



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services

*Texas Immunization Registry*

# **Data Exchange Guide: How to Resolve Errors IEE-201 and IEE-200**



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## Purpose

This document is intended to provide background and step-by-step instructions for health care providers resolving certain data exchange errors generated by the Texas Immunization Registry (ImmTrac2):

- IEE-201: Warning. The incoming client matches more than one existing candidate. Existing candidate client ids include <ClientList>.
- IEE-200: Warning. The incoming client information has been saved (ID (<ClientID>)) for review by a State BA, who will decide the appropriate existing client to match to.

When encountered, these data exchange errors result in the patient and immunization data reported by providers or organizations being rejected to the registry.

## Need Help?

Review the content in this guide and if you still require assistance, please contact our Customer Support:

- Phone: 800-348-9158, option 3
- Email: [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov)

## Data Exchange Errors: IEE-201 and IEE 200

### Overview of IEE-201

*Error Description:* IEE-201: Warning. The incoming client matches more than one existing candidate. Existing candidate client ids include <ClientList>.

Summary:

ImmTrac2 has identified more than one existing registry client that potentially match the patient you reported. The system cannot determine which registry client record, if any, it should update with the information reported without human intervention. These are known as "questionable matches."

The vaccine reported was not added to the registry.

You must review the existing registry client records identified to determine which, if any, match the patient you reported. IEE-201 contains the ImmTrac2 Client IDs of registry clients who potentially match the patient you reported.

### Overview of IEE-200

*Error Description:* IEE-200::Warning. The incoming client information has been saved (ID (<ClientID>)) for review by a State BA, who will decide the appropriate existing client to match to.

Summary:

ImmTrac2 has identified more than one existing registry client who potentially match the patient you reported. The system cannot determine if it should add the patient as a unique registry client or update one of the existing registry client records without human intervention. These are known as "questionable matches."

The system creates a temporary registry client ID for the patient you reported. The vaccine reported was not added to the registry. You must contact the registry for assistance with resolving this issue. IEE-200 contains the temporary ImmTrac2 Client ID and record for the patient you reported.

## Researching the ImmTrac2 Client IDs

Use your organization's dqa-reports to locate the messages and patients who encountered the IEE-201 and IEE-200 errors:

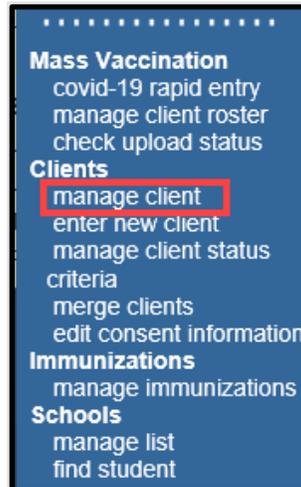
1. Identify the ImmTrac2 Client IDs that were flagged as questionable matches to your patient by reviewing the IEE-201 error. Refer to Figure 1: DQA Report with IEE-201 Error. These are listed in the error specifically where it states, "Existing candidate client ids include..."

```

1 Message 421
2 MSH|^~\&|EPIC|1125650007|TxImmTrac|TxDSHS|20220412144302||VXU^V04|3113528|P|2.5.1|||||
3 PID|1||184434A^^^EPIC^PI||SMITH^JAMES|FUENTES|20201102|M||1002-5|145 3RD ST^^GALVESTON^TX^77550^US^^TX167|TX167|^PH^^512^7760079|ENG^ENGLISH^EN
4 NK1|1|FUENTES^ARMY|F|145 3RD ST^^GALVESTON^TX^77550^US|^PH^^512^7760079|X|X|||||
5 ORC|RE|231095539^EPC|11669175||||^^20220412^^^|20220412142041|MARGOMEZ^GOMEZ MD^MARY^ELIZABETH^|12590^GOMEZ^MARY^ELIZABETH^*****TX^^^DR|^1225
6 RXA|0|1|20220412|20220412|133^PNEUMOCOCCAL 13 CONJUGATE, PCV13 (PREVNAR 13)^CVX|0.5mL||00|CVCASTIL^TORRES^CELIA^V*****TX^^^CL|^1225650782^^^P
7
8 Error: Informational Error
9 ** IEE-317::Warning. Multiple birth indicator and birth order values are conflicting. If indicator is N, then order should be empty or 0. If indica
10 ** IEE-201::Warning. The incoming client matches more than one existing candidate. Existing candidate client ids include 260407963 260424149
11 ** IEE-200::Warning. The incoming client information has been saved (ID 261191781) for review by a State BA, who will decide the appropriate existi
  
