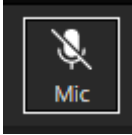# All-Payor Claims Database (APCD) of Texas Submitter Feedback Forum

UTHealth School of Public Health
Center for Health Care Data

November 28, 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

- **<u>Reminder:</u>** 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
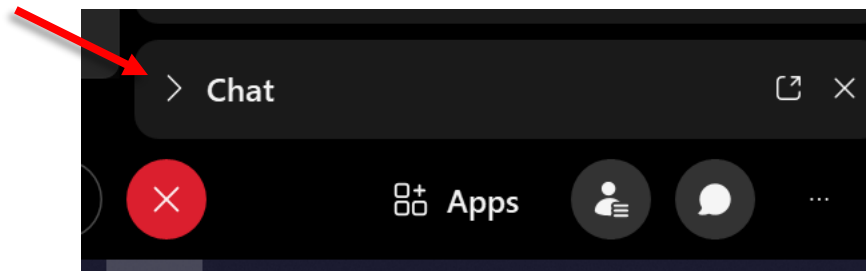
Website Application
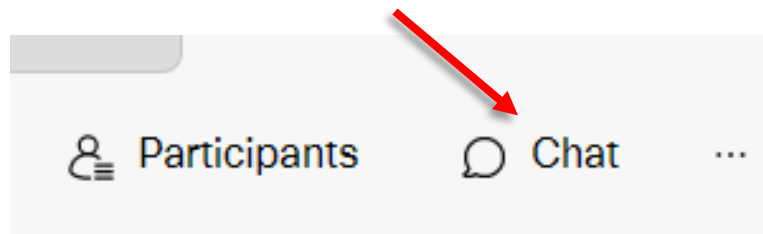
Agenda

- 2024 Submitter Forum Schedule
- Historical Data File Submission Due Date
- Historical Submissions Summary
- Creating Support Tickets
- Stage 2 Data Quality Engagements
- TX-APCD Phone Number
- TACC Account Reactivation Instructions Update
- 2024 Registration Renewal

2024 Submitter Forum Schedule

Based on submitter feedback, the Submitter Forum will be held every other month beginning January 2024.

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

Note: We will not have a Submitter Forum in December.

Historical Data File Submission Due Date

The following table provides the required notification as published in TAC §§21.5401 - 21.5406. Once a notification is provided for a specific phase, the **APCD Phase Start Date** will govern the earliest submission date. The APCD Phase Start Date may occur on, or later, than the date published in the rule.
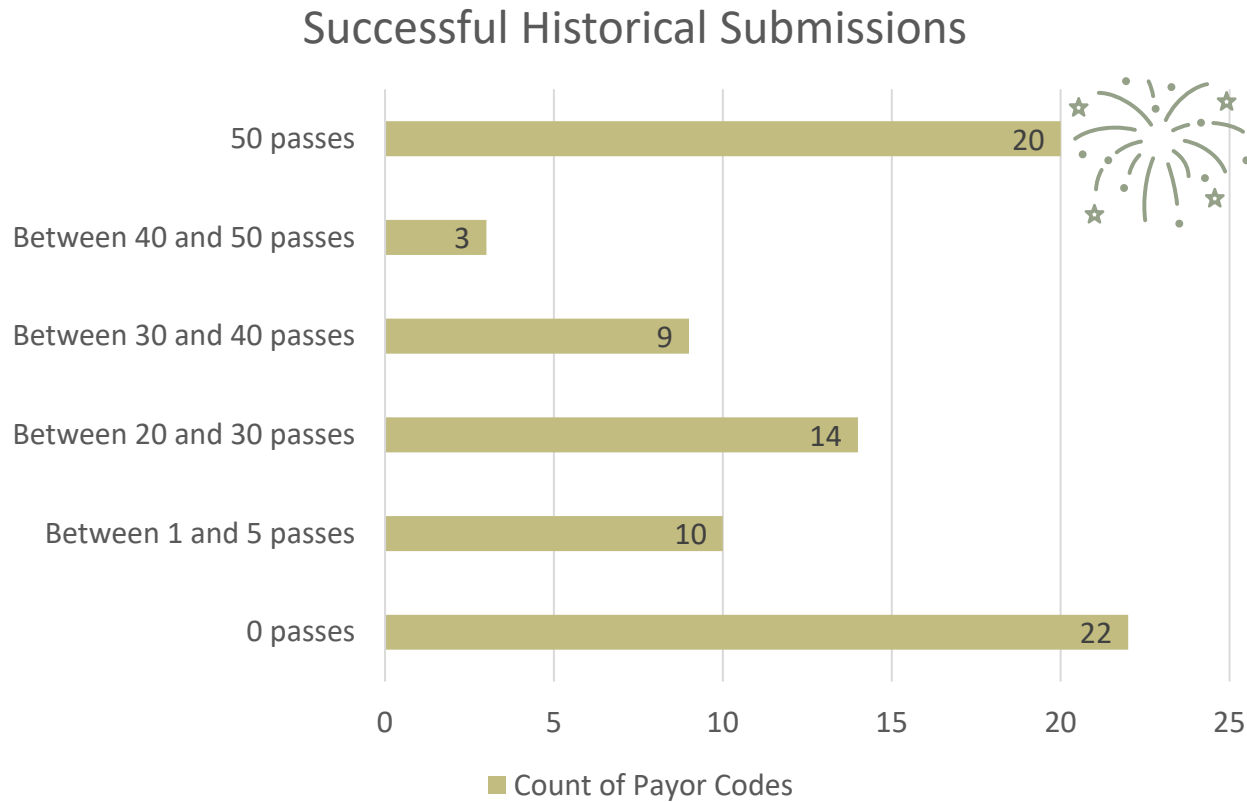
Legal Notifications: Monthly | Historical

