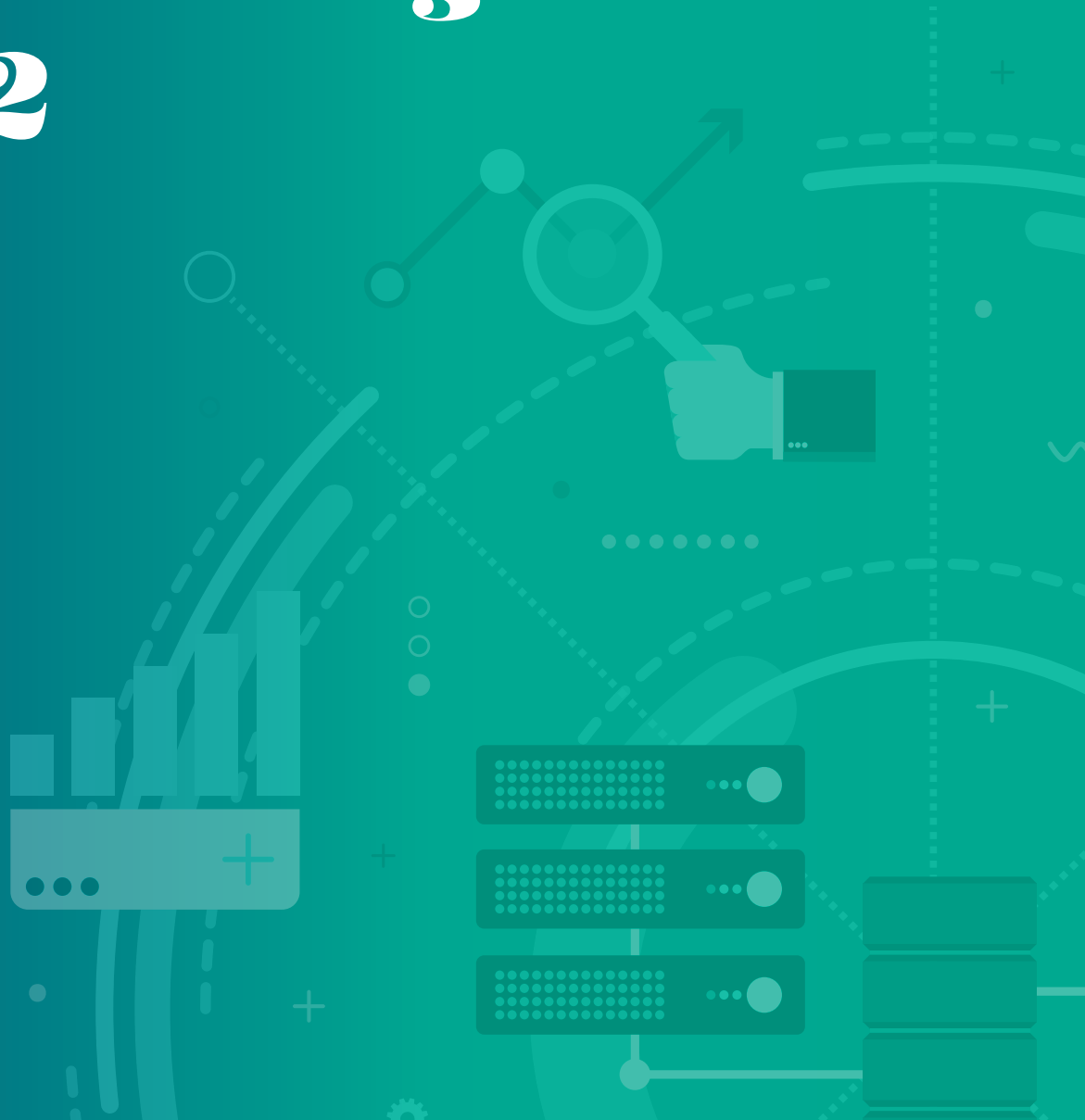


# *Guiding Care* *API Catalog* *2022*



HealthEdge's GuidingCare features a robust API Integration Suite to enable connections with external solutions across the entire payer IT ecosystem. As an interoperable platform, GuidingCare utilizes RESTful APIs to retrieve and update data in real-time.

