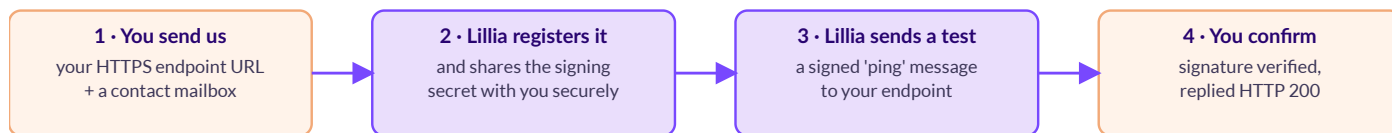


Webhook Integration

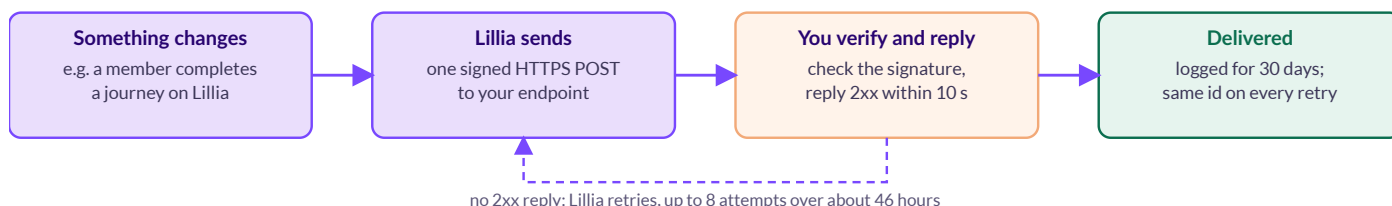
Lillia can notify your system automatically when something changes for your members, for example when a member completes a journey. Each update is one signed HTTPS message to an address you choose. Staging and Production are set up separately, each with its own address and signing secret.

1. HOW IT WORKS, END TO END

A • SET-UP, ONCE PER ENVIRONMENT (STAGING, THEN PRODUCTION)



B • LIVE, FOR EVERY UPDATE YOU SELECTED



2. WHO SHARES WHAT

You share with Lillia (per environment)	Lillia shares with you (per environment)
Your HTTPS endpoint URL (<code>https://</code> only; no redirects; no username/password). A technical contact mailbox for delivery notices. The updates you want (section 4). Whether you need our source IP addresses for an allow-list.	The signing secret (<code>whsec_...</code>), shown once, sent through an agreed secure channel. A test message so you can confirm your set-up. The message format and the delivery rules in this document. A delivery log we can share on request (30 days).

3. WHAT A MESSAGE LOOKS LIKE

Request from Lillia (headers)

```
POST /hooks/lillia HTTP/1.1
Host: api.your-system.example
content-type: application/json
user-agent: Lillia-Webhooks/1
lillia-event-type: journey.completed
webhook-id: whd_2f8c1e9a-4b7d-4c6e-9a1f-3d5e7b9c1a2f
webhook-timestamp: 1762161262
webhook-signature: v1,K5oZ3n0k6yQ1yYH1g5a3cX17xM2wR9pT4uV6bN8dE0s=
```

Your response (any 2xx within 10 seconds; body optional)

```
HTTP/1.1 200 OK
content-length: 0
```

How you verify the signature (Standard Webhooks; libraries exist for most languages)

```
key      = base64_decode(secret without the "whsec_"
prefix)
signed   = webhook_id + "." + webhook_timestamp + "."
+ raw_body
expected = base64(hmac_sha256(key, signed))
accept if constant_time_equal(expected, signature after "v1,")
and abs(now - webhook_timestamp) <= 300 seconds
```

Body (example: a journey completed)

```
{
  "id": "evt_7d5f4a1e-9c2b-4e0a-8f1d-2a6b3c4d5e6f",
  "type": "journey.completed",
  "occurred_at": "2026-11-03T09:14:22Z",
  "tenant_id": "5f0c2b9e-...-your-tenant-id",
  "data": {
    "user_journey_id": "c3a9...",
    "journey_id": "8e21...",
    "patient_id": "a71d...",
    "program_id": "19f4...",
    "status": "completed",
    "previous_status": "in_progress",
    "completed_at": "2026-11-03T09:14:22Z",
    "completion_mode": "automatic"
  }
}
```

Every message has the same outer fields. `data` holds identifiers and statuses for the update; never names, contact details or clinical data. Further detail is read by identifier through the Lillia API.

4. UPDATES AVAILABLE

`journey.completed`
A member's journey is completed

`appointment.booked`
Appointment booked

`appointment.completed`
Appointment completed

`subscription.renewed`
Subscription renewed

`subscription.cancelled`
Subscription cancelled

`journey.enrolled`
A member starts a journey

`appointment.rescheduled`
Appointment moved

`appointment.no_show`
Member did not attend

`subscription.past_due`
Payment overdue

`program.changed`
Program set or changed

`journey.exited`
A journey ends early

`appointment.cancelled`
Appointment cancelled

`subscription.activated`
Subscription activated

`subscription.expired`
Subscription expired

5. DELIVERY RULES

Acknowledgement	Any HTTP <code>2xx</code> within 10 seconds. Redirects are not followed.
Retries	Up to 8 attempts over about 46 hours (immediately, then after 1 min, 5 min, 30 min, 2 h, 6 h, 12 h, 24 h).
Duplicates and order	Possible after a retry. Discard repeats by <code>webhook-id</code> ; use <code>occurred_at</code> , not arrival order.
Timestamp check	Reject a message whose <code>webhook-timestamp</code> is more than 5 minutes from your clock.
Stopping	A <code>410 Gone</code> reply stops deliveries at once. After 3 days of failed deliveries the endpoint is paused and your contact is informed.
Secret rotation	On request. For 24 hours each message carries two signatures so you can switch without interruption.
Source IP addresses	Authenticity comes from the signature. If your policy requires an allow-list, tell us and we confirm the addresses before go-live.

6. GETTING STARTED

Step 1	Send us, for Staging : your endpoint URL, a contact mailbox and the updates you want. Reach your Lillia account contact or write to us through www.liliacare.ai .
Step 2	We register the address, share the signing secret securely and send a test message.
Step 3	You confirm the test and exercise the updates you need on Staging with test data.
Step 4	Send the same details for Production . We register it, send a test, and live updates start on the agreed date.

Changes to an address, the updates or a secret are requested through your Lillia account contact. Lillia gives 30 days' notice of any non-backward-compatible change to the message format. • www.liliacare.ai