NH DHHS, Division of Public Health Services
Health Statistics and Data Management
Hospital Discharge Data System

Error Reporting & Correction Process for 2010-2011 Data
Version 4 - February 27, 2013

This document describes the discharge data content error reporting and correction process to be used for each discharge data file submitted to the State of New Hampshire by a New Hampshire hospital. The process will initially be used for 2010-2011 data and then subsequently for 2012 data and the years that follow. The plan is to improve the process before validating 2012 data files and feedback from the hospitals will be important in that effort.

<u>Overview</u>

The discharge data from each file submitted by a hospital will be validated using the rules specified in the document "HDD Validation Rules - Release 1". From this process, an error report is created, listing all of the data content errors encountered in the file, if any. The error report, and all of the claims that contained at least one error, will be sent to the hospital via NHFTP. The hospital will need to correct the errors and return their corrections to the State, where they will be applied to the claims in error.

<u>Data Validation and Reporting</u>

The data content for each discharge data file is verified to ensure that the data is valid and complete. If any data content errors are detected, the file fails validation. An error report and all claims in error are sent to the hospital. Specifically, the hospital will receive:

- One XML file for the error report
- One XSL style sheet for the error report
- One or more XML files - one for each claim that contained at least one error
- One XSL style sheet for all of the claims

For example, if a file contained errors for 5 claims, then the hospital would receive 8 files:

- 1 XML error report file
  (file name is **nnn.HDDErrorReport.xml**, where nnn = file id)
- 1 XSL style sheet for the error report file
  (file name is **HospitalDischargeDataErrorReport.xsl**)
- 5 XML claim files
  (file name is **nnn.xxxxxxx.xml**, where nnn = file id and xxxxxxx = claim id)
- 1 XSL style sheet for the 5 claim files
  (file name is **HospitalDischargeData.xsl**)

The files will be zipped up and placed in the hospital's Outbound folder on NHFTP.

Error Report Review

To review all of the errors for a given file, the following steps must be followed by the hospital.

1. Download the zip file from NHFTP to a folder on your system.
   - In your NHFTP account, navigate to the Outbound folder
   - For the zip file to be downloaded, click on "download" in the Actions column and follow the prompts to save the file to a folder on your system

2. Navigate to the folder where the zip file resides and extract all files from the zip file. All extracted files need to be placed in the same folder.

3. Open the XML file for the error report in a browser.
   - Right click on the file nnn.HDDErrorReport.xml
   - Click on "Open with"
   - Select the browser of your choice

Figure 1 shows a portion of an error report for a discharge data file submitted by the fictitious hospital Hooksett Medical Center. The figure is showing the first two errors on the report.

