



Carenet Integration

Overview

The Carenet Integration for Unlock Health HRAs allows for real-time data to be delivered to Carenet as users complete the HRA. Information is sent from Unlock Health servers directly to Carenet over an SSL link using the Carenet SOAP API. Each HRA completion triggers a single SOAP API call to Carenet's call center platform, enabling Carenet to schedule a follow-up callback for the user based on their HRA results.

The API is authenticated using a Route ID, Client ID, and Password provided by Carenet directly to the client. These credentials are entered and stored securely in the Unlock HRA Console. Once this authentication is completed, the integration can be added to each HRA as part of each HRA's Follow-up Plan. The user who configures the authentication must confirm that the client has secured a BAA with Carenet before proceeding.

Authentication Process

To set up the integration, you will need a Route ID, Client ID, and Password provided to you directly by Carenet. These credentials are entered in the Carenet Integration configuration within the Unlock HRA Console. The credentials are encrypted when stored with Unlock using a client-specific encryption key to protect this data at rest. Unlock decrypts and uses these credentials when SOAP calls are made to Carenet as users complete HRAs.

Data Mapping

Data is transmitted to Carenet via a single SOAP API call upon HRA completion. Unlike REST-based integrations, the Carenet integration uses a fixed schema defined by Carenet's SOAP API — all fields in the schema are sent with every HRA completion. Several fields carry static values, and one field (`QuestionComment`) carries a structured, concatenated string of key HRA data points.

See the **Carenet Integration Data Guide** for a complete description of each field, its source in the Unlock HRA data, and any special formatting or business logic that applies.