

THCIC 837 Electronic File Processing – Tests and Production

Purpose: The purpose of testing the electronic data files is to ensure the file format is compatible with the THCIC System and includes all required data fields.

Before beginning the “testing” of data files, a submitter should have already:

1. Requested and received their Submitter ID and password. To enroll for a Submitter ID complete the [Enrollment Form](#). If the submitter ID is not received within two business days, contact System13 at 888-308-4953.
2. Readied their system to extract the data from their system into the [THCIC 837 format](#). If not, the submitter may need to contact their billing software vendor or information technology system staff.

Uploading a File

1. Create the file (25 to 250 claims are recommended for tests) by extracting the required data elements to create an electronic file in one of the specified formats to be reported and save it to a computer that has Internet access. *Test files with more than 1,000 claims will be rejected.*
2. Login at https://thcic.system13.com/user_session/new using the Submitter username (example: thsub####) and password.
3. Click on “Upload”
4. Click on “Browse” to locate the saved file created in Step 1.
5. Optional: Provide a Description. Example: 20141016 OP test #1
6. Select “Inpatient” or “Outpatient” depending on the type of data in the file. This is critical as different data standards are used for “Inpatient” versus “Outpatient” claims. *Inpatient data must be submitted separately from outpatient data.*
7. Select “Upload Batch”

The Receiver Process

The uploaded file(s) are reviewed and analyzed by the “receiver” process. This process checks for valid format and it also now runs what was previously called the pre-processor, which does detailed analysis to determine if there are any claim construction issues.

The file is analyzed to determine:

1. If the file is an ANSI 837 file
2. If the provider information is correct
3. If the file is test or production

Types of claim construction problems include missing required segments, parent/child claim loops that are missing one of the pair, SE line count errors, etc. When a file incurs a claim construction error, the file processing will continue looking for up to five additional errors. However, any claim construction error means the file will not be processed and the errors must be addressed in a file re-submission.

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The submitter is then sent a “receipt notice” email detailing the status of the file, with the subject line of the email containing “Accepted” or “Rejected”. If the file passed the receiver process, the email contains the claim count, the system to which the file was sent (test or production) and shows the original file name and the System13/THCIC internal file name. The file is renamed since many submitters reuse the same file name. If the file failed the receipt notice, the email will contain the reason why it failed and suggest how to correct the failure.

Files that pass the Receiver are then sent to nightly processing to be loaded into the System13/THCIC database tables.

An example of a test file receipt notice email follows:

Subject: SUBxxx File Processing: 1-Accepted, 0-Rejected

SUBMISSION RESPONSE:
THCIC Data Warehouse

System13, Inc
888 308-4953 Help Desk
thcichelp@system13.com
Web: thcic.system13.com

We recommend using a fixed width font
like courier for viewing this report.

Submitter: SUBxxx – Test Hospital Submitter
Contact: John Doe
Email: john.doe@thcic.com
Inpat: P (P-production, T=Test)
Output: P

The first 5 ERR and FYI messages discovered are listed below (if any).

=====
Original File Name: o_test_file.txt
User Description:
System13 File Name: SUBxxx_T_o_501_141016_131111.837
Interchange Ctrl #: 141016006
Process Date: 10/16/2014 13:11:11

Claim Ver/Format... 005010X223A2 Institutional
Test/Production.... T
Claim Count..... 215
Excluded Count..... 0
Rejected Count.... 0
Pass/Fail Status... PASSED, 215 claims.

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For test files, System13 will process the data, if possible, through the THCIC audits. System13 will provide back to the submitter the Frequency and Hardcopy Reports (FER and HCR – normally reserved for facilities only, but they are included for submitter tests). System13 will also provide to the submitter a README document with general suggestions on how to analyze issues. Test files are processed each evening, Monday through Friday, with results available on the next day.

Claim Loading and Audit Processing

Files that pass the Receiver Process have their claims loaded into the test or production database. Audits are run and a Frequency of Errors report is created. If the file is a test file, and if the Accuracy Rate is less than 100%, then a Hardcopy of Errors report is also created. If the file is a production file, the primary contact for the provider is sent an email, with the Frequency of Errors report attached, and that notifies them that their data was loaded and processed.

For test file processing, the test file, the Frequency report, the Hardcopy report, and a Readme.txt file are all put into a ZIP file and placed in the submitter's download folder. The primary contact for the submitter is then sent an email notification stating:

Your THCIC test results are available to download with your submitter ID. Please download the ZIP file and unzip it on your PC. To do so, select "Save" rather than "Open" after you click on the file to download.

