

## Carenet Integration Data Guide



The Carenet Integration is supported for all Unlock HRAs configured with Carenet callback scheduling. For more information about this integration, please refer to the "Carenet - Unlock HRAs Integration" document.

### Carenet Standard Fields

Carenet Field Name	HRA Data Dictionary Field Name	Description	Notes / Special Logic
FirstName	first_name	The first name of the user who completed the HRA.	
LastName	last_name	The last name of the user who completed the HRA.	
Email	email	The email address of the user who completed the HRA.	
PrimaryPhoneArea	phone_1	The area code (first 3 digits) of the user's primary phone number.	Parsed from the phone number entered in the HRA. Example: '512'
PrimaryPhonePrefix	phone_1	The exchange (middle 3 digits) of the user's primary phone number.	Parsed from the phone number entered in the HRA. Example: '555'
PrimaryPhoneSuffix	phone_1	The last 4 digits of the user's primary phone number.	Parsed from the phone number entered in the HRA. Example: '1234'
PrimaryPhoneExtension	n/a	The extension for the user's primary phone number.	Always sent as blank.
QuestionComment	connection_id, app_type_name, first_name_caregiver, last_name_caregiver, primaryResult, primaryCarePhysician_has	An HTML-formatted string of key HRA session data displayed to Carenet agents. Contains the following sub-fields: 1. connection_id 2. app type name 3. first_name_caregiver (included only if present) 4. last_name_caregiver (included only if present) 5. primary result 6. primaryCarePhysician_has	Formatted as HTML for display in the Carenet agent interface. Caregiver name fields are omitted when the HRA is completed on behalf of oneself (myself_someone_else = 'myself'). All other sub-fields are always included.
CallBackNow	n/a	Indicates whether Carenet should initiate an immediate callback.	Always sent as '0' (no immediate callback). Scheduled callbacks are used for all completions.
ScheduledCallBackTime	completed_at (completion timestamp)	The date and time Carenet should call the user back, formatted as YYYY-MM-DDTHH:MM:SS. Set to 10:01 AM CST on the business day following the HRA completion date.	If the HRA is completed on a Friday, Saturday, or Sunday, the callback is scheduled for 10:01 AM CST on the following Monday. Example: '2026-04-22T10:01:00'
TimeZone	n/a	The time zone associated with the ScheduledCallBackTime value.	Always sent as 'CST'.