



Texas Health Care
Information Council
4900 North Lamar, Suite 3407
Austin, TX 78751-2399
Telephone: (512) 424-6492

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1. Cost to Hospitals for Making Changes at Certification

Operational and Policy

The Council has received some complaints regarding the charge being imposed for making changes to data at the time of certification. This cost is tied to the work associated with rerunning audits on corrected claims, **recreating encounters based upon those corrections**, and rebuilding and distributing certification files. It cannot be absorbed by either Commonwealth or the Council.

We are sorry that we were unable to announce this to you personally at the initial Certification Training sessions (Houston and Dallas), but the cost requirement was not finalized at that point; hence, it was not presented. The \$200. amount is the MINIMUM charge. If hospitals ask Commonwealth to delete entire batches of claims, or if hospitals ask Commonwealth to make corrections on claims for them (as opposed to submitting replace and void claims), then the charge could be more.

For example, Hospital X has a batch of 500 claims and 50 need to be corrected. The hospital has 2 options for fixing the 50 claims: (1) make them itself using the replace and void mechanism or (2) provide Commonwealth with a list of what needs to be changed and pay \$60/hour to fix them. Regardless of which option is chosen for making final corrections, the hospital will still be charged \$200 (minimum) for reprocessing the encounter build (and associated steps as outlined above).

2. Last Chance to Submit Corrections on 1Q99 Data

Operational

Wednesday June 21, 2000 is the deadline for submitting corrections to THIN for 1Q99 certification.

Monday, July 31, 2000 is the date that certification letters are due to THCIC.

3. Requesting Additional Copies of Data

Operational/Policy

Due to the high volume of requests for replacement copies of data files, Commonwealth will begin charging hospitals a fee each time they have to make a replacement copy of data.

Note: It appears that, even though the data file is addressed to the designated THCIC liaison, sometimes someone else signs for receipt and fails to route it appropriately. Liaisons are encouraged to look into ways to ensure the data is not misrouted within the hospital.

4. HIS TAC Policy Recommendation re Converting to Version 6.0 of the UB-92

Operational/Policy

A motion was passed unanimously by the Health Information Systems Technical Advisory Committee (HIS TAC) to recommend that the Council adopt HCFA guidelines for data reporting by reference. HCFA now requires (see Transmittal R1796.A3) that all hospitals submit using UB-92 Electronic File Format Version 6.0 by December 31, 2000. **HCFA will no longer accept Version 5.0 as of January 1, 2001 and the same will be true of THCIC.** We fully expect this policy to get ratified at the HDD and Council meetings on June 23, 2000.

5. Hospital Data Certification Forum Update

Operational

If you prefer to receive E-mail notification of new messages posted to the Hospital Data Certification Forum rather than having to check regularly for new messages that have been posted, follow these steps:

- A. From the WebBoard menu bar, select 'More...'
- B. When the 'More Options' menu opens, select 'E-mail notify'.
- C. The E-mail Notification Status form, which lists the Hospital Data Certification conference, opens.
- D. Check the box next to the conference.
- E. Click 'Save'.

E-mail notification of new messages posted will be sent to you each day that a new message is posted. We encourage you to utilize this mechanism for posting your questions and

capitalize on the experience of hospitals who may be further along.

6. Set-up of Data Correction Software for Multiple Providers on One PC

Operational

Some facilities are correcting claim data for multiple providers on one PC. The Data Correction Software (DCS) by default installs into directory c:\Program Files\Thdc. DCS only allows correction of claims for one provider at a time. Thus, the DCS default installation must be modified for locations that correct data for multiple providers.

The DCS application is contained in only one folder, c:\Program Files\Thdc. Commonwealth makes one copy of this folder for each provider, named as the Provider Login ID. This naming convention makes it easier for providers to determine where error data is to be properly stored on the local C:\ drive.

PROCEDURE:

1. Install the DCS per instructions.
2. Start Windows Explorer (usually located under 'Start, Programs').
3. Make copies of the C:\Program Files\Thdc folder.
 - a. In the right pane, locate and '**RIGHT CLICK**' on folder C:\Program Files\Thdc.
 - b. Select '**COPY**' from the popup menu.
 - c. In the left pane, '**RIGHT CLICK**' on folder C:\Program Files.
 - d. Select '**PASTE**' from the popup menu.
 - e. In the left pane, '**RIGHT CLICK**' on folder C:\Program Files\Copy of Thdc.
 - f. Select '**RENAME**' from the popup menu.
 - g. Enter '**TH??????**' as the new folder name where ?????? is the six-digit Provider ID.
 - h. '**RIGHT CLICK**' on the desktop (blank area of screen when all windows are closed).
 - i. Select 'New, Shortcut' from the popup menu.
 - j. Click the 'browse' button.
 - k. Navigate to C:\Program Files\Th?????? where ?????? is the six-digit Provider ID.

