

MOTIONMD INBOUND INTEGRATION OVERVIEW

1. Introduction

MotionMD's inbound integration framework enables external systems to send patient and encounter data directly into **MotionMD**. This eliminates manual data entry, reduces errors, and accelerates the DME dispensing workflow. This document provides a clear, structured explanation of how inbound integration works, what data is exchanged, and how it supports downstream processes such as documentation and POD (Proof of Delivery) or AOB (Assignment of Benefits).

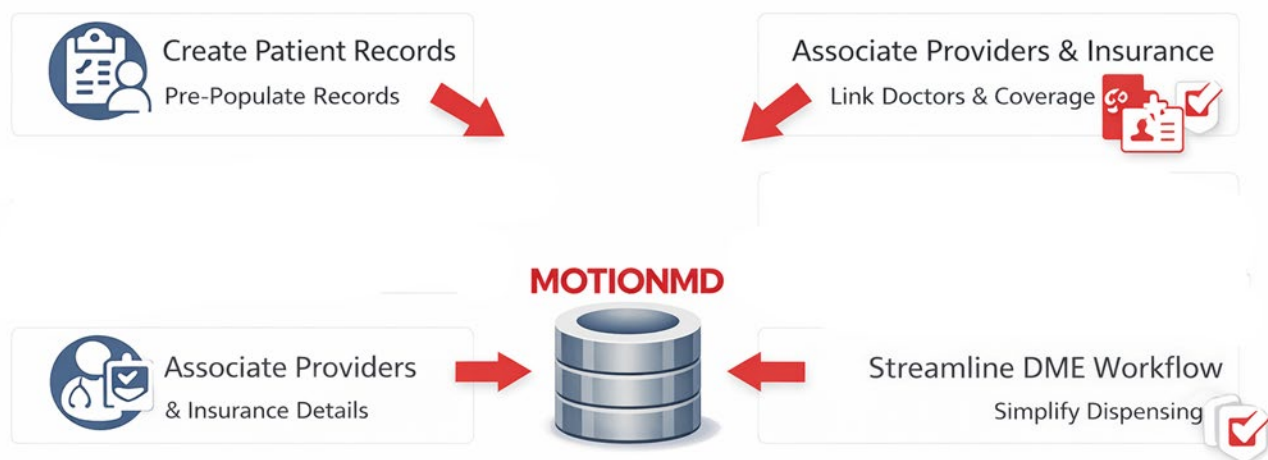
2. Purpose of Inbound Integration

Inbound integration ensures that **MotionMD** receives the essential information required to:

- Create or pre-populate **patient records**
- Associate ordering **providers** and **insurance details**
- Streamline the **DME dispensing** workflow

By receiving this data electronically, **MotionMD** users can focus on device selection, documentation, and delivery rather than administrative data entry.

How Inbound Integration Powers MotionMD



3. What Data Is Sent Inbound

3.1: Patient Demographics

Inbound data may include (but not limited to):
First and last name
Date of Birth
Address and Contact Information
Medical Record Number (MNR)

3.2: Insurance Information

Inbound data may include (but not limited to):
Primary, secondary, and tertiary insurance details
Policy Numbers
Group Numbers
Subscriber Information

3.3: Encounter or Visit Information

Inbound data may include (but not limited to):
Encounter/visit ID
Location or department
Ordering provider
Diagnosis codes (if included in the integration)

3.4 : Additional Optional Data

Depending on the integration type (HL7, API, SFTP), additional fields may be included, such as:

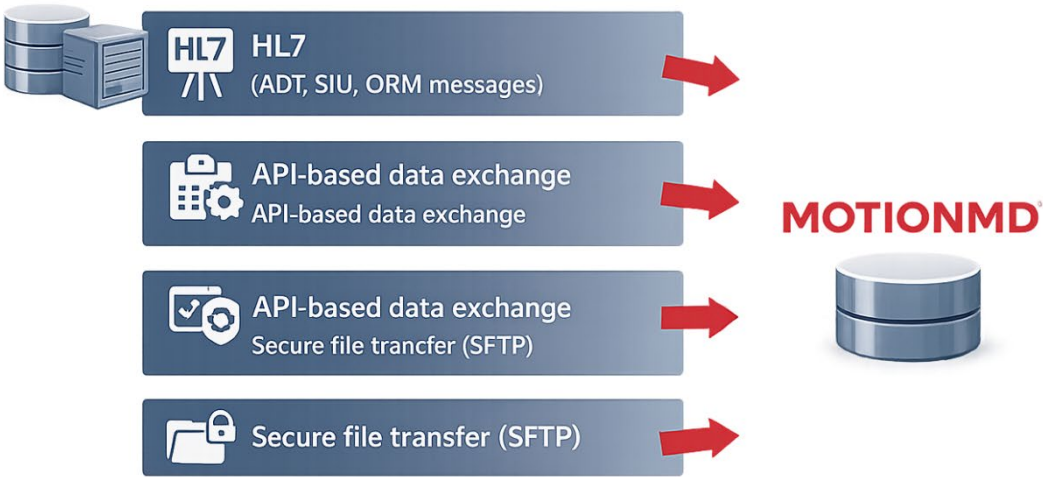
Outbound data may include (but not limited to):
Referring provider
Injury details
Notes or clinical context

