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**Texas Health Care Information Collection - THCIC**  
Health Facilities Numbered Letter, Volume 23 Number 3

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February 28, 2020

## Provider Primary Contacts

Every hospital and ASC has an assigned Provider Primary Contact that is designated by the facility CEO/Administrator.

Provider Primary Contacts are designated as the **THCIC Liaison** and the main source of communication between THCIC, System13, and the facility.

Provider Primary Contacts are expected to know and understand the THCIC reporting, correction, and certification processes; and how to generate and review critical reports including the **Summary Report and Frequency of Error Report (FER)**.

Provider Primary Contacts are **required to share** THCIC and System13 newsletters and reports with internal staff and their software vendor, as needed.

Provider Primary Contacts are required to keep their Provider login username confidential and activated at all times. Passwords are **REQUIRED** to be changed every 60 days. **This is a security measure that is not negotiable.** If the Provider Primary Contact is not logging into our system at least every 60 days, they probably should not be the assigned Primary Contact.

Several assigned Provider Primary Contacts have not changed their password in **over 2,000 days. TAKE ACTION NOW!**

Provider Primary Contacts are **PROHIBITED** from sharing their Provider Login and password. This is a breach of our system.

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History

Provider Primary Contacts are required to set up internal staff in our system so they may receive their own Provider Login username to access our system.

Provider Primary Contacts that cannot meet the expectations listed above, must be replaced immediately with a different Primary Contact.

**CEO/Administrators:** To update contact information for your facility, complete, sign, and return the THCIC Facility Contact form available at <https://www.dshs.texas.gov/thcic/hospitals/FacilityInformationRequest.pdf>

You may see who is the assigned Provider Primary Contact at your facility at: <https://www.dshs.texas.gov/thcic/hospitals/FacilityList.xls>

## Critical – Electronic File Format Change

**Critical:** For those facilities that submit data files by **electronic** submission, the THCIC new file formatting change (K3 segment) went into effect on January 1, 2020.

All data files submitted electronically on or after January 1, 2020 must be in the new file format or it will be rejected.

The alternative method to submitting data files electronically is by **Manual Data Entry** in the WebClaim component on your Provider Login Dashboard screen.

Additional information on the new format change regarding the K3 segment may be found in earlier THCIC Numbered Letters at <https://www.dshs.texas.gov/thcic/Inpatient-and-Outpatient-Numbered-Letters/> (Vol22No6, Vol22No7, Vol23No1)

## Accuracy Rate Clarification

THCIC expects all data to be “100% complete and 100% accurate” in accordance with Texas Health and Safety Code, Chapter 108.

Data that have been submitted and contain errors must be corrected to **100% accuracy**. THCIC does not, and never has had a “threshold” for data error acceptance.

## Did You Know?

- **Provider Primary Contacts** must keep their **Logins** active at all times. Failure to log in at least every 60 days to reset your password may cause a temporary deactivation of your account for security purposes.
- 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 before the certification phase begins.
- 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 login passwords **MUST** be reset every 60 days in our system and must **never** be shared.
- **Emailing** of Personal Identifying Information (PII) or Sensitive Personal Information (SPI), even if the email is encrypted, **may not** be adequately 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 the error. The error still counts against the total accuracy rate unless it is corrected through WebCorrect, or by submitting a corrected claim through the system. This function is to be used only when the data are the best that it can get.

## THCIC Training

THCIC provides Webinar trainings, **at no cost**, on the data reporting processes that are required of all Texas hospital and ambulatory surgery centers. 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.

To attend the Webinar training(s), please send inquiries to:

[thcichelp@dshs.texas.gov](mailto:thcichelp@dshs.texas.gov).

