



Texas Health Care Information Collection - THCIC
Health Facilities Numbered Letter, Volume 21 Number 1
June 8, 2018

Anticipated Certification Timeline Change

Beginning with the **1q2018** data, THCIC anticipates the timeline to **Certify** the THCIC Inpatient and Outpatient data will be reduced from 90 days to 45 days under Texas Administrative Code (TAC) Chapters 421.7 (Subchapter A) and 421.66 (Subchapter D).

Data corrections, if needed during the certification timeline, must be initiated through System13 and completed within the first 30 days of the certification timeline, which would provide a remaining 15-day window for the final certification review and comment period.

The anticipated 1q2018 Certification due date will be **October 15, 2018**.

TAC Chapter 421 is available at:

[http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac_view=4&ti=25&pt=1&ch=421](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=4&ti=25&pt=1&ch=421)

THCIC Reporting Schedule is available at:

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***Note:** Your quarterly certification “comments” are PUBLICLY released as written. Use caution. You may **never** provide physician or patient identifying information in a certification comment. If physician or patient identifying information is discovered, THCIC will remove that information and notify the offending facility.

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Key Activity Due Dates by Quarter

Activity	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Cutoff for initial submission	3-1-18	6-1-18	9-3-18	12-3-18	3/1/2019
Cutoff for corrections (Free)	5-1-18	8-1-18	11-1-18	2-1-19	5/1/2019
Facilities retrieve certification files	6-1-18	9-3-18	12/3/2018	3-1-19	6-3-19
Cutoff for corrections at certification	7-16-18	*10-1-18	*1-2-19	*4-1-19	*7-1-19
Certification/comments due	9-3-18	*10-15-18	*1-15-19	*4-15-19	*7-15-19
* Indicates this is an anticipated date.					

Frequently Asked Questions

I'm trying to log in with my co-workers Provider Login and need assistance.

System13 is required to report this to the THCIC compliance officer as a breach in security. Unauthorized users will not be provided log in assistance. System13 knows who has a login and who doesn't.

Can I get a deadline extension?

Data submission extensions may be granted for a maximum of 10 working days in response to a written request signed by the facility's CEO/Administrator, received by **THCIC** (not System13) at least five (5) working days prior to the due date, and is accompanied by adequate justification for the delay. Common justifications include fire, wind, or flood damage.

There are no extensions to the correction or certification deadlines.

I'm trying to submit my data, but there is no Upload button.

You have logged into your Provider Account and not your Submitter Account. Please log in with your Submitter Login Username.

I've updated my contact information, but it hasn't changed.

Providers and Submitters are two separate lists of contacts. You update Provider contacts through THCIC directly and you update Submitter

contacts through System13 directly. Updating one does not update the other.

I've corrected the errors three time, but it's still showing an error.

When correcting online, please remember to click the "Submit" button. The "Save" button only saves your work.

The "Submit" button sends the claim through the re-audit checks, shows you the results of the correction, and allows the correction to take place.

Can you unlock my account? (the name "Joe" was only provided in the voice message)

You must provide your THCIC ID, your first and last name, and a call back number so that System13 can assist you with unlocking your account.

Only System13 can reset a Primary Contact locked account. THCIC cannot reset a locked account. The Provider Primary Contact can reset locked accounts for Data Users and Data Certifiers.

I submitted the data last week before the due date. Why am I receiving a notification of failure to report?

98% of the time it is because the facility uploaded the wrong quarter or wrong year of data.

The day following a data file submission System13 emails the Provider Primary Contact the FER (Frequency of Error Report) that will show what quarter and what year of data were received.

We advise all users to review every FER 24 hours after data are uploaded.

2% of the time the data was uploaded as TEST data and not PRODUCTION data.

Why is my file rejecting, it didn't reject last quarter?

There are many reasons; however, some causes are due to:

- New or upgraded "state data reporting" software provided by your vendor
- The facility updated its EIN or NPI with THCIC and did not update it in the "state data reporting" software or data file

Please be sure to review and understand all error messages generated by our system as you seek to resolve errors and audits.

Examples:

RJ042 - Element NM109, provider NPI num validation failed.

