Oracle Health Connection Hub
Provider User Guide

G39605-02
September 2025

ORACLE®

Oracle Health Connection Hub Provider User Guide,

G39605-02

Contents

Preface

This preface contains the following sections:

Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

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Get Started

This topic provides information on getting started with Oracle Health Connection Hub for providers.

The get started section contains the following sections:

- **Introduction**
  This topic provides an introduction to Oracle Health Connection Hub for provider organizations.

- **Oracle Health Connection Hub User Roles**
  This topic provides an introduction to Oracle Health Connection Hub user roles.

- **Service Administrator User Roles**
  This topic provides an introduction to service administrator user roles.

- **Activate Your Account**
  This topic provides information on activating the Oracle Health Connection Hub service in your Oracle Cloud account.

- **Set Up User Groups and Policies**
  This topic provides information on setting up user groups and policies for Oracle Health Connection Hub.

- **Sign In**
  This topic provides information on signing in to Oracle Health Connection Hub.

- **Oracle Health Connection Hub Requirements**
  This topic describes the requirements for users to use Oracle Health Connection Hub.

- **View and Accept Provider Organization Profile**
  This topic provides information on viewing and accepting your provider organization profile in Oracle Health Connection Hub.

Introduction

This topic provides an introduction to Oracle Health Connection Hub for provider organizations.

Oracle Health Connection Hub is a self-service application for healthcare provider organizations in the Oracle Cloud Console. Customers can use this application to enable one or more Oracle Health product capabilities. These capabilities include interoperability services, managing connectivity and data sharing decisions, and setting up and accessing the relevant provider-facing functionality for the capabilities that are enabled using this application.

Oracle Health Connection Hub User Roles

This topic provides an introduction to Oracle Health Connection Hub user roles.

> ⓘ **Note**
>
> Your Oracle Cloud administrator (in other words, your tenancy administrator) is responsible for activating your subscription and assigning the Connection Hub Service Manager role. Your Oracle Cloud administrator and Connection Hub Service Manager can assign the service administrator roles to other users.

The below table describes the user roles and permissions that are available in Oracle Health Connection Hub.

Table 1-1   Oracle Health Connection Hub User Roles

User Role	Permissions
Connection Hub Service Manager	This role has the following permissions: • View and accept the provider organization profile and request updates to the profile. • Enable services in Oracle Health Connection Hub. • Assign service administrator roles to users. ⓘ **Note** Users with this role are assigned the service administrator role by default for services enabled using Oracle Health Connection Hub. Also, users with this role can optionally assign the service administrator roles to other users.

Service Administrator User Roles

This topic provides an introduction to service administrator user roles.

The below table describes the service administrator user roles and permissions that are available in Oracle Health Connection Hub.

User Role	Permissions
Clinical Data Exchange Administrator	This role is an administrator role for Oracle Health Clinical Data Exchange service.
	This role can perform all available tasks within the Oracle Health Clinical Data Exchange service, including the following tasks:
	• Submit and track requests to set up connections between your electronic health record (EHR) system and Oracle Health Clinical Data Exchange.
	• Submit and track requests to disable active connections between your EHR systems and Oracle Health Clinical Data Exchange.
	• View payers that are connected through Oracle Health Clinical Data Exchange.
	• Enable and disable data sharing with payers.
	• Enable and disable payer access to clinical document concepts and clinical event notifications.
	• Access data disclosure reports.
Oracle Health Information Network Administrator	This role is an administrator role for Oracle Health Information Network service. This role can perform the following tasks within the Oracle Health Information Network service:
	• Set up a one-time connection between your EHR system and Oracle Health Information Network.
	• View details related to the Oracle Health Information Network service.
	• Request data disclosure reports.
	• Enable or request to disable and track data-sharing in the Oracle Health Information Network service, or across the Oracle Health Information Network service and other qualified health information networks.

Activate Your Account

This topic provides information on activating the Oracle Health Connection Hub service in your Oracle Cloud account.

To activate Oracle Health Connection Hub for your organization in the Oracle Cloud Console, add your subscription for Oracle Health Connection Hub to your Oracle Cloud account.

After your organization signs an order for this service, your cloud account administrator receives an email notification to add the subscription to your Oracle Cloud account. After your administrator adds your subscription, Oracle adds Oracle Health Connection Hub to your Oracle Cloud account.

See Activating Your Oracle Cloud Applications Order on Oracle Help Center for more information.

Set Up User Groups and Policies

This topic provides information on setting up user groups and policies for Oracle Health Connection Hub.

This set up user groups and policies section contains the following sections:

- **Create User Groups**
  This topic provides information on creating identity access management (IAM) user groups for Oracle Health Connection Hub user roles.

