

Frequently Asked Questions

WHA Information Center

1. What difference will there be in the data submission process to WHA Information Center versus BHI?

The only difference will be that data will be submitted through a web-based data submission tool and not a bulletin board system.

2. Can I use any type of Internet browser?

The compatible browsers include 128-bit high encryption versions of:

- Microsoft's Internet Explorer 4.0, 5.0, 6.0 and later versions
- Netscape's Navigator 6.0 and later versions
- Opera Software's 5.0, 6.0 and later versions

3. Does the Web submission process ensure that my data is secure?

Yes. Our security application includes:

- User authentication to verify the identity of users and determine access rights.
- 128-bit SSL certificate present on the web server to encrypt communication with users.

4. What should be between records in the file?

Carriage return and line feed.

5. What would cause my batch file to not process successfully?

There are three criteria needed for a batch to be processed:

1. The file must have either an .amb; .edv; or .inp extension.
2. Record layout must be valid for EVERY record.
3. Patient Control Number must be valid (i.e., not a duplicate) for EVERY record.

6. How do I know when the file upload is complete? How will I be notified of the status of the file I submitted?

During the uploading of a file you will briefly see a thermometer image that indicates the file is uploading. When the file upload is complete you will be redirected to the Batch Review page. The file that you have just uploaded will not appear in the Batch Review screen until it has been processed.

When the file has been processed you will receive an e-mail message advising whether the batch was successful or invalid. If the batch is successful the message will include the total number of

Frequently Asked Questions

WHA Information Center

records, total valid records and the total invalid records along with the batch number assigned to your file. If there are a large number of invalid records in the batch you can have the batch deleted using the Batch Review screen, which will allow you to resubmit that file. See notes regarding batch deletion at the top of the Batch Review screen.

7. How do I correct invalid records?

Return to the website, click on Menu and Batch Review to view the invalid records. Click view to see the Batch Detail. Click the "All Errors" window to see a listing of the types of errors that are present in the invalid records. Highlight the type of errors you want to correct. Select Edit next to the record line detail. The field(s) that contain errors are highlighted in yellow and have a diamond-shaped icon next to the field. Highlight the field to be corrected and type in the correction and click "Update". If the updated record is valid it will move to the valid file and the next invalid record will appear. Continue the process until all invalid records are moved to the valid file.

8. How are duplicate diagnoses codes deleted?

Click the red "X" next to the diagnosis field that you want to delete and the entire line will be removed.

9. How do I correct the error "invalid physician ID number does not correspond to accepted values"?

E-mail the following information to WHAInfoCenter@wha.org:

- The valid medical license number or UPIN with the name of the physician including middle initial and the credential (i.e. MD, DO).
- After verification, The WHA Information Center staff will add the information to the system and return a message to you stating the system has been updated.
- You will then be able to return to the invalid record. Click "Update" and the record will move to the valid file.

10. How do I notify WHA Information Center when the data submission is complete for the quarter?

When you have submitted all the records for the quarter and all the records are valid the "QTR Complete" button will appear on the Batch Review screen. You need to click the QTR Complete button in order to notify WHA Information Center that you have completed data submission for the quarter.

Frequently Asked Questions

WHA Information Center

11. What clarification do you have on the ICD/CPT issue for outpatient records? (Issue: As of October 16, 2003, facilities are required to use CPT codes on UB-92 to report outpatient/ambulatory procedure services.)

The interim system has the ability to accept either ICD or CPT codes. **However, you cannot submit both.** Submitting both would be considered duplicate reporting. In order to make this transition as smooth as possible, WHA Information Center will accept either ICD or CPT codes. There is a crosswalk we will use to translate codes. In the future, WHA Information Center will be looking at accepting CPT codes only to reflect standard billing regulations.

12. When are notices of missing data sent to the CEO of the facility?

Email notices are sent to the CEO if 15 days prior to the deadline the facility has not completed the data submission process for the quarter by marking the QTR Complete.







13. Must we enter into a HIPAA compliant business associate agreement with WHA Information Center?

The data collection that WHA Information Center is undertaking is a function of Chapter 153 of the State Statutes. Under HIPAA, a covered entity may use or disclose health care information “as required by law” without first obtaining an authorization from the patient. The release of health care information to WHA under Chapter 153 is required by law. Further, WHA is not a business associate of the hospital as defined by HIPAA and, thus, a business associate agreement is not required.