Your #: 1234567891 (This would be the NPI/EIN number you have listed in your data file)

Our #: 2223334445 (This would be the NPI/EIN number your facility provided to THCIC on the THCIC Facility Contact Information form)

Because the two numbers do not match, the file cannot be identified. You must either change the number in your data file to the number listed as "Our #" or you must send a new THCIC Facility Contact Information form listing the NPI/EIN you have in your data file.

RJ043 - Element N3 (street addr) validation on provider failed.

Your addr: 123 S Main Street (This would be the address you have listed in your data file)

Our addr: 123 South Main Street (This would be the address expected to be listed in the data file)

Because the two addresses do not match exactly, the file cannot be identified.

For this type of failure, the facility should contact THCIC at 512-776-3374.

System13 will always investigate these situations internally when asked.

I received a notice that my accuracy rate is low, but I corrected everything?

We advise users to review the FER (Frequency or Error) report AFTER the data have been submitted and BEFORE the data correction deadline. This ensures that you won't miss any opportunities to correct your claims without a cost. THCIC expects 100% accuracy on all claims you submit.

Can System13 fix this field in all my data submissions?

System13 adheres to a policy of never changing your data without your full knowledge and authorization. System13 does offer data correction and conversion services for your convenience. This can be very helpful if you find yourself in a situation with too many errors and not enough people power to make the corrections online. System13 can fix 837 files too! Call System13 at 888-308-4953 for a cost effective and speedy solution.

Multiple User Logins

The assigned Provider Primary Contact is authorized to access a "link" called "User Management" on their Provider dashboard screen (will be located by the "My Account" link), which will allow for the addition of up to six (6) individual staff members to be issued their own Provider Login Username for that facility.

Only the person listed as the Provider Primary Contact will be able to access the User Management screen to add users.

Each new user will be assigned a unique login userID by our system once added and will need to set up their login password once they received the email notification containing their login userID.

Did You Know?

- Provider login username passwords may never be shared.
- All login passwords MUST be changed every 60 days in our system and must never be shared.
- When communicating with THCIC or System13, always provide the facility's assigned **THCIC ID Number** (not the facility name or a login username) for identification.
- The newsletter notifications are distributed by email to the assigned THCIC Primary Contact at each facility, who should then share the newsletter with internal staff.
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Texas Health Care Information Collection - THCIC
Health Facilities Numbered Letter, Volume 21 Number 2
July 30, 2018

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PPR PPC Review

The 2016 Potentially Preventable Complications (PPC) and Potentially Preventable Readmissions (PPR) report review and comment period are anticipated to start shortly after the completion of the review and comment period for the Hospital Quality Indicator reports are finished on August 7, 2018.

The facilities that are included in the reports will be contacted by email regarding the login, identifiers, passwords and time periods for reviewing and commenting on the reports.

TIPS

1. Data may not be submitted until the discharge or procedure date has occurred.
 - a. A data claim may not be submitted "today" for a discharge, procedure, or ED visit that will take place "tomorrow" or "next week" or "next month".
 - b. The data claim will be rejected by our system and it will need to be resubmitted after the discharge, procedure, or ED visit date has occurred.
2. All data collected by THCIC on patients receiving Inpatient, Outpatient, and Emergency Department services at a state licensed hospital or ambulatory surgery center are required to be submitted. This includes **"Self-Pay" and "Charity"**.
3. When submitting data through **WEB CLAIM**, the facility should be generating a "Frequency of Error Report" (FER) at the end of each day, if data have been entered that day.
 - a. The FER verifies to the facility the number of claims accepted into our system and the claim accuracy rate.
 - b. For example, if your facility submitted 15 claims and the FER shows 11 claims, this should alert the facility to follow-up on the missing four (4) claims.
 - c. If the FER shows 98% accuracy, this should alert the facility of errors in some claims, which are required to be corrected.

- d. Instructions on generating a FER or other type of reports may be found at <http://www.dshs.texas.gov/thcic/hospitals/Outpatient-Reports.pdf>
4. After correcting data, the facility should generate a “new” FER to verify all errors have been corrected to 100% accuracy before the quarterly correction due date ends. See the reporting schedule for due dates at <http://www.dshs.texas.gov/THCIC/datareportingschedule.shtm>
5. Using Web Claim, “saving” data is not the same as “submitting” data.
 - a. Claims entered in Web Claim can be saved; however, for the claim to be processed into our system, it MUST also be “submitted”.

