

3. WIPOP ACCESS AND DISCHARGE DATA SUBMISSION

This section covers access to Wlpop (pronounced WHY-POP). *All users must register to the secure portal site for access to submit or correct data. Once registered and approved a confirmation email is sent to both the user and primary contact(s).*

3.1 Access to Wlpop - Portal Login

All data submitters, editors and other Wlpop users are required to register for access to Wlpop through the secure Portal. Wlpop is a role-based system in which designations are assigned and decided by the facility.

All facilities are required to have at least one Primary Contact to oversee the quarterly discharge data process, receive notification of newly registered Wlpop users, and access quarterly reports. *More than one primary contact encouraged!*

All registered users agree that use of the Wlpop and Secure Portal system without authority, is strictly prohibited. **Sharing of passwords is not permitted.**

WHAIC staff does not add users to Wlpop. All users must register through the secure Wlpop portal site. See [appendix 7.7](#) for details.

- To register, open site <https://portal.whainfocenter.com> in your web browser and click “Register” in the lower left.
- Enter the prompted phrase to defeat automated registrations. Read the security statement and click continue.
- Register as a Wlpop User, or select a role based on primary or secondary contact (see [Wlpop Roles](#)), as it relates to WHAIC Data Submissions. **Primary or secondary contacts must select both the Wlpop and Facility-Specific Reports.**
- Check all facility(s) for which you submit or correct data for and click Next.
- Finally, complete the Registration Details and Create Account. An email is sent upon approval.

Questions about the registration process should be directed to the WHAIC Staff at 608-274-1820 or email whainfocenter@wha.org.

3.2 Summary of Data Submission Process

Submit quarterly discharge data for all encounters within 45 days of the quarter ending.

- The facility is responsible for identifying and documenting the workflow associated with creating a claims file (837 file format) containing all discharge data.
- Typically, the ASC vendor will create a process in which the facility can create a file and then run that file through the 837 file handler (blackbox) to create the UCID and submit the data directly to Wlpop.
- Once the data is submitted a confirmation email is sent to the submitter and primary contact indicating a valid or invalid batch file submission.

Correct edits/errors Edits are based on current coding guidelines and use of the Medicare Coding Edits. Authorized Wlpop users are responsible for correcting edits contained in the records within the timeline provided in the Data Submission Calendar. Once edits are worked, the batch must be marked complete.

WHAIC encourages Wlpop contacts to run real-time validation reports in Wlpop at the time of submission. However, WHAIC does provide validation reports at the close of the quarter in the secured portal under data deliverables.

To maintain data consistency and identify gaps or missing data WHAIC performs our own internal validation that focuses on historical trends of 2-5 quarters of data within the current data submission. If inconsistencies are identified they are shared with the facility. The facility must respond or take appropriate action within a reasonable period, preferably within 48 hours, and review the data in question, make corrections and/or verify the records are accurate.

Validate quarterly data once the data hits the portal after approximately 6 to 8 weeks after the data submission deadline. An automated email is sent explaining the data has been processed and reports are available in the secure portal. The facility is responsible for reviewing internal reports to compare data.

Variances <> 20% must be corrected or explained on the affirmation statement.

Electronically submit the affirmation statement at the completion of the validation process attesting to the accuracy of the data.

3.3 Security of Data Submission

The WHAIC Wlpop system is a secure web based application. The Data Submission Process ensures a secure application by:

- User authentication to verify the identity of users and determine access rights.
- Secure Sockets Layer (SSL) certificate for establishing an encrypted link between the Wlpop application and browser clients.
- Database server encryption.
- 837 files are uploaded to an isolated “edge” server, where only the necessary data is extracted and transferred to Wlpop.

**All Wlpop users will be prompted to reset Passwords annually. Sharing of passwords is not permitted.

WHAIC automatically deactivates all Wlpop accounts that are not used within a specified period. * Contact Whainfocenter@wha.org If you or a member of your Wlpop user team has difficulty logging in, or believe you were deactivated untimely to reactivate the account. Users must login to Wlpop immediately following reactivation, or prior to the deactivation procedure that runs every weekend.