For help or general questions on Submission, Correction, and Certification please contact:

Tiffany Overton, (512) 776-2352 or [thcichelp@dshs.texas.gov](mailto:thcichelp@dshs.texas.gov)

## Upcoming Due Dates

| Activity   | Q3 2019              | Q4 2019   | Q1 2020    |
|--|----------------------|-----------|------------|
| <b>Cutoff for initial submission</b>                                     | <del>12-2-2019</del> | 3-2-2020  | 6-1-2020   |
| <b>Cutoff for corrections (Free)</b>                                     | <del>2-3-2020</del>  | 5-1-2020  | 8-3-2020   |
| <b>Facilities retrieve certification files</b>                           | <del>3-2-2020</del>  | 6-1-2020  | 9-1-2020   |
| <b>Cutoff for corrections at time of certification (Associated Fees)</b> | 4-1-2020             | 7-1-2020  | 10-1-2020  |
| <b>Certification/comments due</b>  | 4-15-2020            | 7-15-2020 | 10-15-2020 |

A schedule of **all** due dates may be found at

<http://www.dshs.texas.gov/THCIC/datareportingschedule.shtm>

## 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](mailto:thcichelp@system13.com)

### **THCIC (in Austin)**

Web site – [www.dshs.texas.gov/thcic](http://www.dshs.texas.gov/thcic)

Main phone: (512) 776-7261

Email: [thcichelp@dshs.texas.gov](mailto:thcichelp@dshs.texas.gov)

### **THCIC Staff**

Andy Alegria – Business Analyst

Bruce Burns - Manager

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Yanxia Guo - Research Analyst

Tiffany Overton – Training, PUDF Orders

Dee Roes - Data Compliance, IRB Research Data

Jeremie Sawadogo - Lead Data Analyst

## Past Newsletters

<http://www.dshs.texas.gov/thcic/Inpatient-and-Outpatient-Numbered-Letters/>

## Links to Forms and Documents

### **Patient Notification of Data Collection Form –**

<http://www.dshs.texas.gov/thcic/Patient-Notification-of-Data-Collection.pdf>

### **Provider Contact Update Form -**

<https://www.dshs.texas.gov/thcic/hospitals/FacilityInformationRequest.pdf>

### **No Quarterly Data to Report Form -**

[http://www.dshs.texas.gov/thcic/hospitals/NoDataToReport\(2\).pdf](http://www.dshs.texas.gov/thcic/hospitals/NoDataToReport(2).pdf)

### **Current Provider Contact List –**

<http://www.dshs.texas.gov/thcic/hospitals/FacilitiesList.xls>

### **Appendices Document –**

[https://www.dshs.texas.gov/thcic/hospitals/5010\\_InpatientandOutpatientAppendices.pdf](https://www.dshs.texas.gov/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/thcic/hospitals/TechReqSpec5010\\_Inpatient\\_THCIC837.pdf](https://www.dshs.texas.gov/thcic/hospitals/TechReqSpec5010_Inpatient_THCIC837.pdf)

### **Outpatient and Emergency Department Reporting Requirements -**

[https://www.dshs.texas.gov/thcic/OutpatientFacilities/TechReqSpec5010\\_Outpatient\\_THCIC837.pdf](https://www.dshs.texas.gov/thcic/OutpatientFacilities/TechReqSpec5010_Outpatient_THCIC837.pdf)

### **HCPCS Codes**

<https://www.dshs.texas.gov/thcic/OutpatientFacilities/HCPCS-Code-worksheet-for-2019.xls>

## History of the Texas Health Care Information Collection Program

On September 1, 2003 the legacy state agencies; Texas Health Care Information Council (THCIC), the Texas Department of Health (TDH), the Texas Commission on Alcohol and Drug Abuse (TCADA), and the Mental Health branch of the Texas Department of Mental Health and Mental Retardation were merged to form the Texas Department of State Health Services (DSHS) in response to the passage of HB 2292 (78th Texas Legislature). All functions of THCIC continue in the Center for Health Statistics within DSHS.

THCIC was created by **Chapter 108** of the Health and Safety Code by the 74th Texas Legislature in 1995.

<http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.108.htm>

### Rules

Rules that apply to the Texas Health Care Information Collection are found in Chapter 421 of Title 25, Part 1 of the Texas Administrative Code.

[http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac\\_view=4&ti=25&pt=1&ch=421](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=4&ti=25&pt=1&ch=421)

### Visit Us Online

[www.dshs.texas.gov/thcic](http://www.dshs.texas.gov/thcic)