Phase	Notify Date	Rule Notice (Days)	Rule Earliest Start Date	APCD Phase Start Date
Registration	07/11/22	90	Na	10/10/22
Test Data Submissions	07/11/22	90	10/01/22	10/10/22
Historical Data Submissions	12/01/22	120	01/01/23	08/01/23 [2]
Monthly Data Submissions	09/01/22	180	03/01/23	07/01/23 [1]

[1] Reference Section 1.6 Data Submission Schedules in the Data Submission Guide (DSG) and 28 TAC §21.5405. The first monthly submission data files will contain claims data adjudicated in March 2023. All monthly submissions are due by the 7th of the month.

[2] All historical files should be submitted no later than December 31, 2023, and to include claims data from January 2019 through February 2023; or to the submitter's first monthly data submission to the TX-APCD. The expected first monthly data submission will be March 2023 data provided during the July 2023 monthly submission period. Each historical file submission should contain only a single year-month data period and can be submitted in any year-month order.

[2] <u>All historical files should be submitted no later than December 31, 2023, and to include claims data from January 2019 through February 2023; or to the submitter's first monthly data submission to the TX-APCD.</u> The expected first monthly data submission will be March 2023 data provided during the July 2023 monthly submission period. Each historical file submission should contain only a single year-month data period and can be submitted in any year-month order.

Historical Submissions Summary

Successful Historical Submissions

Category	Count of Payor Codes
50 passes	20
Between 40 and 50 passes	3
Between 30 and 40 passes	9
Between 20 and 30 passes	14
Between 1 and 5 passes	10
0 passes	22

■ Count of Payor Codes

* Does not include payor codes with small payor or regular extensions with expiration dates beyond 12/31/2023

Creating Support Tickets

- When creating a ticket, please **do**:

    - Use the submitter portal if possible (https://txapcd.org)

    - 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

    - Include the entire email chain in your reply when replying via email (becomes difficult to read and follow)

    - Address multiple <u>unrelated</u> issues in a single ticket (instead, create a separate ticket for each different issue)

    - Create a new ticket to report the <u>same</u> issue on a different submission (use the existing ticket and reference all instances of the issue)

Stage 2 Data Quality Engagements

◆ **Note:** We are in the process of finalizing a schedule for engaging submitters on the Stage 2 quality checks.

◆ **When:** The process details are still being finalized. Expect to receive a request to have a discussion on a per-submitter basis (for this first time only) in the next few weeks. Focus will be on high priority issues identified in your submissions.

◆ **How:** Engagements will be staggered. We are working to make the process as similar to the Stage 1 experience as possible. The only difference is that the checks are more complex and often involve more than a single column/field.

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.

TACC Account Reactivation Instructions Update

The Texas Advanced Computing Center (TACC) has updated their account reactivation instructions. As a reminder, per TACC policy, a user that has not logged into their TACC account for 120 days will be deactivated. If your TACC account has been inactive for 120 days or more, and you want it reinstated in order to maintain access to the Texas All-Payor Claims Database (TX-APCD), please take the following steps listed below.

1. Log into accounts.tacc and request an activation link here: https://accounts.tacc.utexas.edu/activate. Then TACC will send an activation link.
2. Follow the link and accept TACC's acceptable use policy (AUP).

    Note: If the account can be automatically activated, TACC will activate the account.

    If the account cannot be automatically activated, TACC will set the account to "Pending" status and put it into TACC's Account Manager's queue for review and approval.

2024 Registration Renewal

- **Reminder:** The 2024 registration window is **open now through December 31, 2023**. Registration needs to be renewed annually with the TX-APCD.

  - All submitters with an active registration should have received our 2024 Registration Renewal email. This was sent to all personnel listed on your organization's contact list.

  - Please confirm the information we supplied is correct and provide any missing information as **<mark>highlighted in yellow</mark>** and email the completed registration information back to us for processing.

- Renewals also apply to exception and extension requests that were granted for the 2023 calendar year. These requests **will expire on December 31, 2023**.

  - After your organization's registration is updated for 2024, new exception and extension requests will need to be submitted for consideration for the 2024 calendar year.

  - Small Carriers with less than 10,000 covered lives are encouraged to submit extension requests early after registration renewal.

  Note: This is a regulation requirement per TDI.

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.