



**TEXAS**  
Health and Human  
Services

**Texas Department of State  
Health Services**

**Department of State Health Services  
Center for Health Statistics  
Texas Health Care Information Collection**

# **THCIC Submitter and Provider Enrollment Guide**



**September 1, 2019**

- ❑ This THCIC Submitter and Provider Enrollment Guide is a record of the way information flows through the THCIC/System13, Inc. data system.
- ❑ THCIC’s primary purpose is to provide data that will enable Texas consumers, legislators, policy makers, researchers, and health plan purchasers to make informed health care decisions.
- ❑ Please note that for most links listed in this document, you may right click on the link and choose “Hyperlink” to go to the web page or document.
- ❑ Texas law requires all hospitals in operation for any or all of the reporting periods described in Title 25, Texas Administrative Code §421 (relating to the Schedule for Filing Reports) shall submit data on all discharged inpatients and all outpatients (which have one or more surgical and/or radiological/imaging procedures only) to the Texas Health Care Information Collection program. The reader is advised to reference [Chapter 108, Texas Health & Safety Code](#) and the [Texas Health Care Information Collection rules relating to data reporting.](#)
- ❑ In order to facilitate the implementation and operation of the Department of State Health Services data reporting programs under [Chapter 108, Texas Health & Safety Code](#), it is necessary for each reporting health facility to provide the name and contact information for its designated THCIC liaison.

**❑ THCIC Process Tips:**

- ❑ Step 1:** Complete the THCIC Provider Information/Contact Form link at:

[Facility Information Request](#)

(THCIC Facility Contact Information Form)

- ❑ Step 2:** Determine how your facility will submit the required data to THCIC.

- ❑ Step 3:** Sign up for free on-line training, provided by THCIC staff, at:

[THCIC Training](#)

(Training for Inpatient and Outpatient Facilities)

Visit the THCIC web site [THCIC Website](#) before you read this document. It has a wealth of information. On the left side of the site, you may choose [Facility Reporting Requirements](#) in the left window frame then you can select Inpatient or Outpatient for further information on requirements. This document will now discuss various sections that are in each inpatient and outpatient web site pages.

## ❑ THCIC Forms

- [Contact Update Form:](#) This is used to update facility/contact information with THCIC.
- [No Quarterly Data to Report Form:](#) This is used to notify THCIC there were no claims for a reporting period from a specific facility.

## ❑ Who Must Report

- All hospitals in the State of Texas, except most rural providers (*rural facilities must begin submitting the required data for services that occur on or after January 1, 2015*) and other specifically exempted Hospitals are required to submit claims on all discharged inpatients.
- All hospitals and Ambulatory Surgical Centers are required to submit outpatient claims for patients who had one or more invasive surgical or radiological/imaging services identified by specific [revenue codes](#) or [service and procedure category codes](#) listed on the THCIC web site.
- [Hospital and Ambulatory Surgery Centers \(ASC\) Listing](#), has the names, addresses, county, CEO, primary and alternate THCIC liaisons, reporting status, and facility type for reporting facilities. See the Texas Association of Counties website for a map of hospital locations.

## ❑ What to Report

- Hospitals and ASCs are required to submit claims on all patients attended or treated by physicians. Discharge data reports follow the national uniform billing data element specifications and additional state-required data elements. Required data elements are specified in the [Hospital Discharge Data Rules](#). After data files are received by THCIC, they are reviewed to determine if they conform to data specifications. The data are then checked using editing criteria.

## ❑ Technical Specifications.

- Below are web links to the current specifications for submitting and correcting data. The following manuals are intended for the facility IT or IS staff or software vendors who will create the electronic data submission. The Appendices include information that may be useful in the collection and submission of the data.
- [Tech Req & Spec 5010 ver Latest Inpatient THCIC837](#)
- [Tech Req & Spec 5010 ver latest Outpatient THCIC837](#)
- [5010 Inpatient and Outpatient Appendices Latest](#)

## ❑ Reporting Schedule

- [Hospital \(Inpatient/Outpatient\) Reporting Schedule](#) includes dates for the reporting, correction and certification of hospital data.

## ❑ Data Submission – Electronic

- [Enrollment Form](#) for a Submitter ID, needed for electronic file submission.
- [Electronic File Submission - Testing and Production Status Information](#) (PDF Format).
- [Submitting/Uploading Files](#), Training presentation on uploading electronic files into the THCIC system (PDF Format).

## ❑ Data Submission – Manual Data Entry

- [WebClaim](#), Training presentation for manual data entry via the THCIC/System13, Inc. system.
- [Inpatient/Outpatient Reports](#), Training presentation on downloading reports (FER, Hardcopy, Summary, and Data Analysis) on data currently in the THCIC system.