14. How do I delete a batch?

A facility may submit a request to delete a batch by selecting **Delete** on the Batch Review screen. Please remember that this will request deletion of the entire batch file, not just the edit errors identified.

3rd Quarter 2003

Batch Num	Upload Date	Total Records	Valid Records	Invalid Records		
103501	12/9/2003	689	651	38	 View	 Delete
103500	12/9/2003	3602	3598	4	 View	 Delete
103499	12/9/2003	1061	1060		 View	 Delete

The file will not be deleted immediately. WHA Information Center Staff will act on requested batch deletion at the close of each business day. If you wish to resubmit a batch on the same day a batch deletion is

Frequently Asked Questions

WHA Information Center

requested, please contact WHA Information Center at WHAInfoCenter@wha.org.

15. Will length of stay be part of the editing process (e.g. 1 day Inpatient Stay, or 35 day Psychiatric Inpatient)?

No, length of stay will be an element of the validation process, not the editing process. WHA Information Center will only utilize the editing process to capture invalid, missing, or erroneous codes in order to streamline the data editing process.

In the validation process, WHA Information Center will look at the facility's submission and identify if data is internally consistent, is consistent with historical norms, and is plausible given expected distributions within each data element.

16. Will the deadlines BHI required remain the same for the quarterly data submission process?

Facilities must submit all quarterly data to WHA Information Center within 45 calendar days of the last day of each quarter. This is the same guideline BHI formerly required.

An extension of up to 30 days to the submission deadline may be granted under limited circumstances. A written request must be mailed to the Vice President of the WHA Information Center by the extension request deadline. See page 2-3 in quarterly data submission manual. An extension request form is available at <http://www.whainfocenter.com>.

17. Should Critical Access Hospitals report hospital outpatient services as part of an inpatient discharge when a patient is admitted following outpatient services?

No. Services should be separately reported. Submit the outpatient data to WHA Information Center as either an ambulatory surgery or emergency department record, and submit the inpatient data separately as an inpatient record type.

18. Will emergency department services that result in an observation room stay produce an edit for length of stay?

No, a length of stay edit will not be part of the editing process.

19. Will WHA Information Center accept HCPCS codes?

Yes, WHA Information Center accepts HCPCS codes. Please see page 2-2 of the data submission manual.

Frequently Asked Questions

WHA Information Center

20. When revenue codes 270-273 (supplies) and 250 (take home drugs) apply to a record, should the related HCPCS codes be submitted to the WHA Information Center?

WHA Information Center will accept HCPCS codes, however they are not required at this time.

21. Are E-codes allowed in the additional diagnoses fields?

Yes, E-codes are allowed in the additional diagnoses fields if there is more than one E-code, and an E-code is entered in the E-code field. See page 4-9 of the data submission manual.

22. Does WHA Information Center require case-specific data submission?

No, data can be submitted using upper or lower case.

23. Can a user correct fields that are not highlighted on an edit record?

Yes, changes can be made to individual records until the quarter is completed. If a change is needed after completion of the quarter, contact WHA Information Center to reopen the quarter.

24. Can the Attending Physician ID and Other Physician ID formats be right or left-justified?

The software was designed with the format of these fields to be right justified as stated in the BHI data submission manual. We learned from the participants at the training sessions that BHI allowed both types of justification. WHA Information Center made a programming change that will allow right or left-justification at this time, however we may only allow one type of justification in the future.

25. How do I submit data to the WHA Information Center web site when I receive a message that the extension of the file is not valid?

If you encounter an error stating that the file extension is not valid, you must rename your file(s) to reflect the appropriate file extension for the type(s) of data being submitted. Appendix D in the data submission manual explains the process for renaming files.

26. BHI allowed me to enter my data manually. Am I still able to do this?

Yes, there is a process for manual data entry. Please see pages 5-18 through 5-27 in the updated data submission manual posted on our web site.

27. When I submit my facility's data I receive an error message that says my file needs to be in plain text format, even though my file is

Frequently Asked Questions

WHA Information Center

already in the appropriate format. Why isn't my file transmitting properly?

As Internet Explorer is trying to transmit your file for quarterly submission, it recognizes the file association for either the WordPad or Notepad program, and concludes that your file is in the wrong format, i.e., not a text format. You need to disassociate the file type in order to be able to transmit your file successfully. Please see page 6-22 in the updated data submission manual posted on our web site.

28.Is Code 60 a valid condition code for inpatients?

Yes, Code 60 is valid. The previous version of the manual incorrectly stated Code 60 is not a valid code.