Responses to Questions from EHR Office Hours 12/19/2023

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, EMR Entity Match and Update Logic.*

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 Test Scenarios, 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. **Question regarding TextBlob fields in upload: The notes in our system are stored with Rich Text formatting tags. Is this allowed within these text blobs? Also, in the event there are characters that are not allowed within standard XML data should we enclose these textblobs in [CDATA[]] blocks or update to replace these characters?**

   Rich text formatting should be fine to use in textblobs. For specific character encoding, it would be possible to wrap the textblob in CDATA blocks to pass it through in the XML file, however the textblobs are stored in our postgres database so the character would need to be accepted by postgres as well. The postgres documentation should outline what is and is not an acceptable character.

2. **Where/how do we upload non-billable notes in TRAC-IT?**

   On Service Coordination contact notes (when the service type is given as Service Coordination), there is a non-billable option/field you can include to indicate that the service was not billable. The "not billable" field is not valid for other service types/cannot be used on any other type of contact note.

   For all other contact notes for regular therapy services, those are generally considered billable and they could all potentially be pulled to the Billing Extract in TRAC-IT. So, you could choose to upload these as contact notes, recognizing that they will appear with the rest of the billable contact notes in the child's record.

Other options include uploading non-billable communications to the Communication Log entity, which is a separate entity from contact notes, or uploading hard-copy document versions to the Documents section of the child's record.

3. **For below file we received clinician email address not found error message. But we did provide email in XML. Can you please provide more details why it is throwing this error message.**

   When you receive the error message "Email address not found", this means that the email address you provided in your file cannot be found in FTC / TRAC-IT for a user at your organization.

4. **[Contact notes] What does this error message mean? "The Clinician selected should have appropriate disciplines for the Service type selected"**

   The error message "The Clinician selected should have appropriate disciplines for the Service type selected" means that between the <serviceTypeCode> on the Service Log, the <disciplineCode> on the Progress Note, and the user's account in the system, somewhere there is not a match. You should verify that the service type in your file can be provided by the discipline given in the file. Then, also verify that the clinician is certified in TRAC-IT in the provided discipline.

5. **We have provided a Service Plan even though we are getting "A Service Plan is required for an IFSP" error.**

   For an IFSP to be accepted, there must be at least one active service plan with no end date. If all service plans are end-dated, none are considered active by TRAC-IT.

6. **How do you send a diagnosed physical condition in XML as seen on the Eligibility Determination task in TRAC-IT?**

   The checkboxes in this section of the Eligibility Determination would be sent in your file using the <conditions> tag within the <Evaluation>. The <conditions> tag references a value set **Condition**. There are codes available for each of the checkboxes so you can send multiple conditions if needed.

7. **Regarding this error message: "One or more outcomes are required when sending an IFSP or IFSP Review". Please provide where to find this information. I do not see any information XSD or sample xml.**

   "Outcomes" is the same as "Concerns". The <concerns> section of the IFSP must contain at least one valid <Concern> (or "outcome"). A sample of the <concerns> section on the IFSP is on lines 102 - 117 in the sample XML file (v7).

8. **For contact note uploads, how do we fix this if there are duplicates that get through during our upload?**

If you upload duplicate contact notes, you can delete them from TRAC-IT. Inside the child's record, click on the contact note you wish to delete, click Edit, then click Delete.

9. What fields are required for Service Coordination contact notes?

The system recognizes that you are sending a Service Coordination contact note when the serviceTypeCode is 12, which is Service Coordination.

Fields that are required on Service Coordination contact notes are:

- on Progress Note entity
  - program / number
  - clinician / login
  - disciplineCode
  - locationCode
- on Service Log entity
  - visitTime
  - minutes
  - serviceTypeCode (which you would be sending as "12")
  - serviceCoordinationActivityCode

There are additional, optional fields you may wish to include as well given in the data dictionary.

10. What is the error message "Service Coordination is a required service for all IFSPs"?

This error is thrown when no active Service Coordination <servicePlan> is included in your IFSP submission (where the <serviceTypeCode> is 12). An IFSP needs to have an active Service Coordination service plan in order to be accepted. An "active" service plan is one where there is no <endDate> specified.

11. Can we continue to import data to a child's record in TRAC-IT after the case has been discharged?

Only updates to contact notes and communication logs are allowed after a child has been discharged.

12. It appears that TRAC-IT IDs in Live and in FTC are different. The system is creating an enrollment with a new number because some of the kids are new enrollments in EMR.

If an enrollment for a client already exists in TRAC-IT with a TRAC-IT ID number, but this enrollment was created more recently than the last time FTC was updated, then the enrollment would not exist in FTC. If you submit the same referral to FTC to create the enrollment in FTC, you will most likely receive a different TRAC-IT ID number that pertains only to the case in FTC.

13. The Entity Match document says " *PWN One or more values must be provided to create a record. If one or more values are provided, do an exact match on all fields. Match logic applied at entity level.*" The entity dependency document doesn't list it at all. I am

trying to instruct our programmer on which entity the first PWN should be included in the xml but the Entity Match language confused me. We have to create the record long before a PWN is needed. The PWN reasons in the dropdown list are all referencing after eligibility is determined. Do we choose other and add other reason- to determine eligibility? Please clarify.

A PWN is not necessary to create a client record. You should only send the PWN entity when you want to create a prior notice on the child's record.

14. **We would like to use Part C forms that have been converted to Spanish for our Spanish (only) speaking clients. Of course, these forms would be completed in Spanish as well. Is it possible to upload these data if they are in Spanish? Many of the Part C forms have check boxes and radio buttons but of course there are many text boxes as well. These would all be in Spanish. Is that a problem?**

    If you are uploading the data into TRAC-IT through the EHR process, the guidance from DBHDS is that you can send Spanish in the text fields. If there is a value set that is pre-determined for the field, you should send the value that is listed in the data dictionary in English. TRAC-IT will not accept a value different than the one listed in the data dictionary.

15. **We are receiving an error message, "The discharge reason provided is not valid for this enrollment". Do you have a mapping for which enrollment should have what discharge reason?**

    The available discharge reasons at each stage of the enrollment process are listed in the table in the "Discharge" Quick Reference Card on the TRAC-IT Help page. If a child's enrollment status is REFERRED or INTAKE, only the discharge reasons for discharging prior to eligibility determination (top row) are accepted. If a child's enrollment status is ELIGIBLE or INELIGIBLE, only the discharge reasons after Eligibility is determined (middle row) are accepted. And if a child's enrollment status is IFSP or SERVICES, the discharge reasons for after an IFSP is developed (final row) are accepted.

16. **Previously I know it was talked about the process for correcting Contact Notes. Is there information available on how to remove a contact note so if we need to correct we can upload a new one.**

    If you re-upload a contact note with corrected information but do not include the Progress Note ID and Service Log ID in the file, a duplicate contact note will be created in the child's record. To delete the incorrect contact note from the child's record, follow the steps below:

    a. Open the Child's record and scroll all the way to the bottom of the page, until you see the menu on the left-hand side of the screen
    b. Click on "Contact Notes"
    c. Select the Contact Note you would like to delete and click on the row or the blue arrow on the right-hand side of the screen
    d. Click "Edit" - the fields you can edit will be highlighted in gray

e. Click "Delete" in the top left corner if you wish to delete the note.