## ❑ **Data Correction.**

- Hospitals are required to certify each quarterly dataset as being complete and ACCURATE.
- [WebCorrect](#), Training presentation for data correction via THCIC system (PDF Format).
- THCIC Inpatient – Outpatient Audit Comparison is available now in a document called

❖ *[5010\\_Inpatient\\_and\\_Outpatient\\_Appendices - latest version](#)*

## ❑ **Data Certification.**

- Hospitals are required to certify each quarterly dataset as being complete and accurate.
- [Inpatient/Outpatient Web Certification](#) Training presentation for data certification for facilities via THCIC system (PDF Format).

## ❑ **Assistance. (Help)**

- Contact the **System13 Help Desk** at **1-888-308-4953** or [System 13 Help](#) for assistance with electronic data submission problems, system login problems, changing a Submitter contact, or other help topics. If there is no representative available to assist, a message may be left for a return call.
- Contact **THCIC** by e-mail at [THCIC Help](#) for assistance with WebClaim, WebCorrect, and WebCert.
- Online training is available to Submitters and Providers. The schedule is available on line.

## □ **Additional Information.**

- [Inpatient and Outpatient Numbered Letters](#), a regular publication to keep all inpatient and outpatient facilities informed of the discharge data collection process. (PDF Format).
- Download [Adobe Reader](#) to view PDF files. Viewers for reading and printing Word files, Excel spreadsheets and PowerPoint files are available from Microsoft's [Download Center](#).
- If you have suggestions or comments, please submit them to [THCIC](#).

*External links to other sites are intended to be informational and do not have the endorsement of the Texas Department of State Health Services. These sites may also not be accessible to people with disabilities.*



- ❑ **What is System13, Inc.?** [System13, Inc.](#) (System13) is the contracted vendor for data processing and warehousing of healthcare data for statutory requirements of [Chapter 108, Texas Health & Safety Code](#). System13 maintains enrollment information on submitting agents and providers. Submitter enrollment can be performed through the [THCIC Data Warehouse and Support Center website](#).
  
- ❑ **THCIC / System13** is a data collection and processing organization of administrative data and information from health care providers, including Hospitals, Clinics, Ambulatory Surgical Centers and outpatient facilities in Texas, known as “providers” – originators of claim information.
  
- ❑ When claim data is submitted to System13, the claims are processed, audited for errors and validated. Providers may send files of claim data through a secure website or may manually create individual claims via a secure online tool known as [WebClaim](#). Providers may make claim data corrections via the online tool known as [WebCorrect](#). Using another tool, [WebCert](#), the providers can view reports on their claims, view the actual data formatted on the [WebCert](#) screens, and ultimately certify claims for delivery to the Texas Department of State Health Services. [WebClaim](#), [WebCorrect](#), and [WebCert](#) are online software tools available on System13’s THCIC web site.

- ❑ New providers (Hospitals or ASCs) who submit claim data must fill in the [Contact Update Form](#) located on the THCIC web site. The form **MUST** be signed by the facility administrator or their designee. It should be faxed to the number located on the form.
- ❑ Providers who need to change contact information will do so with the same THCIC [Contact Update Form](#) and signature, and then fax it to THCIC.
- ❑ The new provider will receive a Notification letter from THCIC, a [Contact Update Form](#), and a Get Started document.
- ❑ System13 will generate a provider record for this new facility from the information on the form. The primary contact for the provider will receive an email with their system username and instructions on how to set the password.

# THCIC System

Log into the System13, Inc. at  
[thcic.system13.com](http://thcic.system13.com)

**THCIC Support Center** **system13**  
Making technology your best friend. 


[Problems Logging In?](#)

Username

Password

For security reasons your session will be terminated after 40 minutes of inactivity.


  
**Not Registered?**  
[Request an account](#)

  
**Download Legacy  
Cert Datafile 1q09**  
[Use our legacy login](#)

  
**When are my  
submissions due?**  
[View the Reporting Schedule](#)







# Provider's Home Page

Home Claims Claim Correction Reports Certification Batches Help

system13 

THCIC Support Center

THCIC Test Hospital/Facility 000002 [User Management](#) [My Account](#) [Logout](#)

 Reports	 WebCorrect Claim Correction	 WebCert Certification
 WebClaim New Claim	 New Claims in Progress	 Batches