- **Define Policies**
  This topic provides information on defining policies for Oracle Health Connection Hub.

Create User Groups

This topic provides information on creating identity access management (IAM) user groups for Oracle Health Connection Hub user roles.

Once your Oracle Cloud administrator adds the subscription to your Oracle Cloud account, the Oracle Cloud administrator needs to create the applicable IAM user groups.

To create user groups:

1. Access the Identity service in your Oracle Cloud Console.

2. Access the default identity domain.

3. Create the following user groups based on the existing Oracle Health Connection Hub user roles:

   - **ohai-ohch-service-manager:** This group is mapped to the Connection Hub Service Manager role.

   - **ohai-ohch-cdex-administrator:** This group is mapped to the Clinical Data Exchange Administrator role.

   - **ohai-ohch-ohin-administrator:** This group is mapped to the Oracle Health Information Network Administrator role.

See Managing Groups on Oracle Help Center for more information.

Define Policies

This topic provides information on defining policies for Oracle Health Connection Hub.

To define policies:

1. Access the Policies service in your Oracle Cloud Console.

2. Add the following policies for the Connection Hub Service Manager role:

   - ```
     allow group ohai-ohch-service-manager to manage ohch-service-family in
     tenancy
     ```

   - ```
     allow group ohai-ohch-service-manager to use cdexhub-provider-family in
     tenancy
     ```

- allow group ohai-ohch-service-manager to use cdexhub-data-sharing-family in tenancy

- allow group ohai-ohch-service-manager to read cdexhub-payer-directory-entry in tenancy

- allow group ohai-ohch-service-manager to read cdexhub-payer-health-plan in tenancy

- allow group ohai-ohch-service-manager to manage users in tenancy where target.resource.domain.name = 'Default'

- allow group ohai-ohch-service-manager to use groups in tenancy where target.resource.domain.name = 'Default'

- allow group ohai-ohch-service-manager to read audit-events in tenancy

- allow group ohai-ohch-service-manager to inspect organizations-subscriptions in tenancy

- allow group ohai-ohch-service-manager to read organizations-assigned-subscriptions in tenancy

3. Add the following policies for the Clinical Data Exchange Administrator role:

- allow group ohai-ohch-cdex-administrator to manage ohch-cdex-service in tenancy

- allow group ohai-ohch-cdex-administrator to read cdexhub-provider-family in tenancy

- allow group ohai-ohch-cdex-administrator to use cdexhub-data-sharing-family in tenancy

- allow group ohai-ohch-cdex-administrator to read cdexhub-payer-directory-entry in tenancy

- allow group ohai-ohch-cdex-administrator to read cdexhub-payer-health-plan in tenancy

- allow group ohai-ohch-cdex-administrator to use users in tenancy where target.resource.domain.name = 'Default'

- allow group ohai-ohch-cdex-administrator to use groups in tenancy where target.resource.domain.name = 'Default'

- allow group ohai-ohch-cdex-administrator to read audit-events in tenancy

- `allow group ohai-ohch-cdex-administrator to inspect organizations-subscriptions in tenancy`

- `allow group ohai-ohch-cdex-administrator to read organizations-assigned-subscriptions in tenancy`

4. Add the following policies for the Oracle Health Information Network Administrator role:

- `allow group ohai-ohch-ohin-administrator to manage ohch-ohin-service in tenancy`

- `allow group ohai-ohch-cdex-administrator to read cdexhub-provider-family in tenancy`

- `allow group ohai-ohch-ohin-administrator to use users in tenancy where target.resource.domain.name = 'Default'`

- `allow group ohai-ohch-ohin-administrator to use groups in tenancy where target.resource.domain.name = 'Default'`

- `allow group ohai-ohch-ohin-administrator to read audit-events in tenancy`

- `allow group ohai-ohch-ohin-administrator to inspect organizations-subscriptions in tenancy`

- `allow group ohai-ohch-ohin-administrator to read organizations-assigned-subscriptions in tenancy`

Once the applicable user groups and policies are defined, assign the Connection Hub Service Manager role to the applicable staff members.
See Managing Policies on Oracle Help Center for more information.

Sign In

This topic provides information on signing in to Oracle Health Connection Hub.

To access Oracle Health Connection Hub:

1. Ensure that your subscription to Oracle Health Connection Hub was added to your OCI account.

2. Ensure that your site is operating in the Midwest Oracle Cloud region.

3. Access the Oracle Cloud Console.

4. Select **Oracle Health Connection Hub** from the My Applications list.

Oracle Health Connection Hub Requirements

This topic describes the requirements for users to use Oracle Health Connection Hub.