```

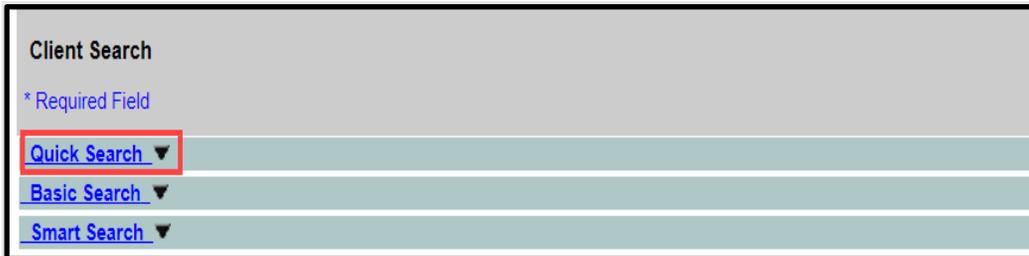
*Figure 1: DQA Report with IEE-201 Error*

2. Log into ImmTrac2.
3. Once in ImmTrac2, in the left-sided menu select **manage client** under Clients. Refer to Figure 2: ImmTrac2 Left-Sided Menu, Manage Client.



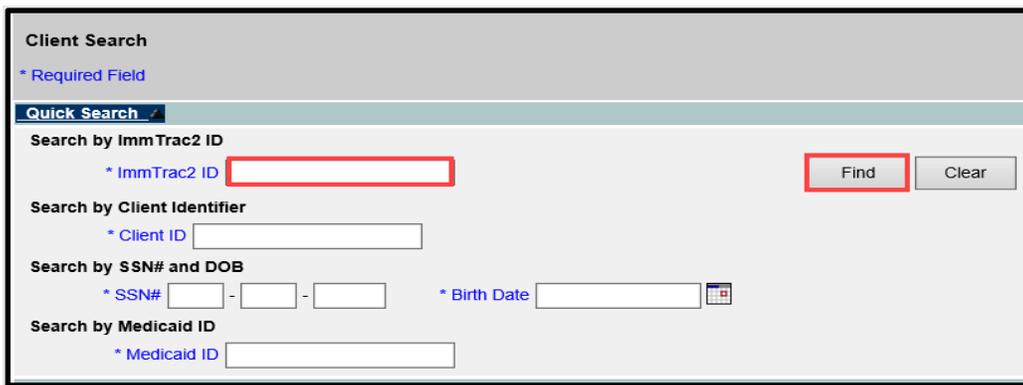
*Figure 2: ImmTrac2 Left-Sided Menu, Manage Client*

- Select the **Quick Search** option. Refer to Figure 3: Search Options – Quick Search.



*Figure 3: Search Options – Quick Search*

- Enter the first ImmTrac2 Client ID provided in the IEE-201 error in the **ImmTrac2 ID** field and select the **Find** button. Refer to Figure 4: Quick Search – ImmTrac2 ID.



*Figure 4: Quick Search - ImmTrac2 ID*

- The ImmTrac2 Record is found and pulled displayed.
- Review the information in the ImmTrac2 Client Record to determine if it matches or doesn't match your patient.
  - You can identify the patient demographics you reported by reviewing the dqa report again, specifically the data in the PID segment. This is noted on Line 3 of Figure 5: DQA Report with Patient ID Info Highlighted.