Note the warning message at the top of the report, just below the tab. JavaScript is used to perform some of the functions on this webpage. If this message displays, then click on the message and, in the pop-up menu that appears, select "Allow Blocked Content".
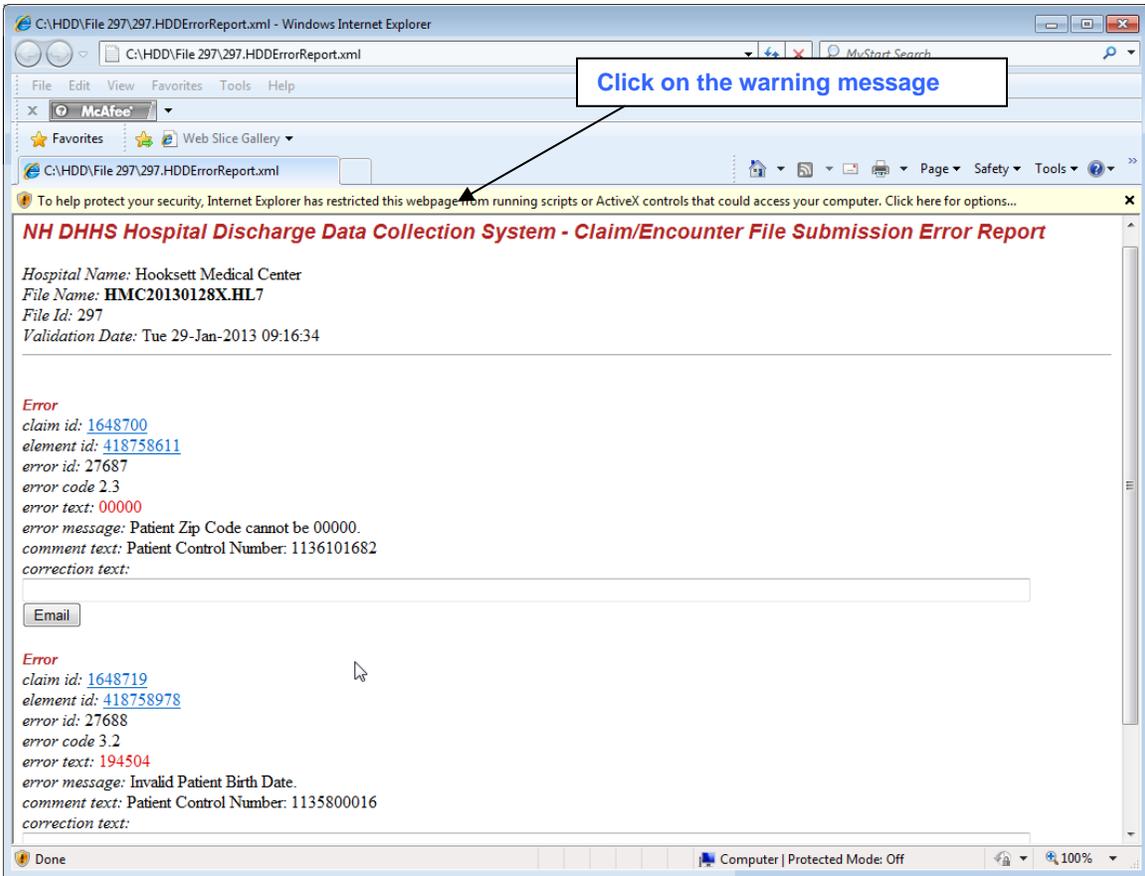
Figure 1: Error Report for file HMC20130128X.HL7 with warning message.