4. How Inbound Integration Works

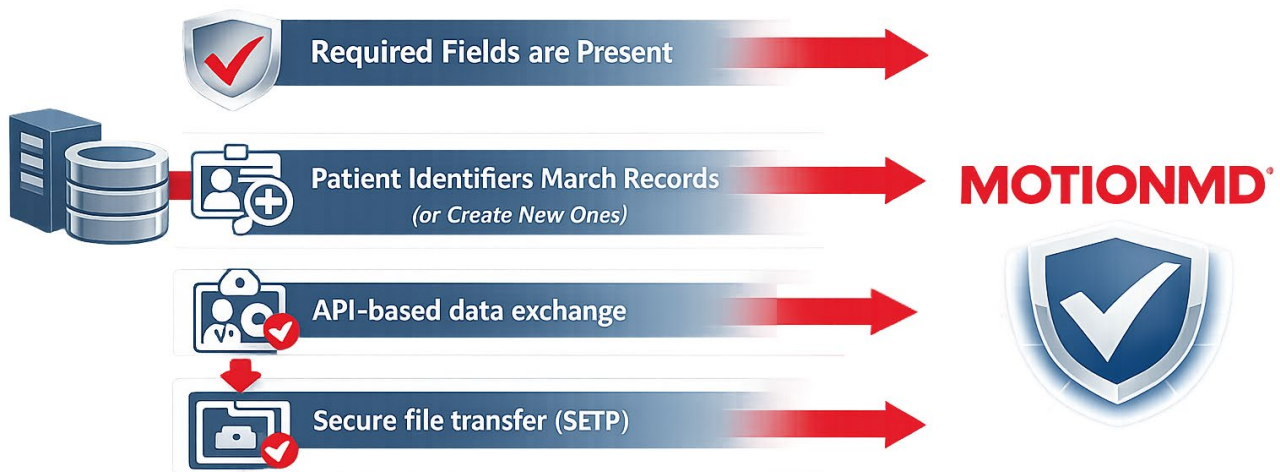
Inbound integration follows a structured workflow:

4.1 : Data Transmission

The account's system sends demographic and encounter data to MotionMD using one of the supported integration methods:



4.2 Data Mapping and Validation



4.3 Record Creation in MotionMD

Once validated, MotionMD:



5. Benefits of Inbound Integration

Inbound integration provides several operational and clinical advantages:

- **Reduced manual entry:** Staff no longer need to type patient demographics.
- **Improved accuracy:** Fewer data-entry errors and mismatches.
- **Faster workflow:** Encounters are ready when the patient arrives.
- **Better compliance:** Accurate data supports proper documentation and billing.

6. Relationship to Outbound Integration

Inbound integration handles **data coming into MotionMD**.

- Outbound integration is separate and handles **data leaving MotionMD**, such as:
 - POD / AOB
 - Device / HCPCS details
 - Delivery dates / timestamps

An account must be configured for outbound integration if POD / AOB or other documentation needs to be sent back to the account.

7. Summary

MotionMD inbound integration is the foundation of efficient DME workflows for accounts. By electronically receiving patient demographics, insurance details, and encounter information, **MotionMD** ensures accurate, timely, and streamlined device dispensing.

Inbound integration supports the front end of the workflow during the time of dispense, while outbound integration (such as POD / AOB return) supports the back end.

8. Glossary

- **Inbound Integration:** Data sent into **MotionMD**.
- **Outbound Integration:** Data sent from **MotionMD** back to the customer.
- **POD (Proof of Delivery):** Signed documentation confirming device delivery.
- **AOB (Assignment of Benefits):** Patient-signed authorization allowing the provider to bill insurance directly and receive payment.
- **HL7:** Healthcare data exchange standard.

9. Troubleshooting and Support

Below is a chart of possible scenarios where the integration process may be disrupted. Please contact MotionMD Support to open a ticket if integration issues are affecting multiple patients or appear to be system-wide.

