



**TEXAS**  
Health and Human  
Services

**Texas Department of State  
Health Services**

# Inpatient Submitter

**Revised April 2024**

# Background Information



- ✓ Chapter 108 of the Texas Health and Safety Code established and authorizes THCIC to collect and report on Inpatient/inpatient discharge data.
- ✓ <http://www.statutes.legis.state.tx.us/Docs/HS/word/HS.108.doc>
- ✓ <http://www.statutes.legis.state.tx.us/Docs/HS/pdf/HS.108.pdf>



# THCIC Rules



## **Title 25. Health Services**



### **Subchapter A** – Collection and Release of Hospital Discharge Data



### **Subchapter D** – Collection and Release of Inpatient Surgical and Radiological Procedures at Hospitals and Ambulatory Surgical Centers



[http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac\\_view=4&ti=25&pt=1&ch=42](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=4&ti=25&pt=1&ch=42)



# Inpatient Upload / Submitter



- ✓ Submitting Data Submitter/ Upload 5010
  - ✓ Getting a Submitter ID (SUB\*\*\*)
  - ✓ Data Reporting Schedule
  - ✓ Logging into the System as a submitter
  - ✓ Submitting your data
  - ✓ Encounter on Demand (EOD)

# Getting a Submitter ID

- ✓ Before a user can submit Outpatient/ inpatient data via 5010 file format the user must be registered with System I3.
- ✓ Facilities must test their data submission with System I3 before data can be submitted.
- ✓ The user must register with System I3 at [https://thcic.system I 3.com/enrollments](https://thcic.systemI3.com/enrollments)

# THCIC System

System13, Inc. / THCIC Web - Windows Internet Explorer

https://thcic.system13.com/user\_session/new

File Edit View Favorites Tools Help

Convert Select

Favorites System13, Inc. / THCIC Web

Log into the System I3 system at <https://thcic.system I 3.com>

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## THCIC Support Center

[Problems Logging In?](#)

USERNAME:

PASSWORD:

**SIGN IN**

For security reasons your session will be terminated after 40 minutes of inactivity.

**ENROLLMENTS**      **REPORTING SCHEDULE**

# Requesting a Submitter ID



## Request Access



### ORGANIZATIONS WHO SUBMIT FOR MULTIPLE PROVIDERS:

Enroll as a submitter only once. List ALL providers that you submit for at the bottom of this page. If you submit for more than 15 hospitals please contact the THCIC Help Desk at 888-308-4953.

### ORGANIZATIONS WHO SUBMIT FOR THEMSELVES:

Enroll your facility as the submitter. List (as the Primary Contact) the person in your facility responsible for submitting claim data.

### TO UPDATE EXISTING SUBMITTER INFORMATION:

If you already have a submitter id and would like to update the contact information, you should instead fill out the [Submitter Information Change Request Form](#).

### Submitter Information

BUSINESS NAME \*

STREET ADDRESS 1 \*

STREET ADDRESS 2

CITY \*

STATE \*

ZIPCODE \*

### Primary Contact

NAME \*

**Enroll as a submitter only once. A user can list up to 15 providers that the user will submit data for. If the user will submit for more than 15 providers, the user will have to contact System I3 directly to complete that request.**

**Providers that will submit for themselves using a 5010-file upload, must have a submitter ID.**

**The user must contact System I3 before starting to test data.**

**If the submitter contact person needs to be updated, please contact System I3 directly.**

PROVIDER NAME

# Data Reporting Schedule



When are my submissions due?

Browser tabs: Data Reporting Schedule | Texas | x

Address bar: dshs.texas.gov/texas-health-care-information-collection/facility-reporting-requirements/data-reporting-schedule

Navigation: login | Acceptance - THCIC | PUDF Downloads | THCIC Trainer | Provider Login | Web Meeting Login | Data Reporting Sch... | THCIC Home Page | Server Login | Capps



The complete data reporting schedule is available at <https://www.dshs.texas.gov/texas-health-care-information-collection/facility-reporting-requirements/data-reporting-schedule>

Home / Texas Health Care Information Collection / Facility Reporting Requirements / Data Reporting Schedule

## Center for Health Statistics

### Facility Reporting Requirements

- Public Use Data File (PUDF) Inpatient Free Download
- Revenue Codes
- Inpatient Data Reporting Requirements
- Outpatient Data Reporting Requirements

# Data Reporting Schedule

Texas Health Care Information Collection  
Center for Health Statistics

Activity	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025
Cutoff for initial submission	3-1-24	6-3-24	9-2-24	12-2-24	3-3-25	6-2-25	9-1-25
Cutoff for corrections	5-1-24	8-1-24	11-1-24	2-3-25	5-1-25	7-15-25	10-15-25
Facilities retrieve certification files	6-3-24	9-2-24	12-2-24	3-3-25	6-2-25	9-1-25	12-1-25
Certification/comments due	7-15-24	10-15-24	1-15-25	4-15-25	7-15-25	10-1-25	1-2-26



