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Texas Health Care Information Collection - THCIC  
 Health Facilities Numbered Letter, Volume 13 Number 8  
 December 6, 2010

**Extension for Data Submission**

Facilities periodically contact THCIC to request an extension to a data submission due date.

All data submission due dates, as well as data correction and data certification due dates, are mandated by “rule” (Texas Administrative Code, Chapter 421). **Extensions are not permitted and cannot be approved.**

Providers have approximately 6 months from the beginning of a quarter until the due date to submit the data. For example, the 3<sup>rd</sup> quarter 2010 data represents discharges and events occurring during July, August, and September 2010. The submission due date for the 3<sup>rd</sup> quarter 2010 is December 1<sup>st</sup> for the provider to be in compliance with state law.

The “rule” permits providers to submit quarterly data earlier than the submission due date. Using the 3<sup>rd</sup> quarter 2010 data as an example, many providers elect to submit all July claims in August; all August claims in September; and all September claims in October. By submitting the data in this manner, it allows the provider leeway in the event “something goes wrong” with their internal system “the day before a submission due date”.

Facilities that fail to submit data by the submission due date should continue working toward submitting the data for “acceptance”. Providers that **do** submit the data up to 30 days after the submission due date will not be assessed a penalty.

THCIC will continue to send out weekly E-mail “reminders” to the Provider Primary Contact if the quarterly data is not submitted within 30 days of the due date.

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**Communication**

Don't forget to include your THCIC ID number when sending an E-mail or leaving a phone message with THCIC or System13.

## Provider and Submitter Login Passwords

In order to maintain security of the THCIC system at System13, all Provider and Submitter login passwords must be reset every **60 days**.

To verify when your password(s) is set to “expire”, once you have logged in, click on “MY ACCOUNT” in the top right-hand corner of the screen. There it will indicate when the password will expire. You may change the password anytime prior to it expiring in order to receive uninterrupted access to the system.

If the password “expires”, the Submitter Primary Contact (on file with System13 and updated/changed through the helpdesk) and the Provider Primary Contact (on file with THCIC and updated/changed via the contact form) are the only contacts that the “system” will allow to “reset” a password. The system recognizes the “contacts” by their E-mail address and will send an E-mail to the primary contact(s) when the “password recovery page” is initiated.

To reset a Provider password, the Primary Contact (**only the Provider Primary Contact can reset the Provider password**) should go to <https://thcic.system13.com> and:

- Choose the 'Problems Logging In' link on the screen in the upper right corner to request/reset your password.
- Scroll down to the bottom of the next page and choose the password recovery page “link”.
- On the next screen, type in the Provider “username”, which is “th#####” (# = 6-digit THCIC ID number) then click on “reset my password”.
- The “System” sends an **IMMEDIATE** email notice to the **Provider Primary Contact** once the “reset my password” is selected. If you do not receive an email, you may need to verify that your email account will accept emails from “system13.com” and “dshs.state.tx.us” so that it doesn't end up in your “JUNK/SPAM” mail.
- Click on the “link” in the email (do not forward the email as the “link” will break); it will take you back to the System13 website and to a page that will permit you to type in a password and then retype it for confirmation.
- Then click on the “log me in now” button. This will take you to the MAIN login screen. At the main screen, type in your “Provider” username (th#####), type in the password you just created and then click “sign in”.
- If the Provider password cannot be created, you must call the System13 helpdesk at 888-308-4953 and have them set up your Provider password.

Only the **Submitter Primary Contact** can set up the Submitter password. Go to <https://thcic.system13.com> and:

- Choose the 'Problems Logging In' link on the screen in the upper right corner to request/reset your password.
- Scroll down to the bottom of the next page and choose the password recovery page “link”.

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- On the next screen, type in the Submitter “username”, which is “thsub####” (# = 3 digits assigned by System13), then click on “reset my password”.
- The “System” sends an IMMEDIATE email notice to the **Submitter Primary Contact** once the “reset my password” is selected. If you do not receive an email, you may need to verify that your email account will accept emails from “system13.com” and “dshs.state.tx.us” so that it doesn’t end up in your “JUNK/SPAM” mail.
- Click on the “link” in the email (do not forward the email as the “link” will break); it will take you back to the System13 website and to a page that will permit you to type in a password and then retype it for confirmation.
- Then click on the “log me in now” button. This will take you to the MAIN login screen. At the main screen, type in your “Submitter” username (thsub####), type in the password you just created and then click “sign in”.
- If the Submitter password cannot be created, you must call the System13 helpdesk at 888-308-4953 and have them set up your Submitter password.

