

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

UTHealth School of Public Health  
Center for Health Care Data

December 16, 2022

# Welcome!

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- ◆ Welcome and Housekeeping
  - ◆ Thank You!
  - ◆ Please place your audio on mute
  - ◆ Slides and notes will be made available on our website
- ◆ Submitter Forum Schedule
- ◆ Agenda
  - ◆ November Forum Q&A posted (<https://go.uth.edu/txapcd>)
  - ◆ Errata to Data Submission Guide (DSG)
  - ◆ Historical File Submission
  - ◆ Submitting Tickets
  - ◆ Submitter Feedback/Questions


# Data Submission Guide – Errata

- ◆ PV for provider file
- ◆ No leading v for version number, start with 01
- ◆ Specified UTF instead of ASCII

## Technical Guides

Texas APCD will be using modified version of the APCD–CDL Version 2.1 standard provided by the [APCD Council](#). Common Data Layout © 2022 University of New Hampshire, NAHDO. Used with permission.

For technical guidance on how to submit data files, please reference the following:

- Data Submission Guide (DSG): [PDF](#) | [ERRATA](#) 
- Common Data Layout (CDL): [PDF](#) | [EXCEL](#)
- Technical Guide: [PDF](#)

Please email technical questions to [txapcd@uth.tmc.edu](mailto:txapcd@uth.tmc.edu).

OVERVIEW

ENTITY REGISTRATION

TECHNICAL GUIDES

STAKEHOLDER ADVISORY  
GROUP

NOTIFICATIONS

FAQs

# Historical File Submissions

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	04/03/23 <sup>[2]</sup>
MONTHLY DATA SUBMISSIONS	09/01/22	180	03/01/23	03/01/23 <sup>[1]</sup>

<sup>[1]</sup> 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 **November 2022**. All monthly submissions are due by the 7<sup>th</sup> of the month.

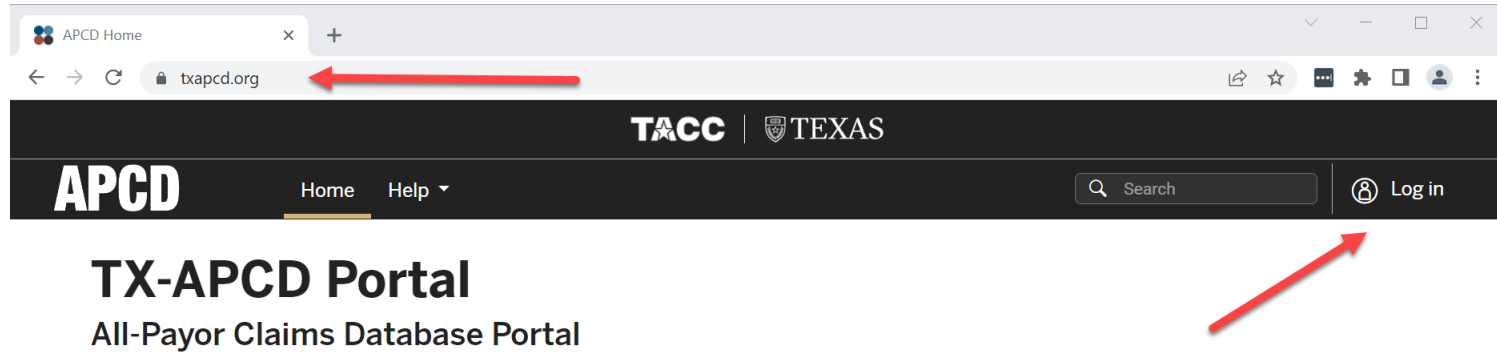
<sup>[2]</sup> All historical files should be submitted no later than **June 30, 2023** and to include claims data from **January 2019 through October 2022**; or to the submitter's first monthly data submission to the TX-APCD. The expected first monthly data submission will be November 2022 data provided during the March 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.

