Texas Health Care Information Collection - THCIC
Health Facilities Numbered Letter, Volume 27 Number 3
June 28, 2024

Important Notifications Below:
Please share with all staff supporting the THCIC data collection efforts.

Audits for Physician and Practitioner Fields

Physician and Practitioner fields in Inpatient, Outpatient, and Emergency Department claims are required.

Audits have been in place to check for the submission of Inpatient and Emergency Department data of the physician/practitioner fields, and we are now updating the audits to check the Outpatient data.

The system update was completed on June 25th and will begin audits for the 3rd quarter 2024 Outpatient data. Missing and invalid Physician and Practitioner fields in the Outpatient claims will generate "Errors" for claims reported for 3rd quarter 2024 services.

Description of Audit Changes:
- For Outpatient Institutional Claims, the following fields are required for Physician 1 (Operating):
  - Qualifier
  - Practitioner ID
  - First Name
  - Last Name
- For Outpatient Professional Claims, the following fields are required for Rendering 1 Provider:
  - Qualifier

- o Practitioner ID
- o First Name
- o Last Name

System Enhancements

Enhancements were added for the **June 25th, 2024,** system update to improve your user experience with the data collection system.

- The assigned Facility Primary Contact/Data Administrator will now be renamed as the Facility Primary Contact/<u>Data Manager</u>.

- Staff set up for the former role of Data Manager will now be renamed as Data User.

- For improved security, we will disable Data User and Data Certifier accounts with passwords expired over 60 days.

- Our system will resend the New Facility Data Manager (FDM) Login if the new FDM hasn't set their password within 24 hours of account creation.

- We will begin allowing Individual Taxpayer Identification Numbers (ITINs) to be submitted in the Patient Social Security Number field. We are not requiring ITINs to be sent, but the system audits will no longer flag them as an "Error" if they are sent. More information about ITINs can be found at https://www.irs.gov/individuals/individual-taxpayer-identification-number.

- We will sort the following tables in reports so that the fields with the most errors are at the top (making them faster to identify): the Frequency of Errors report (FER) field breakdown, the FER error count summary, and the Error Type List (ETL) error count summary.

- In System13's online site, the Claims tab and Corrections tab will default to sorting the claims by total number of errors. You will still be able to change how claims are sorted by clicking on the column header of the column you want to sort by.

Future System Enhancements

Multi-Factor Authentication (MFA) is coming to the Data Collection System in the Summer/Fall of 2024 to increase the security of the system application.

More information on MFA will be released later this year.

Hospital Emergency Room Reporting

All hospitals (acute, psych, rehab, critical access, or rural) providing outpatient emergency services as determined by federal or state law, regardless of payment, are required to report Outpatient Emergency Department data to THCIC.

Chapter 421.71 defines an Emergency Department (ED) as: (16) Emergency Department - Department or room within a hospital or freestanding emergency medical care facility as determined by federal or state law for the provision of emergency health care services.

All outpatient ED visits provided for emergency health care services must be reported.

The type of Outpatient ED services collected by THCIC are categorized by specific Revenue Codes listed on the THCIC website at https://www.dshs.texas.gov/texas-health-care-information-collection/facility-reporting-requirements/outpatient-data-reporting-requirements/revenue-codes

Outpatient ED Revenue Codes include the following codes:

*0450 ER -- General Classification
*0451 ER -- Emergency Medical Screening -- EMTALA
*0452 ER -- Beyond EMTALA
*0456 ER -- Urgent Care
*0459 ER -- Other

You may contact THCIC at thcichelp@dshs.texas.gov for information on reporting this type of ED visit or the System13 Helpdesk at 888-308-4953.

Emails

Generally, free and Internet-based web mail services (Gmail, Hotmail, Yahoo, AOL) are not secure for the transmission of PHI.

If your facility has provided THCIC with an email address that is not HIPAA compliant, it should complete a new THCIC Facility Information (Contact) form and send it to thcichelp@dshs.texas.gov immediately.

All facility staff with a THCIC Login must utilize a HIPAA compliant email address.

The form may be downloaded at:
https://www.dshs.texas.gov/sites/default/files/thcic/hospitals/FacilityInformationRequest.pdf

Data Error Help
Are you having issues with correcting data errors in our system? Send an email to thcichelp@dshs.texas.gov for assistance.

THCIC produces an **Appendices Document** that contains default codes for unknown SSN, unknown address, country codes, payer source codes, audit list, race/ethnicity documents, and other helpful information.

https://www.dshs.texas.gov/sites/default/files/thcic/hospitals/5010_InpatientandOutpatientAppendices.pdf

THCIC Training
THCIC provides free Webinar trainings on the data reporting processes that are required of all Texas hospitals, ASCs, and FEMCs.

Postings for Webinar dates may be viewed at:
http://www.dshs.texas.gov/thcic/Training.shtm

Signing up for training is limitless and refresher training is encouraged.

THCIC highly recommends and encourages all facility staff involved with the THCIC state data reporting to sign up for training. Please feel free to request customized training for you and your staff at no cost!

To attend the Webinar training(s) or order a customized training, please send inquiries to: thcichelp@dshs.texas.gov.