### **How are Provider Contacts Updated/Changed?**

**Provider** Contacts must be changed on a form provided by THCIC. The form is located at <http://www.dshs.state.tx.us/THCIC/hospitals/FacilityInformationRequest.pdf> and must be completed, signed by the facility administrator/CEO, and faxed to THCIC at 512-458-7740.

The information is updated in the “system” each Monday **IF** the completed form is received at THCIC by NOON the previous Thursday.

### **How is the Submitter Contacts Updated/Changed?**

Call the System13 helpdesk at 888-308-4953.

### **Refresher Training**

For those that participated in the THCIC training on the “new” system *ages ago*, you may wish to sign up again now that you may have a better understanding of what was being discussed in your earlier sessions.

There is no limit on how many times you can sign up for the free on-line training.

### **4Q2009 Public Use Data File (PUDF) Inpatient Data Release**

The Texas Hospital Discharge Public Use Data File has now been released through the 4<sup>th</sup> quarter. That means that the full 2009 Inpatient Public Use Data File (PUDF) is available for purchase. Additionally, the 2004 data will be made available to the public via free download online.

If you would like to purchase the data, please send in an [Order Form](#), [Data Use Agreement](#), and a [check](#) to the address on the order form. For any other questions regarding the PUDF, please contact Sheila Molina at [sheila.molina@dshs.state.tx.us](mailto:sheila.molina@dshs.state.tx.us).

**Upcoming Due Dates**

**Key Activity Due Dates by Quarter**

Activity	Q1 2010	Q2 2010	Q3 2010
Cutoff for submission	6-1-10	9-1-10	12-1-10
Cutoff for corrections	8-2-10	11-1-10	2-1-11
Facilities begin review of certification files	9-1-10	12-1-10	3-1-11
Cutoff for corrections at time of certification	10-15-10	1-15-11	4-15-11
Final certification available to facilities (if corrected)	11-1-10	2-1-11	5-1-11
Certification/comments due	12-1-10	3-1-11	6-1-11

\*Note: 12/1/2010: 1q10 certification is due; providers begin review of 2q10 certification; 3q10 data submission is due.

**Training**

**WebClaim** – Component for manually entering data

**WebCorrect** – Component for correcting data

**Upload/ Download** - Upload 837 batch files

**WebCert (Inpatient Certification)** – Certifying your facility Inpatient Data

**WebCert (Outpatient Certification)** – Certifying your facility Outpatient Data

Training sessions are posted at <http://www.dshs.state.tx.us/thcic/hospitals/Training.shtm>.

If you would like to attend the training sessions, please e-mail Tiffany Overton at [thcichelp@dshs.state.tx.us](mailto:thcichelp@dshs.state.tx.us) and:

Include your preferred training Date and Time in the “Subject” line;

- 1) THCIC ID Number; 2) Facility Name; 3) Participant(s) Name and Title; 4) E-mail Address; and 5) Phone Number in the message area.

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## **Important Phone Numbers**

### **Virginia:**

System13 web site – <https://thcic.system13.com>

Helpdesk – 888-308-4953

### **Austin:**

THCIC web site – [www.dshs.state.tx.us/thcic](http://www.dshs.state.tx.us/thcic)

DSHS-Center for Health Statistics-THCIC – 512-458-7261

### **THCIC Staff – 512-458-7111**

Bruce Burns, D.C.	extension 6431	Rules and policy issues, 837 format issues
Miren Carranza	extension 3287	Project Manager
Sylvia Cook	extension 6438	Facility reports, data use
Sheila Molina	extension 6546	PUDF requests
Wang-Shu Lu	extension 6453	Facility reports and analysis
Dee Roes	extension 3374	Facility compliance, research files request
Tiffany Overton	extension 2352	Facility training (submission, correction, and certification)

### **THCIC fax – 512-458-7740**