

# **FAQ for Data Exchange Methods Webinar given on Nov. 16 & 20, 2020**

## Resources

ImmTrac2 Forms & Documents Page:

<https://www.dshs.texas.gov/immunizations/providers/materials>

ImmTrac Training Page:

<https://www.dshs.texas.gov/immunizations/providers/training>

ImmTrac2 website:

<https://immtrac.dshs.texas.gov/TXPRD/portalInfoManager.do>

ImmTrac2 User, Access, Registration and Renewal Support:

[ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov)

Data Exchange and Promoting Interoperability Support:

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

## Questions

**Q:Where can I find training for ImmTrac2?**

A: The registry offers various training videos for ImmTrac2 on our DSHS [website](#), under User Training. You may also request additional training by contacting us at [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov).

**Q:Where can we get training for data exchange?**

A: The registry offers various guides and resources for data exchange on our DSHS [website](#), under Forms & Documents. You may also request additional training by contacting us at [ImmTracMU@dshs.texas.gov](mailto:ImmTracMU@dshs.texas.gov).

**Q:Will this presentation be made available?**

A: Yes, we will be posting the slide deck and a recording of this webinar to our DSHS [website](#), under User Training.

**Q:Is FTP now bidirectional?**

A: No, FTP is currently only unidirectional. Data flows from your organization via your EHR Vendor to the registry. Data quality reports indicating issues or errors are returned to your organization typically within 3 business days. Bidirectional means a real-time and instant response.

**Q:How does an EHR vendor register for an FTP service account?**

A: The Texas Immunization Registry does not give FTP accounts directly to EHR vendors. The provider registers their intent for data exchange with ImmTrac2, once the data exchange account is established by the registry the provider is provided their account access. The provider is responsible for sharing the data exchange account information to the EHR vendor.

**Q:Is HL7 the only method of submitting files?**

A: Yes, HL7 is currently the only method of reporting immunization data to the Texas Immunization Registry.

**Q:How do existing batch FTP data exchange organizations upgrade to bidirectional data exchange?**

A: Begin by reviewing the Bidirectional Readiness Checklist, available on our DSHS [website](#), under Forms & Documents, with your EHR vendor. Once you are sure you meet all the requirements, contact the registry at [ImmTracMU@dshs.texas.gov](mailto:ImmTracMU@dshs.texas.gov).

**Q:When trying to access the registry's FTP website, I receive a message stating, "Your connection isn't secure."**

A: Yes, we are working on resolving that error. It is still safe to use the FTP website. Follow these steps to get to the login screen:

- Click the Advanced button under the message.
  - Another paragraph appears below, indicating, "The connection used to load this site used TLS 1.0 or TLS 1.1, which are deprecated and will be disabled in the future. Once disabled, users will be prevented from loading this site. The server should enable TLS 1.2 or later. Proceed to [immtrac-fts1.dshs.texas.gov](http://immtrac-fts1.dshs.texas.gov) (unsafe)."
- Click the hyperlink that states Proceed to [immtrac-fts1.dshs.texas.gov](http://immtrac-fts1.dshs.texas.gov) (unsafe).
- The page refreshes and loads the standard FTP WTC login screen.
- Proceed to log in using your assigned FTP username and password.

**Q:For local and regional health departments that use TWICES to report, do both pediatric and adult vaccinations get reported to ImmTrac2?**

A: Yes, if your organization is set up with TWICES, all your records should be coming through to ImmTrac2.

**Q:Does a patient need to sign a new consent form with each immunization?**

A: ImmTrac2 registry consent needs to be signed twice, once by the parent or guardian of a minor and then again by the patient when they turn 18. The adult registry consent is valid for the rest of their life and applies to any provider's immunization.

**Q:Is it required to start reporting via bidirectional data exchange?**

A: From the Texas Immunization Registry, it is not a requirement. However, providers participating in Promoting Interoperability (PI) program with CMS do have to meet requirements associated to bidirectional data exchange. If you have any questions or need guidance on PI, please reach out to CMS and ask for clarification.

**Q:If a patient moves from another state, do we have to log into ImmTrac2 to create a registry record for them?**

A: Only if the patient has signed a registry consent form can you add them to ImmTrac2 to create a record for them either online or via data exchange using affirmation of consent files.

**Q:When trying to submit an ROI on ImmTrac2 I get a message that my organization already submitted the ROI?**

A: An organization can only submit the ROI for FTP unidirectional data exchange once. The message is giving you notice that your organization has already completed that step. If the organization is trying to obtain the ROI for bidirectional, please email [ImmTracMU@dshs.texas.gov](mailto:ImmTracMU@dshs.texas.gov).

**Q:Is ImmTrac2 for the state of Texas only?**

A: Yes, the Texas Immunization Registry uses ImmTrac2, and it's only available to Texas residents.

**Q:How do we send Registry Consent electronically?**

A: Registry consent is sent to the registry through a process known as an affirmation of consent. An affirmation of consent can be done electronically by sending affirmation messages via data exchange.

There are two types of affirmation messages:

- Affirmation via flat files – plain text formatted in a file, captures bare minimum of data. Refer to the Electronic Standards for Affirmation of Registry Consent.
- Affirmation via HL7 – robust data formatted in HL7, capture more data on the patient. Refer to the Affirmation of Registry Consent via Health Level Seven.

These resources are available on our DSHS [website](#) under Forms & Documents.

**Q:How do we know if a patient has registry consent?**

A: If you are primarily reporting or using ImmTrac2 online, you can perform a Smart Search for the patient to see if they are an existing registry client. If you are reporting via data exchange, you receive a response file called the Consent Notification File (CNF) that identifies which of your patients are registry clients. For information on how to perform a Smart Search, review the Managing Clients videos on our DSHS [website](#) under User Training. For information about CNFs, refer to the Electronic Data Exchange Resource Guide on our DSHS [website](#) under Forms & Documents.

**Q:Do schools need to get registry consent for students?**

A: Although not required, schools are a great place to collect and report registry consent, especially for students who turn 18. Once a person turns 18, their records become unavailable to view in ImmTrac2. Collecting and reporting adult consent for 18-year-old students will make their records visible again. Schools see their students far more frequently than their doctors do. If a school gives immunizations, it is also important to collect registry consent to ensure that those records can be stored in ImmTrac2.