Physician Name and Physician NPI Errors

Most errors regarding the physician information begin with the physician’s first name. The physician’s first name must match the name listed in the **NPI registry**.

For example: The physician’s name is “Robert” Smith in the registry; however, he is listed as “Bob” Smith in your facility’s system. Since Robert and Bob do not match, the submitted claim with “Bob” Smith will be flagged as an error and must be corrected by your facility every time in our system.

All physicians have their own individual NPI assignment, which must be included on the submitted THCIC claim. When an incorrect NPI is submitted, it is usually because the “organizational” NPI was submitted instead of the physician’s “individual” NPI.

When the physician’s name and individual NPI are listed correctly in the facility’s system, matching the information from the NPI registry, this should eliminate the physician name and NPI errors.

You can verify a physician name and individual NPI at <https://npiregistry.cms.hhs.gov/>

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- All login passwords **MUST** be changed every 60 days in our system and must never be shared.
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1q2018 free data correction ends

September 1, 2018

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1q2018 begin certification data review

2q2018 reporting of data due

October 15, 2018

1q2018 certification of data due

November 1, 2018

2q2018 free data correction ends

December 3, 2018

2q2018 begin certification data review

3q2018 reporting of data due

January 15, 2019

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Health Facilities Numbered Letter, Volume 21 Number 3
September 26, 2018

Proposed Rules posted on the *Texas Register*

The THCIC proposed rules for Chapter 421 were posted at the *Texas Register* (43 *TexReg* 6177 - 6193) on September 21, 2018 for 30-day review and comment.

<https://www.sos.texas.gov/texreg/pdf/backview/0921/0921prop.pdf>

Email Phishing/Scam

Several providers have notified THCIC of receiving emails “with invoices or fees” that seem to be coming from DSHS/THCIC; or a specific THCIC staff member that don’t appear quite right.

These are “phishing emails” and potential scam emails that are **NOT** from DSHS, THCIC, or Dee Roes.

Use your best judgement and your email screening tools for potential viruses and phishing scams.

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Default Values

Race and Ethnicity documents

Revenue Code Groupings used for Encounter File and PUDF

Audit IDs and Audit Messages

Payer Source Coding Guide

Key Data Elements for matching INPATIENT claims

Key Data Elements for matching OUTPATIENT claims

Data Reporting Schedule –

<http://www.dshs.texas.gov/THCIC/datareportingschedule.shtm>

Inpatient Reporting Requirements -

http://www.dshs.texas.gov/thcic/hospitals/Tech_Req_Spec_5010_ver_9-Inpatient_THCIC837.pdf

Outpatient and Emergency Department Reporting Requirements -

http://www.dshs.texas.gov/thcic/OutpatientFacilities/Tech_Req_Spec_5010_Ver_10-2_Outpatient_THCIC837.pdf

HCPCS Codes

<http://www.dshs.texas.gov/thcic/OutpatientFacilities/HCPCS-Code-worksheet-for-2017.xls>

History of the Texas Health Care Information Collection Program

On September 1, 2003 the legacy state agencies; Texas Health Care Information Council (THCIC), the Texas Department of Health (TDH), the Texas Commission on Alcohol and Drug Abuse (TCADA), and the Mental Health branch of the Texas Department of Mental Health and Mental Retardation were merged to form the Texas Department of State Health Services (DSHS) in response to the passage of HB 2292 (78th Texas Legislature). All functions of THCIC continue in the Center for Health Statistics within DSHS.

THCIC was created by **Chapter 108** of the Health and Safety Code by the 74th Texas Legislature in 1995.

<http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.108.htm>

Rules

Rules that apply to the Texas Health Care Information Collection are found in Chapter 421 of Title 25, Part 1 of the Texas Administrative Code.

[http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac_view=4&ti=25&pt=1&ch=421](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=4&ti=25&pt=1&ch=421)

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