The Security Warning in Figure 2 displays. Click Yes to this message. The message box closes and the warning message at the top of the report is removed. See Figure 3.
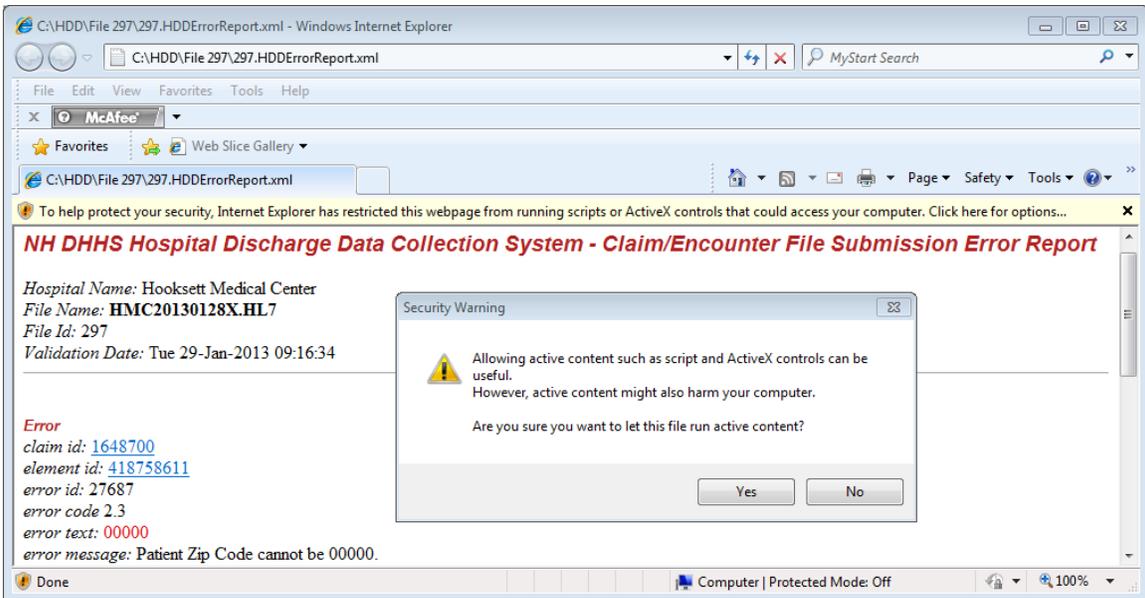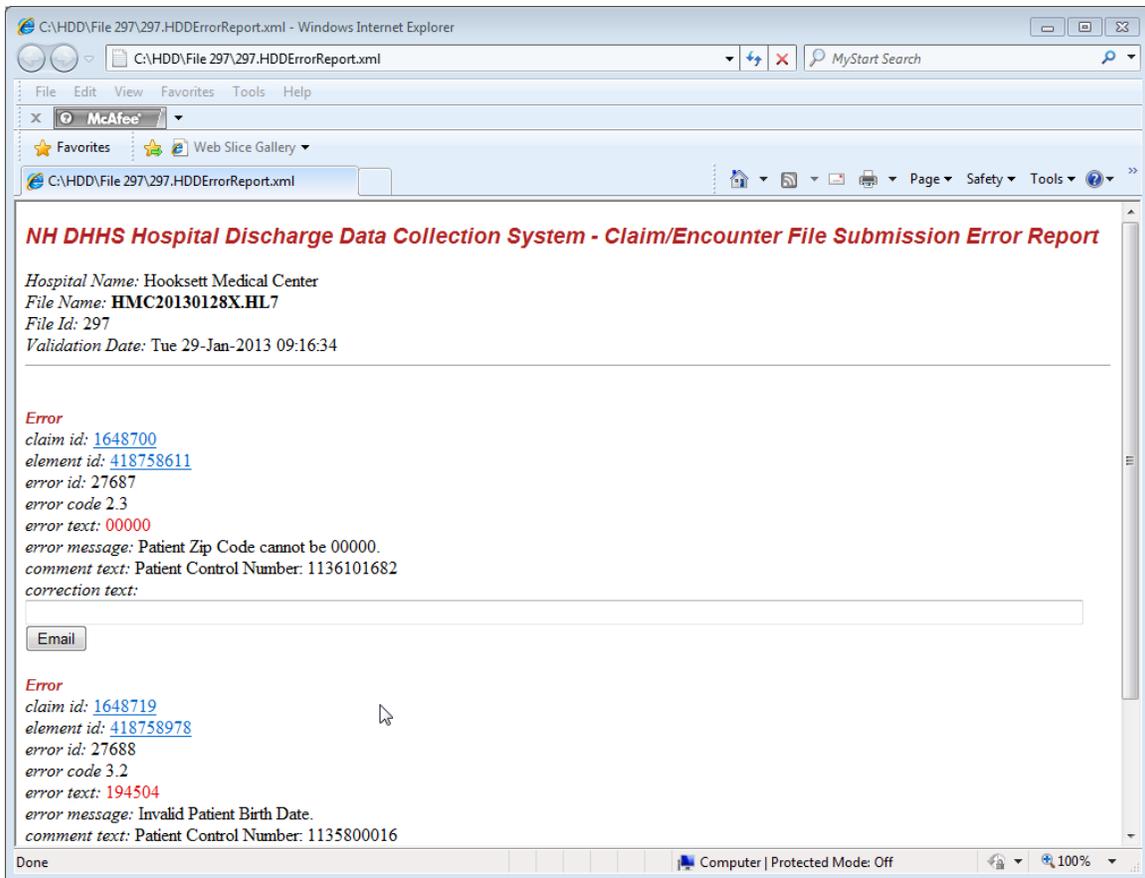

Figure 2: Security Warning Message

Figure 3: Error Report for file HMC20130128X.HL7 with no warning message.

Each error contains the following information:

- ***claim id:*** a system generated number that uniquely identifies the claim where the error occurred
- ***element id:*** a system generated number that uniquely identifies the data element whose value violated the validation rule
- ***error id:*** a system generated number that uniquely identifies a single occurrence of the error
- ***error code:*** a number associated with the validation rule
- ***error text:*** the data value that failed to satisfy the validation rule
- ***error message:*** a brief description of the error
- ***comment text:*** the Patient Control Number on the claim
- ***correction text:*** an empty box where the correct value is entered
- ***Email button:*** used to generate an email to the State that contains the correct value

In the error report shown above in Figure 3, the first error is for **Patient Zip Code**, which has a value of **00000**. If patient resides in the US, then Patient Zip Code must be present, must be numeric, and cannot equal 00000.

