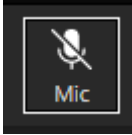# All-Payor Claims Database (APCD) of Texas
Submitter Feedback
Forum

UTHealth School of Public Health
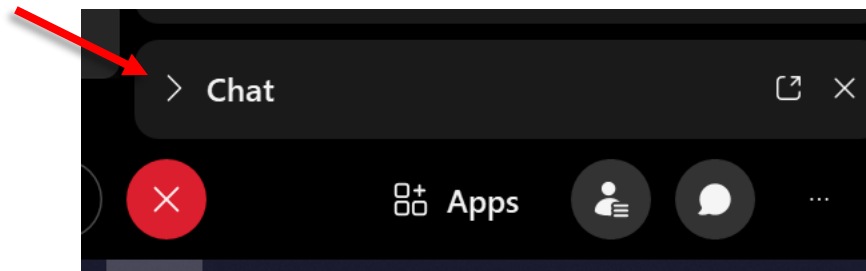Center for Health Care Data

September 26, 2023

Welcome!

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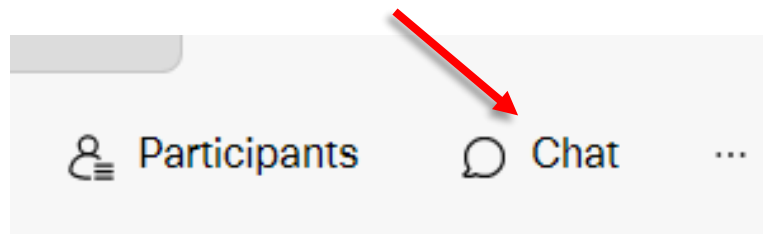 - ◆ Slides and notes will be made available on our website

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

- Overview of Monthly Data File Submissions
- Survey Results
- Feedback from Survey
- Technical Working Group
- Annual Registration and Request Renewals

Overview of Monthly Data File Submissions

- So far the process has been smooth and we have onboarded a lot of submitters.

- Our support team has resolved 682 tickets in the last three months since data file submission began.

- Overall it has been a collaborative experience with us working with submitters and we greatly appreciate the participation and feedback.

- Currently we are working on Stage II quality checks. We are being diligent about it and we want to make the best use of our time and yours.

Survey Results

- Thank you for your participation! We hope to continue to use surveys in the future to help us gather your feedback.

- Preference for Day of Week: **Not Friday!** (or particularly Thursdays). **Tuesday** was ranked 10% higher than Monday/Wednesday.

- Preference for Time (am/pm): 47% am, 52% pm. **12:30 pm CT** for now. (1:30 pm ET, 12:30 pm CT, 11:30 am MT, 10:30 am PT)

- Meeting Frequency: Once a month or once every other month. The current plan is to keep at once a month (if we have agenda items) until after 2024 Registration closes in December, then we may go to every other month.

Feedback from Survey

- **Feedback:** Better advance notice of meeting schedule. A recurring meeting works best.

  - *Great suggestion, we will try and put a recurring meeting together for 2024 when we establish our cadence.*

- **Feedback:** Always disclose or inform Payors when and if updates are made to the submission process, checks, etc.

  - *We believe that this turbulence was related to go-live as we found some last-minute issues. Many submissions are passing the Stage I validation checks; our goal is to provide advance notice whenever possible.*

- **Feedback:** Provide easier way to review and track data submissions.

  - *We plan to provide this functionality in the submission portal.*

- **Feedback:** Revisit requirement for 50 months' work of historical file submissions.

  - *The regulation requires historical submissions from January 2019, forward. Also, from a research standpoint, claims data from pre-Covid years is crucial.*

- **Feedback:** Can you send out the presentation via email to everyone instead of us having to go to the website.

  - *Yes, we can send the link via email, but please keep in mind it will be posted online earlier than the email is sent out.*

Technical Working Group

- ◆ Thank you for those who put their names in the hat.

- ◆ Currently working to define the scope of the Technical Working Group and time commitment to ensure people can participate without it becoming a burden.

- ◆ By next forum we will be able to announce how we expect it to work.

◆ Reminder: Registration needs to be renewed annually with the TX-APCD.

- ◆ We will follow-up with a notification within the next 4 to 6 weeks that provides instructions on registration renewals.

◆ Renewals 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.