Your system administrator is responsible for assigning the Connection Hub Service Manager role to the applicable staff members based on the configured user groups.

The Connection Hub Service Manager role has permissions to perform the following activities:

- View and accept the provider organization profile that is created automatically for your organization.

- Enable and disable services that are available in Oracle Health Connection Hub for your organization.

- Manage user access to services that are enabled in Oracle Health Connection Hub.

By default, the Connection Hub Service Managers can act as service administrators for services that are enabled in Oracle Health Connection Hub. Service managers can also delegate service administrator permissions to other users or groups in your organization.

Your cloud administrator must assign the Connection Hub Service Manager role to the applicable users within your organization.

View and Accept Provider Organization Profile

This topic provides information on viewing and accepting your provider organization profile in Oracle Health Connection Hub.

> ⓘ **Note**
>
> This task can be performed only by a Connection Hub Service Manager.

To view and accept your provider organization profile:

1. Open Oracle Health Connection Hub and select **Provider Organization Profile**.

2. Review your provider organization details.

3. Select **Accept**.

If you want to update the details for your provider organization profile, log a product-specific service record (SR) in eService. See Submitting a Service Record in eService for more information about logging an SR.

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Manage Services

This topic describes the tasks for managing services for Oracle Health Connection Hub.

> ⓘ **Note**
>
> These tasks can be performed only by a Connection Hub Service Manager.

This section contains the following tasks:

- [View Services](#)
  This topic provides the steps for viewing services in Oracle Health Connection Hub.

- [Enable Services](#)
  This topic provides the steps for enabling services in Oracle Health Connection Hub.

- [Disable Services](#)
  This topic provides the steps for disabling services in Oracle Health Connection Hub.

View Services

This topic provides the steps for viewing services in Oracle Health Connection Hub.

To view services:

1. Access Oracle Health Connection Hub and select **Services**.

2. Select one of the following tabs to view services with the corresponding status:

   - **All Services**

   - **Enabled**

   - **Disabled**

   - **In Progress**

3. To view descriptions and additional terms (if applicable), select the **Oracle Cloud Connection Hub Solution Description** link.

Enable Services

This topic provides the steps for enabling services in Oracle Health Connection Hub.

To enable services:

1. Access Oracle Health Connection Hub and select **Services**.

2. Select the **All Services** or **Disabled** tab.

3. Select the checkbox next to the services that you want to enable.

4. Select **Apply**.

5. In the Update Service Preferences dialog box, select **Apply**.

Disable Services

This topic provides the steps for disabling services in Oracle Health Connection Hub.

Currently, you cannot manually disable services in Oracle Health Connection Hub. If you need to disable a service, log a product-specific service record (SR) in [eService](#). See [Submitting a Service Record in eService](#) for more information about logging an SR.

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Use Oracle Health Connection Hub for Oracle Health Clinical Data Exchange

This topic describes the tasks for using Oracle Health Connection Hub for onboarding your organization for Oracle Health Clinical Data Exchange.

> ⓘ **Note**
>
> To complete the tasks in this section, ensure that the Clinical Data Exchange Service is enabled.

> ⓘ **Note**
>
> These tasks can be performed only by a Connection Hub Service Manager or Clinical Data Exchange Administrator.

This section contains the following tasks:

- [Set Up a Connection](#)
  This topic provides the steps for setting up a connection between your EHR system and Oracle Health Clinical Data Exchange.

- [Manage Data Access for Payers](#)
  This topic provides the steps for managing data access for payers.

- [Access Data Disclosure Reports](#)
  This topic provides the steps for accessing data disclosure reports to review the information that has been disclosed with your enabled payers.

Set Up a Connection

This topic provides the steps for setting up a connection between your EHR system and Oracle Health Clinical Data Exchange.

To set up a connection with Oracle Health Clinical Data Exchange:

1. Access Clinical Data Exchange - Document Retrieval and Event Notifications from the Oracle Health Connection Hub window and select **Connection Management**.

2. Select **Set Up Connection**.

> ⓘ **Note**
>
> If your organization operates multiple Oracle Health Foundation EHR domains, you can select and set up connections between each domain and Oracle Health Clinical Data Exchange.

3. Select **Start**.

4. In the Provider Organization Information section, review the information in the following elements:

   • Connecting Provider Organization Name

   • Connecting Provider Organization Address

   • Connecting Provider Organization NPI

5. Select **Continue**.

> ⓘ **Note**
>
> The Type element is automatically populated with a value of **Oracle Health Foundation EHR**.

6. In the Production Domain element, select the production environment for your EHR.

7. In the Non-Production Domain element, optionally select the nonproduction environment for your EHR for testing purposes.