- ❑ Providers who wish to submit data directly to System13 in an electronic ANSI 837 file must obtain a submitter ID for system access in order to upload data. They will make a request for a submitter ID on the THCIC System13 web page. [THCIC Support Center](#)
- ❑ The information in the request will be reviewed by System13 staff. System13 will add new users when the information is deemed complete. System13 then sets up user accounts, folders, system access, and passwords. System13 sends an email to the user with their username and instructions to set up a password.
- ❑ Submitters who wish to change their contact information with System13 will use the same or similar screen that they used for obtaining a submitter ID [THCIC Support Center](#), or they may contact System13.
- ❑ If the primary submitter contact information changes, the user may change their password through the password recovery link, accessed by choosing "[Problems Logging-In](#)" on the home page.
- ❑ If a user does not know their username or password, because they forgot or due to personnel changes, the primary or alternate contact for the provider or submitter may call System13's [Helpdesk \(888\) 308-4953](#), or they may send an email to [THCIC Help System13](#), and ask to re-set their password. System13 staff will make the changes.

[Home](#)

You must be logged in to access this page.

## Request Access

**ORGANIZATIONS WHO SUBMIT FOR MULTIPLE PROVIDERS:**  
Enroll as a submitter only once. List ALL providers that you submit for at the bottom of this page. If you submit for more than 15 hospitals please contact the THCIC Help Desk at 888-308-4953.

**PROVIDERS WHO SUBMIT FOR THEMSELVES:**  
Enroll your facility as the submitter. List (as the Primary Contact) the person in your facility responsible for submitting claim data.

### Submitter Information

Business Name	<input type="text"/>
Street Address 1	<input type="text"/>
Street Address 2	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
Zipcode	<input type="text"/>

### Primary Contact

Name	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>
Fax Number	<input type="text"/>

### Alternate Contact

- ❑ Providers who submit for themselves should enroll their facility as the submitter, and list the person responsible for submitting claim data as the primary contact. Organizations who submit for multiple providers should enroll as a submitter only **Once**.
- ❑ THCIC requires first time submitting agents, hospitals, or ASCs, including individual hospitals and ASCs that have programmed their own system, to complete a testing phase and be approved before “**Production Status**” may be granted. This is done to ensure accurate format and claims data quality. When the submitting agent or provider is granted approval for production status, they can enroll additional providers without additional testing.
- ❑ Submitters are required to use the electronic THCIC 837 claim format, which is a modified ANSI ASC X12N 837 Institutional claim format, for inpatient claims. Submitters are required to use either the ANSI ASC X12N 837 Institutional claim format or an ANSI ASC X12N 837 Professional claim format for outpatient claims. The providers must submit data on all discharged inpatients, and on outpatients who had one or more invasive surgery or radiological/imaging procedure administered to them in a hospital or ambulatory surgery center.
- ❑ When a file is received at THCIC’s online system (receiver process), an email receipt notification is sent to the submitter indicating if the file was accepted or rejected for further processing. In order for a file to be accepted for further processing, its THCIC ID, NPI (National Provider Identifier) and/or EIN, and the first 15 characters of the facility's submission address must match the provider information THCIC has on file for each facility reported in the file, otherwise the file will not be accepted.

- ❑ During the receiver process, the file is checked for formatting compliance. Files failing the format audits will not be accepted into the system. The submitter contact person will be notified via automated email if the file has been accepted or not-accepted into the system. The non-acceptance notification includes information regarding the failed formatting/receiver audits.
- ❑ The receiver process also determines if a file is a Test (T) file or a Production (P) file. If a submitter is new or has not been approved for submitting production data, all data submissions will go to the test system regardless of the value of the production/test element on the ISA segment. All submitters must show a 75% passing rate on the claims level audits in order for System13 to approve the submitter so that their data may be loaded into the production system.
- ❑ Claims submitted in either a Production or Test file that pass the receiver process will be subjected to THCIC claim data audits. For claims submitted in a production file, the results of the auditing process will be made available to the provider (facility) and the facility will be given an opportunity to correct the claims online via System13's WebCorrect software. Alternatively, the provider may choose to modify the data in their internal information system and resubmit those corrected claims or the entire batch.
- ❑ For claims submitted in a test file, the results of the auditing process will be made available to only the submitter in a zip file, which the submitter downloads.