## Ticket Submission via Email

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- ◆ support@tickets.txapcd.org
- ◆ Avoid attachments if possible
- ◆ If not possible, keep attachments < 3MB until further notice
- ◆ Please whitelist **tickets.txapcd.org** domain in your email program
  - ◆ This is in addition to those domains listed in the Technical Guide
    - ◆ **txapcd.org**
    - ◆ **uth.tmc.edu**
    - ◆ **tacc.utexas.edu**
- ◆ Please open a ticket for each **NEW** issue; this will help to avoid your ticket falling through the cracks

# Ticket Submission via TXAPCD.ORG

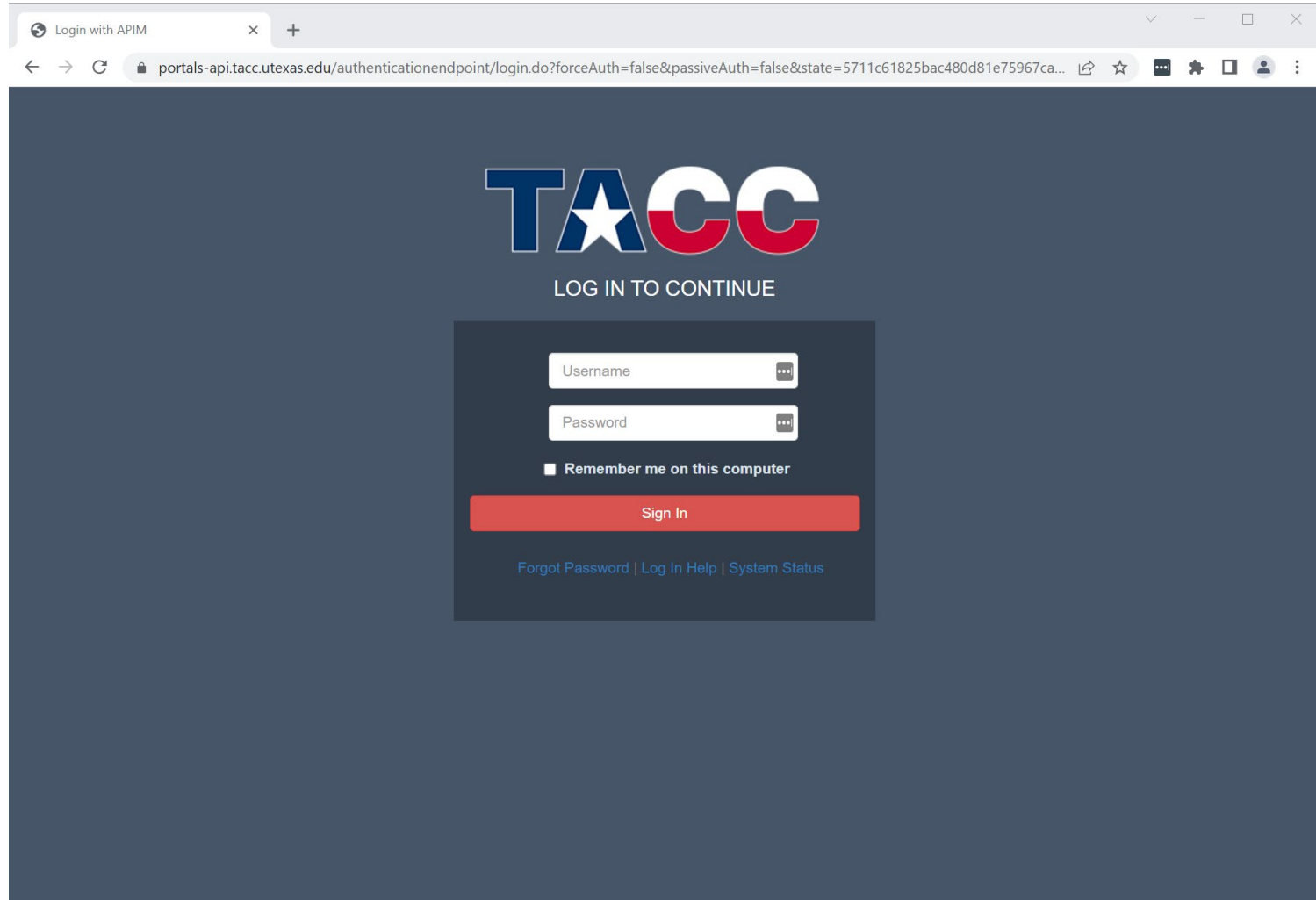


The screenshot shows a web browser window with the URL [txapcd.org](https://txapcd.org) in the address bar. The page header features the TACC | TEXAS logo and navigation links for Home and Help. A search bar and a Log in button are also present. The main heading reads "TX-APCD Portal" and "All-Payor Claims Database Portal". A red arrow points to the address bar, and another red arrow points to the Log in button.

Texas has a voluntary claims data collection effort through the [UTHealth Houston School of Public Health Center for Health Care Data](#), and in conjunction with Texas Advanced Computing Center (UT Austin).

