Responses to Questions from EHR Office Hours 9/19/2023

Additional Resources:

File Testing and Certification (FTC) Environment Help section (must be logged in): https://ftc.vaei.casetivity.com/pages/Help

- *Contains EMR File Testing and Certification Guide, EMR File Testing Scenarios, EMR File Upload Instructions, EMR Troubleshooting, Entity Dependencies.*

ITCVA Website's TRAC-IT Documents section: https://www.itcva.online/tracit-documents

- *Contains the Data Dictionary, XML Schema, XML Input File (sample), EMR Response Schema, plus the documents listed above and additional notes.*

ITCVA Website's TRAC-IT Webinars section: https://www.itcva.online/trac-it-webinars

- *Contains EMR Upload Demos, previous EMR Office Hours, and Q&A documents.*

Link to register and view the schedule for upcoming EHR Office Hours

- *https://register.gotowebinar.com/register/8557411468577168222*

Q&A:

1. **We have one Service Coordinator who may see a patient several times but we only bill for one visit. When it comes to the data dictionary there are several options for Service Coordination Activity. We are trying to see how we would select one as it varies per patient and per treatment. When sending this information, we treat each SC as its own EI note where we would send all the required fields for any note. Since the area said "conditional" Do we need to break out the value below?**

ServiceCoordinationActivity	ServiceCoordinationActivity	LOCATESERV	Assisting with locating/obtaining services and resources
ServiceCoordinationActivity	ServiceCoordinationActivity	IFSPDEV	Coordinating intake, assessments, IFSP development
ServiceCoordinationActivity	ServiceCoordinationActivity	TRANSITION	Coordinating transition
ServiceCoordinationActivity	ServiceCoordinationActivity	OTHERAGENCY	Coordinating with other agencies and providers
ServiceCoordinationActivity	ServiceCoordinationActivity	COMMINT	Enhancing community integration
ServiceCoordinationActivity	ServiceCoordinationActivity	COLLATCONTACT	Making collateral contacts
ServiceCoordinationActivity	ServiceCoordinationActivity	FAMILYCONTACT	Making direct contacts with the family
ServiceCoordinationActivity	ServiceCoordinationActivity	MONITORIFSP	Monitoring IFSP implementation
ServiceCoordinationActivity	ServiceCoordinationActivity	PROBLEMSOLVE	Providing instruction for problem-solving and decision-making
ServiceCoordinationActivity	ServiceCoordinationActivity	INITIALIFSPMEETING	Facilitating initial IFSP meeting
ServiceCoordinationActivity	ServiceCoordinationActivity	ANNUALIFSPMEETING	Facilitating annual IFSP meeting
ServiceCoordinationActivity	ServiceCoordinationActivity	HEALTHSTATUS	Submitting health status indicators questions

When you are uploading a Service Coordination contact note, the requirements are slightly different from a regular services contact note. TRAC-IT will know you are uploading a Service Coordination contact note when the <serviceTypeCode> is 12, which equates to "Service Coordination". When the <serviceTypeCode> indicates that it is a Service Coordination contact note, the field <serviceCoordinationActivityCode> is required as well, to specify which Service Coordination activity the note pertains to. For other service types, this field is not required since it only relates to Service Coordination.

Have additional questions? Reach out to us at VATRACIT.FileCertification@ssg-llc.com.

2. **Currently, all test files I upload fail and I have no feedback as to why. Is this normal? If not, could I get assistance in getting some extra insight as to why my file upload might be failing?**

   A file can fail to upload if the fields do not align with the XML schema or if a field is sent with an incorrect data type. Generally, once you have your file working, this should not occur. Errors that have to do with the data itself will be outlined in a response file for you to review and correct before resubmitting the file.

