Transcript: FTP Data Exchange Registration of Intent

>>The broadcast is now starting. All attendees are in listen-only mode.

>>Mbungkah: Closed captioning for this presentation is available at the following link: https://tcc.1capapp.com/event/dshs. Hello, everyone. My name is Eunice Mbungkah. I am a Program Specialist with the Texas Immunization Registry and I will be your main presenter today. I am also joined by John Boggs an Interface Analyst, and Angela Herrera, an Interoperability Coordinator, both with the Texas Immunization Registry.

For this presentation, if you have any questions, you will see an option for submitting questions at the bottom of your screen. Please submit your questions there and we will address and answer those questions once the presentation is complete.

Registration of Intent -- during this presentation we will be discussing the following: what a Registration of Intent or (ROI) is, requirements before submitting an ROI, how to Access the ROI, completing the ROI, and what are the Next Steps to take after you submit your ROI.

What is the Registration of Intent? The Registration of Intent is a form which allows organizations to inform the Texas Immunization Registry (or TIR) of their readiness to begin data exchange.

The ROI captures key information about your organization and electronic health record (or EHR) vendor such as who is your EHR vendor and what staff from your organization will be participating in the setup of your data exchange connection.

The ROI form must be submitted prior to your organization's data exchange account can be created by the registry staff. Submitting the ROI, is the second step in setting up a data exchange connection with the registry.

Prior to submitting an ROI, your organization must have up-to-date registry site renewal agreements for all sites registered with the Texas Immunization Registry, including the parent or stand-alone organization and all sub-sites.

If your organization has multiple sites, one site -- usually the main headquarters -- is identified as the 'parent site' and all other sites will be subsites. If your organization has only one site, it is considered a 'stand-alone' organization.

Register any sites not currently registered with the TIR by completing a Site Agreement in ImmTrac2. If any of your organizations' site agreements are expired, you will receive a "validation error" when submitting an ROI. The sites with expired site agreements will be highlighted in red.

The person who completes the ROI for your organization must: have an active ImmTrac2 user account. They must also be associated to, meaning have access to, the main parent organization or the stand-alone organization in ImmTrac2. They must be an employee of the organization, not the EHR vendor. Prior to submitting the finalized form, they must review the ROI with their EHR vendor to ensure that all information is accurate to the EHR's capabilities.

For assistance with ImmTrac2 user accounts and access, contact the registry. To access the ROI: first, login to ImmTrac2 using your parent or stand-alone organization's 'Org Code'. Next, click the 'Registration/Renewal' tab at the top of the page. If you do not see the tab, click the 'Home' tab and then click the

'ImmTrac2' button next to your parent organization's name.

Finally, click the 'Registration of Intent' link at the bottom of the list of options. To complete the ROI, begin by answering the first two questions that appear.

If you are reviewing the ROI prior to speaking with your EHR vendor, answer 'yes' to both of these questions, but DO NOT submit your answers. You may exit out of the ROI at any time without saving your answers.   Please note that the questions on the actual ROI are not numbered.

The first question: Is your organization pursuing Meaningful Use? If you are participating in the Center of Medicare and Medicaid Services EHR Incentive Program (formerly known as Meaningful Use) which is now called Promoting Interoperability Programs, then click 'Yes.'

The second question: Can your organization submit data in HL7? Health Level Seven (abbreviated HL7) is a health data messaging format approved by the Center for Disease Control and Prevention (CDC) to submit patient and health data. Your EHR must be able to use HL7 to participate in data exchange with the registry. Your EHR vendor can provide you with the answer to this question.

If you answer 'Yes' to both of the previous questions, a new set of questions appear on screen.

The third question: Which method will your organization use to report data electronically to ImmTrac2? This question is asking how your organization will send or report data to the registry. Your options include:

Secure FTP -- this method involves the use of an application, provided either by your EHR or your local IT, to send files securely to the registry's server. This process is often automated by the EMR vendor.

Web application -- this method involves logging in to the registry's data exchange website to upload files manually.

SOAP -- this method is not available for batch submission data exchange. This method will be used once your organization has been cleared to begin bidirectional data exchange with the registry. You should speak with your EHR vendor and local IT before answering this question. More information about the Secure FTP method can be found on the registry's website.

