

MAT BONNIE MADIE TICKET SUBMISSION GUIDANCE

Before submitting Help Desk ticket to CQL Issue Tracker or Bonnie MAT MADiE Issue Tracker:

- ✓ Confirm primary measure library is using current versions for data model and included supplemental libraries available as documented in the Version Information document available on the [Training & Resources](#) tab of the MAT public website).
- ✓ Confirm the issue is not included in Known Issues posted to the [MADiE MVP tab](#) of the MAT public site.
- ✓ Review available documentation:
 - [MADiE MVP tab](#) on the MAT Public site:
 - MADiE User Guide
 - Known Issues
 - JSON Test Case Guide
 - [Training & Resources tab](#) on the MAT Public site:
 - Bonnie, MAT and MADiE User Group monthly slides
 - MAT User Guide
 - MAT Training Webinars
 - Bonnie User Guide
 - Bonnie FHIR Supported Attributes
 - Bonnie FHIR: How to use Negation Rationale
 - Bonnie FHIR Training Videos
 - Additional training materials located under 'Did you know?'
 - [Bonnie FHIR User Guide](#)
 - [Bonnie QDM User Guide](#)
 - [QI-Core Implementation Guide](#) profile structure definitions and [QI-Core Patterns](#), and
 - [HL7 CQL Reference and Author Guide](#).
- ✓ JSON Test Case Guide ([MADiE MVP tab](#)) and *QI-Core v4.1.1 Test Case Template* measure in MADiE which contains a test case with commonly used QI-Core profile examples.
- ✓ Consult with subject matter experts (SME)

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If a ticket is being created with either tracker, please include the following:

- ✓ Measure Export Zip File
- ✓ Full measure CQL in a .txt file
- ✓ Full test case JSON in a .txt file
- ✓ Screen prints with partial CQL and/ or JSON that highlight the issue you are reporting. Note:
These are only helpful accompanied with the whole files

Submit the following to the [CQL Issue Tracker](#):

- ✓ User is experiencing a CQL error in the MADiE or MAT CQL Editor that is not resolved after reviewing resources (see list above) and consulting with SMEs
- ✓ User is unable to resolve JSON test case error message(s) after reviewing resources (see list above) and consulting with SMEs
- ✓ MADiE test case results are not as expected, and the following has been confirmed:
 - JSON does not contain validation errors
 - Valid CQL
 - Appropriate utilization of QI-Core Profiles: [HL7.FHIR.US.QICORE\QI-Core Profiles - FHIR v4.0.1](#)
- ✓ BONNIE test case results are not as expected, and the following has been confirmed:
 - Appropriate Codes/code systems utilized

Submit the following to the [Bonnie MAT MADiE Issue Tracker](#):

- Enhancement requests
- Issues accessing the applications after verifying network or internet connection
- Tool performance issues in which do not subside after verifying network or internet connection
- Error message received which instructs the user to contact the Help Desk
- Clarification needed for functionality after review of resources (listed above)
- MADiE or MAT CQL error that was not resolved after review of available resources, consulting with SMEs and/or [CQL Issue Tracker](#)
- MADiE or Bonnie test case error that was not resolved after review of available resources, consulting with SMEs and/or [CQL Issue Tracker](#)

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- Inability to delete test cases or measures in BONNIE
- MAT measure ownership transfer request
- MAT or MADiE export inquiries
- Assistance with transferring measures from MAT to MADiE