

## MOTIONMD OUTBOUND INTEGRATION OVERVIEW

### 1. Introduction

**MotionMD**'s outbound integration framework enables the system to send documentation and delivery data back to an account's EMR. This ensures that downstream workflows—such as billing, and record-keeping—are fully supported without manual intervention. This document explains how outbound integration works, what data **MotionMD** sends, and how it complements inbound integration to create a complete data exchange cycle.

### 2. Purpose of Outbound Integration

Outbound integration ensures that **MotionMD** can electronically return essential documentation and delivery information to the account. This supports:

- **Billing** workflows
- **Medical record** completeness
- **Operational visibility** for the customer

### 3. What Data Is Sent Outbound

**MotionMD** typically sends the following information back to the account:

#### 3.1 Proof of Delivery (POD) / AOB (Assignment of Benefits)

Outbound data may include (but not limited to):
Signed POD/AOB (PDF or structured data)
Patient Signature
Delivery Date and Time
Device Details (HCPCS, SKU, Description)

### 3.2 Documentation for Billing

<b>Outbound data may include (but not limited to):</b>
Clinical Notes (if applicable)
Medical Documentation
Encounter Details

### 3.3 Order Information

<b>Outbound data may include (but not limited to):</b>
Item Dispensed
Quantity
Associated Diagnosis Codes
Ordering Provider

### 3.4 Optional Additional Data

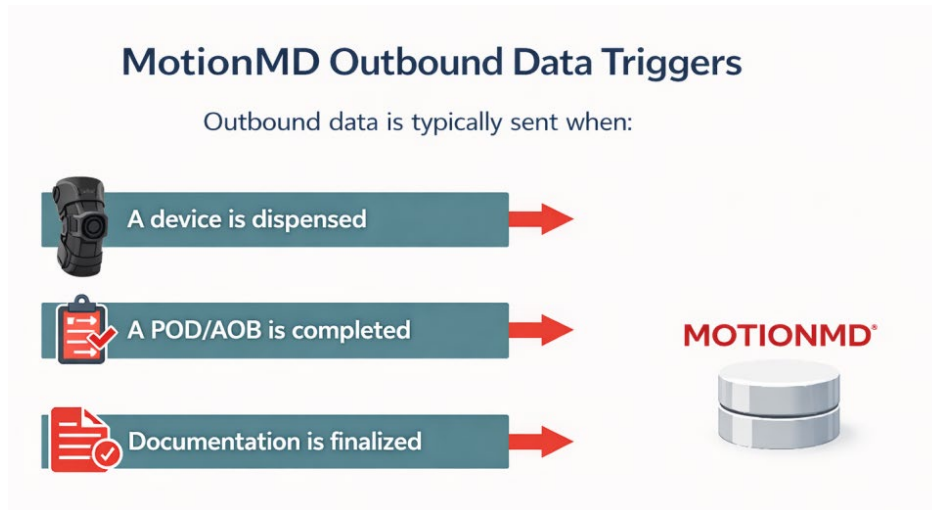
Depending on the integration setup, MotionMD may also send:

<b>Outbound data may include (but not limited to):</b>
Status Updates
Delivery Confirmations
Custom Data Fields

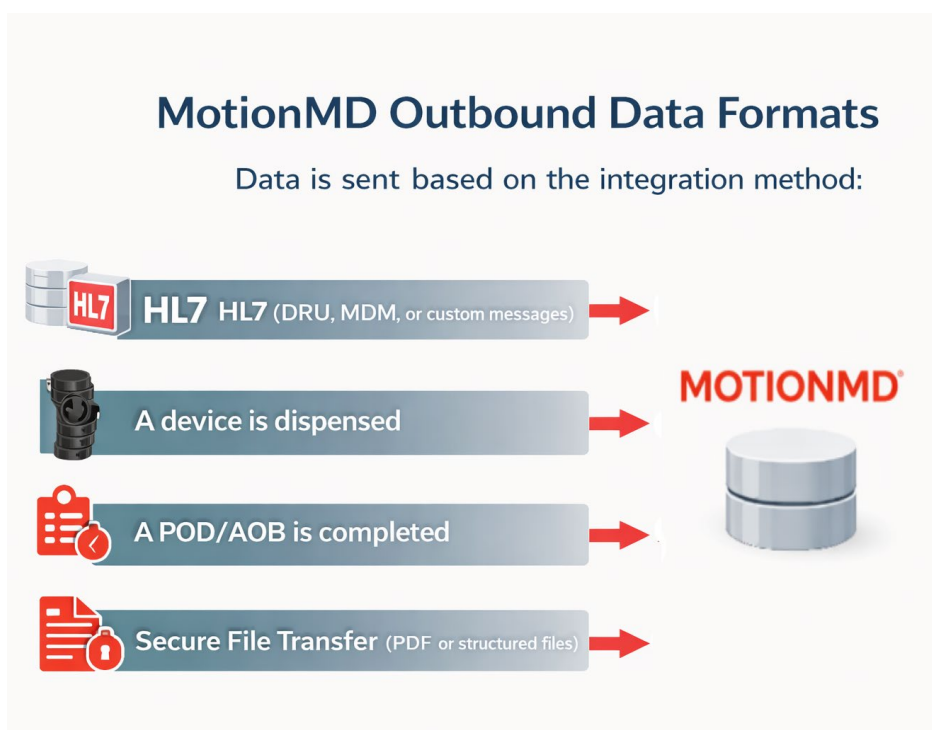
## 4. How Outbound Integration Works

Outbound integration follows a structured process:

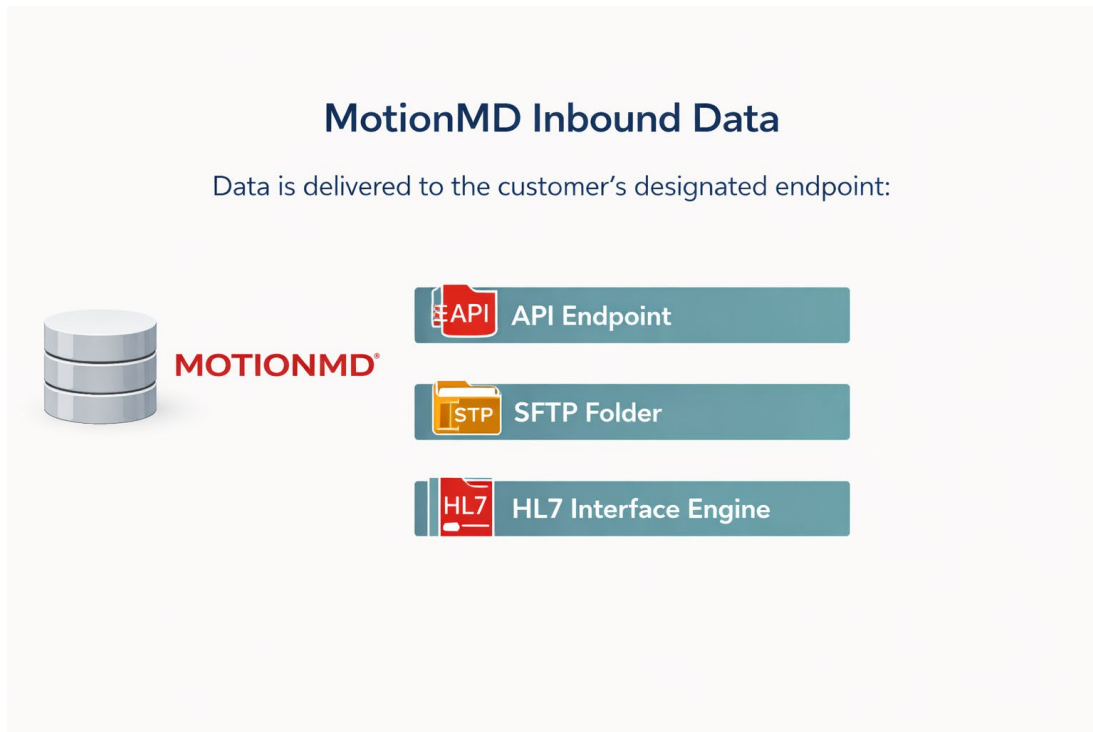
### 4.1 Triggering Events



### 4.2 Data Packaging



### 4.3 Transmission to the Account



## 5. Requirements for Outbound Integration

To enable outbound integration, the account must:

- Be **configured** for outbound data exchange
- Provide the appropriate **endpoint** (API, SFTP, HL7)
- Support the required message **formats**
- Complete integration **testing** with **MotionMD**

Without outbound configuration, **MotionMD** cannot send POD/AOB or documentation back to the customer.

## 6. Benefits of Outbound Integration

Outbound integration provides several operational advantages:

- **Automated documentation return:** Eliminates manual uploading or emailing of POD.
- **Improved billing efficiency:** Ensures billing teams receive complete documentation.
- **Enhanced compliance:** POD and delivery details are automatically recorded.
- **Better visibility:** Customers receive real-time updates on device delivery.

## 7. Relationship to Inbound Integration

Outbound integration complements inbound integration:

- **Inbound** brings patient and encounter data *into* **MotionMD**.
- **Outbound** sends POD and documentation *out of* **MotionMD**.

Together, they create a full-circle data exchange that supports the entire DME workflow.

## 8. Summary

**MotionMD** outbound integration ensures that all necessary delivery and documentation data is returned to the account automatically and accurately. It is essential for billing and operational efficiency.

Outbound integration completes the workflow that begins with inbound integration, enabling a seamless end-to-end data exchange.

## 9. Glossary

- **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:** A standard for healthcare data exchange.
- **SFTP:** Secure File Transfer Protocol used for sending files.
- **API:** Application Programming Interface for structured data exchange.

### Outbound Integration (One-Way)

- **Definition:** Data flows in only one direction, from your system (source) to an external system (target).
- **Purpose:** Primarily used for pushing updates, exporting data, or triggering actions in another system (e.g., sending new user data from CRM to an email marketing tool).
- **Characteristics:** It is a "one-way street." The external system receives information but does not send updates back to the source.

## 10. 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.



### Integration Issues

- Missing or incomplete inbound demographics
- Incorrect patient matching
- Outbound POD/AOB not transmitting
- Outbound delivery details incomplete
- User cannot log in
- Missing permissions
- Clinic not visible



### Diagnostic Steps

1. Check Integration Logs
2. Validate Endpoint Connectivity
3. Confirm Account Configuration
4. Review Message Acknowledgments
5. Reprocess Failed Transactions