For more information regarding the statewide all-payor claims database, please visit [All-Payor Claims Database Council](#).

# Ticket Submission via TXAPCD.ORG



Browser tabs: Login with APIM

Browser address bar: portals-api.tacc.utexas.edu/authenticationendpoint/login.do?forceAuth=false&passiveAuth=false&state=5711c61825bac480d81e75967ca...

## TACC

LOG IN TO CONTINUE

Username

Password

Remember me on this computer

[Sign In](#)

[Forgot Password](#) | [Log In Help](#) | [System Status](#)

# Ticket Submission via TXAPCD.ORG

The screenshot shows a web browser window with the URL `txapcd.org/workbench/dashboard`. The page header includes the TACC | TEXAS logo and navigation links: Home, Register, Submissions, and Help. A search bar and a user profile icon are also present. The left sidebar contains a 'Dashboard' menu item and a 'Data Submission' folder. The main content area displays a message: 'If you need to register to be a Submitter, please use the form in the top navigation.' Below this is a 'Dashboard' section with a 'My Tickets' table and a 'My Account' section with links for 'Update Profile and Email Address' and 'Change Password'. Three red arrows point to the 'Dashboard' menu item, the 'Help' dropdown menu, and the user profile icon.

Workbench x +

txapcd.org/workbench/dashboard

TACC | TEXAS

APCD Home Register Submissions Help Search

Dashboard Data Submission

If you need to register to be a Submitter, please use the form in the top navigation.

Dashboard

My Tickets New Ticket

Number	Subject	Date Added	Ticket Status
445	<a href="#">File submission failure - TXHLTHDC-20000078</a>	12/15/2022	Resolved
410	<a href="#">TEST TICKET #2b</a>	12/02/2022	Resolved
397	<a href="#">TEST TICKET 12/1 from email</a>	12/01/2022	Resolved

My Account

- [Update Profile and Email Address](#)
- [Change Password](#)



# Ticket Submission via TXAPCD.ORG

The screenshot shows a web browser window with the URL `txapcd.org/workbench/dashboard/tickets/create`. The page title is "Add Ticket". The form contains the following sections:

- Subject** (Required): A text input field containing "TXHLTHMD - no status notifications received for file submission". A red arrow points to the "Required" label.
- Problem Description** (Required): A text area containing "File name: T\_TXHLTHMD\_20000099\_202210\_202210.zip", "Submission time: 12/10/2022 4:05 PM CST", and "The above file was submitted and we haven't received any email notifications." A red arrow points to the "Required" label.
- Attach Files**: A section with a "Select File(s)" button, "or Drag and Drop" text, and "Max File Size: 3MB". A red arrow points to the "Drag and Drop" text.

A blue "Add Ticket" button is located at the bottom right of the form.

- Start Subject with your Submitter Code
- Add Payor Code if you have multiple entities submitting
- Name issue brief but specific
- List zip file name in the ticket along with the time of submission
- Be as detailed as possible in the description
- Add screenshots/files within file size limit

# Ticket Submission via TXAPCD.ORG

The screenshot shows a web browser window with the URL `txapcd.org/workbench/dashboard/tickets/create`. The page header includes the TACC and TEXAS logos, navigation links (Home, Register, Submissions, Help), a search bar, and a user profile for 'jharri66'. The main content area is titled 'APCD' and features a sidebar with 'Dashboard' and 'Data Submission' options. A modal window titled 'Add Ticket' is open, containing the following fields and options:

- Subject** (Required): An empty text input field.
- Problem Description** (Required): A larger text area with a placeholder text: "Explain your steps leading up to the problem and include any error reports".
- Attach Files**: A section with a large grey area containing a "Select File(s)" button, the text "or Drag and Drop", and "Max File Size: 3MB".

At the bottom of the modal, a green notification box states: "Ticket (#447) was created. Support staff will contact you regarding your problem." A red arrow points to this notification. To the right of the notification is a purple "Add Ticket" button.

