



# QHIO Program Change Management Process

September 2025

**DxF Vision and Evolution.** The DxF establishes connections and efficiencies between health and social services providers in California to support and improve whole person care. Over time, the DxF will need to evolve to keep pace with new regulations, emerging industry standards, and other data exchange opportunities in its continued pursuit of this vision.

**QHIO Program Changes.** HCAI may develop or update QHIO Program requirements to best support the DxF as it evolves. HCAI may seek input from QHIOS and other stakeholders to develop these requirements and set appropriate timelines for QHIOS to meet them.

Once developed, these changes and associated timelines will be incorporated into the QHIO program as follows:

- **Communication of New/Updated Requirement(s).** New or updated QHIO Program requirements will be communicated by HCAI to the primary contact at each QHIO. This communication will include a description of the new or updated requirement(s) and a timeline for the QHIO to meet each requirement. For changes to the Technical Capabilities requirements in the [QHIO Program Guide](#), timelines will be no less than 90 days.
- **QHIO Response to New/Updated Requirement(s).** Each QHIO will have up to 30 calendar days to review the requirement(s) and the associated timeline(s) and respond to HCAI indicating the QHIO's commitment to meet the new requirement(s) by the date(s) specified. QHIOS must respond with one of the following replies:
  - **QHIO Agrees to Meet the New Requirement.** If the QHIO agrees to meet the new requirement by the date specified, HCAI may verify that the requirement was met once that date arrives. This verification will follow the procedures outlined in the [Maintaining Qualified Status document](#) found in the Qualified HIO Program section of the DxF Resource Library.
  - **QHIO Declines to Meet the New Requirement.** If the QHIO declines to meet the new requirement, HCAI may proceed, as outlined in the [Maintaining Qualified Status document](#), to facilitate the QHIO's exit from the Program.

- **QHIO Requests Additional Time to Meet the New Requirement.** If the QHIO agrees to meet the new requirement, but requires more time to implement the change, the QHIO may contact HCAI with an alternative deadline and its rationale for requiring this additional time. HCAI will accept or deny the request within 15 calendar days.

If HCAI does not agree to extend the time for the QHIO to meet this new requirement, the QHIO will be given the opportunity to reply again to this requirement and its deadline. This reply must be received by HCAI within 7 calendar days of being notified of the declined extension request.

If HCAI agrees to extend the time for one QHIO to meet this new requirement, the extension may be communicated to all QHIOs along with the opportunity to revise/update the timing of their implementation of the new requirement. QHIOs seeking to revise their responses must notify HCAI within the initial 30-day period to respond or within 7 calendar days of being notified of the extension opportunity, whichever is later.