3.   WIPOP ACCESS AND DATA SUBMISSION

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

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

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

Effective 11/1/2023 WHAIC moved to a multi-factor or single sign-on system access. Whereby users are no longer required to maintain a separate username or password, rather they will use their own facility login credentials. In addition, this process will initiate an Account Verification Code in the user email account that will be required in order to access the system. This process will occur every 30 days.

3.1   Access to WIpop

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

WHAIC does not add users to WIpop. All users must register through the secure WIpop portal site.

To register, open site https://portal.whainfocenter.com in your web browser and enter your email address to see if an account already exists and click submit. If an account exists, the user's information will populate in a form for the user to either update the account information or click "Next" to receive the account information code in order to log in.

WIpop

Sign In	Step one:
Register	Choose Sign In or Register. Your email will be required next.

WIpop

Please enter your work email address to request access to WIpop. Note: *Enter your hospital or business email so that we can check our records to see if an account already exists.*

C[_____]

Submit

- If no email is registered, user will be required to register as a WIpop User and select a role based on primary or secondary contact (see WIpop Roles), as it relates to WHAIC Data Submissions.
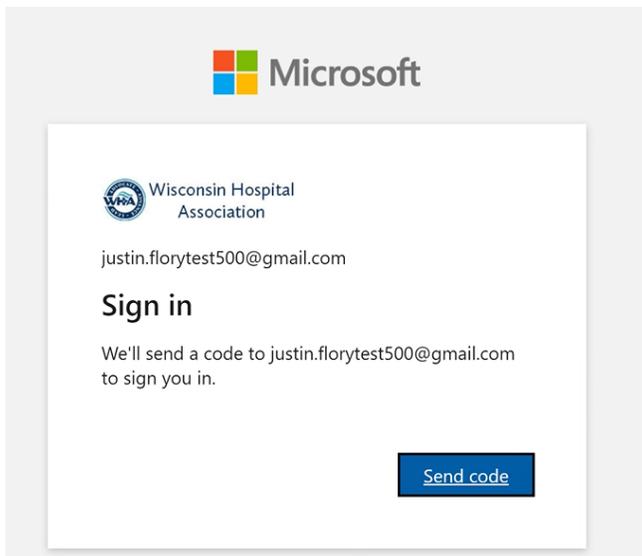
WIpop

User Information

First Name*	Last Name*
Justin	Flory

Job Title	Email*
Healthcare Data Programmer	justin.florytest500@gmail.com

Business Phone*	Mobile Phone
5555555	

Organization*	
WHA Information Center	

Previous   Next

- If the user is not registered, he/she will be required to complete the new user registration page and check all facility(s) for which you submit or correct data for and click Next.

  *In general, the only hospitals that will populate will be the ones associated with the email address. For example, if you are with Aurora, only the Aurora sites will populate. Please choose all sites or use the "select all" feature to allow us to assign your account correctly.

  NOTE: If you are with a vendor or coding company like Optum or R1R1 we will need to add that to the hospital's domain in order for you to gain access to that particular hospital(s).

- Once all the Registration Details are complete and an account is created the user will be required to sign in using their hospital or ASC credentials. Following this, an email is sent with an Account verification code the user must copy and paste into Microsoft Authenticator.

Microsoft

Wisconsin Hospital Association

justin.florytest500@gmail.com

Sign in

We'll send a code to justin.florytest500@gmail.com to sign you in.

Send code

Wisconsin Hospital Association (via Microsoft) <account-security-noreply@accountprotection....   10:54 AM (0 minutes ago)   ☆   ↩   ⋮