   A common field that causes files to fail is the <visitTime> field. The format of this dateTime field needs to match what is outlined in the Data Dictionary:

dateTime 2002-05-30T09:00:00		Visit Time	Date of service Start time - assumed to be Eastern time zone unless appended with 'Z' which indicates GMT; Time zone adjustments are not supported. 2002-05-30T09:00:00Z *[indicates time is GMT; Time is translated to EST/EDT prior to preservation in the EICS]* 2002-05-30T09:00:00 *[indicates EST/EDT]*

3. **I assume that my uploads are failing likely because I am not meeting whatever requirements exist for the upload. I tried uploading a separate test file with the fields specified under the progress note section of the entity dependencies file. Is there a comprehensive list of what fields are required for progress note upload elsewhere?**

   Absolutely - the EMR Data Dictionary is available on this page under EMR Resources: TRAC-IT Documents — Infant & Toddler Connection of Virginia. Please take a look at the newest version: *EMR Data Dictionary v5 2023-08-23* | *XLSX*. This document outlines the required fields for each entity.

4. **For the clinician under ProgressNote, the example test file shows login under clinician with an email as the data for login. Is there a reason the email is used here rather than just the name? Is there somewhere that the name can be put into?**

   Email is used since it is a unique identifier for the clinician in TRAC-IT. The clinician's name may not necessarily be unique. Clinician must be sent using email.

5. **Lastly, what link do I send for the completed tasks? Do I just navigate into a task for an EHR upload and copy the url or is there a separate link that is needed?**

Yes, the link to your completed task will work.

6. **How does Trac-IT handle being sent duplicate information?**

   TRAC-IT has de-duplication logic built in to avoid duplicate records for certain entities. However, there are risks to importing duplicate data. It is important to check the information already existing in TRAC-IT before importing your EMR file.

   TRAC-IT will overwrite the existing information in the child's enrollment if the data is different. For example, if the enrollment in TRAC-IT has an intake date of 1/2/2021 and a new date of 2/1/2021 is imported, the new date of 2/1/2021 will be populated as the date of intake.

7. **Does it recognize a note if it has already been sent? Will it allow you to send twice or is there a warning or error?**

   TRAC-IT will allow you to send the same contact note twice and will not respond with a warning or error since it is assumed to be a new contact note. Since there can be many contact notes for the same date for the same client, de-duplication is not enabled on contact notes in TRAC-IT. This means that if you send the exact same contact note twice, it will be added to the client's record twice.

   You are able to send *updates* to an existing contact note if needed by using the ProgressNote and ServiceLog system-generated IDs. When you send in a new contact note via EMR, the response file from this upload will return both a ProgressNote and ServiceLog ID. If you need to later send updates to this contact note, including these IDs in the file along with the updated note data tells TRAC-IT to apply the updates to the existing contact note rather than creating a new note.

8. **What is the current known Trac-IT validations when sending documentation?**

   There is a tab in the Data Dictionary called "Errors Vs Warnings". This tab contains all error and warning messages organized by entity, which should help outline the validations that will take place when you upload file. There is also a column on the first tab of the Data Dictionary called "Validation & Error Handling" that you may find useful for certain fields.

9. **Could you assist us with the intensityCode field, please. Could you provide us with clarification on the definition?**

   The field <intensityCode> has two options: GROUP or INDIVIDUAL. DBHDS clarified the following: "Group services are when one provider is working with more than one child at a time. An example would be when one service provider is working with twins, who are both eligible for early intervention, in the home, together on a shared IFSP outcome."

   In the Data Dictionary, the column for Field Type (Column F) occasionally has a **bolded** value. This indicates that the field type is a dropdown menu in TRAC-IT, and there is a specified set of values that can be sent for this field. <intensityCode> is one such field -

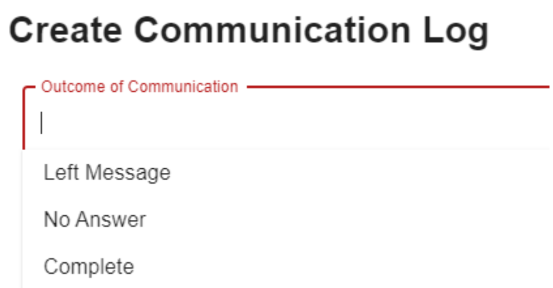
Field Name	Entity	Required Day 1	Required To Bill	Required 12/11/23	Field Type
intensityCode	ServiceLog	No	Yes	Yes	Intensity