After you download the file, we have found that the zip file header may be modified. The result is that some folks have had trouble opening the zip file. We are working to correct the zip header modification issue.

However, until that is corrected, we have found that a free zip package, 7-ZIP (<http://www.7-zip.org/>), can open the file with no problems. Please use 7-ZIP if you cannot open the zip file.

Thank you.

The THCIC Data Warehouse

Downloading Test Results

The Submitter Primary Contact should:

1. Login https://thcic.system13.com/user_session/new using your Submitter username (example: thsub####) and password.
2. Click on "Download" and SAVE (do not "open") the zip file to your computer.
3. Open the zip file according to the instructions in the email.

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4. The zip file includes:
 - a. A file with the extension “.837”
 - b. A file with the extension “.FER” (if the test passed the preprocessor)
 - c. A file with the extension “.HCR” (if the test result was < 100%)
 - d. A Readme.txt file. The Readme file explains the meaning of each file and provides instructions on what to do next. **It is very important to read this document. Please read it first. You should use Wordpad to open the Readme.txt file.**
5. The file “.FER” contains your “Accuracy Rate”
6. If your test result “accuracy rate” is greater than 75% (accuracy rate is defined as “claims without errors” divided by “claims processed”), and you wish to have your status changed from Test to Production, please send an email to thcichelp@system13.com to request Production Status. If less than 75% accurate, then you need to correct the major issues and resubmit a test file.
7. Usually within **one business day** of sending the email requesting Production Status the Submitter Contact will receive an email notifying them if the request was Approved or Not Approved.
8. Once approved, you may upload a Production Data File immediately.

*If an email on “test results” is not received within 24 hours of a test file “accepted” notification, please contact System13 at 888-308-4953 or at thcichelp@system13.com.

Production Data Upload

When a production file passes the Receiver process, an email notification will go to the Provider Primary Contact notifying them that a file was uploaded by submitter SUBxxx for the provider. A sample email is listed below.

Subject: Submission received for provider 999999 [G2]
The THCIC Data Warehouse has received inpatient claims for your facility.

From: SUBxxx – Test Hospital Submitter
For: 999999 – Test Hospital
File: SUBxxx_P_i_501_141016_131112.837
Date: 2014-10-16 13:11:12 -0400

100 Claims received
0 Excluded (no revenue or px codes of interest to THCIC were found)
0 Rejected (blank discharge date, or greater than five years ago)
100 Total claims queued for processing tonight

Claims are processed each night Mon-Fri starting at 8:15 p.m. Processing is typically completed by 8 a.m. the following morning. You will be able to review your claims on our website after nightly processing has completed.

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When the data is loaded in the evening, an email will be sent to the Provider Primary Contact notifying them that the data was loaded. That email states that the production file was processed and that the results may be viewed in the system by logging in using the Provider username (th##### (# = 6 digit THCIC ID number) and password. The Provider Primary Contact will also receive an attachment in the email containing the Frequency of Error Report (FER).

The Provider may then determine if any corrections need to be made to the data.

*If this email is not received within 24 hours of the Production Data “processed” confirmation, please contact System13 at 888-308-4953.

Rejected Files

If the submission file is rejected, the Submitter Primary Contact will receive an email indicating:

Subject: SUB### Receipt: 0-Accepted, 1-Rejected

If the file was 0-Accepted, 1-Rejected, this means the file failed the Receiver and must be fixed before another file is uploaded. There will be information on the cause of the failure in the text area of the email.

If the file fails due to:

1. THCIC ID number (aka Provider ID number)
2. Address mismatch
3. NPI submitted in the file when EIN was expected = mismatch
4. EIN submitted in the file when NPI was expected = mismatch,

THCIC should be contacted at 512-776-7261 to assist with updating the information concerning the NPI or EIN mismatch and the Address mismatch rejections. Any other information needing to be updated should be completed on the [Facility Information Form](#) and faxed to THCIC at 512-776-7740.

All other reasons for failure should be addressed through your IT department, software vendor and in some cases, System13.

When the issue that caused the failure is corrected, the submitter must upload a new file and follow the file through the receiver process, with its email notification. If the file is a test file or if the submitter is also the provider, then the results of the audit process and the resulting Frequency of Errors report should also be reviewed.