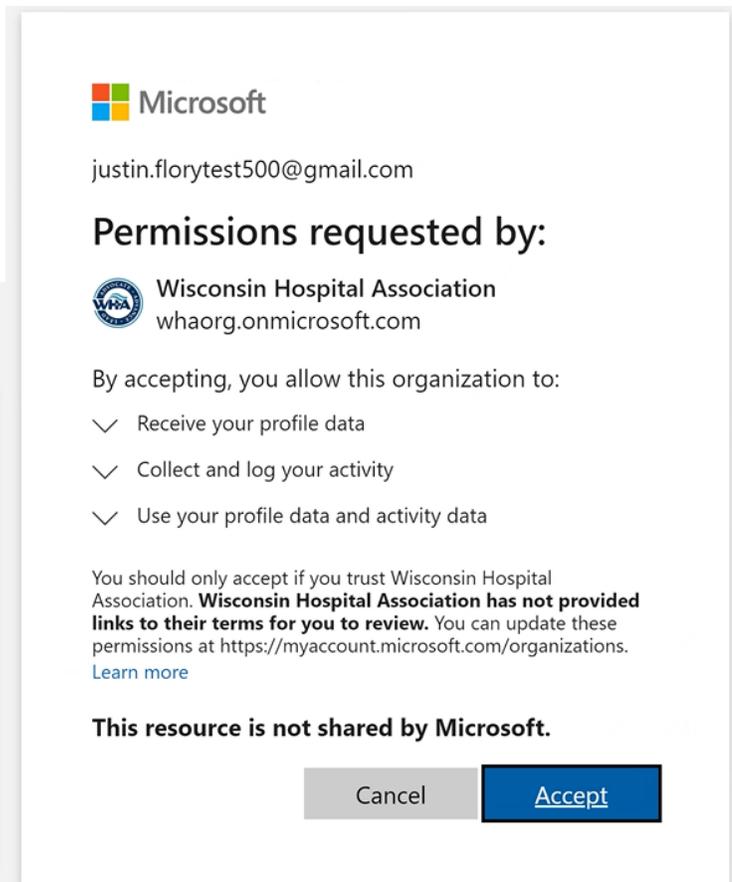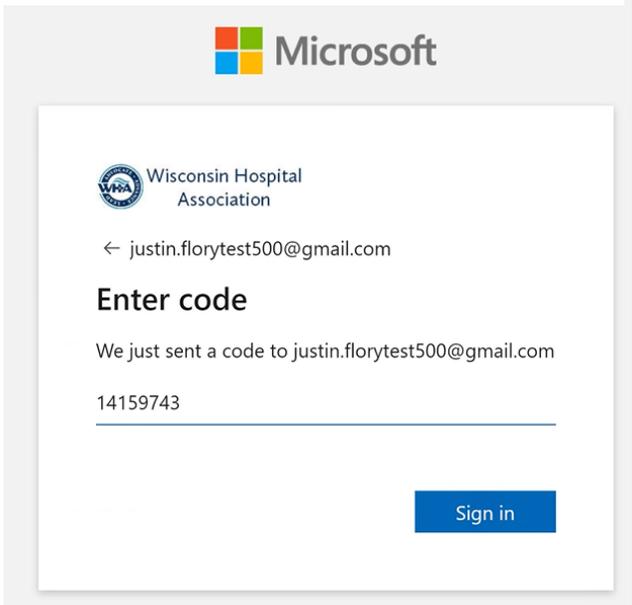to me ▾

Wisconsin Hospital Association

Account verification code

To access **Wisconsin Hospital Association**'s apps and resources, please use the code below for account verification. The code will only work for 30 minutes.

Account verification code:

14159743

If you didn't request a code, you can ignore this email.

■■ Microsoft

◎ Wisconsin Hospital
      Association

← justin.florytest500@gmail.com

Enter code

We just sent a code to justin.florytest500@gmail.com

14159743

Sign in

■■ Microsoft

justin.florytest500@gmail.com

Permissions requested by:

◎ **Wisconsin Hospital Association**
    whaorg.onmicrosoft.com

By accepting, you allow this organization to:

∨   Receive your profile data

∨   Collect and log your activity

∨   Use your profile data and activity data

You should only accept if you trust Wisconsin Hospital Association. **Wisconsin Hospital Association has not provided links to their terms for you to review.** You can update these permissions at https://myaccount.microsoft.com/organizations. Learn more

This resource is not shared by Microsoft.

Cancel   Accept

Users will be required to copy and paste the code accordingly. This process will occur every 30 days!

Questions about the registration process should be directed to the WHAIC Staff at whainfocenter@wha.org.

User will no longer be required to create or enter a password, rather they will receive an Account Verification Code in their email that will be required in order to access the system.