Texas Department of State Health Services



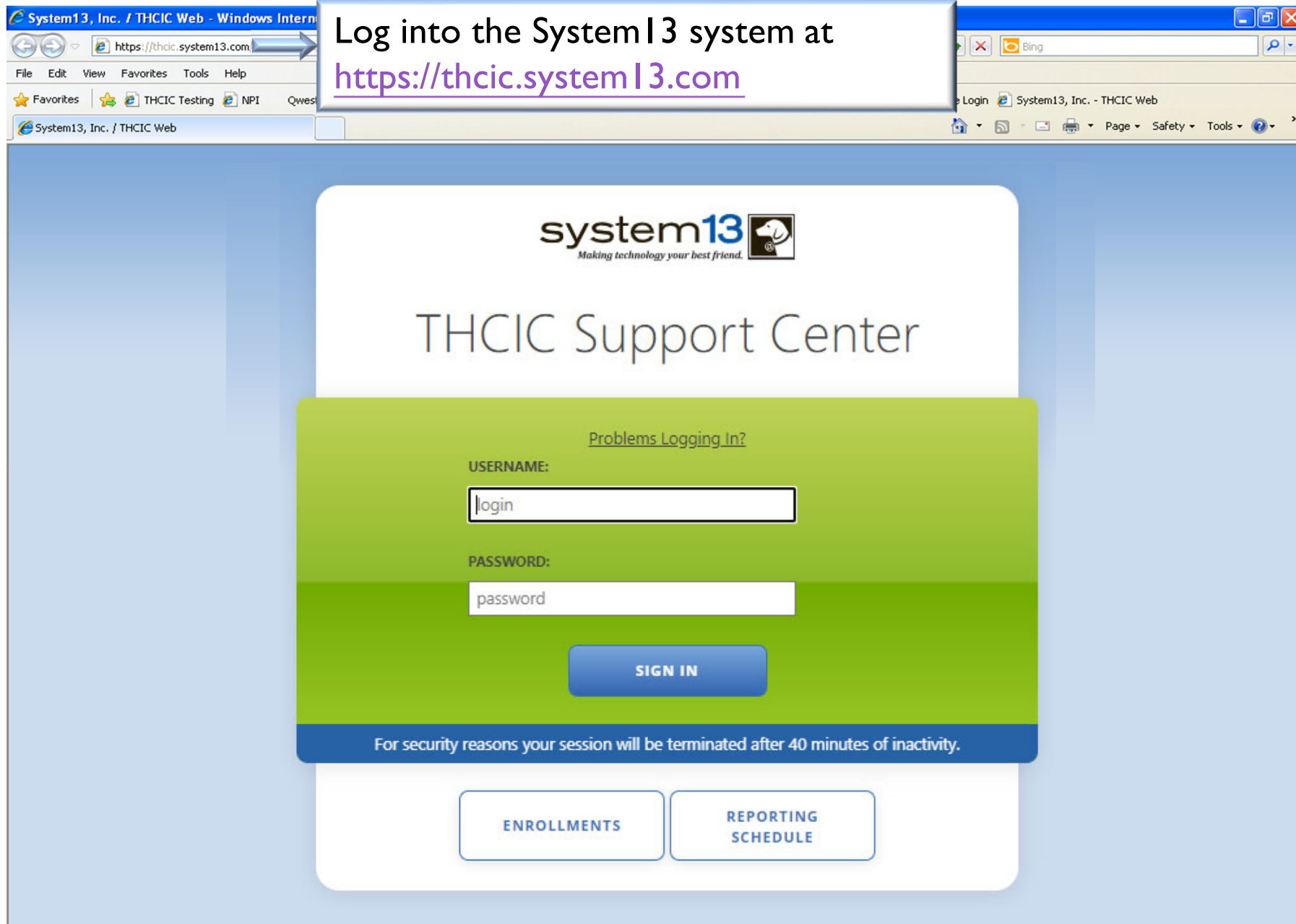
# Initial Submission Due Dates

## Data Reporting Schedule


Texas Health Care Information Collection  
Center for Health Statistics

Activity	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025
<b>Cutoff for initial submission</b>	3-1-24	6-3-24	9-2-24	12-2-24	3-3-25	6-2-25	9-1-25
<b>Cutoff for corrections</b>	5-1-24	8-1-24	11-1-24	2-3-25	5-1-25	7-15-25	10-15-25
<b>Facilities retrieve certification files</b>	6-3-24	9-2-24	12-2-24	3-3-25	6-2-25	9-1-25	12-1-25
<b>Certification/ comments due</b>	7-15-24	10-15-24	1-15-25	4-15-25	7-15-25	10-1-25	1-2-26

# THCIC System



Log into the System I 3 system at <https://thcic.system13.com>

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## THCIC Support Center

[Problems Logging In?](#)

USERNAME:

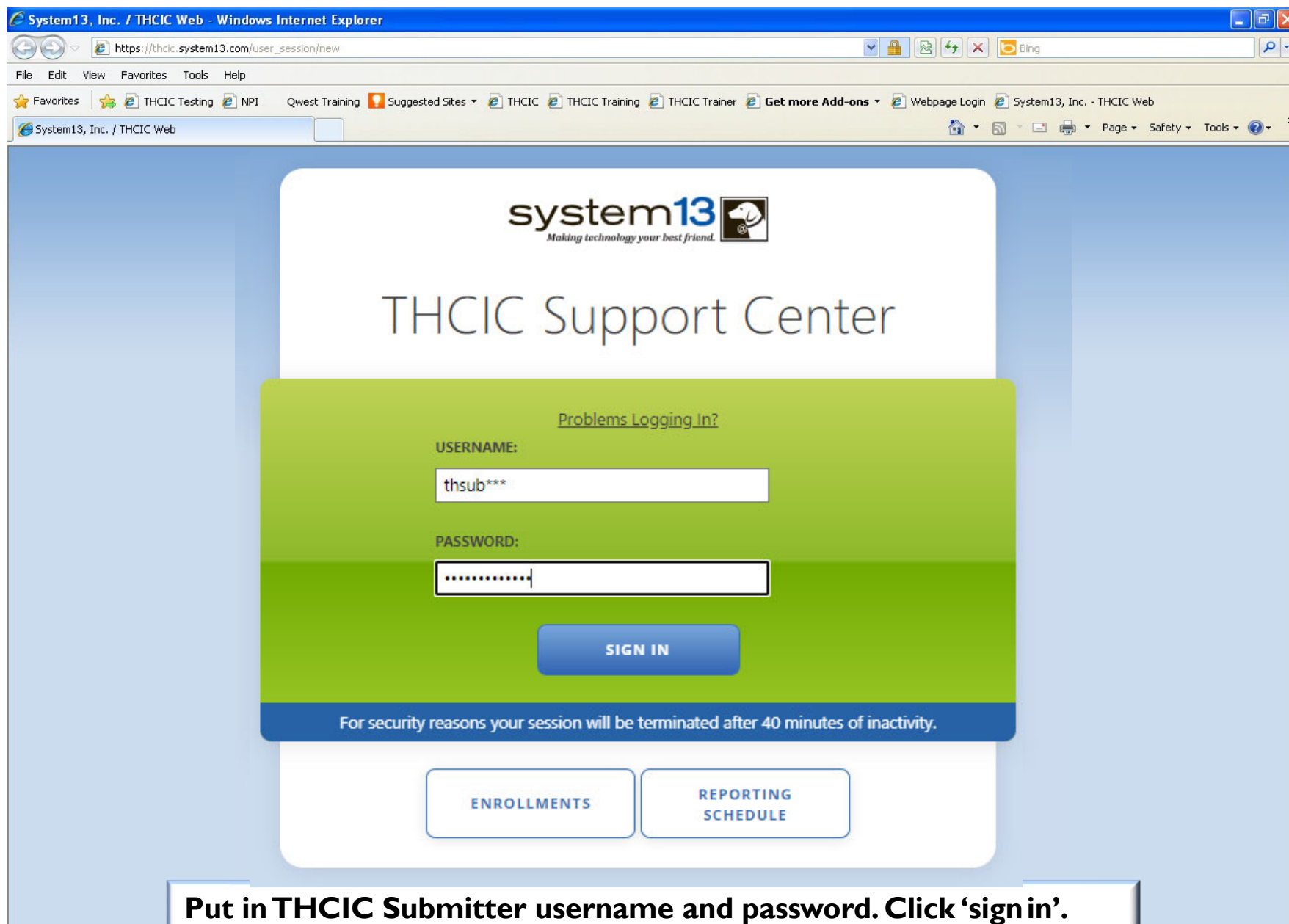
PASSWORD:

**SIGN IN**

For security reasons your session will be terminated after 40 minutes of inactivity.

**ENROLLMENTS**      **REPORTING SCHEDULE**

# Log In the System as a Submitter




System13, Inc. / THCIC Web - Windows Internet Explorer

https://thcic.system13.com/user\_session/new

File Edit View Favorites Tools Help

System13, Inc. / THCIC Web

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## THCIC Support Center

[Problems Logging In?](#)

USERNAME:

PASSWORD:

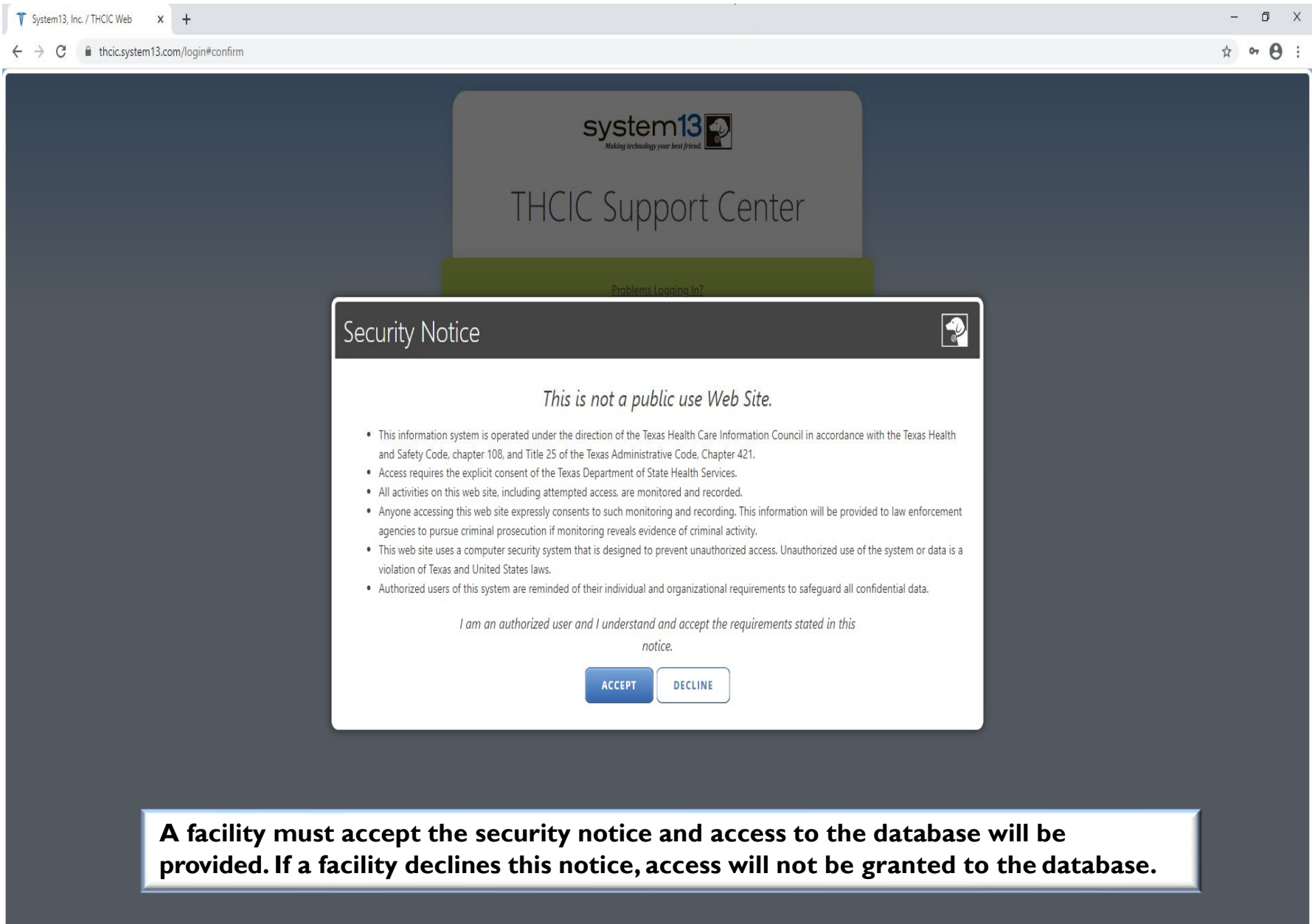
**SIGN IN**

For security reasons your session will be terminated after 40 minutes of inactivity.

**ENROLLMENTS** **REPORTING SCHEDULE**

**Put in THCIC Submitter username and password. Click 'sign in'.**

# Security Notice



System13, Inc. / THCIC Web x +

thcic.system13.com/login#confirm

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THCIC Support Center

Problems Logging In?

### Security Notice

*This is not a public use Web Site.*

- This information system is operated under the direction of the Texas Health Care Information Council in accordance with the Texas Health and Safety Code, chapter 108, and Title 25 of the Texas Administrative Code, Chapter 421.
- Access requires the explicit consent of the Texas Department of State Health Services.
- All activities on this web site, including attempted access, are monitored and recorded.
- Anyone accessing this web site expressly consents to such monitoring and recording. This information will be provided to law enforcement agencies to pursue criminal prosecution if monitoring reveals evidence of criminal activity.
- This web site uses a computer security system that is designed to prevent unauthorized access. Unauthorized use of the system or data is a violation of Texas and United States laws.
- Authorized users of this system are reminded of their individual and organizational requirements to safeguard all confidential data.

*I am an authorized user and I understand and accept the requirements stated in this notice.*

ACCEPT DECLINE

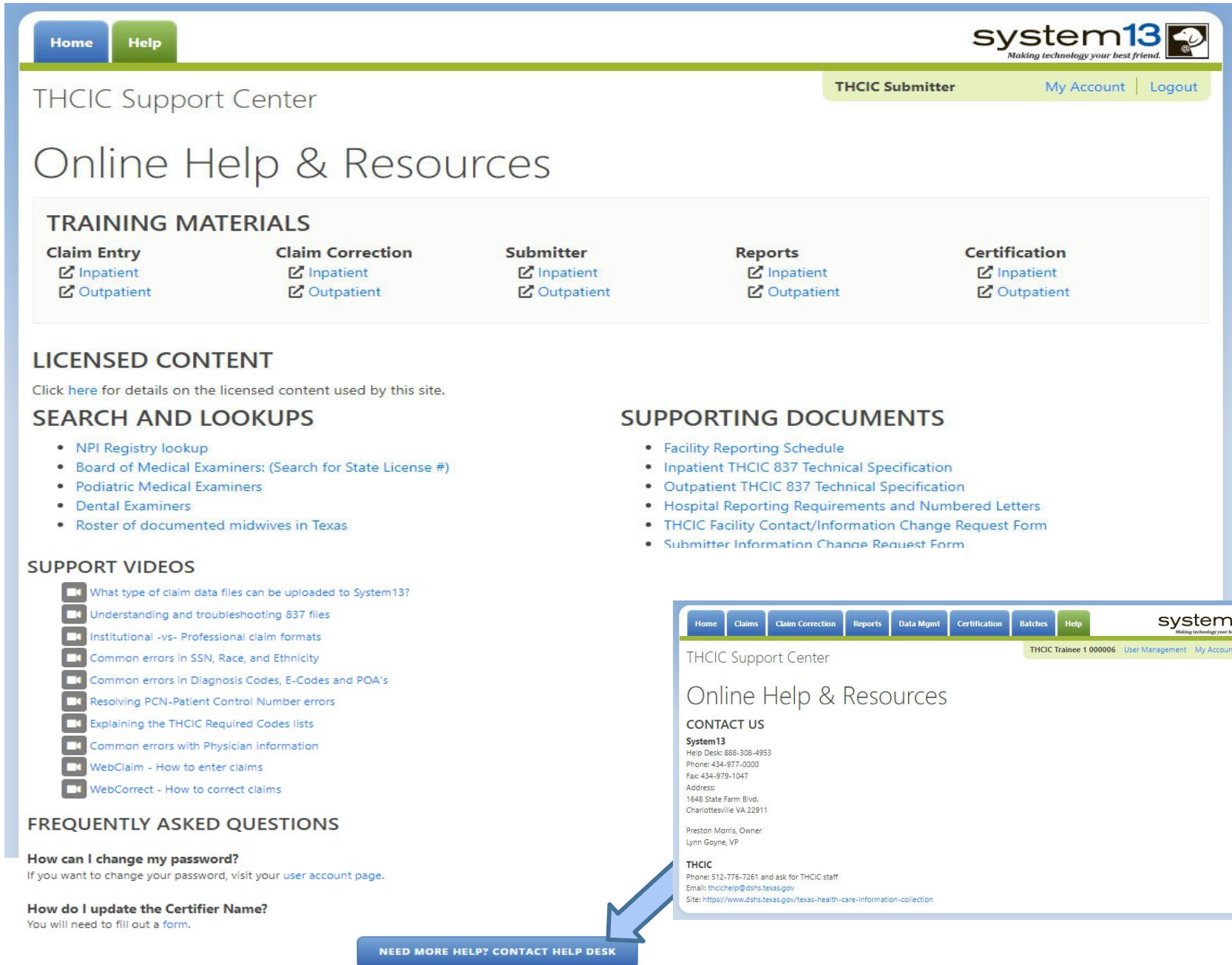
**A facility must accept the security notice and access to the database will be provided. If a facility declines this notice, access will not be granted to the database.**



# Submitter Home Page

The screenshot shows a web browser window with the URL `thcic.system13.com/dashboard/submitter`. The page features a navigation bar with 'Home' and 'Help' buttons on the left, and the 'system13' logo with the tagline 'Making technology your best friend.' on the right. Below the navigation bar, there are links for 'THCIC Submitter', 'My Account', and 'Logout'. The main content area contains two large buttons: 'UPLOAD' with an upward arrow icon and the text 'Submit files to System13.', and 'DOWNLOAD' with a downward arrow icon and the text 'View files available for download.'