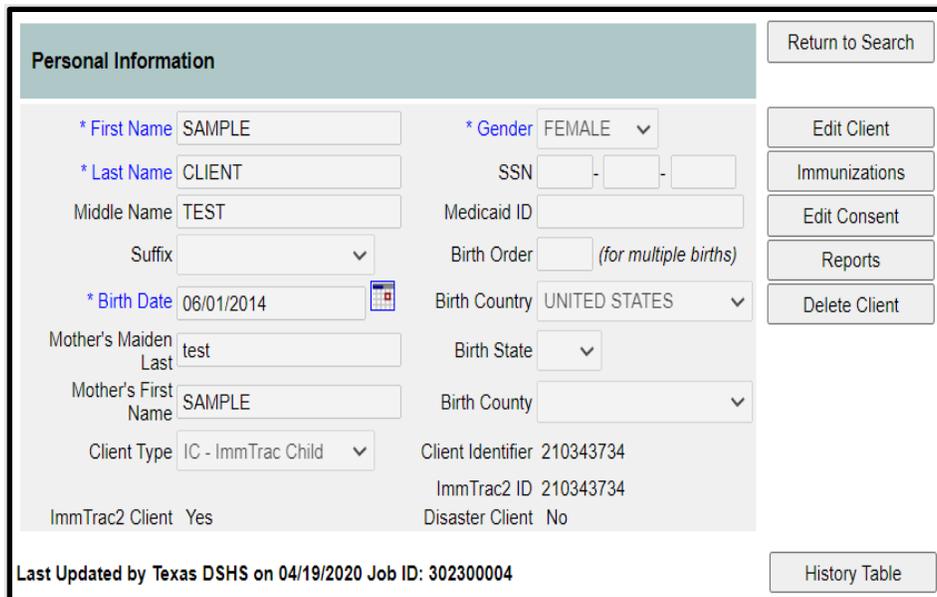
```

1 Message 421
2 MSH|^~\&|EPIC|1125650007|TxImmTrac|TXDHS|20220412144302||VWU^V04|3113528|P|2.5.1|||||
3 PID|1||184434A^^EPIC^PI||SMITH^JOHN|FRONTIER|20201102|M||1002-5|148 MAIN STREET^^GALVESTON^TX^77550^US^^TX167|TX167|^PH^^512^7760079||ENG^ENGLISH^ENG|S
4 NRI|1|FRONTIER^ANNA|F|148 MAIN STREET^^GALVESTON^TX^77550^US^^PH^^512^7760079|X|X|||||
5 ORC|RE|231095539^EPIC|11669175||||^^20220412^^|20220412142041|MARGOMEZ^GOMEZ MD^MARY^ELIZABETH||112590^GOMEZ^MARY^ELIZABETH^^TX^^DR||^1225650782^^
6 RXA|0|1|20220412|20220412|133^PNEUMOCOCCAL 13 CONJUGATE, PCV13 (PREVNAR 13)^CVX|0.5|ml||00|CVC|ASTIL^TORRES^CELIA^^TX^^CL|^1225650782^^PEDIATRIC
7
8 Error: Informational Error
9 ** IEE-317:Warning. Multiple birth indicator and birth order values are conflicting. If indicator is N, then order should be empty or 0. If indicator is Y
10 ** IEE-201:Warning. The incoming client matches more than one existing candidate. Existing candidate client ids include 260017960 280018560 .
11 ** IEE-200:Warning. The incoming client information has been saved (ID 291191781) for review by a State BA, who will decide the appropriate existing client
    
```

*Figure 5: DQA Report with Patient ID Info Highlighted*

You need to compare the information from the PID segment to the information in ImmTrac2.

- b. First, review the **Personal Information** section, refer to Figure 6: ImmTrac2 Record, Personal Information.
- i. First, Middle, Last Name
  - ii. Social Security,
  - iii. Mother’s Information
  - iv. Birth Date
  - v. Gender
  - vi. Mother’s Maiden Last
  - vii. Mother’s First Name