3.2   Inactive Account Policy

WHAIC makes every effort to create and maintain security efficiencies in the systems we operate. Please notify us of any system users no longer with the organization or in a position in which access to our systems is necessary.

In the event we are not made aware of user status, we have an automatic deactivation procedure that has been put in place to enhance portal security and data access. If an account has not been used for an extended period of time, it is more likely to be compromised. All Users with Data Deliverables (Primary, Secondary, Sales, etc.) – deactivated after 15 months.

If an account was deactivated but access is still needed, notify WHAIC at whainfocenter@wha.org to reactivate the account.

3.3   Security of Data Submission

The WHAIC WIpop system is a Web based application. The Data Submission Process ensures a secure application by:

- User authentication is required to verify the identity of users and determine access rights.
- Secure Sockets Layer (SSL) certificate for establishing an encrypted link between the WIpop application and browser clients.
- Database server encryption; and
- Files are uploaded to an isolated "edge" server, and only the necessary data is extracted to WIpop.

3.4   Testing HIPAA Compliant 837 File

All new facilities submitting discharge date for the first time are encouraged to test their files with WHAIC prior to submitting files to the production environment.

Most facilities require resources from their vendor or IT department to create the modified 837 claims file. Testing the file allows WHAIC and the facility to evaluate specifics of the file set up that include the facility ID, specific mapping requirements, and validate if it adheres to the technical specifications contained in this Manual and Technical *Guide*. **It may take 3-6 months to develop and test a file.**

All submitted files receive an email response of either a batch process or batch failure/invalid batch.

When testing with WHAIC, do not include patient PHI such as names or SSN. Be sure the file is structurally correct and includes the fields outlined in section 5. If specific fields are missing on too many records, the file will automatically be rejected.

3.5   How to Submit Data in WIpop

Registration to the WIpop Secure Portal site is required to submit data. The use of the facility 3-digit ID must be used to submit the file. Any WIpop user may submit data through the portal and run detailed reports.

Choose Sign in to get to the main WIpop page. Once there you will see this:

WIpop

| Home | Site Links ▾ | WIpop Manual ▾ | Facility Detail ▾ | Data Deliverables ▾ |

Announcements & Important Dates

| 9/29/2023 | Rice Lake WIpop Training | Add To Calendar |
| 9/28/2023 | Milwaukee WIpop Training | Add To Calendar |

WIpop Production

WIpop Test

Attention WIpop Users

Reminders:

- We at WHAIC **DO NOT** register new users. All users must register and create their own secured account. The WHAIC website has instructions for how to register. If an existing user needs access removed or updated, email whainfocenter@wha.org.
- Please review your current WIpop users regularly.

Quarterly Data Update:

Refer to the online calendar for more information. Please be sure to review your online reports in WIpop, correct edits and maintain the timelines below.

2023 Q2 Data Submission	
Standard Data Submission Deadline – Data Due	8/14
Standard Deadline fix Edits & Mark QTR Complete	8/28
Extended Deadline - Due Date for Data Submission	9/1
Ext. Deadline fix Edits & Mark QTR Complete	9/11
❖ Validation Reports in Portal – review data!	9/13
Deadline to Validate and Return Affirmation	9/28
Data Released	10/10

Thank you for all you do to make sure the data is timely, accurate and complete.

1. To submit a file, click on "**WIpop Production or WIpop Test**" to get to the "**File Upload**" Screen and then choose the quarter the data is for, using your internal browser locate your file. **Do not close the browser while the file is being uploaded to our server. After clicking 'Upload,' a status bar will appear with the progress of the batch file upload.

2. If you manage multiple facilities, be sure to select the facility you are intending to upload data for.

WIpop Production

Home	Site Links ▾	WIpop Manual ▾	Facility Detail ▾	Data Deliverables ▾

Select Facility: [_____] ▾   **Batch Review**

To choose which faciltiy use the drop down arrow.

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/omissions in the Test Site.*

Discharge Data is due monthly or quarterly as follows:

1st Quarter	January 1 - March 30 dates of service	Due Date:	5/15
2nd Quarter	April 1 - June 30 dates of service	Due Date:	8/15
3rd Quarter	July 1 - September 30 dates of service	Due Date:	11/15
4th Quarter	October 1 - December 30 dates of service	Due Date:	2/15

Hospitals and ASC's Primary contact(s) assumes responsibility for the quarterly files and Affirmation Statement.