All services within the Integration API Suite follow clinical workflow rules that are built into GuidingCare.

## GuidingCare API Categories:

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## MEMBER SERVICES

GuidingCare Member Services APIs allow users to:

- » Verify member eligibility and benefit coverage
- » Retrieve the designated care givers of a patient
- » Manage consent forms and advance directives for a member
- » Manage a member's care plans and automate tasks to close the gaps in care
- » Retrieve health indicators, allergies, and manually enter medications for each member
- » Retrieve a list of appointments and SDOH referrals
- » Manage documents and health notes
- » Add new and retrieve existing supplemental data elements

## AUTHORIZATION SERVICES

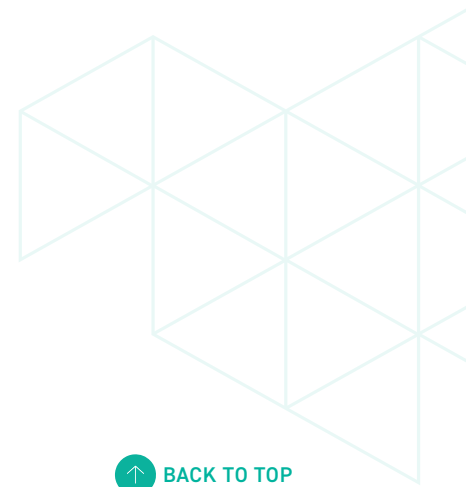
GuidingCare Authorization Services APIs allow users to:

- » Verify member eligibility and benefit coverage
- » Determine in-network coverage and medical necessity
- » Automate authorization decisions for procedures that meet medical necessity
- » Automate follow-ups after admissions
- » Notify members and providers of approvals and denials of pre-authorizations
- » Intelligently route authorizations that require physician reviews to the right work queue
- » Attach any physician notes or medical documents to the authorization

## ASSESSMENT SERVICES

GuidingCare Assessment Services APIs allow users to:

- » Retrieve a health assessment or other survey question template
- » Submit Health Assessments and other surveys by a member
- » Query previous answers to a health assessment or a survey
- » Retrieve the latest assessments for automation of workflow tasks
- » Handle assessments with dynamic fields and conditional questions
- » Add internal case notes on each answer



## SERVICE PLAN SERVICES

GuidingCare Service Plan Services APIs enable:

- » Members to view all their service plans based on date, provider, or status
- » Providers to view all service plans assigned to them
- » Members and providers to review an acknowledgement or denial for service plans

## COMPLAINT SERVICES

GuidingCare Complaint Services APIs allow users to:

- » Create and update post-service or denied claim appeals within GuidingCare
- » Expedite complaint reviews through intelligent routing and automation of supporting tasks
- » Attach any physician notes or medical documents to the complaints
- » Notify members and providers of approvals and denials of complaints

## QUERY SERVICES

GuidingCare Query Services APIs allow users to:

- » Retrieve the details of a given claim loaded into GuidingCare
- » Search diagnosis, procedure and medication codes, and modifiers for procedure codes
- » Search providers by name, specialty, type, zip code, languages, gender, and network status
- » Search providers by custom criteria based on a plan's provider configuration

## WORKFLOW MANAGEMENT SERVICES

GuidingCare Workflow Management Services APIs allow users to:

- » Automatically create tasks and assign them to a health plan's care staff or to a member of the external care team (such as a PCP)
- » Alert care staff of certain changes to a member's record (such as ER visits or hospital admission)

For more information on GuidingCare API specifications and technical documentation, visit the [Developer Portal](#).