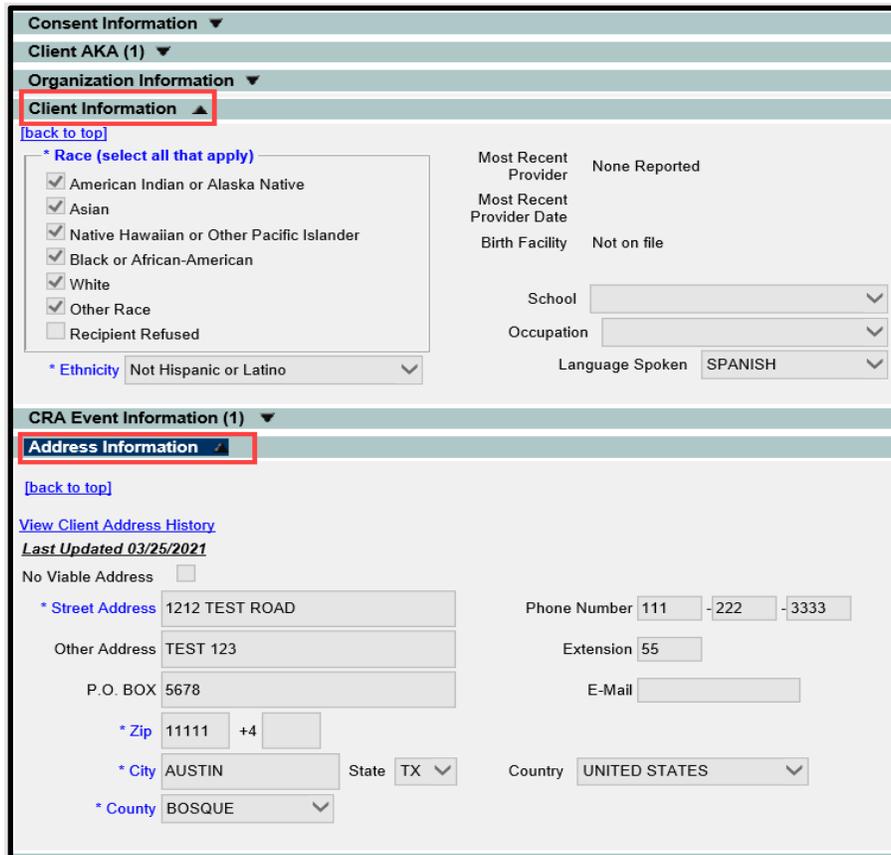
The screenshot shows the 'Personal Information' section of an ImmTrac2 record. The form includes the following fields and values:

- \* First Name: SAMPLE
- \* Last Name: CLIENT
- Middle Name: TEST
- Suffix: (dropdown menu)
- \* Birth Date: 06/01/2014
- Mother's Maiden Last: test
- Mother's First Name: SAMPLE
- Client Type: IC - ImmTrac Child
- ImmTrac2 Client: Yes
- \* Gender: FEMALE
- SSN: (empty)
- Medicaid ID: (empty)
- Birth Order: (empty) (for multiple births)
- Birth Country: UNITED STATES
- Birth State: (dropdown menu)
- Birth County: (dropdown menu)
- Client Identifier: 210343734
- ImmTrac2 ID: 210343734
- Disaster Client: No

At the bottom of the form, it states: 'Last Updated by Texas DSHS on 04/19/2020 Job ID: 302300004'. On the right side, there are buttons for 'Return to Search', 'Edit Client', 'Immunizations', 'Edit Consent', 'Reports', 'Delete Client', and 'History Table'.

*Figure 6: ImmTrac2 Record, Personal Information*

- c. Second, review the **Client Information** and **Address Information** accordions to identify if this record is for your patient or not. Refer to Figure 7: ImmTrac2 Record - Client Information & Address Information.



The screenshot displays the 'Client Information' and 'Address Information' sections of an ImmTrac2 record. The 'Client Information' section includes a 'Race' selection box with options: American Indian or Alaska Native, Asian, Native Hawaiian or Other Pacific Islander, Black or African-American, White, Other Race, and Recipient Refused. The 'Ethnicity' is set to 'Not Hispanic or Latino'. Other fields include 'Most Recent Provider' (None Reported), 'Most Recent Provider Date', 'Birth Facility' (Not on file), 'School', 'Occupation', and 'Language Spoken' (SPANISH). The 'Address Information' section shows 'Street Address' as 1212 TEST ROAD, 'Phone Number' as 111-222-3333, 'Extension' as 55, 'City' as AUSTIN, 'State' as TX, and 'County' as BOSQUE. It also includes fields for 'Other Address', 'P.O. BOX', 'Zip', and 'E-Mail'.