File Upload

Request Extension

WIpop Users

Please take a moment to review your facility's Vendor Name, and list of WIpop Users or Vendor(s) authorized to access the WHAIC secure WIpop System. If the Vendor Name is incorrect, or if any of the names listed no longer require access to WIpop, please contact whainfocenter@wha.org, as it is the facility's responsibility to notify WHAIC with any staff updates or corrections. Primary contacts may make changes to your list of current users, please see upper right corner "User Management" for more information.

Vendor Name: Epic   Click **here** for Roles definition

First Name	Last Name	Email Address	Role
Justin	Flory	justin.florytest500@gmail.com	IC Primary User

File Upload   **Back to Production**

014 - Black River Memorial Hospital

To submit your inpatient/outpatient file please choose a quarter and your preferred upload method below and click upload. Do not close the browser window while the file is being uploaded to our server. Once your file has been accepted, a notice will appear and submitter as well as facility Primary contact(s) will receive an email notification.

Step 1.   --Select Quarter-- ▾

Step 2.   Upload Method: ○ Create Encrypted Patient Identifier and Upload File (AKA Black Box) ❶ | Choose this method if your 837 claim contains patient names. |

                                    ○ Upload 837 Claim file (file contains encrypted patient identifier) ❶ | Choose this method if your 837 file does not contain patient names. |

Step 3.   [Choose File] No file chosen

[**Upload**]   [**Batch Review**]

Two main upload options and the 837 File Handler:

➢ The **first method** allows user to submit file with the patient name and WHAIC will replace name with the 64-character UCID.

➢ The **second method** allows user to upload the output file directly to WIpop, assuming the name has already been replaced with the UCID.

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. Please wait for your file to process before uploading a second, third, etc.

Home   Site Links ▾   WIpop Manual ▾   Facility Detail ▾   Data Deliverables ▾

Batch Review   Back To Production

Quarter 2, 2023   (Standard Data Due Date: 8/14/2023 12:00:00 AM)   Data Enter New Batch

Quarter 1, 2023   (Standard Data Due Date: 5/15/2023 12:00:00 AM)   Data Enter New Batch

Batch Num # ▓▓▓▓ (Uploaded 3/28/2023 1:10:12 PM)	Patient Type	Total Records	Valid Records	Invalid Records	Available Options	Alert Records
	Inpatient	85	85	0	Complete	21
Delete Batch	Outpatient Surgery	126	126	0	Complete	2
View Errors	Emergency Room	473	473	0	Complete	37
	Observation	22	22	0	Complete	0
	Therapies	814	813	1	View Delete	48
	Outpatient Lab/Rad	1446	1446	0	Complete	76
	Other Outpatient	505	464	41	View Delete	15

- Distinct batch numbers are assigned to each batch file.
- Edits may be worked once the file is uploaded.
- Mark Data Complete once all edits are worked.
- Users may reopen or delete an entire batch using the keys under the Batch Number.

When a file is processing, as of now the system can only process 500 records at a time so our system doesn't lock up given we have over 200 facilities that could submit at any given time. Batch processing isn't instant and can take upwards of 20-30 minutes to process a file depending on file size. So, to avoid the files getting kicked out for duplicate records, please be patient and allow your files to process before submitting multiple times.

WHAIC is working on the timing to process the file as we know this could potentially be an issue with systems and submitters who manage multiple facilities. To avoid submitting duplicate files, we created a return message as provided below.

File Name: Name of Facility_00000_000_Q323_Exclude_Duplicates.cli
Submitted By: email name
For Facility: 000- Bellin Hospital
For Quarter: 1 2024

Transaction	Claim	Error
0	0	A file with this name is currently being processed. Please wait until the first file is finished before attempting to upload it again.

Please correct these issues and resubmit the data.

The file submitter will receive this message, with applicable patient control numbers added, in his/her WHAIC User messages at https://wipopicd10.whainfocenter.com

If you need further assistance, please contact us at whainfocenter@wha.org

3.6   Request an Extension

Extension requests may be submitted under specific circumstances such as 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 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 the situation and when the data will be submitted.