For help or general questions on Submission, Correction, and Certification please contact THCIC at: thcichelp@dshs.texas.gov

Upcoming Due Dates

Activity	Q4 2023	Q1 2024	Q2 2024
Quarterly data submission due no later than	~~3/1/2024~~	~~6/3/2024~~	9/2/2024
Free Error corrections ends	~~5/1/2024~~	8/1/2024	11/1/2024
Facility certification files available by	~~6/3/2024~~	9/2/2024	12/2/2024
Certification/comments due no later than	7/15/2024	10/15/2024	1/15/2025

A schedule of **all** due dates may be found at:
http://www.dshs.texas.gov/THCIC/datareportingschedule.shtm

Videos for Troubleshooting

System13 has created several "You Tube" videos covering several topics on THCIC data reporting and data errors.

Allowed File Upload formats

Claim Entry (Manual Data Entry) - How to enter claims

Claim Correction - How to correct errors

Explaining the THCIC Required Codes List

Institutional -vs- Professional format

Social Security Number (SSN), Race, And Ethnicity issues

Troubleshooting 837 Submission Files

Correcting Physician Errors

Diagnosis (manifest) codes, E-Code, and POA Errors

Patient Control Number Errors

How To Certify

Did You Know?

- A new **FER** (Frequency of Error Report) should always be generated after data corrections have been made to ensure no errors were overlooked.

- A **Summary Report** should always be generated and reviewed each time data are submitted, and again after data corrections and before the certification phase begins.

- **Provider Primary Contacts/Data Managers** must always keep their Logins active. Failure to log in at least **every 60 days to reset your password** may cause a temporary deactivation of your account for security purposes. Data Manager Logins may never be shared.

- Your quarterly **certification "comments"** are **PUBLICLY** released as written. Use caution. You should **never** provide physician or patient identifying information in a certification comment.

- All Data User and Data Certifier login passwords MUST be reset every 60 days in our system and may never be shared.

- **Emailing** of **Personal Identifying Information (PII)** or **Sensitive Personal Information (SPI)**, even if the email is encrypted, may not be protected by all systems the data may pass through.

    Always contact the recipient first to inquire if emailing this type of information is acceptable.

- The **"Accept as is"** function in the data correction functionality **does not** correct an error. It only clears the notification of all the errors in the claim itself. The errors still count against the total accuracy rate in the **FER** unless it is properly corrected through the Correction Tab, or by submitting a corrected claim batch file through the system.

How to Reach Us
System13, Inc. (in Virginia)
Web site: https://thcic.system13.com

System13 Helpdesk
Monday-Friday, 8:00a – 5:00p (Central Time)
Phone: (888) 308-4953 or (434) 977-0000
Email: thcichelp@system13.com

THCIC (in Austin)
Web site: www.dshs.texas.gov/thcic
Email: thcichelp@dshs.texas.gov (Best way to contact THCIC)
Main phone: (512) 776-7261 (must leave a message)

THCIC Staff
Tarik Brown - Director
Meredith Arrison - Epidemiologist
Brooklyn Baker – Research Specialist
Pragya Bhattarai – Medical Research Specialist/Team Lead
Shan Gao – Research Specialist
Rebecca Gorman - Research Specialist
Adrianna Jackson – Research Specialist, FEMC Compliance, IRB Research Data
Tiffany Overton – Data Collection Training Specialist, PUDF Orders
Dee Roes – Quality Assurance Specialist, Hospital & ASC Compliance
Seema Saraswathi – Research Specialist
Sneha Talla – Research Specialist

All THCIC staff may be contacted by email at thcichelp@dshs.texas.gov

Past Newsletters
https://www.dshs.texas.gov/texas-health-care-information-collection/health-data-researcher-information/texas-health-care-information

Links to Forms and Documents
   Patient Notification of Data Collection Form –
   https://www.dshs.texas.gov/sites/default/files/thcic/PatientNotificationofDataCollection.pdf

   Provider Contact Update Form -
   https://www.dshs.texas.gov/sites/default/files/thcic/hospitals/Facility_InformationRequest.pdf

   Submitter Contact Update Form –
   https://www.dshs.texas.gov/sites/default/files/thcic/SubmitterUpdateForm.pdf

   No Quarterly Data to Report Form -
   https://www.dshs.texas.gov/sites/default/files/thcic/hospitals/NoDataToReport.pdf

   Current Provider Contact List –
   https://www.dshs.texas.gov/sites/default/files/thcic/hospitals/FacilityList.xlsx

   Appendices Document –
   https://www.dshs.texas.gov/sites/default/files/thcic/hospitals/5010_InpatientandOutpatientAppendices.pdf

   Contains:
   - Country Codes
   - 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 –
   https://www.dshs.texas.gov/THCIC/datareportingschedule.shtm

   Inpatient Reporting Requirements -
   https://www.dshs.texas.gov/texas-health-care-information-

collection/facility-reporting-requirements/inpatient-data-reporting-requirements

Outpatient and Emergency Department Reporting Requirements - https://www.dshs.texas.gov/texas-health-care-information-collection/facility-reporting-requirements/outpatient-data-reporting-requirements

HCPCS Codes – https://www.dshs.texas.gov/sites/default/files/thcic/OutpatientFacilities/HCPCS-Code-worksheet-for-2024.xlsx