# Submitter Home Page – Tab

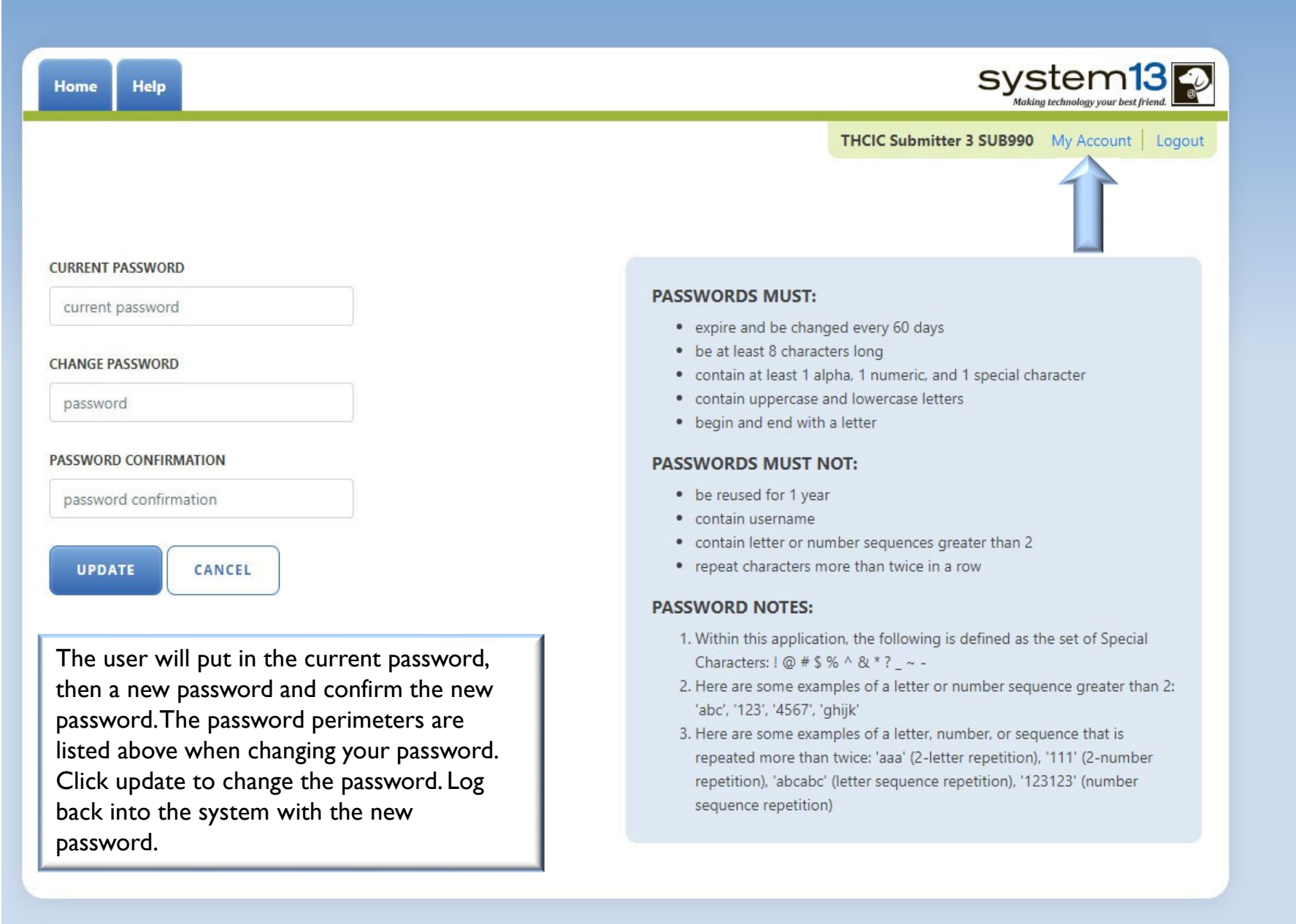


The screenshot shows the 'system13' Submitter Home Page. At the top, there are navigation tabs for 'Home' and 'Help' (highlighted in green). The page title is 'THCIC Support Center' and 'Online Help & Resources'. A user is logged in as 'THCIC Submitter' with options for 'My Account' and 'Logout'. The main content area is divided into several sections:


- TRAINING MATERIALS:** A grid of links for 'Claim Entry', 'Claim Correction', 'Submitter', 'Reports', and 'Certification'. Each link has sub-links for 'Inpatient' and 'Outpatient'.
- LICENSED CONTENT:** A link to 'Click here for details on the licensed content used by this site.'
- SEARCH AND LOOKUPS:** A list of links: 'NPI Registry lookup', 'Board of Medical Examiners: (Search for State License #)', 'Podiatric Medical Examiners', 'Dental Examiners', and 'Roster of documented midwives in Texas'.
- SUPPORT VIDEOS:** A list of video thumbnails with titles: 'What type of claim data files can be uploaded to System13?', 'Understanding and troubleshooting 837 files', 'Institutional -vs- Professional claim formats', 'Common errors in SSN, Race, and Ethnicity', 'Common errors in Diagnosis Codes, E-Codes and POA's', 'Resolving PCN-Patient Control Number errors', 'Explaining the THCIC Required Codes lists', 'Common errors with Physician information', 'WebClaim - How to enter claims', and 'WebCorrect - How to correct claims'.
- FREQUENTLY ASKED QUESTIONS:** Two questions are listed: 'How can I change my password?' (with a link to the user account page) and 'How do I update the Certifier Name?' (with a link to a form).
- SUPPORTING DOCUMENTS:** A list of links: 'Facility Reporting Schedule', 'Inpatient THCIC 837 Technical Specification', 'Outpatient THCIC 837 Technical Specification', 'Hospital Reporting Requirements and Numbered Letters', 'THCIC Facility Contact/Information Change Request Form', and 'Submitter Information Change Request Form'.

At the bottom of the page, there is a blue button that says 'NEED MORE HELP? CONTACT HELP DESK'. An arrow points from this button to the 'Help' tab in the top navigation bar of the screenshot.

# Other Features - My Account



Home Help

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THCIC Submitter 3 SUB990 My Account Logout

**CURRENT PASSWORD**

**CHANGE PASSWORD**

**PASSWORD CONFIRMATION**

**UPDATE** **CANCEL**

**PASSWORDS MUST:**

- expire and be changed every 60 days
- be at least 8 characters long
- contain at least 1 alpha, 1 numeric, and 1 special character
- contain uppercase and lowercase letters
- begin and end with a letter

**PASSWORDS MUST NOT:**

- be reused for 1 year
- contain username
- contain letter or number sequences greater than 2
- repeat characters more than twice in a row

**PASSWORD NOTES:**

1. Within this application, the following is defined as the set of Special Characters: ! @ # \$ % ^ & \* ? \_ ~ -
2. Here are some examples of a letter or number sequence greater than 2: 'abc', '123', '4567', 'ghijk'
3. Here are some examples of a letter, number, or sequence that is repeated more than twice: 'aaa' (2-letter repetition), '111' (2-number repetition), 'abcabc' (letter sequence repetition), '123123' (number sequence repetition)

The user will put in the current password, then a new password and confirm the new password. The password perimeters are listed above when changing your password. Click update to change the password. Log back into the system with the new password.

# Password Process

## ✕ Passwords Must:

- ✕ Expire and be changed every sixty (60) days
- ✕ Be at least eight (8) Characters long
- ✕ Contain at least one (1) alpha, one (1) numeric and one (1) special character
- ✕ Contain uppercase and lowercase letters

## ✕ Passwords Must Not:

- ✕ Be reused for one (1) year.
- ✕ Begin or end with non-alpha characters
- ✕ Contain username
- ✕ Contain letter or number sequences greater than two (2)
- ✕ Repeat characters more than twice in a row

## ✕ Password Notes:

- ✕ 1. Within this application the following is defined as the set of special characters:  
! @ # \$ % ^ & \* ? \_ ~ -
- ✕ 2. Here are some examples of a letter or number sequences greater than two (2):  
'abc','123','4567','ghijk'
- ✕ 3. Here are some examples of a letter, number, or sequence that is repeated more than twice:  
'aaa' (2-letter repetition), '333' (2-number repetition), 'abcabc' (letter sequence repetition), '123123'  
(number sequence repetition)