3.4 Testing HIPAA Compliant 837 File

All new facilities submitting discharge date for the first time are required to test with WHAIC prior to submitting data to the production environment. **Most facilities require resources from their vendor or IT department to create the modified 837 claims file.**

Testing the file with WHAIC provides the facility an opportunity to evaluate specifics of the modified claims file set up that may exclude payer mapping requirements or procedure codes in the revenue line-item detail and verify it adheres to the technical specifications contained in this *Companion Guide*. **On average it takes about 3-6 months to develop and test a file.**

Testing is based on individual locations and facility ID, **not** ASC affiliation or number of facilities in a system. Upon completion of a successful test file, the user should review edits and run several reports out of Wlpop to verify results. Go to the Batch/Reports tab and choose any of the multiple validation reports.

When testing and communicating with WHAIC, do not include patient PHI such as names or SSN. This is your opportunity to make sure the file is structurally correct and includes the fields outlined in Section 5. *If specific fields (address, R/E) are missing on too many records, the file will be automatically rejected, and user will be notified.

3.5 How to Submit Data in Wipop

There are two ways to submit discharge data.

- Through the secured Wipop portal found through the website or through the online portal.
 - Users can submit the entire file using the secure 837 File handler interface (AKA black box)
1. Go to WHAIC website: www.whainfocenter.com and login to Wipop (Test or Production) by clicking on the **Secured Site Link** or via your browser <https://portal.whainfocenter.com>



2. If you manage multiple facilities, make sure to select the facility your uploading data for.

Welcome to Wipop Production

Select a Facility: 1000: WHA Information Center LLC (Madison) ▾

[Go to Batch Review](#)

Request extension 10 days before data is due.

[Request an Extension](#)

Wipop (pronounced WHYPOP) has two secured databases. This site is the **Production Site** used to **Submit/Upload** and **FIX** edits in your quarterly discharge data. To Test your data for errors/omissions, please use the Test Site.

***WHAIC accepts discharge data in a HIPAA Compliant 837 Claims File Format only ***

WHAIC is accepting data for:

3rd Quarter 2019 (July 1 - September 30 dates of service) Due Date: 11/15

4th Quarter 2019 (October 1 - December 31 dates of service) Due Date: 2/14

Hospitals and ASCs must have at least **one Primary Contact to serve as WHAIC's main contact**

The **primary contact** assumes responsibility for the quarterly files and Affirmation Statement.

→ Review [WHAIC website: Data Submitters Tab](#) and/or the [Compliance and Information Center Updates](#)

→ Validation, Edits, Batch Details and Affirmation requirements: [Section 6. of the Manual](#)
https://www.whainfocenter.com/uploads/PDFs/Wipop837_Manual/Section6.pdf

→ The FAQ section in the [online manual](#) is a useful resource that should be used often 👍.

Useful Links!

3. To submit a file, click on “**Go to Batch Review**” to get to the “Batch Review” Screen. Choose the correct quarter for the data and using your internal browser locate your file. ****Do not close the browser while the file is being uploaded to our server. After clicking ‘submit’, a status bar will appear with the progress of the batch file upload.**

Welcome to Wipop Production

Select a Facility: 1000: WHA Information Center LLC (Madison) ▾

[Go to Batch Review](#)

To submit batch

[Request an Extension](#)

This is a secure Wipop Production site used to upload your quarterly discharge data.

Batch Review

[Back to Facility Select](#)

If you recently submitted a batch file it will not appear on this page until it is processed. You will receive an email notifying you that the batch is ready to review.

We are currently accepting data files for the following quarters:

2nd Quarter, 2020 (Standard Data Due Date: 08/14/2020)

[Upload Batch File](#)

[Data Enter New Batch](#)

No Batches found for this quarter.

Tips:

1. Do not close browser while the file is being uploaded.
2. A status bar will appear with the progress of the batch file upload.
3. An acknowledgment email will be sent once batch is processed.

