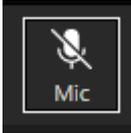


All-Payor Claims Database (APCD) of Texas Submitter Feedback Forum

UTHealth School of Public Health
Center for Health Care Data

January 23, 2024

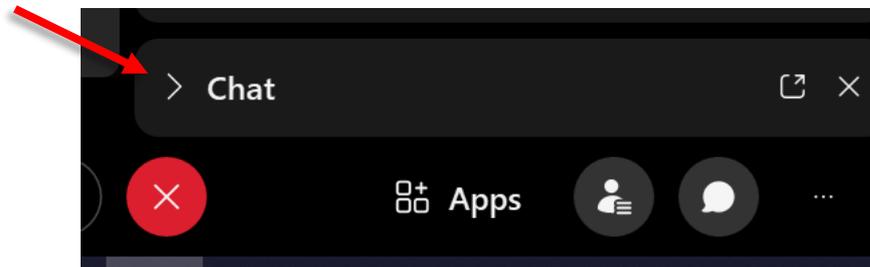
Welcome!

- ◆ Welcome and Housekeeping
 - ◆ Thank You!
 - ◆ Please place your audio on mute 
 - ◆ Slides and notes will be made available on our website

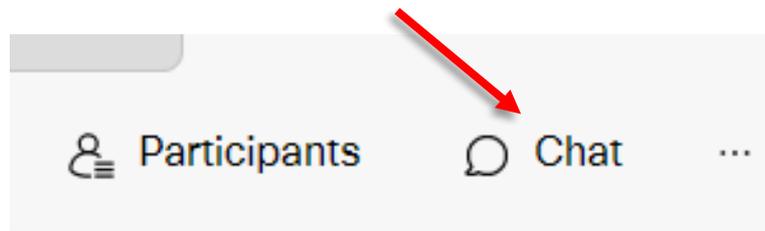
Webex & Chat

- ◆ **Reminder:** The “Chat” function in Webex can be found on the bottom right-hand corner of your screen on most devices. In some instances, it may appear in the upper right-hand corner. Please enter your questions there.
- ◆ When entering a question in the chat, please respond to “**Everyone**” to ensure your question is visible so it can be acknowledged.

Desktop Application



Website Application



Agenda

- Annual Registration
- Timely Filing vs. Successful Filing
- Technical Workgroup
- Technical Failures
- Stage II Data Quality Engagements
- TX-APCD Phone Number
- 2024 Submitter Forum Schedule

Annual Registration

- ◆ Thank you to everyone who submitted annual registrations on time for the 2024 data file submission year. If you have not already done so, please submit your organization's registration renewal for the 2024 data file submission year to ensure you are current with the TX-APCD as this is now considered past due as of December 31, 2023.
- ◆ Why does registration have to be completed annually?
 - ◆ This is a regulation requirement per TDI.
 - ◆ It is required in order to process exception and extension requests.
 - ◆ It helps the TX-APCD make appropriate determinations as it pertains to small carrier extension requests.

Timely Filing vs. Successful Filing

- ◆ Over the past few months we have received a high volume of extension requests so we wanted to point out the difference between timely filing versus successful filing.
 - ◆ If your organization submits a dataset before or by the due date, your organization is considered compliant.
 - ◆ In the event the dataset fails, your organization automatically has 14 days to correct and resubmit without the need to submit an extension request. Should the issues your organization experiences require more time than is allotted to correct and resubmit, then filing for an extension request may be beneficial at that time.

Technical Workgroup

- ◆ This has been in the works for some months.
- ◆ We expect a launch in late February.
- ◆ If you offered to participate when we sent out the survey last year, please expect an invitation to the kick-off session in the next couple of weeks.
- ◆ We've developed a proposed charter to guide the workgroup and will be one of the items on the agenda for the launch session.
- ◆ We hope to obtain expert input from the submitter community and thereby better align APCD expectations with the realities of claims processing.
- ◆ The overarching goal is to strive to be the best APCD we can be – always in close collaboration with our submitter community.

Technical Failures

- ◆ If you send a file and have received the Receipt Notification (1st email) but not the Validation Notification (2nd email), it is more than likely that there was a technical failure when processing the file. We investigate all such cases. Please allow at least 1 day for us to investigate and correct.
- ◆ In such cases, you should wait to receive either the Validation Notification, or a separate notification indicating that there is a problem with the file that we have not been able to fix.
- ◆ If a day has passed and you have not received either, please create a ticket before attempting to resubmit.

Stage II Data Quality Engagements

- ◆ **Note:** We continue to engage submitters on the Stage II Quality Checks. Thanks to those who have participated so far for their collaborative efforts.
- ◆ **When:** Current work is being done to accelerate the schedule for completing the reviews. You will receive a request for meeting times when your payor code(s) are selected for a review. We are currently focusing on large complex submissions and will proceed from there.
- ◆ **Important:** We will provide further guidance prior to your specific engagement on what to expect along with an overview of what will be covered. It is important that personnel who participate in the review are very familiar with the data submitted and associated rationale.
- ◆ **Follow-up:** Often, the outcome of the review will be a set of action items for the TX-APCD and potentially action items also for the submitter. Follow-up will occur through to completion of the action items.

TX-APCD Phone Number

The Texas All-Payor Claims Database (TX-APCD) has a new phone number.

TX-APCD Phone Number: 713-500-9455

This phone number should only be used to escalate an inquiry/ticket in very urgent situations and does not replace our first method of contact which is to send general inquiries and requests to our general mailbox (txapcd@uth.tmc.edu) or to submit a ticket via the portal (**txapcd.org**) for technical issues related to data file submission.

If escalation of an inquiry/ticket is necessary, when the phone number is called, it prompts a voicemail with instructions to leave a message for Operations Support (option 1) or Technical Support (option 2).

Reminder: This phone number should not be used as a first point of contact with the TX-APCD. No one is assigned to answer the phone. If a message is left, key personnel are notified and will respond accordingly based on need.

2024 Submitter Forum Schedule

Based on submitter feedback, the Submitter Forum will be held every other month beginning with January. Here is the anticipated forum schedule through the end of the year.

- **March**
- **May**
- **July**
- **September**
- **November**

Questions?

- ◆ Questions –
 - ◆ Please submit via chat.
 - ◆ If your question is specific to your organization, for:
 - ◆ General questions – send email inquiries to txapcd@uth.tmc.edu.
 - ◆ Portal and data submission questions – please enter a ticket via the submitter portal at <https://txapcd.org>.