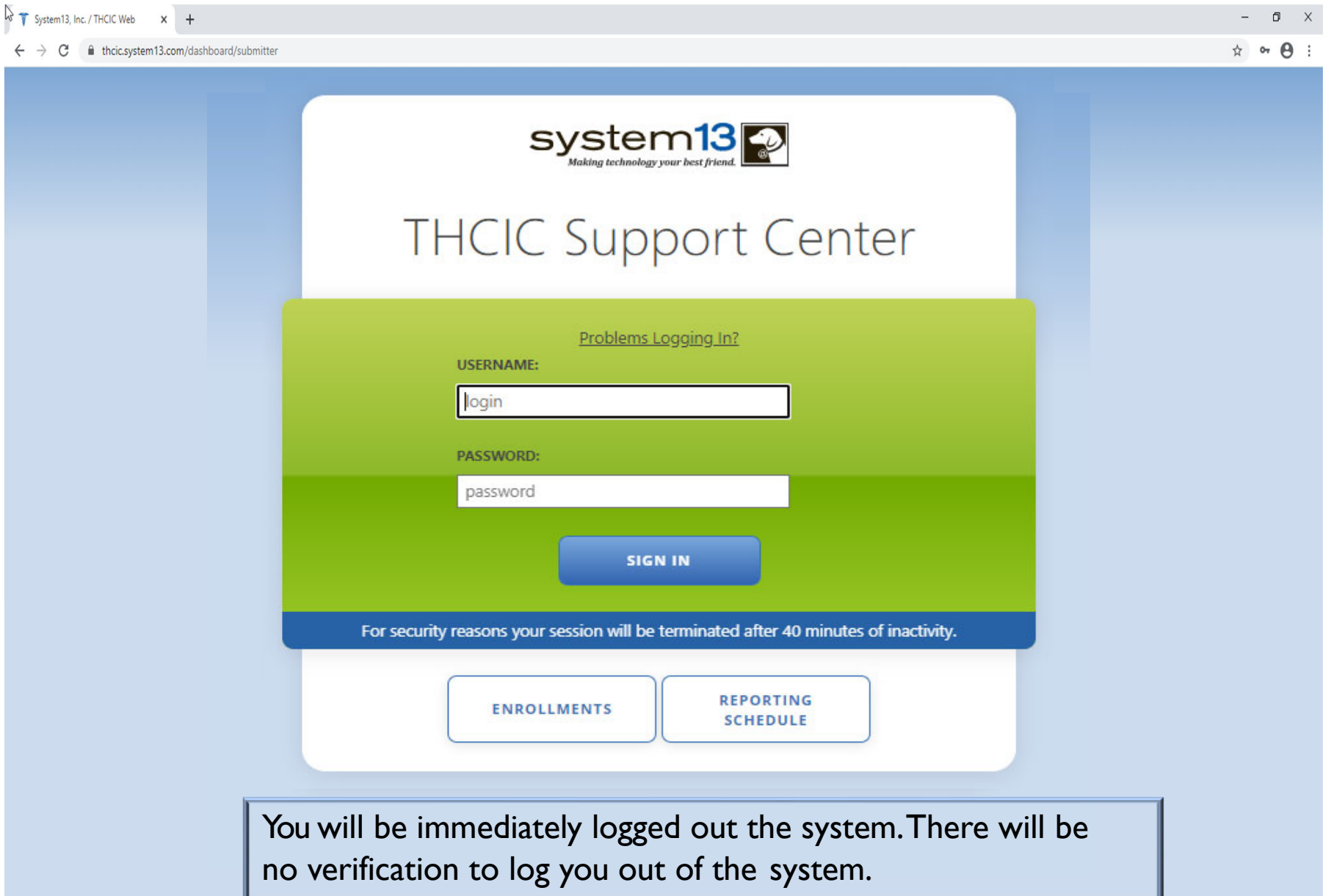


# Other Features - Logout

The screenshot shows a web browser window with the URL `thcic.system13.com/dashboard/submitter`. The page features a navigation bar with 'Home' and 'Help' buttons on the left, and 'THCIC Submitter', 'My Account', and 'Logout' links on the right. The 'Logout' link is highlighted with a blue arrow. Below the navigation bar, there are two main sections: 'UPLOAD' (with an upward arrow icon and the text 'Submit files to System13.') and 'DOWNLOAD' (with a downward arrow icon and the text 'View files available for download.'). At the bottom of the dashboard, there is a video player with the title 'What data formats does System13 accept?'.

To logout the system click 'Logout'.

# Other Features - Logout



System13, Inc. / THCIC Web

thcic.system13.com/dashboard/submitter

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## THCIC Support Center

[Problems Logging In?](#)

USERNAME:

PASSWORD:

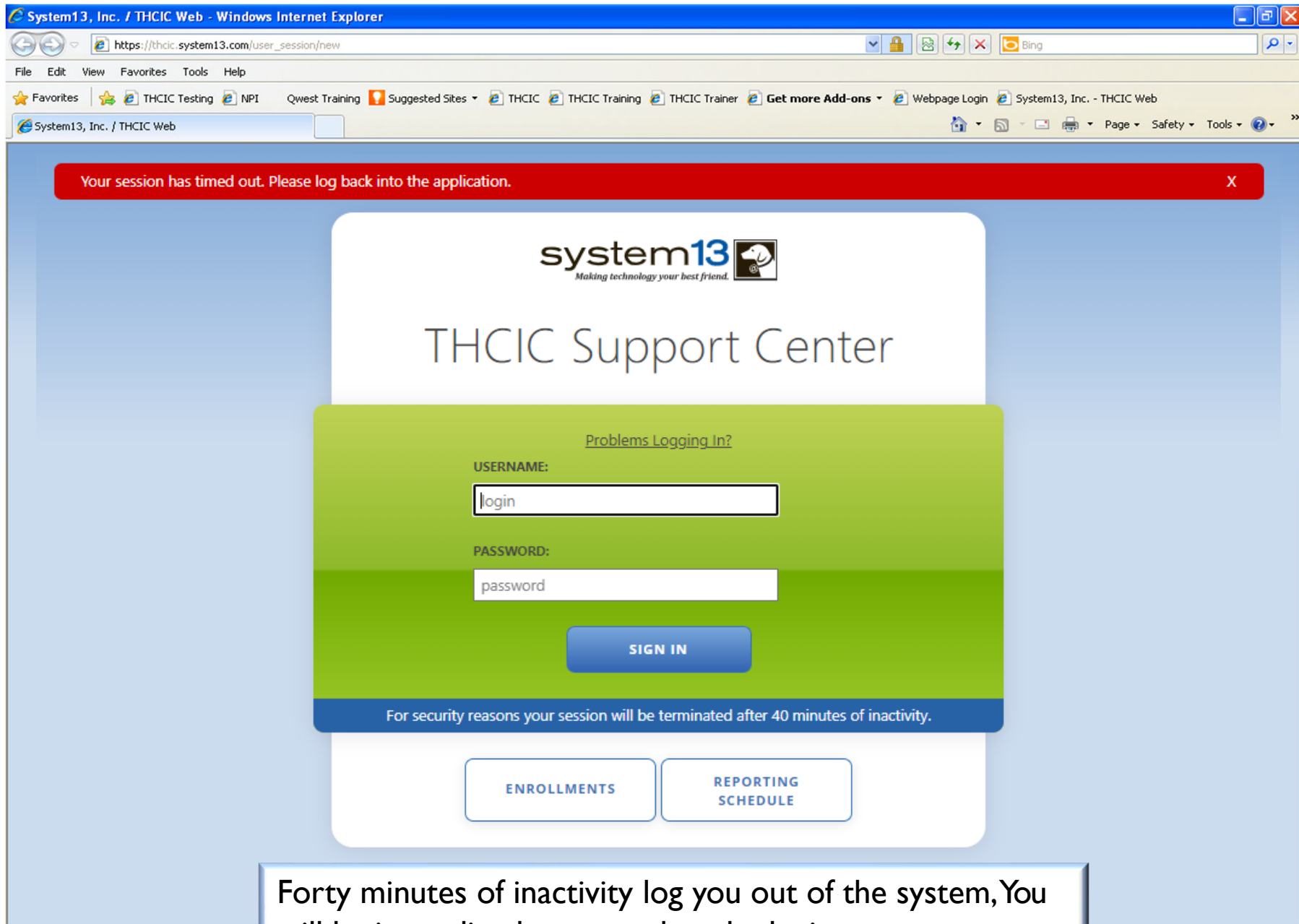
**SIGN IN**

For security reasons your session will be terminated after 40 minutes of inactivity.

