



Texas Health Care Information Collection - THCIC

Health Facilities Numbered Letter, Volume 27 Number 4

September 26, 2024

Important Notifications Below:

Please share with all staff supporting the THCIC data collection efforts.

System Security

In early January 2025, **Multi-Factor Authentication (MFA)** will be implemented. This is to ensure the sensitive information we collect is more secure, safer, and stronger.

Here is how it will affect you and it is very easy to use:

- Every time you log in you will be required to enter a 6-digit code before access is granted to your dashboard.
- This will be required for all Data Manager, Data User, Data Certifier, and Submitter Logins.

You can elect to receive this code in one of two ways:

- Either by email or
- Via an authenticator application. An authenticator application can be installed on your smartphone, and it will generate 6-digit codes.

THCIC is working closely with System13 to ensure the MFA implementation is as streamlined as it can be. Additionally, System13 is preparing the Help Desk to be able to support this new feature.

As stewards of the data, we take its security as one of our highest priorities. This step makes our data, your data, even more secure.

In This Issue

- System Security
- Locked Login Accounts
- Audits
- System Enhancements
- Data Error Help
- THCIC Training
- Upcoming Due Dates
- Videos for Troubleshooting
- Did You Know?
- How to Reach Us
- Past Newsletters
- Links to Forms and Documents

Locked Data User and Data Certifier Accounts

Only the assigned Data Manager (Primary Contact) is authorized to unlock disabled Data User or Data Certifier login accounts.

Once the account(s) have been unlocked by the Data Manager, the Data User or Data Certifier must reset their login password immediately or the system will lock the account again that evening.

Audits for Physician and Practitioner Fields

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 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.

Additional information was announced in the previous THCIC Numbered Letter [Volume 27, Number 3](#)

System Enhancements

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

Additional information was announced in the previous THCIC Numbered Letter [Volume 27, Number 3](#)

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 Training

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

Postings for online training dates may be viewed at:
<https://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 online 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	Q1 2024	Q2 2024	Q3 2024
Quarterly data submission due no later than	6/3/2024	9/2/2024	12/2/2024
Free Error corrections ends	8/1/2024	11/1/2024	2/3/2025
Facility certification files available by	9/2/2024	12/2/2024	3/3/2025
Certification/comments due no later than	10/15/2024	1/15/2025	4/15/2025

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 Frequency of Error Report (**FER**) 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.**
- All Data User and Data Certifier login passwords MUST be reset every 60 days in our system and 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.
- **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://dshs.texas.gov/sites/default/files/thcic/PatientNotificationofDataCollection.pdf>

https://dshs.texas.gov/sites/default/files/thcic/PatientNotificationofDataCollection_Spanish.pdf

Facility Contact Update Form

[Facility Contact Form](#)

<https://dshs.texas.gov/sites/default/files/thcic/hospitals/FacilityInformationRequest.pdf>

Submitter Contact Update Form

[Submitter Contact Update Form](#)

<https://dshs.texas.gov/sites/default/files/thcic/SubmitterUpdateForm.pdf>

No Quarterly Data to Report Form

[No Quarterly Data to Report Form](#)

<https://dshs.texas.gov/sites/default/files/thcic/hospitals/NoDataToReport.pdf>

Current Provider Contact Information

[Current Facility Contact Information](#)

<https://dshs.texas.gov/sites/default/files/thcic/hospitals/FacilityList.xlsx>

Appendices Document

[5010 Inpatient and Outpatient Appendices](#)

Version 4.8 contains default codes, payer source codes, audit list, race/ethnicity documents, and other helpful information.

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

Data Reporting Schedule

[Reporting Schedule](#)

<https://dshs.texas.gov/THCIC/datareportingschedule.shtm>

Inpatient Reporting Requirements

[Inpatient \(Hospital\)](#)

<https://dshs.texas.gov/thcic/hospitals/HospitalReportingRequirements.shtm>

Outpatient and Emergency Department Reporting Requirements

[Outpatient \(Hospital, ASC\)](#)

<https://dshs.texas.gov/thcic/OutpatientFacilities/OutpatientReportingRequirements.shtm>

[Emergency Department Reporting \(Hospital, FEMC\)](#)

<https://dshs.texas.gov/thcic/Emergency-Department/Emergency-Department-Data-Reporting-Requirements/>

HCPCS Codes

[Services and Procedures Categories and related HCPCS Codes 2024](#) This is the list of outpatient procedure codes that, if performed by a hospital or ASC, indicates the patient claim requires submission for 2024.

<https://dshs.texas.gov/sites/default/files/thcic/OutpatientFacilities/HCPCS-Code-worksheet-for-2024.xlsx>