Since **Intensity** is bold, this indicates that there is a value set included on the Value Sets tab called **Intensity** where the available options are listed. This value set includes two options -

Valueset Code	Valueset Display	Code	Display
Intensity	Intensity	GROUP	Group
Intensity	Intensity	INDIVIDUAL	Individual

10. **Specific field question: Outcome for the communication log. What are the options and where in TRAC-IT can we find an example?**

    This is a string field, so you can send any outcome of the communication with the family that you would like, as long as it fits into 75 characters. An example of this in TRAC-IT is found in the child's record under "Communication Log". (Open an enrollment, scroll all the way to the bottom of the page, click the tab on the left-hand side labeled "Communication Log".) When you create a communication log in this section, TRAC-IT suggests a few possible outcomes, but you can enter any text you would like, as appropriate:



11. **Specific field question: Organization. Which code should we be using, is this something the state uses as an identifier for each system?**

    The description for this field is "Need to know the Organization (Local System / Agency Code) that the user is associated to when completing a progresss note". Each organization / Local System has a number assigned to them in TRAC-IT. So when you are uploading contact notes by your clinicians, you will want to include your organization number from TRAC-IT. You can verify this by going to User Management > My Organization in TRAC-IT, and looking at the "Organization Number" listed on this page.

    Please note that as part of the 8/23/23 Data Dictionary update, this organization number field name was updated to match the XML schema. It will need to be sent according to the schema as <program> and then <number>. Here is an example:

```
<program>
    <number>37</number>
</program>
```

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12. **Specific field question: External Identifier. What does this mean? I see that it is not listed as mandatory. How is it used?**

    <externalIdentifier> is an available field on both the ProgressNote and ServiceLog entities. They are optional fields for you to include external ID numbers for progress notes & service logs from your EHR system in the upload, and the IDs will be returned to you in the response file so you can easily link the contact note in your system to the contact note uploaded to TRAC-IT. The response file will also return a progress note ID and service log ID generated by TRAC-IT for each note to help with that comparison. The external identifier is not stored in the TRAC-IT database.

13. **Specific field question: Team Services. What does this mean? Is this for co-treats and using a different billing code for them?**

    Team services are when more than one professional is providing services during the same session for an individual child/family. This is a Boolean (true/false) field in TRAC-IT.

14. **We have a question about some of the conditionally required fields. Specifically, "discharge date" & "discharge reason" on the enrollment entity. What field allows the two discharge fields to become required or not required?**

    The discharge date and discharge reason fields are conditionally required "if the child is no longer enrolled". The requirement to send these fields is not dependent on another field in TRAC-IT, but they are required to indicate that a child has been discharged from Early Intervention services at your program.

    The enrollment cannot be discharged without this information, so the fields are required in order to process a discharge. But discharge date and discharge reason are <u>not</u> required to be sent while an enrollment is still open, and the client is still receiving services at your program.

15. **Can you remind me again where to find the instructions on where to find the test scenarios?**

    The Test Scenarios document is available in the FTC Help section under "EMR Resources", linked here: https://ftc.vaei.casetivity.com/pages/Help. Please note, you will need to log in to access this page. If you have not set a password yet or don't remember it, please use the "Forgot Password" button on the login page to reset it.

16. **There are still some pieces that are missing from the XML sample file the latest data dictionary didn't answer the questions for ifsp and intensity. These were not identified in the sample file correctly. It was listed several times on the sample file in different places didn't know which one we use be using since it was listed more than once.**

    Please refer to question #9 above for clarification on the field <intensityCode>. For more information about the XML sample file, please refer to the separate Q&A document from August's EHR Office Hour dated 8/15/2023, question #3.

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