Figure 7: ImmTrac2 Record - Client Information & Address Information

8. Determine if the questionable match ImmTrac2 Record identified is a duplicate ImmTrac2 Record for your patient or if it is a unique record for a different patient than yours.
9. Repeat these steps for the other ImmTrac2 Client IDs found in the IEE-201 error.
10. Make a determination on all questionable matches:
  - a. If the questionable match ImmTrac2 Record identified in the IEE-201 error is a unique record for a different patient than yours, follow the steps under the **Patient is Not Same As Questionable Match** section.
  - b. If the questionable match ImmTrac2 Record identified in the IEE-201 error is a duplicate ImmTrac2 Record for your patient, follow the steps under the **Patient Is the Same As Questionable Match** section.
  - c. If the questionable match ImmTrac2 Record identified in the IEE-201 error is a combination of some of the records being duplicates for your patient and unique records for a different patient than yours, then follow the steps under the **Questionable Match Mix** section.

## Patient is Not Same as Questionable Match

If the questionable match ImmTrac2 Record identified in the IEE-201 error is a unique record for a different patient than yours, then you must complete the following:

1. Do not add your patient or their immunization data into the registry manually.
  - a. Remember the ImmTrac2 Client ID listed with the **IEE-200 error** contains the registry record for your patient and their reported immunization. These are called “pending clients”.
  - b. Pending clients are not visible to ImmTrac2 users (i.e., you or your staff) until registry staff act on the records. Registry staff identify the action to be taken on the pending client based on email requests received from ImmTrac2 users or orgs as outlined in this document.
2. Contact the registry’s Customer Service Team to assist in resolving the questionable match so your patient’s registry records can be made unique and not associated with other ImmTrac2 Client Record(s). The assistance you will be requesting is for registry staff to:
  - a. “Unpend” the questionable match identified in the IEE-201 error from your patient, and
  - b. Add the pending client record identified in the IEE-200 error, so your patient’s ImmTrac2 Client Record is made visible to ImmTrac2 users (i.e., you and your staff).
3. Send the registry’s Customer Service an email with your request:
  - a. Use [Email Template #1 - Unpend and Add Pending Client Request for Org Code \[Insert Org Code\]](#).
  - b. Send the email to [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov).
  - c. The Email subject line is “Unpend and Add Pending Client Request for Org Code [Insert Org Code]”.
4. The registry’s Customer Service Team will review and process the request accordingly.
  - a. If they have any additional questions, they will contact you for assistance.
  - b. If they cannot complete the request due to additional information or documentation is needed, they will contact you with the next steps or additional documentation needed.
5. You’ve completed the resolution of the IEE-201 and IEE-200 errors.

**Email Template #1 - Unpend and Add Pending Client Request for Org Code  
[Insert Org Code]**

I received the data exchange errors listed below for my organization, Org Code =  
[Insert Org Code]:

- IEE-201::Warning. The incoming client matches more than one existing candidate. Existing candidate client ids include [insert ImmTrac2 Client ID], [insert ImmTrac2 Client ID].
- IEE-200::Warning. The incoming client information has been saved ([insert ImmTrac2 Client ID]) for review by a State BA, who will decide the appropriate existing client to match to.

**Unpend Request**

I've determined that the ImmTrac2 Client ID(s) [insert ImmTrac2 Client ID] and [insert ImmTrac2 Client ID] do not belong to my patient. I need these ImmTrac2 Client IDs to be unpended from my patient. My patient is the ImmTrac2 Client ID recorded in the IEE-200 error message.

**Add Pending Request**

I also need the pending ImmTrac2 Client ID listed in the IEE-200 error to be added to the registry. I request your assistance with these client IDs. Please notify me when this request is completed.

**Example of Email Template #1**

I received the data exchange errors listed below for my organization's Org Code = ABCD0001:

- IEE-201::Warning. The incoming client matches more than one existing candidate. Existing candidate client ids include 1234567890, 1234567891.
- IEE-200::Warning. The incoming client information has been saved (245678901) for review by a State BA, who will decide the appropriate existing client to match to.