The second error in the report is for an **Invalid Patient Birth Date**. This date must use the format CCYYMMDD. The value listed in the report contains only six digits: **194504**.

To view all of the data on a claim, click the ***claim id*** on the error report. The claim data displays in your web browser. See Figure 4 for a portion of the claim that contains the first error in the error report in Figure 3. You will be able to scroll down to see the entire claim.

Note that the data values (if present) are in **bold**. Field names are to the left of the data values with the element id's in parenthesis.
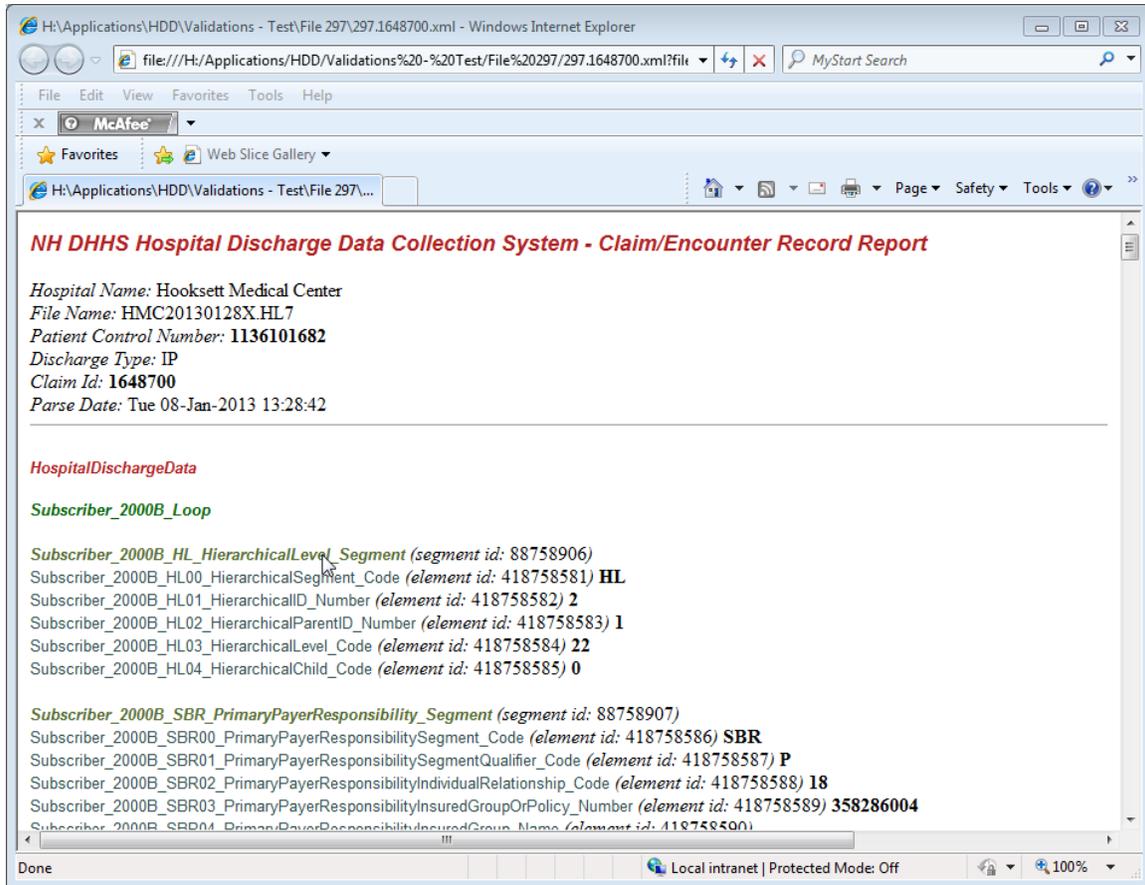

Figure 4: The first several data elements in claim id 1648700

To view the data element in error and other data elements and values that may be needed to correct the error, click the *element id* on the error report.

If element id for the first error on the report is clicked, a portion of the claim displays that contains the patient zip code and some other address fields (Figure 5). For the window in this figure to display properly, you may need to click on the warning message near the top of the window in the same manner as you did in the error report window.

Note that the element id of the data element that is in error is highlighted. Scroll up or down to see all of the data elements for the claim.

