



Health Facilities Numbered Letter, Volume 11 Number 6

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Hospitals Inquire About Missing Claims

System13/Commonwealth Clinical Systems (CCS), THCIC's data warehouse vendor, compares the number of claims submitted by hospitals with the number of claims submitted in previous quarters and notified some hospitals when the number submitted was significantly different. After System13 and Thomson Reuters, a data submission vendor for some hospitals, investigated this issue, it was discovered that when a hospital submits an xx1 and a corresponding xx7 replacement claim in the same batch/functional group file through Thomson Reuters, Thomson Reuters replaces the xx1 claim with the xx7 claim and submits one claim to THCIC as an xx7 replacement claim. Since THCIC never receives the associated xx1 claim from Thomson Reuters, the xx7 replacement claim is processed as a "widow" claim and doesn't get processed for the certification/encounter file.

THCIC accepts several type of billing claims. Those that are accepted are: xx1, xx2, xx3, xx4, xx5, xx7, and xx8. The majority of bill types that are submitted are xx1 (admit through discharge claim), xx7 (replacement claim), and xx8 (delete claim).

Missing claims can occur when an xx7 replacement claim is submitted without submitting an xx1 claim. With no xx1 claim, THCIC has nothing to replace with the xx7 replacement claim. This causes the xx7 replacement claim to become a "widow" claim. "Widow" claims never make it to the Certification/Encounter file.

Hospitals can and should review the "Discharge By Bill Type" table on the first page of the Frequency of Error Report (FER); this is where you may see that xx7s were received by THCIC instead of xx1s. For example: A hospital submits 25 original xx1 and 25 associated xx7 claims (which are intended to replace the 25-xx1s) in the same batch/functional group file. When Thomson Reuters processes the claims, the 25-xx1s are replaced with the 25-xx7s and only the 25-xx7s are submitted to THCIC. The hospital would see on its FER that THCIC received 25-xx7s and not what was submitted to Thomson Reuters by the hospital. Hospitals noticing that not all the claims were submitted to THCIC still have time to correct this with their vendor during the THCIC "correction phase" at no cost to the hospital through THCIC. THCIC is not aware of receiving xx7s without a matching xx1 from other submitters, but hospitals should check the FER report to be sure THCIC is receiving all their claims.

Hospitals that do not review the FER may not notice claims are missing until the THCIC "certification phase" and must pay to have the missing claims added to the certification file.

Thomson Reuters has stated they are not planning to make modifications to their system concerning this issue. Therefore, hospitals should be aware that if they are submitting to THCIC via Thomson Reuters, claims will not be included in the certification file if there are original xx1

and associated xx7 claims in the same batch/functional group file. To insure that THCIC is receiving all intended claims in accordance with Chapter 108, Texas Health and Safety Code please review all reports carefully. It may be best if the original xx1 claims and the associated xx7 claims are submitted in different batch/functional group files.

THCIC Helpdesk Changes

Effective September 2, 2008, the THCIC helpdesk will limit hospitals/submitters to ten minutes per call session. Hospitals/submitters may have only two call sessions per day, or one e-mail and one call session per day. The purpose of the helpdesk is for basic information. This includes:

- ❖ Resetting a mailbox password
- ❖ Obtaining a certification file password
- ❖ Setting up KeyClaim users header files
- ❖ Changing “submitter” contact information
- ❖ Contracting a regeneration of certification file
- ❖ Additional copies of certification file

The THCIC helpdesk should **not** to be used for the following:

- ❖ Hospital IT issues
- ❖ Verifying data submissions (hospital primary contact should be verifying via the FER received in their electronic mailbox 48 hours after a data submission)
- ❖ Training on submission, correction, and certification
- ❖ Submission testing issues (after each test file is submitted, a report is sent by e-mail to the submitter detailing the problem areas within the file, which must be corrected before another test file is sent)

Contact Dee Roes at 512-458-7111 ext.3374 or Dee.Roes@dshs.state.tx.us if submitter test/production files reject due to a submission address or EIN/NPI number.

The helpdesk does not provide training on the submission, correction, or certification of data. All training is provided by Tiffany Overton at DSHS. Hospitals that have questions concerning the submission, correction, or certification of data, or use of the data correction or certification software should contact Tiffany Overton at 512-458-7111 ext.2352 or Tiffany.Overton@dshs.state.tx.us for training.

The purpose of this change is to redirect hospitals to the proper channels for training and to eliminate a “bottle-neck” effect at the helpdesk, as this is not a helpdesk function. It will also relieve the helpdesk of tasks that each hospital should be verifying itself (i.e. hospital should download the FER for verifying a data submission or correction instead of asking the helpdesk to look it up). These changes should result in faster access to the helpdesk.

System13 Charges Increase

Item	Effective 09/01/08
Charge to hospitals for data distribution on hard media	\$30.00
Hourly programming charge	\$92.50
Rate for corrections during certification	\$92.50
Rate for recreating certification files	\$362.00
Rate for rush order	\$273.00

Hospital Discharge Data Submission, Correction and Certification Training Session (For Hospitals)

Texas Health Care Information Collection (THCIC) is offering on-line training. The requirements to receive this training on-line are a phone line and a computer with high speed Internet access. We are encouraging those who have access to a high speed Internet enabled computer to take advantage of the training on-line.

If you are interested in receiving the training on-line, please e-mail your sign up information to tiffany.overton@dshs.state.tx.us
If your establishment cannot participate in on-line training, please contact Tiffany Overton by e-mail or call (512) 458-7111 ext.2352.

The on-line training schedule is as follows:

- November 14
- December 12
- January 9, 2009
- February 6, 2009
- March 6, 2009

The times will be as follows:

- 9:00 AM Upload and Download of Data Secured Server
- 10:00 AM Data Correction and Data Correction Software
- 11:00 AM Data Certification and CertView Software
- 12:00 PM KeyClaim Software

Please provide the following information when signing up for training:

THCIC ID _____
Hospital/Organization _____
City _____
Registrant Name _____
Title _____
Phone Number _____
E-mail Address _____

Regional Public Use Data File

Effective December 31, 2008 THCIC will no longer offer the regional PUDF data file. This is due to resources at THCIC and low volume regional PUDF sales.

Important Phone Numbers

THCIC web site – www.dshs.state.tx.us/thcic

DSHS-Center for Health Statistics-THCIC – 512-458-7261

System13 web site – www.thcichelp.com

THCIC Helpdesk – 888-308-4953

THCIC Staff – 512-458-7111

Bruce Burns	extension 6431	Rules and policy issues, 837 format issues
Sylvia Cook	extension 6438	Hospital/ASC reports, data use
Wang-Shu Lu	extension 6453	Hospital/ASC reports and analysis
Dee Roes	extension 3374	Hospital/ASC compliance, research file requests
Tiffany Overton	extension 2352	Hospital/ASC training (submission, correction, and certification)

THCIC fax – 512-458-7740

Key Activity Due Dates by Quarter

Activity	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008
Cutoff for initial submission			9-1-08	12-1-08	3-1-09
Cutoff for corrections			11-1-08	2-1-09	5-1-09
Hospitals retrieve certification files		9-1-08	12-1-08	3-1-09	6-1-09
Cutoff for corrections at time of certification		10-15-08	1-15-09	4-15-09	7-15-09
Final encounters available to hospitals		11-1-08	2-1-09	5-1-09	8-1-09
Certification letters/comments due	9-1-08	12-1-08	3-1-09	6-1-09	9-1-09