The fourth question: Who is your EHR Vendor? Choose your EHR vendor from the dropdown list. Remember that your EHR vendor's name might not be the same as the EHR software you use. If your vendor is not listed, choose 'Other-EHR Not Listed' at the end of the list. Do not contact Customer Support to request your vendor be added to the list.

The fifth question: Which EHR software do you use? Choose your EHR software from the dropdown list. If your EHR software is not listed, choose 'Other-EHR Not Listed'.

The sixth question: Please list the name of your team members who need to receive acknowledgment emails about your file activity on ImmTrac2.

List the primary individuals who are involved in setting up and supporting your organization's data exchange, both internally and from your EHR vendor. The individuals added will receive frequent emails from the registry regarding your organization's data exchange activity and additional announcements.

You do not need to add your organization's Point of Contact. That individual will always receive these communications. If you are unsure who your Point of

Contact is, they will be displayed just below this question.

The information you will need to provide for each individual includes their title. This identifies the general role of the individual being added. The options include; EHR for anyone employed by your EHR vendor; Provider -- Administrative, Provider -- Clinical and Provider -- IT for anyone employed by your organization; and Service Provider for any other third party that supports your data exchange connection. Choose the option from the dropdown that is closest to the individual's role regarding data exchange.

The First Name, the Last Name of the individual, and an Email address for the individual. Enter in the Email address that the Registry will use to contact the individual or their organization for anything data exchange related. Once all the above is filled, click 'Add'. If you do not click the Add button, the individuals are not added as part of the ROI. Repeat these steps for each additional contact.

The seventh question: How often will your organization submit immunization data? This question is asking how often you plan to send data to the registry. The options include: Weekly for once per week; Bi-Weekly or once every other week, Monthly for once per month and annually for once per year. The registry prefers weekly submissions. Please also note that Annually may only be chosen for special cases. If your organization provides direct patient care, you likely do not qualify for annual submission.

You must speak with the registry before choosing this option. If your organization only gives immunizations seasonally, choose how frequently you will send data during those seasons. Organizations may NOT choose to submit files more than once per week.

Next, you will see a section that states: Here is a summary of your current organizational site information for your review. The information shown includes the TXIIS ID, Name, Address, and site agreement date for each of your organization's sites. Review the list to ensure that no sites are missing and that all site agreements are up to date. Remember that expired agreements will prevent you from submitting your ROI.

Take note of the TXIIS ID number(s) listed. Your EHR vendor will need this information to set up the data exchange connection correctly. Finally, to complete and submit the ROI click 'Submit'. ROIs cannot be edited after they have been submitted, so it is important to ensure that all answers are accurate and complete prior to clicking 'submit.'

Once the ROI has been submitted successfully, a copy of the ROI with the organization's responses will be emailed to your organization's Point of Contact. This should be saved because the information will not be available to you online. If your organization had already submitted an ROI, you will receive an error stating that your organization previously submitted a Registration of Intent and the date it was submitted once you click on the Registration of Intent option in ImmTrac2.

Next Steps -- the registry reviews and processes the ROI within 2-5 business days. Once processed, your organization's Point of Contact receives two emails from the registry containing the following: your organization's File Transfer Protocol (abbreviated FTP) Username and Password. This is also called the data exchange credentials. A link to the registry's FTP website, also called the Web Transfer ThinClient, and links to data exchange resources to help you learn how to use the data exchange account and your responsibilities with data exchange.

The FTP account is what allows your organization to send data to the registry and receive response back from the registry.

Your Point of Contact should share the contents of both emails with your EHR vendor and internal IT staff that support your organization. Your EHR vendor will use the information to set up your data exchange connection so that you may begin the testing phase.

The testing phase will be covered in a later presentation titled Data Exchange Testing.

Various resources are available to you for assistance with the registry. We offer in-person trainings through our local or regional health departments in your area. Staff from these health departments can come to your facilities to provide an overview on how to use ImmTrac2, add patients as registry clients, and looking up patients to determine if they are registry clients. To set up in-person trainings for ImmTrac2, contact us and we can get those requests out to your local health department.

