data is the only required data element which <u>must</u> be managed in HHAX. All other data may be managed separately. Above is calling out that the data is at least available if needed to be managed in HHAX.

API Specifications Overview

API Specifications Overview

The [HHAX TX API Specifications](#) (specs) were published on May 22, 2023, and list all of the available methods and transactional data that can be *pushed to* or *retrieved from* HHAX.

The specifications include:

- How to get started with API & HHAX

- All API methods and the data elements required to call each of them

- Detailed examples and requirements tables per method

- Response message examples and data points

- Detail on how to contact our API Support Team

- API Spec Revision History to track all additions and changes

Specification Enhancements for Texas

HHAX developed and released the following enhancements to improve Texas functionality

- CreateSchedule and UpdateSchedule API methods support Budget Number (Dec. 2023)

- GetVisitInfoV2 and GetVisitChangesV2 API methods now support the following:
  - Budget Number, Actual Hours, Actual Hours Rounded, Pay Hours, Pay Hours Unrounded (Nov. 2023)

- Future enhancements:
  - Add "Provider Number" field for authorizations tied to LTC.
    - QA deployment target date: January 20, 2024
    - PROD deployment target date: January 26, 2024
  - Add API Support for future "Weekly Variable" schedule types.
    - QA deployment target date: Q1 2024
    - PROD deployment target date: Q1 2024
  - Third-Party vendors will be notified ahead of time and be given ample time to test any enhancements

API Capabilities

API Capabilities Overview

Methods are blocks of code that perform a specific operation when called.

- These methods exist in the back end of HHAX (not visible in the UI)
- Example: A third-party vendor would call the CreateAuthorization method to create an authorization in an HHAX Provider Portal.

Third-party vendors utilize HHAX API methods to:

- **Get** data from HHAX Provider Portals
- **Create** data in HHAX Provider Portals
- **Update** data already in HHAX Provider Portals
- **Delete** data in HHAX Provider Portals

API Capabilities Continued

The following are high level call-outs as it relates to the general capabilities of the HHAX API:

- Data processing occurs in real-time. Separate API methods to retrieve the status of a call are available.

- Simple Object Access Protocol (SOAP) secure via Hypertext Transfer Protocol Secure (HTTPS).
  - SOAP uses eXtensible Markup Language (XML) as the data format for API messages. This is effectively the format in which API data is transmitted to HHAX.

- HHAX allows up to 200 calls per method per provider per minute. Using the CreateSchedule method, a vendor can process 12,000 transactions per hour for just that method, in addition to other methods.

Current API Call Volume

Volume of API calls within the past 30 days:

- **28,478,678** total calls

- **9,638,981** create, update, or delete calls

Average volume of API calls over the past 3 days:

- **618,196** total calls on average

- **177,024** create, or update, or delete calls on average

Note: Data accurate as of 1/15/2024

Member Lifecycle & API

For each Medicaid member, the following API Methods will likely be called at some point in that member's lifecycle.

1. CreatePatient – to create a member

2. AddPatientContracts – to add the appropriate contracts to the member

3. CreatePatientAuthorization – to create authorizations

4. CreateCaregiver – create the Service Provider

5. CreateSchedule – create schedules for the member

6. GetVisitChangeV2 – retrieve visit data for verified visit (retrieve clock in/out)

Note: Any required data updates may also be pushed to HHAX, as necessary, using the appropriate API update methods.

Member Management via API

Write Method Names:

- Create: CreatePatient

- Update: UpdatePatientDemographics

Example

- Third-party vendor wants to send member John Smith to HHAX for the first time.
  - The demographic data is entered in the third-party system.
  - Upon creation, the data is transmitted via calling the "CreatePatient" API method.
    - Method "GetOffices" may be utilized to help create the XML request.
  - The member record is available in HHAX.

Contract Management via API

Write Method Names:

- Create: AddPatientContract

- Update: UpdatePatientContract

Example:

- Third-party vendor wants to add a payer contract to John Smith's record in HHAX.
    - The payer is entered in the third-party system for the member.
    - Upon creation, the data is transmitted via calling the "AddPatientContract" API method.
        - Methods "GetContractID" and "GetServiceCodeID" may be utilized to help create the XML request.
    - The eligibility check is conducted through the TMHP web API.
    - The payer for the member is made available in HHAX.