4. Distinct batch numbers are assigned to each batch file and edits may be worked once the file is uploaded.

1st Quarter, 2020 (Standard Data Due Date: 05/15/2020)

[Upload Batch File](#)

[Data Enter New Batch](#)

BATCH #:	Patient Type	Total Records	Valid Records	Invalid Records	Available Options
214031 (Uploaded 4/30/2020)	Outpatient Surgery	1	0	1	View Add Delete

[Delete Entire Batch](#)

5. Mark Data Complete once all edits are worked. Users may reopen or delete an entire batch using the keys under the Batch Number.

1st Quarter, 2020 (Standard Data Due Date: 05/15/2020)

[Upload Batch File](#)

[Data Enter New Batch](#)

BATCH #:	Patient Type	Total Records	Valid Records	Invalid Records	Available Options
213940 (Uploaded 4/20/2020)	Outpatient Surgery (Completed)	602	602	0	

[Reopen Batch](#)
[Delete Entire Batch](#)

Most ASCs submit data using the 837 File Handler

It is relatively easy to create the UCID/ECID through use of the WHAIC 837 File Handler program, also known as the “black box”. Our program has two functions.

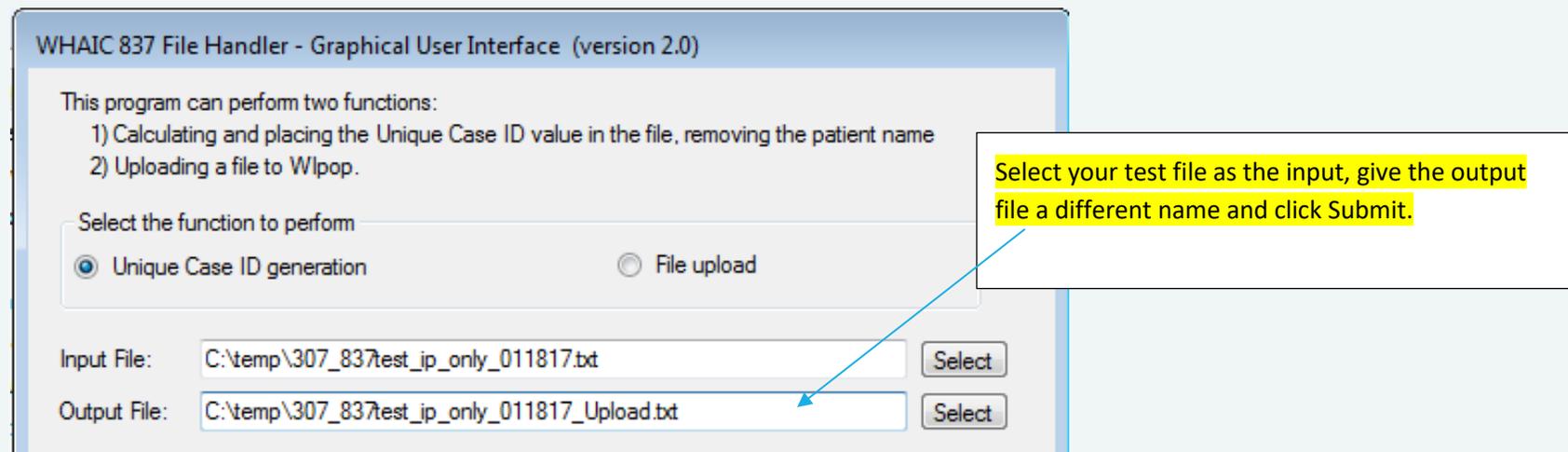
- 1) Remove the patient names and add the UCID and ECID.
- 2) Upload the file directly to Wlpop using the 837 File Handler to Wlpop.

To install the WHAIC 837 File Handler, run the file in this zip folder called **Installation.msi**. In most cases you can accept the installation defaults. Microsoft .NET Framework 4.5 is required. The framework can be downloaded from here: Black box: http://www.whainfocenter.com/WHAInfoCenter/media/DataSubmitters/WHAIC_837_Handler.zip

Once installation is complete, click on Start menu and run the program “WHAIC 837 File Handler GUI”.