**Unpend Request**

I've determined that the ImmTrac2 Client ID(s) 1234567890 and 1234567891 do not belong to my patient. I need these ImmTrac2 Client IDs to be unpended from my patient. My patient is the ImmTrac2 Client ID recorded in the IEE-200 error message.

**Add Pending Request**

I also need the pending ImmTrac2 Client ID listed in the IEE-200 error to be added to the registry. I request your assistance with these client IDs. Please notify me when this request is completed.

## Patient Is the Same As Questionable Match

If the questionable match ImmTrac2 Record identified in the IEE-201 error is a duplicate ImmTrac2 Record for your patient, then you must:

1. Not add your patient or their immunization data into the registry manually.
  - a. Remember the ImmTrac2 Client ID listed with the **IEE-200 error** contains the registry record for your patient and their reported immunization. These are called "pending clients".
  - b. Pending clients are not visible to ImmTrac2 users (i.e., you or your staff) until registry staff act on the records. Registry staff identify the action to be taken on the pending client based on email requests received from ImmTrac2 users or orgs as outlined in this document.
2. Contact the registry's Customer Service Team to assist you with resolving the questionable match so your patient's multiple registry records can be combined into one registry record. The assistance you will be requesting is for registry staff to:
  - a. Add the pending client record identified in the IEE-200 error, and
  - b. "Merge" the questionable matches identified in the IEE-201 error with your patient's pending client record, so your patient has only one ImmTrac2 Client Record. When ImmTrac2 records are merged, a new ImmTrac2 Client ID is created for the patient and the merged ImmTrac2 Client IDs are no longer used/accessible.
3. Send the registry's Customer Service an email with your request:
  - a. Use [\*\*Email Template #2 - Merge and Add Pending Client Request for Org Code \[Insert Org Code\]\*\*](#).
  - b. The Email is sent to ImmTrac2@dshs.texas.gov.
  - c. The Email subject line is "Merge and Add Pending Client Request for Org Code [Insert Org Code]".
4. The registry's Customer Service Team will review and process the request accordingly.
  - a. If they have any additional questions, they will contact you for assistance.
  - b. If they cannot complete the request due to additional information or documentation needed, they will contact you with the next steps or additional documentation needed.
5. You've completed the resolution of the IEE-201 and IEE-200 errors.

**Email Template #2 - Merge and Add Pending Client Request for Org Code  
[Insert Org Code]**

I received the data exchange errors listed below for my organization, Org Code =  
[Insert Org Code]:

- IEE-201::Warning. The incoming client matches more than one existing candidate. Existing candidate client ids include [insert ImmTrac2 Client ID], [insert ImmTrac2 Client ID].
- IEE-200::Warning. The incoming client information has been saved ([insert ImmTrac2 Client ID]) for review by a State BA, who will decide the appropriate existing client to match to.

**Add Pending Request**

I need the pending ImmTrac2 Client ID listed in the IEE-200 error to be added to the registry.

**Merge Request**

Additionally, I've determined that the ImmTrac2 Client ID(s) [insert ImmTrac2 Client ID] and [insert ImmTrac2 Client ID] are questionable match (duplicate) records belonging to my patient.

I need these client IDs merged along with the ImmTrac2 Client ID listed in the IEE-200 error so only one registry record exists for my patient. Please notify me when the merge is completed and provide the new ImmTrac2 Client ID for my patient.

**Example of Email Template #2**

I received the data exchange errors listed below for my organization, Org Code = ABCD0001:

- IEE-201::Warning. The incoming client matches more than one existing candidate. Existing candidate client ids include 123456789, 147258963.
- IEE-200::Warning. The incoming client information has been saved (789456123) for review by a State BA, who will decide the appropriate existing client to match to.

**Add Pending Request**

I need the pending ImmTrac2 Client ID listed in the IEE-200 error to be added to the registry.

**Merge Request**

Additionally, I've determined that the ImmTrac2 Client ID(s) 123456789 and 147258963 are questionable match (duplicate) records belonging to my patient.

I need these client IDs merged along with the ImmTrac2 Client ID listed in the IEE-200 error so only one registry record exists for my patient. Please notify me when the merge is completed and provide the new ImmTrac2 Client ID for my patient.