# Ticket Submission via TXAPCD.ORG

Workbench x +  
txapcd.org/workbench/dashboard

TACC | TEXAS

APCD Home Register Submissions Help Search jharri66

Dashboard  
Data Submission

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Dashboard

My Tickets New Ticket

Number	Subject	Date Added	Ticket Status
447	TXHLTHMD - no status notifications received fo...	12/16/2022	New
445	File submission failure - TXHLTHDC-20000078	12/15/2022	Resolved
410	TEST TICKET #2b	12/02/2022	Resolved
397	TEST TICKET 12/1 from email	12/01/2022	Resolved


My Account  
[Update Profile and Email Address](#)  
[Change Password](#)

- Ticket number keeps the exchange in a single thread
- Status tells you that there is activity on the ticket

# Ticket Submission via TXAPCD.ORG

[APCD #447] TXHLTHMD - no status notifications received for file submission



jharri66 via RT <support@tickets.txapcd.org>  
To  Harrison, Joseph

 Reply

 Reply All

 Forward



Fri 12/16/2022 7:49 AM

**External:** Increase caution when handling links and attachments.

Fri Dec 16 07:48:59 2022: Request [447](#) was acted upon by jharri66.

**Transaction:** Taken by jharri66

**Queue:** support

**Subject:** TXHLTHMD - no status notifications received for file submission

**Owner:** jharri66

**Requestors:** [joseph.harrison@uth.tmc.edu](mailto:joseph.harrison@uth.tmc.edu)

**Status:** new

**Ticket URL:** <https://tickets.txapcd.org/Ticket/Display.html?id=447>

This transaction appears to have no content

# Ticket Submission via TXAPCD.ORG

The screenshot shows a web browser window with the URL `txapcd.org/workbench/dashboard`. The page header includes the TACC | TEXAS logo and navigation links: Home, Register, Submissions, and Help. A search bar and a user profile dropdown (jharri66) are also present. The main content area is titled "Dashboard" and contains a message: "If you need to register to be a Submitter, please use the form in the top navigation." Below this is a "My Tickets" section with a "New Ticket" button and a table of tickets. The table has columns for Number, Subject, Date Added, and Ticket Status. The first row shows ticket number 447 with the status "Reply Sent", which is highlighted by a red arrow. To the right of the table is a "My Account" section with links for "Update Profile and Email Address" and "Change Password". A callout box on the right side of the page contains the text: "Example of status change".

Workbench x +

txapcd.org/workbench/dashboard

TACC | TEXAS

APCD Home Register Submissions Help Search jharri66

Dashboard

Data Submission

If you need to register to be a Submitter, please use the form in the top navigation.

Dashboard

My Tickets New Ticket My Account

Number	Subject	Date Added	Ticket Status
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397	<a href="#">TEST TICKET 12/1 from email</a>	12/01/2022	Resolved

My Account

- [Update Profile and Email Address](#)
- [Change Password](#)

- Example of status change

# Ticket Submission via TXAPCD.ORG

[APCD #447] TXHLTHMD - no status notifications received for file submission



jharri66 via RT <support@tickets.txapcd.org>

To  Harrison, Joseph

 Reply

 Reply All

 Forward



Fri 12/16/2022 7:54 AM

**External:** Increase caution when handling links and attachments.

Ticket URL: <https://tickets.txapcd.org/Ticket/Display.html?id=447>

Hello,

The system is a bit backlogged at the moment. You should receive status notifications on your file within the next hour or so.

TX-APCD Support Team.

# Ticket Submission via TXAPCD.ORG

Workbench x +

txapcd.org/workbench/dashboard/tickets/447

TACC | TEXAS

Home Register Submissions Help Search jharri66

APCD

Dashboard

Data Submission

Ticket 447 | TXHLTHMD - no status notifications received for file submission

Joseph Harrison | 12/16/2022 13:43 File name: T\_TX... Reply **Required**

Joseph Harrison | 12/16/2022 13:51 Status changed f...

Joseph Harrison | 12/16/2022 13:53

Hello,

The system is a bit backlogged at the moment. You should receive status notifications on your file within the next hour or so.

TX-APCD Support Team.

Attach Files

Select File(s)  
or  
Drag and Drop  
Max File Size: 3MB

Error reports and screenshots can be helpful for diagnostics

Reply

- Expand/contract each section of the ticket history
- When replying be as specific as possible
- Note the attachment size limit

## How to Get Help

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- ◆ Texas APCD Website: <https://go.uth.edu/txapcd>
  - ◆ Common Data Layout (CDL)
  - ◆ Data Submission Guide (DSG) and Errata
  - ◆ Technical Guide
  - ◆ FAQs
- ◆ Questions or Problems, please submit a ticket going forward:
  - ◆ TXAPCD.ORG > Help > My Tickets > New Ticket
  
- ◆ Please note over the holidays staff availability will be limited, creating longer response times to emails and tickets.



## Questions?

- ◆ Questions –
  - ◆ Please submit via chat