Do note that our local and regional staff do not provide trainings on data exchange. Those specialized trainings are limited to the Interoperability Team. We also have a library of online training videos available on the DSHS Texas Immunization Registry website. These videos are a great resource for visual learners or for staff needing refreshers on ImmTrac2 features or functions.

Another resource option available to you are guides that provide an overview and instruction on various topics. Some of the guides available that may assist you with the steps covered today include: The Electronic Data Exchange Resource Guide, stock #11-15231. This provides detailed steps and information on the six steps to establish a data exchange connection with the registry, and ImmTrac2 Site Renewal Guide (stock #11-15252). This provides detailed steps and information on how to submit an ImmTrac2 site renewal.

Finally, the last resource available is live support. Our customer support staff are available to assist you Monday through Friday, 8 AM to 4:30 PM central time. We look forward to hearing from you. To find more information, you can visit the websites. First, the ImmTrac2 website, where organizations can get registered to gain access to ImmTrac2 and once granted access, you can look up registry client information, run reports, add immunizations, and so much more. The second website is our public-facing website. This site is available to all to get more information on how to opt in or sign up to be a registry client.

Information on how to get a copy of your immunization records, organizations can order registry publication or locate the resources we discussed earlier. The website has so much information. Go check it out!

To reach us here at the Texas Immunization Registry you can contact Customer Support by phone calling 1-800-348-9158. For assistance for the general public (such as requesting immunization records), choose option 1.

For assistance with the ImmTrac2 website, choose option 2. For assistance with data exchange or to reach the Interoperability Team, choose option 3. For assistance with site registrations or renewals, choose option 4.

You can also contact the Texas Immunization Registry by email. The registry has two email addresses.

For questions about ImmTrac2 access, site registrations or renewals, training or publications, email us at ImmTrac2@dshs.Texas.gov.

For any questions related to data exchange, data quality or Promoting Interoperability, email us at ImmTracMU@dshs.Texas.gov. Thank you. Now we'll take any questions that you guys may have regarding today's presentation.

>> Herrera: Is there a separate ROI for bi-directional interfaces?

>> Mbungkah: Yes. The ROI for bi-directional is not available online right now. You have to go through the bi-directional interface checklist, which you can find on our website. And once you do feel that your organization has met the requirements, you can reach out to the ImmTracMU email. You can email us and we will go through your organization's account to see if you guys actually meet all of the requirements. And then once the registry feels as if you're ready for bi-directional, we will then email you that ROI to fill out and return back to us.

>> Herrera: Will the slides or presentation be shared with attendees or available on a website?

>> Mbungkah: Yes. We're going to actually have the webinar uploaded in the next coming weeks on our website. I don't think the slides will be, but the video will be available in the next few weeks on the website.

>> Herrera: If we're already set up for data exchange as unidirectional, is there anything we need to do to convert to bi-directional?

>> Mbungkah: Yes. So, again, you would need to go through that readiness checklist to see the qualifications for bi-directional. But one of the things you need to do is check with your EHR vendor to make sure they actually have the bi-directional capabilities, and then you need to check your reports to ensure your organization's data quality. In order to us to onboard for bi-directional, the report has to be 90% of higher in regards to clients and immunizations in the registry.

Those are two of the things that we touch on on the bi-directional readiness checklist that you can find on our website as well.

>> Herrera: How do I re-request my FTP link?

>> Mbungkah: Email us at the ImmTracMU email. Also provide us with your organization's TXIIS ID number. And we can only share that FTP account with the point of contact. If you're the point of contact, go ahead and email us that request. But if you are not, we will most likely seek approval from the point of contact. Once approved, it will go to the point of contact.

>> Herrera: We have a parent site and two subsites. Do we need to submit the ROI for the parent site and the subsites, or just the parent site?

>> Mbungkah: You will only need to submit one. And the parent site will be the one to submit the ROI. And the subsite will be covered under the parent organization in that ROI as well.

>> Herrera: Will a quick guide for the ROI be available?

>> Mbungkah: Sorry, can you repeat the question?

>> Herrera: Will a quick guide for the ROI be available?

>> Mbungkah: A guide for the ROI -- you can actually find -- I believe we have, in our user manual, there's an instruction on how to actually go through to actually perform the ROI for unidirectional online.