**ENROLLMENTS**      **REPORTING SCHEDULE**

You will be immediately logged out the system. There will be no verification to log you out of the system.

# Inactivity



The screenshot shows a Windows Internet Explorer browser window. The address bar displays the URL [https://thcic.system13.com/user\\_session/new](https://thcic.system13.com/user_session/new). The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The Favorites bar contains several items, including 'System13, Inc. / THCIC Web'. A red notification bar at the top of the page reads: "Your session has timed out. Please log back into the application." Below this, the page features the 'system13' logo with the tagline "Making technology your best friend." and the heading "THCIC Support Center". A green login form is centered on the page, containing a link for "Problems Logging In?", fields for "USERNAME:" (with the text "login") and "PASSWORD:" (with the text "password"), and a blue "SIGN IN" button. A blue footer bar within the form area states: "For security reasons your session will be terminated after 40 minutes of inactivity." At the bottom of the page, there are two buttons: "ENROLLMENTS" and "REPORTING SCHEDULE".

Forty minutes of inactivity log you out of the system, You will be immediately returned to the login screen.



# Submitter Home Page

The screenshot shows a web browser window with the URL `thcic.system13.com/dashboard/submitter`. The page features a navigation bar with 'Home' and 'Help' buttons, and the 'system13' logo with the tagline 'Making technology your best friend.' and a dog icon. A user is logged in as 'THCIC Submitter', with links for 'My Account' and 'Logout'. The main content area has two large buttons: 'UPLOAD' with an upward arrow icon and the text 'Submit files to System13.', and 'DOWNLOAD' with a downward arrow icon and the text 'View files available for download.'. A video player at the bottom shows a video titled 'What data formats does System13 accept?'.

# Submitter Home Page

## Click Upload/Download



System13, Inc. / THCIC Web x +


thcic.system13.com/dashboard/submitter

Home

Uploads allows the user to upload 5010 formatted file for batch submission.

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THCIC Submitter My Account Logout



Submit files to System13.

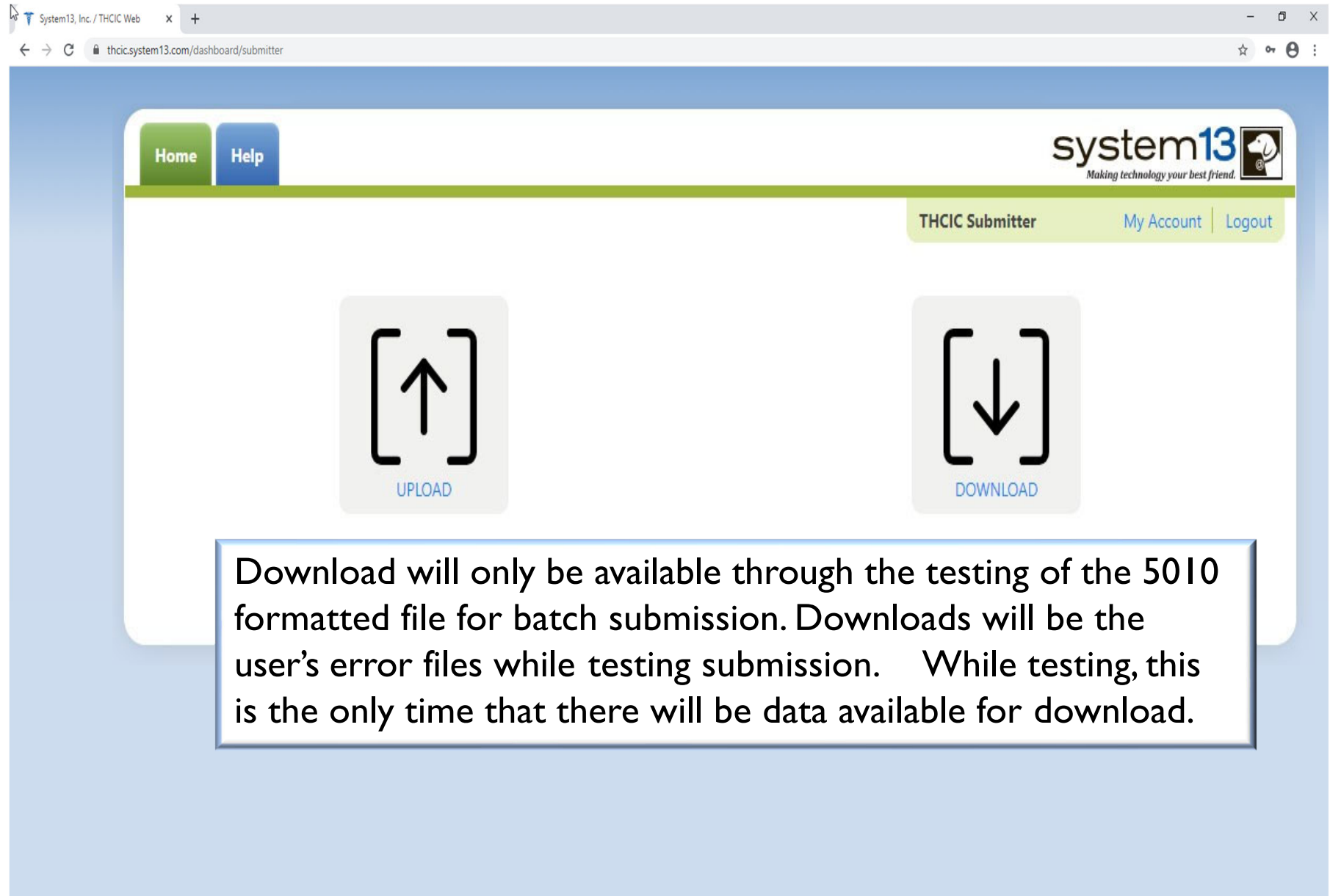
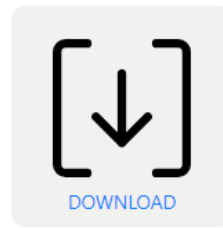
What data formats does System13 accept?

Link to a YouTube video regarding the formats accepted.