Note: If you cannot or do not wish to run the installation, you can instead copy the folder in the zip called **WHAIC 837 File Handler - No Install** to another location on your computer. You will then need to manually set up a shortcut to WHAIC_837_GUI.exe.

Data Submitters may need to contact their IT or tech support to download and install the current version of the black box.



The second function will **upload the output file directly to Wlpop**, if desired. To do this, click the File Upload radio button. You will need to specify what facility and quarter the file is for, as well as your WHAIC portal username and password, then click Submit.

The screenshot shows the 'WHAIC 837 File Handler - Graphical User Interface (version 2.0)'. It contains the following elements:

- Instructions: 'This program can perform two functions: 1) Calculating and placing the Unique Case ID value in the file, removing the patient name 2) Uploading a file to Wlpop.'
- Function selection: 'Select the function to perform' with radio buttons for 'Unique Case ID generation' and 'File upload' (selected).
- File selection: 'Upload File:' with a text box containing 'C:\temp\307_837\test_ip_only_011817_Upload.bt' and a 'Select' button.
- Callout 1: A box with the number '1' pointing to the 'Upload File:' label.
- Callout 2: A box with the number '2' pointing to the 'Select' button.
- Required information: 'The following information is required for file uploads' with input fields for 'Facility Number: 307', 'Quarter: 1', and 'Year: 2018'.
- Callout 3: A box with the number '3' pointing to the 'Facility Number' field.
- Callout 4: A box with the number '4' pointing to the 'Portal Username' field (containing 'jcahoy').
- Wlpop upload options: 'Upload to Wlpop' with radio buttons for 'Production' and 'Test' (selected).
- Buttons: 'Submit' and 'Exit'.

1. Specify what facility and quarter
2. Identify Production or Test
3. Enter in Wlpop User Name & Password
4. Click Submit to transmit the file to Wlpop.

This GUI program executes a Windows console program which resides in the same folder. It is called **WHAIC_837_Console.exe**. The console program can be run standalone with passed parameters. This is to facilitate automated processes. Run the program in a command prompt window with parameter **/?** to see the available options.

3.6 How to file for an extension

Extension requests may be submitted under specific circumstances such as coding issues, vendor changes and catastrophic situations (fire, tornado, or flood) that prevent the facility from submitting timely data.

Extension requests must be filed 10 days before the data is due. Data is due 45 days after the close of the quarter. To file for an extension, log into Wipop secured portal and to the right of the Select a Facility, click on the “Request an Extension” to begin the process. Once the extension is filed, you will have an extra 20 days to submit the data.

Although a facility may file for an extension, WHAIC may continue to contact the facility to better gauge and understand when the data will be submitted.

Welcome to Wipop Production

Select a Facility: 1000: WHA Information Center LLC (Madison) ▼

[Go to Batch Review](#)

[Request an Extension](#)

Wipop (pronounced WHY POP) has two secured databases. **This is the *Production Site*** to ***Submit/Upload*** and FIX edits in your quarterly discharge data. *Test your batch files for errors/ommissions in the **Test Site**.*

Discharge Data is due monthly or quarterly as follows: #Calendar:

3.7 WHAIC Support

If you cannot find the answers to your questions within this Companion Guide, FAQ or other available resources, please use the contact information below.

<p>Cindy Case ccase@wha.org Director, Data Integrity - Compliance, Education and Training</p>	<p>837 Technical and File related whainfocenter@wha.org</p>	<p>Justin Flory – Technical Support jflory@wha.org Technical file issues, submission to Wlpop or other related questions.</p>
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WHAIC Technical Support is usually available Monday through Friday, 8:00 a.m. to 4:00 p.m. The system is available to collect and accept data from submitters seven (7) days a week, twenty-four (24) hours a day. Secured electronic system for notification is available seven (7) days a week, twenty-four (24) hours a day to the Submitter for retrieval of information.