- l. Double click on filename 'Thdc.exe'.
- m. Click the 'Next' button.
- n. Name the new shortcut TH?????? where ?????? is the six-digit Provider ID.
- o. Click the 'Finish' button.

4. Unzip all error claim files into their respective C:\Program Files\Th??????\Import directories.
5. Start DCS for one provider by clicking the shortcut icon created in Step 11.
6. Select menu option 'File, Settings' and enter the corresponding six-digit Provider ID.
7. Proceed with unzip and import operations per instructions in the DCS manual.

7. Set-up of CertView Software for Multiple Providers on One PC

Operational

Some facilities are certifying the data for more than one provider on one PC. The CertView application by default installs, imports, and exports data in only one directory.

The entire CertView application is contained in only one file, CertView.mde. Commonwealth makes one copy of this file for each provider. Unzip data for all the providers into directory 'C:\Program Files\CertView' and import each providers' data into its respective copy of the CertView.mde file.

PROCEDURE:

1. Install CertView per instructions.
2. Start Windows Explorer (usually located under 'Start, Programs').
3. In the left pane, locate and click on folder C:\Program Files\CertView.
4. Make copies of the CertView.mde file.
 - a. In the right pane, select (click once on) the file named 'CertView.mde'.
 - b. Select Explorer menu option 'Edit, Copy'.
 - c. Select Explorer menu option 'Edit, Paste'.
 - d. In the right pane, select (click once on) the file named 'Copy of CertView.mde'.
 - e. Select Explorer menu option 'File, Rename'.
 - f. Rename 'Copy of CertView.mde' to TH???????.mde where ?????? is the six-digit Provider ID for one of the providers.
5. Repeat steps 4-9 for all providers.
6. Unzip all Certification data per instructions into directory C:\Program Files\CertView.
7. Import Certification data into respective copies of the CertView application.
 - a. In the right pane of Windows Explorer (see steps 1-3) double click file TH???????.mde where ?????? is one of the six-digit Provider Ids. The CertViewer application will start.
 - b. Enter the same ?????? Provider ID in the CertViewer profile screen and click 'OK'.
 - c. Click the 'Import and aggregate' button.
 - d. You are ready to print reports for this provider. Repeat steps 12-14 for all providers.
8. Creating Desktop icons for each provider.
 - a. Right click on the desktop (blank area of screen when all windows are closed).
 - b. Select 'New, Shortcut' from the popup menu.
 - c. Click the 'Browse' button.
 - d. Navigate to C:\Program Files\CertView
 - e. In the 'Files of Type' box select 'All Files'.
 - f. Double click on the filename 'TH???????.mde' where ?????? is the six-digit Provider ID.
 - g. Click on the 'Next' button.
 - h. Click the 'Finish' button.
 - i. Repeat steps 16-23 for all providers.

Questions?

Phone: (888) 308-4953 Fax (804) 979-1047 Email: THCIChelp@comclin.net
 Web site: www.thcic.state.tx.us

8. Process to Request Delay in Certifying 1Q99 until 2Q99 is Due

Operational/Policy

Those of you who attended the Council's Certification Training have already been informed that hospitals have the option of certifying 1Q99 data during the time the 2Q99 certification is due. Delayed certification requires prior approval from THCIC, and will be allowed to aid hospitals in their efforts to resolve technical issues. Permission must be obtained for each quarter's data in question and will not be granted on an on-going basis.

PROCEDURE

1. All requests must be FAXED to the Council on hospital letterhead.
2. The request should describe a reason for the delay.
3. The request must be signed by the chief executive officer or the person who has been designated to correspond on behalf of the hospital.

9. Correction of THCIC's Initial Source for Facility Type

Operational/Policy

In the last Hospital Numbered Letter (V3N6), we mistakenly informed hospitals that the TDH Facility Licensing Division was the source for the facility types assigned to your hospital and requesting that corrections be communicated to them. The source was the *Annual Survey of Hospitals* administered by the Office of Planning and Policy at TDH; however, you do not need to contact TDH with corrections.