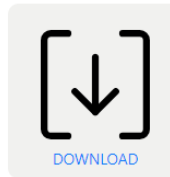
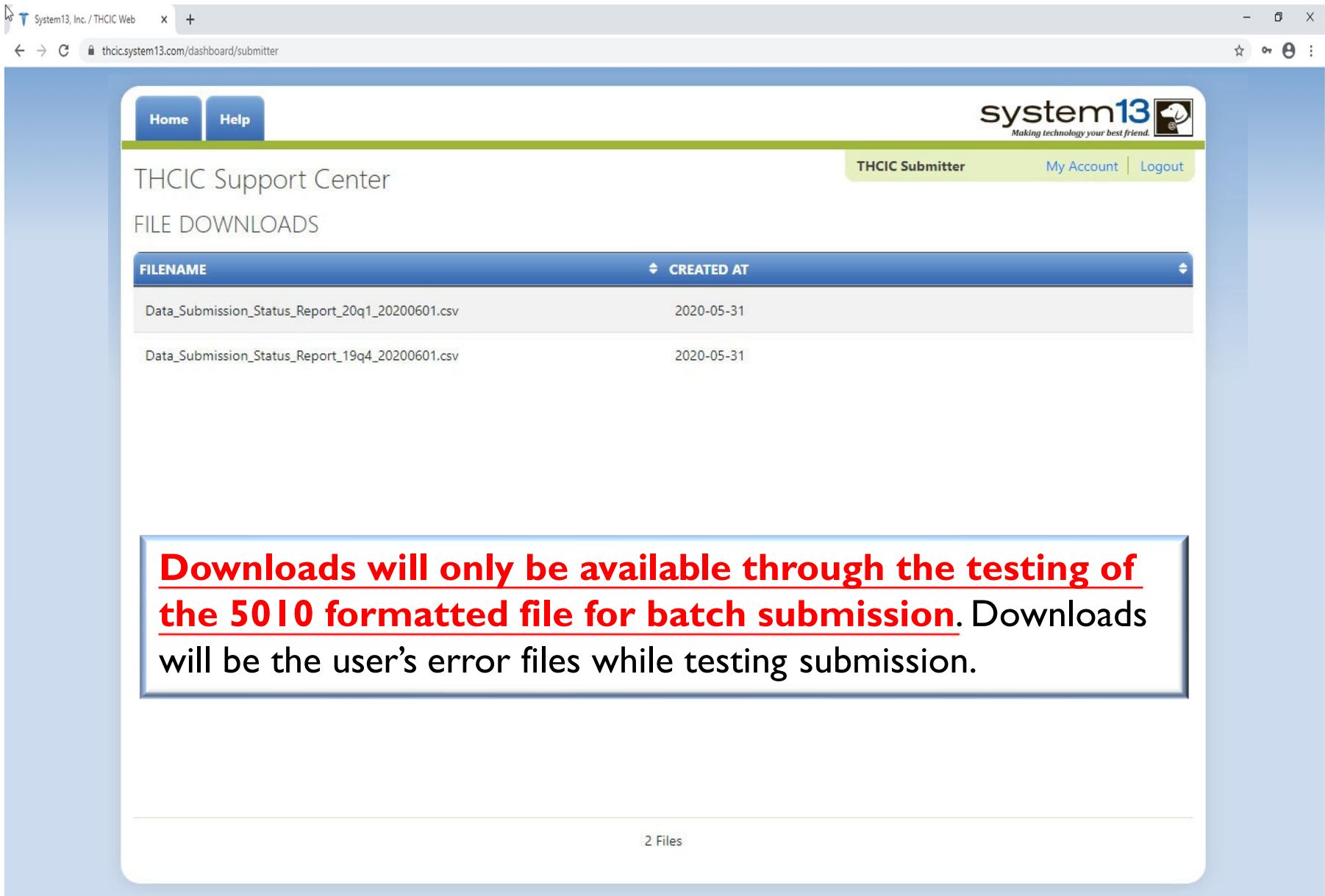
Download will only be available through the testing of the 5010 formatted file for batch submission. Downloads will be the user's error files while testing submission.

# Click Download



Download will only be available through the testing of the 5010 formatted file for batch submission. Downloads will be the user's error files while testing submission. While testing, this is the only time that there will be data available for download.

# List of Downloads

System13, Inc. / THCIC Web x +

thcic.system13.com/dashboard/submitter

Home Help

system13  
Making technology your best friend.

THCIC Submitter My Account Logout

THCIC Support Center

FILE DOWNLOADS

FILENAME	CREATED AT
Data_Submission_Status_Report_20q1_20200601.csv	2020-05-31
Data_Submission_Status_Report_19q4_20200601.csv	2020-05-31

**Downloads will only be available through the testing of the 5010 formatted file for batch submission.** Downloads will be the user's error files while testing submission.

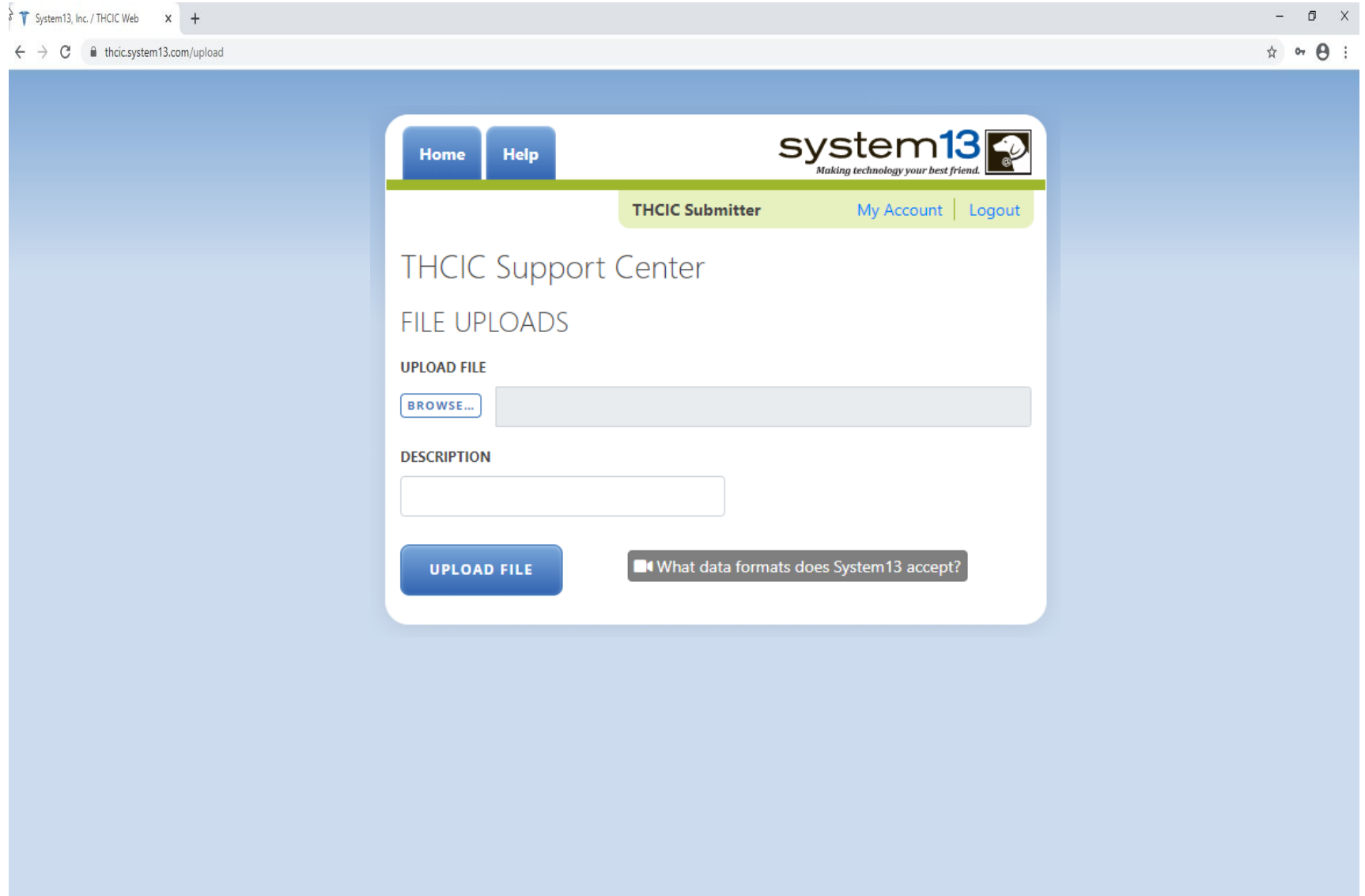
2 Files

# Click Upload





# Batch Upload Claims



The screenshot shows a web browser window with the URL `thcic.system13.com/upload`. The page header includes navigation links for [Home](#) and [Help](#), the **system13** logo with the tagline "Making technology your best friend.", and user options: **THCIC Submitter**, [My Account](#), and [Logout](#). The main content area is titled "THCIC Support Center" and "FILE UPLOADS". It features an "UPLOAD FILE" section with a [BROWSE...](#) button and a file input field. Below this is a "DESCRIPTION" section with a text input field. At the bottom, there is a blue **UPLOAD FILE** button and a help link: [What data formats does System13 accept?](#)

# Choose File To Upload


The screenshot shows the 'system13' web portal interface. At the top, there are navigation buttons for 'Home' and 'Help', and the 'system13' logo with the tagline 'Making technology your best friend.' Below this, the user is identified as a 'THCIC Submitter' with links for 'My Account' and 'Logout'. The main content area is titled 'THCIC Support Center' and 'FILE UPLOAD'. On the left, there is an 'UPLOAD FILE' section with a 'BROWSE...' button and a 'DESCRIPTION' field. A large 'UPLOAD FILE' button is at the bottom of this section. A file explorer window is open over the 'BROWSE...' button, showing the 'ProviderFileUpdates' folder. The file list contains one file: 'Provider\_20230405\_1250.txt', which is highlighted. The file's date modified is '4/5/2023 12:51 PM' and its type is 'Text Document'. The file name and type are shown in the bottom of the explorer window, with 'Open' and 'Cancel' buttons.