>> Patterson: That would be the resource guide.

>> Herrera: Yep. If I already submit data using our secure FTP site, do I need to re-register?

>> Mbungkah: I'm assuming you're asking in regards to for the ROI. You don't need to re-register if your organization intends to continue to send us

immunizations through unidirectional. But if you are an organization who is attempting for promoting interoperability, you will need to convert to bi-directional for those incentives.

>> Herrera: How will this meet the requirement for COVID-19 immunizations, which requires our data be submitted within 24 hours of administering the vaccine?

>> Mbungkah: For bi-directional, you would be able to do everything in real time. For unidirectional, if you're an organization submitting through batch, you will be able to submit on a daily basis for your organization specifically who is submitting COVID results or immunizations, sorry.

>> Herrera: So if we are not currently required to report to meaningful use or any Medicaid payment program, will our facility not be able to submit an ROI for bi-directional implementation?

>> Mbungkah: You will still be able to submit an ROI for bi-directional data exchange as long as your organization meets all of the requirements on the readiness checklist. The organizations who are attesting for promoting interoperability have a deadline to meet. So that's the reason why a lot is being pushed towards them. But for organizations who do not have to attest promoting interoperability, we can still bring you on board as well.

>> Herrera: Our EHR says they are not ready for bi-directional data exchange. When do we have to be able to send bi-directional data to be compliant?

>> Mbungkah: Again, the compliance aspect is really aimed towards organizations who are promoting interoperability. So if you're an organization who is not attesting for promoting interoperability, then you can continue to submit through unidirectional.

>> Herrera: I recommend if you're asking about a deadline or a compliant date, you have to follow up with CMS, depending on the reporting period in which you're trying to attest. That's something the registry doesn't answer. You'd have to follow up with CMS. Is this mandatory for the state, and when is the target date for organizations to be set up for electronic submission?

>> Mbungkah: The bi-directional is not mandatory if your organization is able to actually send, because your EHR vendor has the capabilities. Then we will definitely want to bring it on board, but it's not mandatory for you to be able to send information through the bi-directional data exchange. You can continue to do it through batch files, batch submissions.

>> Herrera: I am a daycare facility. Do I register with ImmTrac to receive data?

>> Mbungkah: You can definitely register for bi-directional interface if your vendor has that capability. That would be very useful for you, because your organization or your daycare would be able to pull up the patient's information in more of a real-time aspect instead of having to log in manually to ImmTrac to pull up or search for those individual patients that you're looking for.

>> Herrera: When will the webinars be updated on the site?

>> Mbungkah: The webinars will be updated in the next coming weeks. I don't have an exact date, but it should be hopefully soon, in the next few weeks.

>> Herrera: We are in a state of converting to bi-directional data exchange in 2021. Can we start the process now?

>> Mbungkah: It depends on when you're looking to convert to. Again, you have to go through that bi-directional readiness checklist just to make sure that

your organization meets all of the requirements. If your organization meets all of the requirements, then we will be willing to bring it on board. But go through that readiness checklist to make sure that you guys are able to meet all the requirements that the state is asking for in order for bi-directional onboarding.

>> Herrera: We are waiting for bi-directional real-time exchange. When will that be available?

>> Mbungkah: Bi-directional real-time exchange is already available. If your organization feels like they're ready and has gone through their readiness checklist, then just email us at the ImmTracMU@DSHS.Texas.gov email and we will go through your organization's account to attest if you meet all of the requirements as well on our end.

>> Herrera: This is a complaint, not so much a question. But it says our EHR won't do our practice test and they act like they don't know anything about ImmTrac. Any suggestions for this question?

>> Mbungkah: Yes. So, sorry. If you would like, we can set up a meeting between you and ImmTrac, and the EHR vendor to discuss everything. Emails tend to take too long. If you would like to have us jump on a call with you guys, we can definitely discuss what ImmTrac is all about and what the data exchange really is about as well, either through unidirectional or bi-directional. We would be more than happy to have a meeting if you would like to between yourself and your vendor as well. And you can email us at ImmTracMU to discuss further.

>> Herrera: If our site's acceptance rates are still below 90% after January 1, can we still begin bi-directional setup?

>> Mbungkah: We're asking for organizations to have at least 90 or higher.