## Questionable Match Mix

If the questionable match ImmTrac2 Record identified in the IEE-201 error is a combination of some of the records being duplicates for your patient and unique records for a different patient than yours, then you must complete the following:

1. Do not add your patient or their immunization data into the registry manually. Follow the previously provided information in this document.
2. Contact the registry's Customer Service Team to assist you with resolving the questionable match impacting your patient. The assistance you will be requesting is for registry staff to:
  - a. "Unpend" specific questionable match identified in the IEE-201 error from your patient,
  - b. "Merge" specific questionable matches identified in the IEE-201 error with your patient's pending client record, so your patient has only one ImmTrac2 Client Record, and
  - c. Add the pending client record identified in the IEE-200 error, so your patient's ImmTrac2 Client Record is made visible to ImmTrac2 users (i.e., you and your staff).
3. Send the registry's Customer Service an email with your request:
  - a. Use [\*\*Email Template #3 – Unpend, Merge and Add Pending Client Request for Org Code \[Insert Org Code\]\*\*](#).
  - b. The Email is sent to ImmTrac2@dshs.texas.gov.
  - c. The Email subject line is "Unpend, Merge and Add Pending Client Request for Org Code [Insert Org Code]".
4. The registry's Customer Service Team will review and process the request accordingly.
  - a. If they have any additional questions, they will contact you for assistance.
  - b. If they cannot complete the request due to additional information or documentation needed, they will contact you with the next steps or additional documentation needed.
5. You've completed the resolution of the IEE-201 and IEE-200 errors.

**Email Template #3 - Unpend, Merge and Add Pending Client Request for Org Code [Insert Org Code]**

I received the data exchange errors listed below for my organization, Org Code = [Insert Org Code]:

- IEE-201::Warning. The incoming client matches more than one existing candidate. Existing candidate client ids include [insert ImmTrac2 Client ID], [insert ImmTrac2 Client ID].
- IEE-200::Warning. The incoming client information has been saved ([insert ImmTrac2 Client ID]) for review by a State BA, who will decide the appropriate existing client to match to.

**Unpend Request**

In my research, I've determined that the ImmTrac2 Client ID(s) [insert ImmTrac2 Client ID] and [insert ImmTrac2 Client ID] do not belong to my patient. I need these ImmTrac2 Client IDs to be unpended from my patient. My patient is the ImmTrac2 Client ID recorded in the IEE-200 error message.

**Add Pending Request**

I also need the pending ImmTrac2 Client ID listed in the IEE-200 error to be added to the registry.

**Merge Request**

Additionally, I've determined that the ImmTrac2 Client ID(s) [insert ImmTrac2 Client ID] and [insert ImmTrac2 Client ID] are questionable match (duplicate) records belonging to my patient.

I need these client IDs merged along with the ImmTrac2 Client ID listed in the IEE-200 error so that only one registry record exists for my patient. Please provide the new ImmTrac2 Client ID for my patient once the merge is completed.

I appreciate your assistance with these client IDs.

**Example of Email Template #3**

I received the data exchange errors listed below for my organization, Org Code = ABCD0001:

- IEE-201::Warning. The incoming client matches more than one existing candidate. Existing candidate client ids include 111234567, 111234543, 111987423.
- IEE-200::Warning. The incoming client information has been saved (111234595) for review by a State BA, who will decide the appropriate existing client to match to.



**Unpend Request**

In my research, I've determined that the ImmTrac2 Client ID(s) 111234567 and 111234543 do not belong to my patient. I need these ImmTrac2 Client IDs to be unpended from my patient. My patient is the ImmTrac2 Client ID recorded in the IEE-200 error message.

**Add Pending Request**

I also need the pending ImmTrac2 Client ID listed in the IEE-200 error be added to the registry.

**Merge Request**

Additionally, I've determined that the ImmTrac2 Client ID(s) 111987423 is a questionable match (duplicate) record belonging to my patient.

I need these client IDs merged along with the ImmTrac2 Client ID listed in the IEE-200 error so only one registry record exists for my patient. Please provide the new ImmTrac2 Client ID for my patient once the merge is completed.

I appreciate your assistance with these client IDs.