Choose the 5010 formatted file that the user wants to upload. Highlight file and click 'Open.'

# Choose File To Upload



Home Help

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Making technology your best friend.

THCIC Submitter My Account | Logout


## THCIC Support Center

### FILE UPLOADS

**UPLOAD FILE**

Provider\_20230406\_1358.txt

**DESCRIPTION**

 What data formats does System13 accept?

Description of data is optional.


Upload file.

# System Upload Receipt



Upload was successfully created. X

[Home](#) [Help](#)

**system13**   
*Making technology your best friend.*

THCIC Submitter : [Account](#) | [Logout](#)

## THCIC Support Center

### FILE UPLOADS

**UPLOAD FILE**

**DESCRIPTION**

# System Upload Receipt about Duplicate File Uploaded in the Same Day

The screenshot displays the System13 web application interface. At the top, a red error banner reads: "SUB: has already uploaded 'Provider\_20230406\_1358.txt' today. Duplicate filename uploads are not allowed within the same day." Below this, the navigation bar includes "Home" and "Help" buttons, the "system13" logo with the tagline "Making technology your best friend.", and a user profile section for "THCIC Submitter" with "My Account" and "Logout" links. The main content area is titled "THCIC Support Center" and "FILE UPLOADS". Under the "UPLOAD FILE" section, a "BROWSE..." button is next to a text field containing "Provider\_20230406\_1358.txt". Below this is a "DESCRIPTION" text area. At the bottom left is an "UPLOAD FILE" button, and at the bottom right is a video player showing a video titled "What data formats does System13 accept?".

A facility cannot upload a file with the same file name, on the same day. You will get the above message.

# E-Mail Receipt to Submitter

From: th98oper@comlin.com  
 To: tiffany.overton@dshs.state.tx.us  
 Cc:  
 Subject: FW: SUB000 Receipt: 1-Accepted, 0-Rejected

Sent: Mon 12/14/2009 12:01 PM

DATA WAREHOUSE RECEIPT NOTICE:

THIS RECEIPT LOOKS BEST WHEN  
 VIEWED USING A COURIER FONT

System13, Inc  
 THCIC Data Warehouse, Support  
 888 308-4953 Help Desk  
 14-DEC-2009 13:00:02.92  
[www.THIChelp.com](http://www.THIChelp.com)

Submitter: SUB000 - THCIC Submitter  
 Contact: Tiffany Overton  
 Email: tiffany.overton@dshs.state.tx.us  
 Phone: 512-458-7111  
 Fax: 512-458-7740

\*\*\*\*\*  
 Submission File Name: o\_th000002.  
 Receipt Processed: 12/14/09 13:00:  
 System13 Name: SUB000\_T\_o\_837\_

File Information

-----  
 Claim Format  
 T=test, P=prod P \*\*  
 Claim Count 214

You must be approved for 'Production S  
 'Production Status Request' form.  
 -----

Thank you for your data submission.


**The submitter contact will get an E-mail receipt notice indicating the data file has been received within 30 minutes of the uploaded file. The E-mail will indicate if the file was “accepted” or “rejected”. The E-mail receipt notice will also indicate if the data file will be processed as “test” or “production” data and the claims count total contained in the file.**

**If the file was “accepted”, the submitter contact will get a second E-mail within an hour, which will indicate if the file “passed” or “failed”. If the E-mail indicates the file “passed” and the file was processed as “production” data, the provider contact will receive an E-mail confirmation the same day.**

**Uploaded data files that are “rejected” or “failed” must be fixed and uploaded again by the submitter contact.**

# E-Mail Receipt to Provider

Extra line breaks in this message were removed.

From: System13 Flex Notifier [noreply@system13.com]  
 To: Overton, Tiffany  
 Cc:  
 Subject: THCIC/Web Frequency of Errors Report  
 Attachments:  FER.pdf (16 KB)

Claims have been added to your account. Please review the attached PDF document.

Thanks!

-- THCIC/Web Support Team

Frequency of Errors Report  
 Report Date: 24-May-2011  
 THCIC ID: 000005      THCIC Trainer

Batch Information

Field	Value
Claims Period	01/01/2010 thru 12/31/2012
Service Period	02/01/2010 thru 08/30/2010
Claims Received	363
Claims Rejected	0
Claims Processed	363
Claims In Error w/o Race + Ethnicity Errors	58
Claims In Error	58
Fields In Error	148
Accuracy Rate w/o Race + Ethnicity Errors	84.02%
Accuracy Rate	84.02%

**The provider contact will get an E-mail confirmation indicating data submitted the same day that the files has been added to their account, if the file was “accepted” and “passed” as production data.**

**The E-mail will include a frequency of error report (FER) to verify number of claims received by our system, accuracy rate, error summary and various other claims information.**

# Encounter on Demand

**After the \*Cutoff for initial submission** the Data Administrator (aka Provider Primary Contact) and Certifier will now receive an email a few days after the “Cutoff for Initial Submission. This email will be sent approximately sixty days after the end of each quarter. The email will have four reports attached to it:

- ✕ Summary Report – use this report to validate if the data for the period is correct, such as record counts, min/max/average charges, admission type and source, payer type, patient age, gender, race, and ethnicity
- ✕ Claim Count for First Physician Report - Use this to determine if the physicians (attending, operating, other) who utilize your facility are represented correctly. This report will give a claim count by physician name, sorted by name. It will also include the physician ID, but will not include patient information.
- ✕ Claim Count for Second Physician Report - Use this to determine if the second physicians (attending, operating, other) who utilize your facility are represented correctly. This report will give a claim count by physician name, sorted by name. It will also include the physician ID, but will not include patient information
- ✕ Error Type List Report - use this to determine if you have made all possible corrections to your data, if needed.

The email will suggest that if the Certifier determines that the data is complete and accurate after reviewing the reports, then they should consider choosing the Encounter or Event on Demand (EOD) option on their certification tab for that quarter. If you do not choose to start the EOD option, the certification process will start after the cutoff for corrections as it does now.

**\*Cutoff for initial submission is the date when the submission data is due in the system.**

Generate Quarter Cert. Data (EOD) 



# Inpatient Submitter Upload

## Questions/ Comments



Questions, comments or need clarification please e-mail



[thcichelp@dshs.texas.gov](mailto:thcichelp@dshs.texas.gov)

The e-mail should include the facility's THCIC ID.

# THCIC Contact



Address:

Texas Health Care Information Collection  
Dept of State Health Services – Center for Health  
Statistics  
1100W 49th St, Ste M-660  
Austin, TX 78756



Phone: 512-776-7261






E-mail: [THCIChelp@dshs.texas.gov](mailto:THCIChelp@dshs.texas.gov)



Web site: <https://www.dshs.texas.gov/texas-health-care-information-collection>

# THCIC Contact

- ✕ Contact Tiffany Overton email at  [Tiffany.Overton@dshs.texas.gov](mailto:Tiffany.Overton@dshs.texas.gov) if a facility has questions concerning the submission, correction, or certification of data.
- ✕ Contact Dee Roes email at  [Dee.Roes@dshs.texas.gov](mailto:Dee.Roes@dshs.texas.gov) if submitter test/production files reject due to a submission address or EIN/NPI number.
- ✕ For general questions or to request information about THCIC please e-mail to  [thcichelp@dshs.texas.gov](mailto:thcichelp@dshs.texas.gov).



## Contact



Address:

System 13, Inc  
1648 State Farm Blvd.  
Charlottesville, VA 22911



Phone: 1-888-308-4953



Fax: 434-979-1047



E-mail: [THCIChelp@system13.com](mailto:THCIChelp@system13.com)



Web site: <https://thcic.system13.com>