


TennIS Onboarding Roles and Responsibilities

	During Onboarding			After Onboarding		
	Step One	Step Two	Step Three	Step One	Step Two	Step Three
TennIS Staff	<ul style="list-style-type: none"> Provide guidance on first steps, paperwork, and customer service throughout the process Facilitate communication between all parties throughout the duration of the testing process 	<ul style="list-style-type: none"> Provide technical specifications, connectivity details, and testing requirements/thresholds 	<ul style="list-style-type: none"> Assist with troubleshooting connectivity issues Provide feedback in the form of a data quality review on needed changes/HL7 message formatting 	<ul style="list-style-type: none"> Offer a "close-out" call for the provider with high-level information about TennIS Production 	<ul style="list-style-type: none"> Equip provider and EHR vendor with instruction on going live with TennIS Production Provide any needed connectivity details Provide details on setting up new TennIS users 	<ul style="list-style-type: none"> Monitor the submission of the first messages in TennIS Monitor data quality of messages; notify the practice and/or EHR vendor if errors are noted over a threshold Notify practice/EHR of planned and unplanned downtimes in which messages need to be resubmitted to TennIS
Provider	<ul style="list-style-type: none"> Identify a point-of-contact to participate in the onboarding/testing process and engage EHR vendor point-of-contact for testing/implementation Complete all onboarding documents, registrations, and Trading Partner Agreement (TPA) 	<ul style="list-style-type: none"> Work with EHR vendor to submit production quality messages (immunizations) to TennIS staging for validation 	<ul style="list-style-type: none"> Work with EHR vendor on correcting any needed changes identified in the data quality review 	<ul style="list-style-type: none"> Monitor errors and acknowledgement messages (ACKs) post go-live Ensure failed messages are corrected and resubmitted to TennIS Work with TennIS staff and EHR vendor (if needed) on data quality issues identified while in production 	<ul style="list-style-type: none"> Communicate issues to TennIS and EHR vendor that may impact connectivity to TennIS 	<ul style="list-style-type: none"> Notify TennIS when there are major organizational changes (merges, acquisitions, closures) or point-of-contact changes Notify TennIS if there is an EHR vendor change
EHR Vendor	<ul style="list-style-type: none"> Actively participate in the onboarding process and needed calls Assist the provider with the needed EHR training of the system as it relates to immunizations Configure EHR system for the provider and set-up connectivity 	<ul style="list-style-type: none"> Ensure EHR meets current HL7 standards per TennIS technical specifications Assist with identifying connectivity issues and troubleshooting 	<ul style="list-style-type: none"> Assist with any needed changes/corrections identified in the data quality review 	<ul style="list-style-type: none"> Assist provider in their transition from onboarding to TennIS production as it relates to connectivity and implementation Assist the provider on how to monitor ACKs and errors after going live with TennIS 	<ul style="list-style-type: none"> Continue to monitor connectivity/feeds, notifying the provider and TennIS if there are issues Provide technical support to provider 	<ul style="list-style-type: none"> Notify TennIS and provider when there are upcoming changes that may result in transport or connectivity issues
IT Support Company	<ul style="list-style-type: none"> Participate on onboarding calls 	<ul style="list-style-type: none"> Provide technical support to EHR and provider Assist with identifying connectivity issues and troubleshooting 	<ul style="list-style-type: none"> Assist with any needed changes/corrections identified in the data quality review 	<ul style="list-style-type: none"> Assist provider and EHR vendor in their transition from onboarding to TennIS production 	<ul style="list-style-type: none"> Continue to monitor connectivity/feeds, notifying the provider and TennIS if there are issues Provide technical support to the provider and/or EHR vendor when there are issues 	<ul style="list-style-type: none"> Notify TennIS, EHR vendor, and the provider when there are upcoming changes that may result in transport or connectivity issues