## □ Testing Procedures

- a) If a facility plans to submit data into the THCIC System in either the THCIC Inpatient 837 or Outpatient 837 file formats, the facility must first acquire a Submitter ID and password at:  
[https://thcic.system13.com/user\\_session/new](https://thcic.system13.com/user_session/new)
- b) If a facility plans to use an “outside source” to submit data into the THCIC System in either of the THCIC Inpatient 837 or Outpatient 837 file formats, the outside source must first acquire a Submitter ID and password form System13 web site.
- c) All Submitters must submit “test” files for THCIC both Inpatient 837 and Outpatient 837 file formats until they are approved for Production status.
- d) Submitters will login to the THCIC at [THCIC Support Center](#) to submit “test” files.
- e) “Test” files will be audited at System13 and the submitter will be notified to download the test results.
- f) More documentation on the testing process is available on the [System13 web site](#). You must have a THCIC Submitter ID, username, and password to login into the system. After logging in, click on the Help Tab, and, under “Supporting Documents”, choose “Submitter Test Files”.
- g) Failure by a facility to achieve production status, and to submit production data, prior to the quarterly due date will put the facility in an “Out of Compliance” status and will result in a penalty being assessed against the facility.

- ❑ **Submitter enrollment can be performed through the THCIC Data Warehouse and Support Center website:**

[THCIC Support Center System13](#)

- ❑ Submitting agents, hospitals, and ASCs are encouraged to test new versions, formats, and enhancements to their software programs in order to ensure their electronic claims software continues to meet format and quality standards. Submitting agents should use their [6-digit submitter ID \(e.g. sub###\)](#) to transmit a file for test purposes.
- ❑ The file should have a “T” in the 15th data element of the ISA segment, ISA15 (character position 103).

❑ **In general, the audits support the following rules:**

- Each billing claims submission must contain at least one valid file, including valid file header / trailer records.
- A file/ transaction set must contain one valid claim for the file/ transaction set to be accepted.
- Claim file numbers may not be reused within six months of acceptance of the first use of the batch number.
- Claim detail charges and claim counts must balance with batch and file totals.
- Claims submission may contain only valid record types/data segments as defined in the ANSI 837 specifications.
- All fields defined as number must contain numerical data.
- All fields designated as required “date” fields must contain valid dates. “Dates” must be submitted in **ccyymmdd-ccyymmdd format for date range**, or **ccyymmdd** format including statement dates and the patient's birth date.
- Notifications from System13 to the submitter of the test file must be monitored by the submitter. The submitter will need to determine if a file was accepted or if the file needs to be modified and re-submitted.
- The Receipt Notice is automatically generated when a file is received.

- ❑ THCIC provides Webinar trainings, at No Cost, on the data reporting processes: File submission, online data entry, data correction, data certification, and comment submission required of all Texas hospital and ambulatory surgery centers. Postings for Webinar training dates may be viewed at:

[THCIC Training](#)

(Training for Inpatient and Outpatient Facilities)

- ❑ There are no fees for signing up. Training opportunities are limitless and refresher training is encouraged. If you wish to attend Webinar training, or if you have questions, please e-mail to: [THCIC Help](#)
- ❑ For help or general questions on Data Submission, Correction, and Certification please contact THCIC Staff at:  
(512) 776-2352 or [THCIC Help](#)



Address:

Texas Health Care Information Collection  
Dept. of State Health Services – Center for Health  
Statistics Mail Code - 1898  
1100 W 49th St, Ste. M-660  
Austin, TX 78756



Phone: 512- 776-7261



Fax: 512- 776-7740



E-mail: [THCIC Help Desk](#)



Web site: The THCIC Web site at:

[THCIC Training](#)

This web site contains the latest information about THCIC, the hospital, and ASC data reporting processes, and other THCIC activities and publications. The site also contains information about legislative mandates, instructions concerning the data reporting process, and phone/fax numbers for contacting THCIC staff.

## THCIC Contact



Contact Dee Roes at 512-776-3374 or [Dee Roes](#) if submitter test/production files reject due to a submission address or EIN/NPI number, to update that information.



Contact Tiffany Overton at 512-776-2352 or [Tiffany Overton](#) if a facility has questions concerning the submission, correction, or certification (including comment submission) of data

For general questions or to request information about THCIC please



E-mail: [THCIC Help](#)

# Contact

**system13**  
Formerly Commonwealth Clinical Systems  
and Computer Services



**Address:**

System13, Inc.  
1648 State Farm Blvd.  
Charlottesville, VA 22911



Phone: 1-888-308-4953 (Toll Free)



Fax: 434-979-1047



E-mail: [THCIC Help System13](mailto:THCIC_Help_System13)



**Web Site:**

[https://THCIC Support Center System13](https://THCIC_Support_Center_System13)

[THCIC Support Center System13 User](#)

❑ Questions or comments please e-mail:

❑ [THCIC Help](#)

❑ Please include your facility's THCIC ID or Submitter ID on any correspondence with THCIC or System13, Inc.