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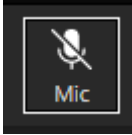# Submitter Feedback
Forum

UTHealth School of Public Health
Center for Health Care Data

March 24, 2023

Welcome!

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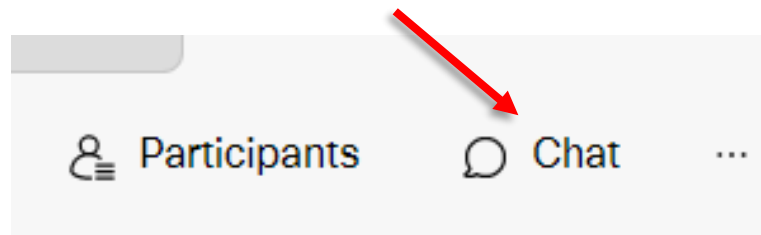
Webex & Chat

◆ **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.

Desktop Application
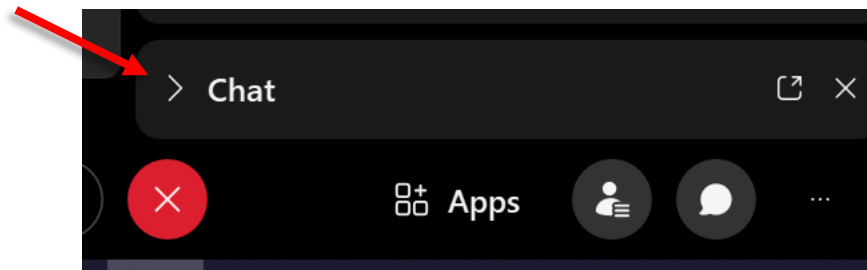
Website Application

Agenda

- ◆ Monthly & Historical File Submission Go-Live Update
- ◆ Notifications
- ◆ General Mailbox vs. Tickets
- ◆ Support Ticket – Do & Don't
- ◆ Medicaid Data (to come from HHSC)
- ◆ Deactivated TACC accounts

Monthly & Historical Go-Live Updates

- The start of submissions to the APCD will be *delayed at least* 60 days.
  - Simplify the SFTP file submission process.
  - APCD to enhance quality and validation checks.
  - 80% of submitters have not submitted a test file.
  - Please continue to test during the delay.
- TX-APCD will provide *at least 30* days notice before notification of the start of the monthly and historical file submissions. The 1st-7th submission window is still valid.

Notifications

- **"System Notifications"**
  - Submission Receipt Notification (submitted a file and has been received by TX-APCD).
  - Submission Validation Notification (file was processed and have sent report).
  - **TO:** email associated with TACC Account that uploaded the file.
  - **CC:** all contacts for that submitter that selected "system notifications" on the registration form.
  - These notifications are issued if you opted in on the registration form.

CONTACT INFORMATION

Role	Name	
Phone Number	Email	Select to receive system notifications

- **APCD Notifications**
    - Meeting requests, compliance dates, general requests sent – full contact list.
    - Portal downtime, submission folder availability – "system notifications" and/or a TACC account.

    Note: If you would like to make a change in how you receive notifications from the TX-APCD, please submit a request to the general mailbox at txapcd@uth.tmc.edu and be sure to include the submitter code(s) and payor code(s) with your request.

General Mailbox vs. Tickets

General Mailbox

The TX-APCD general email, txapcd@uth.tmc.edu, is for submitting registrations, exception and extension requests, updating registration and contact information, and asking general questions.

Tickets
The TX-APCD ticket system/support email for tickets, support@tickets.txapcd.org, is for submitting technical questions and issues that may arise regarding the portal and set up for data file submission.

Note: Sending an email to the support email address for tickets will generate a ticket with the TX-APCD, it is not an email inbox.

Support Ticket – Do & Don't

- When creating a ticket, please **do**:
  - Use the submitter portal if possible
  - Include submitter code and payor code
  - If referring to a specific file, provide file name and date it was submitted or attach validation report
  - If referring to a CDL field, include the field number
- When creating a ticket, please **do NOT**:
  - Send secure emails to support@tickets.txapcd.org (generates multiple tickets)
  - Include the entire email chain in your reply when replying via email (becomes difficult to read and follow)
  - Try to address multiple unrelated issues in a single ticket (there is no charge for creating a separate ticket for each different issue)
  - Create a new ticket to report the same issue on a different submission (use the existing ticket when the issues are related)

Medicaid Data (to come from HHSC)

◆ TX-APCD expects all Medicaid MCO data to be provided by TX-HHSC.

◆ The Texas Health and Human Services Commission may submit data on behalf of all applicable payors participating in a plan or program identified in §21.5401(b)(17) - (b)(20) of this title (relating to Applicability).

◆ The state Medicaid program operated under Human Resources Code Chapter 32, concerning Medical Assistance Program;(18) a Medicaid managed care plan operated under Government Code Chapter 533, concerning Medicaid Managed Care Program;(19) the child health plan program operated under Health and Safety Code Chapter 62;(20) the health benefits plan for children operated under Health and Safety Code Chapter 63;

◆ Please do not submit data from the above-referenced plans to the TX-APCD as it will create duplicated data.

Deactivated TACC accounts

◆ Accounts not used in 120 days, the TACC account will be deactivated.

Questions?

◆ Questions –
    ◆ Please submit via chat