But it's going to be a case by case. But it has to be 90% or higher. And we will have quality score, also. So it's not just going to be weighted on your accepting rates for your clients, but also your immunization. So we would also have to check and see what that immunization looks like before we could even consider anything else.

>> Herrera: I work for CPS. We used to have access to check immunizations for our clients, but we cannot access it anymore. What can we do?

>> Mbungkah: I'm not so sure about the CPS one.

>> Herrera: All our users -- sorry, all our attendees who are with the Department of Family and Protective Services, you would have to contact ImmTrac2 on the slide listed and inquire about your access. You can provide your username. And if you had previous access, they can look into seeing what happened with it. You do have, in general for all users, if you don't log into our site regularly, the site will take action to inactivate your account at a certain timeframe. So I would recommend emailing ImmTrac2 and providing your details and question, and they can help resolve any issues you might have.

Is there a test we need to take in order to have access to the data exchange?

>> Mbungkah: There's no test that you need to take in order to have access to the data exchange, but you would need to be registered at ImmTrac as an organization. And then in order to exchange data with the registry, we need to do an ROI. Once that ROI has been completed and processed, you would need to go through the testing phase itself just to make sure that your organization is sending over good data quality to the registry. And if everything looks good with your testing phase, you will be promoted over to production.

>> Herrera: The state prefers weekly immunization submittals, yet live

realtime bi-directional -- will a live realtime connection be set up?

>> Mbungkah: For unidirectional, it is preferred for weekly, because the system will be able to process those in batches. But with real time, you're able to send over those messages in a more real-time manner. So you send over the immunization and receive information back within real time. But the weekly submission is only for organizations who are doing batch submissions, not bi-directional.

>> Herrera: I'm assuming this, if the org is active in ImmTrac2, do we need to registry to ImmTracMU?

>> Mbungkah: ImmTracMU is the email address. ImmTracMU@DSHS.Texas.gov is the email address that you would use to ask any questions data-exchange related or related to promoting interoperability. It's not an actual URL website.

>> Herrera: Just to add on to that, the interoperability team, everything that supports data exchange uses that email address. So we're still part of the registry, we're just a team of the registry. That looks like it's all our questions. Okay. So, more questions are coming in. Will the bi-directional replace the unidirectional interface, or will there be two?

>> Mbungkah: The goal is to -- the standard is we'll have everyone eventually move over to bi-directional. I don't think there's any word on in the unidirectional will ever go away. We would like to have it move to bi-directional, but unidirectional will still be here for organizations whose vendors can't support bi-directional data exchange.

>> Herrera: For a provider, you would only have one interface. You can't

support both. You would have either unidirectional or bi-directional. What is the difference between unidirectional and bi-directional?

>> Mbungkah: So, unidirectional only allows organizations to send over immunizations to the registry. We don't send you back anything. So if you wanted the information for your patients, you would have to manually log into ImmTrac2 to view that. But with bi-directional, you are able to do everything through your EMR. You're able to send over those immunizations and the registry will also send you back information. If you were to query for a patient this registry will be able to send you back information on that patient if they are an ImmTrac2 client. Go ahead, Jonathan.

>> Patterson: With the unidirectional, usually you send the records once a week. It could be a week or more before you see the records.

>> Herrera: Is there a deadline to set up for bi-directional?

>> Mbungkah: There is no deadline, but if you're a provider who is attesting for promoting interoperability, there might be a deadline for you. So you would have to reach out to CMS to get more information about deadlines.

>> Herrera: Our EMR is set up to send weekly and we were told we need to send them within two to three days. Why?

>> Mbungkah: That I am not too sure. With ImmTrac, we do weekly, monthly, or yearly. We don't require organizations to send every two or three days. With COVID, they've been asking COVID providers to submit those files within 24 hours. I'm not too sure if that might be why you were told to do it, but two-three days, that's not one of our policies, unless you're a COVID provider, but that is 24 hours and not two-three days.

>> Herrera: The next question is if we are already bi-directional, meaning we send data to ImmTrac and we get response files, is there any action you need us to take?