8. Select **Continue**.

9. In the Preferred Payer Connections section, select the checkbox next to the payers that you want to receive clinical data from your EHR system. Also, select **View Health Plans** if you want to review the health plans that are associated with a payer.

> ⓘ **Note**
>
> You can search for payers using the payer name or health plan name. Health plans are only available to view for payers that are participating in the Clinical Data Exchange network.

10. Select **Continue**.

11. In the Data Sharing Decision section, complete the following steps to manage data access with payers:

    a. Select the checkbox next to the payers that you want to connect.

    b. Select the checkbox next to each clinical document concept and clinical event notification that you want the selected payer or payers to receive and select **Save**.

    c. Select **Apply**.

12. Select **Next**.

13. In the Review and Create section, review the entered information.

14. Select **Submit**.

After you submit a connection request, you monitor the connection status using Connection Management tab. Once a connection is active, you can manage access to the clinical information that payers receive using that connection. You can also select **View Details** to review the details related to the connection.

Manage Data Access for Payers

This topic provides the steps for managing data access for payers.

To manage data access for payers:

1. Access Clinical Data Exchange - Document Retrieval and Event Notifications from the Oracle Health Connection Hub window and select **Data Access Management**.

2. To enable data sharing for payers, complete the following steps:

   a. Select the **Payers** tab.

   b. Select the **ellipsis** button (**...**) next to the payer name.

   c. Select **Modify**.

   d. Select the checkbox next to each clinical document concept and clinical event notification that you want to request access to and select **Save**.

   e. Repeat Steps b through d for each applicable payer.

Access Data Disclosure Reports

This topic provides the steps for accessing data disclosure reports to review the information that has been disclosed with your enabled payers.

To access data disclosure reports:

1. Access Oracle Health Connection Hub and select **Disclosure Reports** in the navigation pane.

2. If you want to generate a report for a specific data range, select the **Date Range** option and select the applicable dates in the Start Date and End Date boxes.

3. If you want to generate a report for a specific month, select the **Month** option and select the applicable month in the Select Month box.

4. Select **Generate Report** to run and view the report in Oracle Health Connection Hub.

5. Select **Download Report** to download a copy of the report.

> ⓘ **Note**
>
> Month reports are only available for past months.

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Use Oracle Health Connection Hub for OHIN

This topic provides information on using Oracle Health Connection Hub for Oracle Health Information Network (OHIN).

> ⓘ **Note**
>
> To complete the tasks in this section, ensure that the Oracle Health Information Network service is enabled.

> ⓘ **Note**
>
> These tasks can be performed only by a Connection Hub Service Manager or Oracle Health Information Network Administrator.

This section contains the following tasks:

- [Set Up an OHIN Connection](#)
  This topic provides the steps for setting up a connection between Oracle Health Connection Hub and OHIN.

- [Access OHIN Data Disclosure Reports](#)
  This topic provides the steps for accessing OHIN data disclosure reports.

Set Up an OHIN Connection

This topic provides the steps for setting up a connection between Oracle Health Connection Hub and OHIN.

To set up a connection with OHIN:

1. Access Oracle Health Information Network from the Oracle Health Connection Hub window and select **Connection Management** in the navigation pane.

2. Select **Set up Connection**.

> ⓘ **Note**
>
> If your organization operates multiple Oracle Health Foundation EHR domains, you can select and set up connections between each domain and OHIN.

3. Select **Start**.

4. In the Provider Organization Information section, review the information in the following elements:

   - Connecting Provider Organization Name

   - Connecting Provider Organization Address

- Connecting Provider Organization NPI

5. Select **Continue**.

> ⓘ **Note**
>
> The Type element is automatically populated with a value of **Oracle Health Foundation EHR**.

6. In the Production Domain element, select the production environment for your EHR.

7. In the Non-Production Domain element, optionally select the nonproduction environment for your EHR for testing purposes.

8. Select **Next**.

9. In the Review and Create section, review the entered information.

10. Select **Submit**.

Access OHIN Data Disclosure Reports

This topic provides the steps for accessing OHIN data disclosure reports.

Currently, you cannot manually access OHIN data disclosure reports in Oracle Health Connection Hub. If you need to obtain OHIN data disclosure reports, log a product-specific service record (SR) in eService. See Submitting a Service Record in eService for more information about logging an SR.

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Provider FAQs by Topic

To be determined.

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Additional Resources

This topic provides the additional resources for the Oracle Health Connection Hub Provider User Guide.

[Oracle Health Clinical Data Exchange](#) on Oracle Help Center

Glossary

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