The facility types are:

Teaching facility	Yes/No
Psychiatric facility	Yes/No
Rehabilitation facility	Yes/No
Acute Care facility	Yes/No
Skilled nursing facility	Yes/No
Other long term care facility	Yes/No
Pediatric facility	Yes/No

Please verify how your hospital is categorized (there may be more than one) when you are looking at your certification data, and let us know if it is not current or correct.

CORRECTION PROCEDURE:

1. Submit a letter (preferably via FAX at (512-424-6491) signed by the primary THCIC hospital liaison or the certifying agent (CEO/Administrator or designee).
2. Again, you do not need to communicate this change to the Texas Department of Health.

10. Progress Report on Certification Process

To date, 13 hospitals have submitted certification letters, 7 with comments attached and 6 without.

11. Using Corrections Software to Correct Physician Errors

Operational

The audits for physician data include the following:

- A. Verifying the license number. If the Physician Qualifying Code is 'SL' then all license numbers must be State License Numbers; if the Physician Qualifying Code is 'UP' then all of the license numbers must be UPIN License Numbers.
 - o Attending Physician License Numbers cannot be temporary numbers.
 - o Operating, Other 1 and Other 2 License Numbers can be temporary numbers if the first three characters are 'TXT', 'RES', 'OTH' or 'TEM'.
 - o Temporary license numbers cannot have a TXB prefix.
- B. Matching the first three letters of the Physician last name on the claim to the Physician Last Name on the Physician License Name.
- C. Matching the first letter of the first name.
- D. Placement of data elements in the electronic record should be as follows:

Attending Physician Name

Last name positions 91 - 106 (16 positions)

First name positions 107 - 114 (8 positions)

Middle initial position 115 (1 position)

Other or Operating Physician Name

Last name positions 116 - 131 (16 positions)

First name positions 132 - 139 (8 positions)

Middle initial position 140 (1 position)

Other Physician Name 1

Last name positions 141 - 156 (16 positions)

First name positions 157 - 164 (8 positions)

Middle initial position 165 (1 position)

Other Physician Name 2

Last name positions 166 - 181 (16 positions)

First name positions 182 - 189 (8 positions)

Middle initial position 190 (1 position)

If there is no match, you will receive Message 915. In the corrections software, the physician license number appears in red regardless of whether the problem lies with the number or the name. Correct only the field(s) that is incorrect. This may mean that the license number remains red. This is OK if the license number was not in error.

12. Found a Bug with Physician Audits

Operational

A bug has been uncovered (and corrected) in the audit of Operating, Other 1 and Other 2 Physician data.

This physician data was incorrectly flagged as being in error. The correction was implemented on 06/15/00.

Procedure for determining if this problem affects you:

If you have errors on any of these data elements, you may need to return the claims to Commonwealth for reprocessing. When you download files for correction, please review your FER report for the following condition:

*If the date on the FER report is before 6/15/2000 and the claims to be corrected are dated on or after 1/1/2000, *then* return*

the claims to Commonwealth for reprocessing

CORRECTION PROCEDURE:

You do not need to correct any of the physician errors. Mark the claims that have these errors to be returned for processing and upload them to Commonwealth for reprocessing.

If all of your claims are affected, you can mark all claims to be moved to an upload status in the DATA CORRECTIONS SOFTWARE by following the procedure below:

Go to the Data Corrections Software MAIN SCREEN

1. Call THCIC Helpdesk for the "Data Corrections Database Password for the Day"
2. SELECT <FILE>
3. SELECT <DATABASE>
4. SELECT <SQL STATEMENT>
5. INPUT <the password for the day>
6. SELECT third option <Mark all uncorrected claims - Ccc_dc_indicator>
7. SELECT <EXECUTE SQL>

At this point, all of your claims are READY FOR EXPORT to THCIC

Select FILE <EXPORT> and follow your normal upload routine

There will be no charge to hospitals for correcting this error.

13. Help Desk Assistance for General PC Questions

Operational

The THCIC Help Desk has reached a point where they can no longer assist hospitals with general PC issues on a regular basis. The Help Desk has, over the last years, gone way beyond what is required of them to assist with the submission, correction and certification of hospital data. But, the workload exceeds their capacity to respond to all issues.

The types of issues that are considered to be "above and beyond" include the following:

- o I haven't used a computer. What do I do first?

- I don't know how to use Windows Explorer. What is it?
- I don't know how to access the Internet.
- My computer crashed, what do I do?
- How do I print a text file?
- I haven't read any of the manuals, but could you tell me what to do anyway?

The Help Desk will only be able to provide support for “above and beyond” issues as a lower priority request. THCIC recommends that hospitals identify local resources to meet these staff training issues

Questions?

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