Authorization Management via API

Write Method Names:

- Create: CreatePatientAuthorization

- Update: UpdatePatientAuthorization

Example

- Third-party vendor wants to add an authorization for an existing payer contract to John Smith's record in HHAX.
    - The authorization is entered in the third-party system for the member.
    - Upon creation, the data is transmitted via calling the "CreatePatientAuthorization API method.
        - Methods "GetContractID" and "GetServiceCodeID" may be utilized to help create the XML request.
    - The authorization for the member is made available in HHAX.

Service Provider Management via API

Write Method Names:

- Create: CreateCaregiver

- Update: UpdateCaregiverDemographics

Example

- Third-party vendor wants to send service provider John Doe to HHAX for the first time.
    - o The demographic data of the service provider is entered in the third-party system.
    - o Upon creation, the data is transmitted via calling the "CreateCaregiver" API method.
        - ▪ Methods "GetOffices", "GetCaregiveGender", "GetDisciplines", "GetEmergencyContactRelationships", and "GetLanguages" may be utilized to help create the XML request.
    - o The service provider is available in HHAX.

Schedule Management via API

Write Method Names:

- Create: CreateSchedule

- Update: UpdateSchedule

- Delete: DeleteVisit

Example:

- Third-party vendor wants to create a schedule for member John Smith in HHAX.
  - o The schedule is entered in the third-party system.
  - o Upon creation, the data is transmitted via calling the "CreateSchedule" API method.
    - ▪ Methods "GetCaregiverPayCodes", "GetPatientContracts", and "GetContractServiceCode" may be utilized to help create the XML request.
  - o The schedule is available in HHAX.

Using Methods Effectively vs Building Crosswalks

There are two fundamental routes a third-party vendor may take in setting up their API integration:

1. **Dynamic Config:** Call the GET methods dynamically to retrieve required IDs for Create/Add methods in real-time.

2. **Static Config:** Establish 1 to 1 mapping for payers and service codes ahead of time by calling the GET methods and storing the related IDs for reference in a "set it and forget it" type of setup.

In general, HHAX recommends a Dynamic Configuration to help ensure only the most updated data out of HHAX is being retrieved/sent. This is especially useful if the amount of configuration setup becomes too large to maintain, or if any changes are expected to be applied to existing configurations.

Technical Support

Technical Support

HHAX is dedicated to ensure ongoing operational excellence of API transactions.

- API-related questions and issues should be submitted as tickets via the HHAX [Client Support Portal](#).
  - For API-related tickets in the Client Support Portal, select **Provider API Integrations**.
  - For instructions on how to submit tickets, refer to the [Client Support Portal job aid](#) located in the HHAX Knowledge Base.

- If your vendor is experiencing API related challenges, please encourage them to reach out for assistance.
  - Each vendor has a dedicated test environment for any API work. For more information, please contact us via the Client Support Portal.

- Depending on level of assistance required, HHAX is amenable to coordinating 1:1 vendor meetings. To meet this need, HHAX has established such meetings with some third-party vendors.

Before Submitting an HHAX Ticket

Review these items before submitting an HHAX ticket:

- Does the data which is being transmitted fall within the scope/requirements of the HHSC integration?

- Is the transmitted Service Code in scope?

- Does the Service provider have the correct NPI associated in the HHAX platform?

- Does the discipline align with services provided?

If an item is ultimately out of scope or requires a configuration change, a ticket may be avoided. If you are unsure, you are welcome to submit a request for review.

Common Validation Errors

Validation Errors:

- No active eligibility found for this service code. Please check the correct payer was created.

- No valid LTC authorization found for this member and service code date combination. Try again with a different HCPCS code and modifier.

- HCPCS Code and Modifier combination is not an active EVV Service.

- Unable to find the Payer, so the Contract could not be saved at this time

- Wrong Payer selected. Please select from the Payer(s) : xx

Note: Above are response messages that HHAX receives from the TMHP web service. They are API responses that HHAX validates data against.

For example: If HHAX receives an API request for service code 90801, you will likely receive the "HCPCS Code and Modifier combination is not an active EVV Service" response back, as that service code is not in scope.

HHAeXchannge Support

Client Support Portal

hhaexchange.com/supportrequest

Texas EVV Support

Email

Web Pages

Communications

HHAX   TXSupport@hhaexchange.com

TMHP   EVV@tmhp.com

HHSC   EVV@hhs.texas.gov

HHAX
Texas Info Hub   TMHP EVV   HHSC EVV

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Provider Resources

Q&A

Thank you!