>> Mbungkah: If your organization is already a bi-directional organization, there's no direction for you to take. I'm wondering if you're referring to acknowledgment files or actual response files from patient queries, because there's a difference between acknowledgment files and the responses that you'll get when you're creating it for a patient. If you're referring to acknowledgment files, that is a unidirectional thing and not a bi-directional thing.

>> Herrera: Just to clarify a little more on that -- so, for our unidirectional providers, the way you know you're unidirectional is if you're using an FTP account to log in or send your data and you have four sub-folders in your account. And that's where you usually go to see any data quality issues that you're getting back from the registry. Bi-directional you no longer use that FTP account. You're solely using your EMR to send data and get data back.

Next question is, how do we set up a parent site? Our providers have already been participating in the ImmTrac program. Our entity set up the interface during early years of meaningful use.

>> Mbungkah: So, if you would like to pretty much attach all of your entities together so that they have a parent/subsite relationship, we do have resources online that you can use. You would have to do a site renewal to be able to do that, to be able to link them together where you have one as a parent organization and the rest as subsites. And if you go on our website, we have resources, and one of them would be the site renewal guide on our website, and that will go into more

detail as to how to complete that.

>> Herrera: How do we set up test files to get started?

>> Mbungkah: You would have to work with your vendors in regards to how to submit test files. We will have the account ready for you, but you will have to work alongside with your vendors on how to actually submit those test files.

>> Patterson: And we also have a webinar scheduled later that will cover testing.

>> Herrera: When information is received from a bi-directional site, does it attach directly to the patient's chart in the EHR?

>> Mbungkah: I don't believe it does. We're just providing you with -- if you're querying the system, we're providing you with the information. We're not updating your charts in your EHR software or anything.

>> Herrera: To elaborate on that response, it's dependent on the vendor. Some vendors have a capability that once they get a response bi-directionally based off of what the registry has on the patient, it automatically updates the client's or the patient's record in your EMR. There's some vendors that give the end user the option to reconcile and choose what immunization data they want to import into the patient record.

In the end it does update the patient record. It's either going to be automated or user-directed based off a selection. So if you have questions about that, that's more geared towards your vendor, because it's dependent on how they have it set up. Is there any way you could let us know why we are failing our TIPS monthly report?

>> Mbungkah: Yeah. Go ahead, Angela.

>> Herrera: Go ahead.

>> Mbungkah: If you want you can email us at the ImmTracMU email below and provide us with your organization's TXIIS ID number so we can look more into that.

>> Herrera: When COVID vaccine is available and clinics are TBFC, reports to ImmTrac, will the clinic need to register for ASN to receive and administer COVID vaccines for adults?

>> Mbungkah: Can you repeat that? I couldn't hear the last part.

>> Herrera: I think they're asking when the actual vaccine becomes available and a provider is a TBFC provider, do they need to register for ASN to receive and administer COVID vaccine for adults.

>> Mbungkah: I'm not sure.

>> Herrera: Any provider, existing providers or any new provider that wants to administer COVID in general, you do have to register through the portal that is enroll -- TXIIS ID. You can definitely get more information from us by emailing ImmTrac2 and asking about COVID enrollment. Or if you're an existing TBFC provider, you can contact the regional department and they can give you information as well, how to register for COVID.

With bi-directional being real time, are there any issues experienced with the EHR system --

>> Mbungkah: I'm assuming the question was, if there would be any issues faced by the vendors with bi-directional. Honestly, not really. With bi-directional, we have had a great response because everything is being processed in real time, so all of the files you're sending to the registry are being uploaded to ImmTrac

within seconds, versus with unidirectional, it could take days or weeks, where it's taking a while for those files to actually upload into ImmTrac.

>> Patterson: It looks like the question was asking if there are any issues with EHR system upgrades. And we have seen some organizations that try to set up bi-directional data exchange before their EHR is ready. So that's one of the reasons why on our bi-directional readiness checklist we do ask that you reach out to your vendor to make sure you have all of the upgrades you need in place at the time. That way it doesn't become a problem during testing.

>> Herrera: And that concludes all the questions we have in the question box.

>> Mbungkah: All right. If there's no more questions, thank you guys for attending our webinar today. We will hopefully see you guys back here in two weeks with our next webinar presentation. Hope you guys have a great weekend.

[End of Session]