Data values (if present) are displayed in **bold**; field names are to the left of the data values; and element id's are in parenthesis.
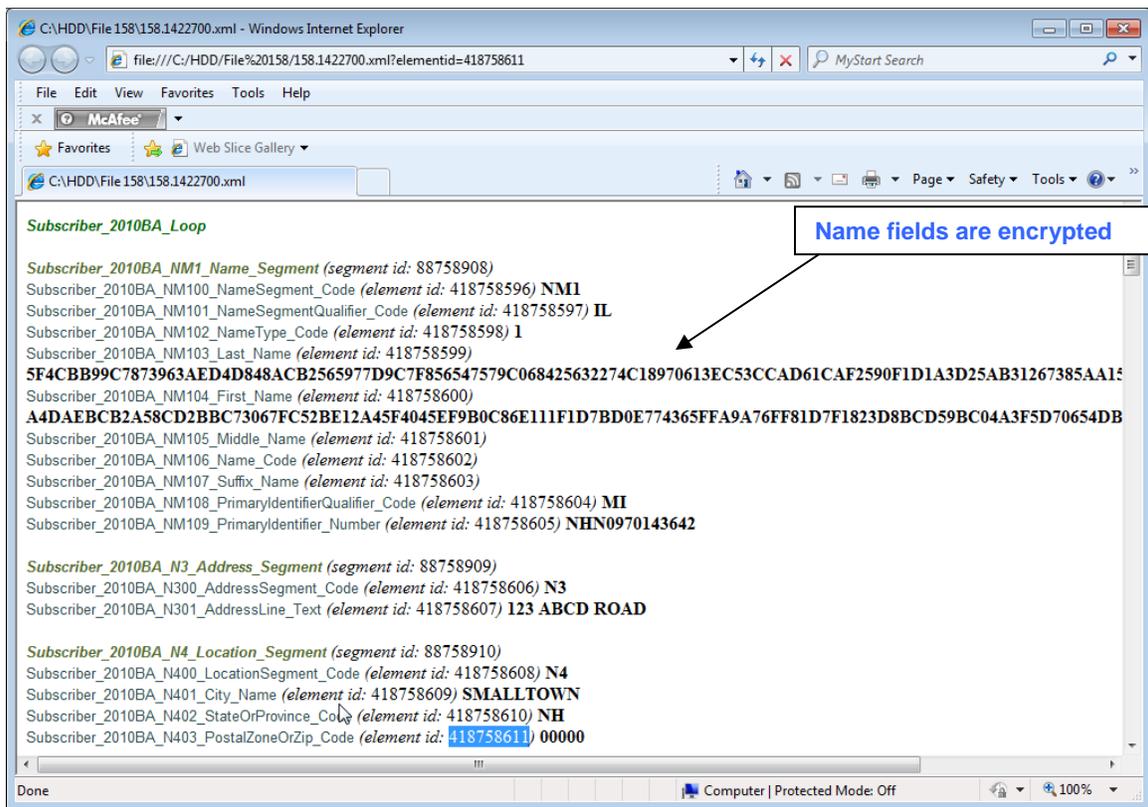

Figure 5: Zip Code and other address data elements in claim 1648700

Data Correction Process Via Email

To correct an error, enter the correct data value in the **correction text** box. Figure 6 shows the zip code **12345** entered in the correction text box. This value will eventually replace the zip code 00000 in the claim.

NH DHHS Hospital Discharge Data Collection System - Claim/Encounter File Submission Error Report

Hospital Name: Hooksett Medical Center
File Name: **HMC20130128X.HL7**
File Id: 297
Validation Date: Tue 29-Jan-2013 09:16:34

Error
claim id: 1648700
element id: 418758611
error id: 27687   **12345 entered into the**
error code 2.3   **correction text box**
error text: 00000
error message: Patient Zip Code cannot be 00000.
comment text: Patient Control Number: 1136101682
correction text:
12345
[Email]   **Click Email button**

Figure 6: The correct zip code 12345 is entered in the correction text box

Then click the **Email** button.

An email window opens (Figure 7). The email is addressed **from** the hospital user making the correction **to** Patty Thibeault and Dennis Cassily at the State of New Hampshire. The email contains important information about the error and the correct value that was entered in the correction text box on the error report. **This information must not be changed or deleted.**

Additional information or comments can be added to the body of the email as desired as long as the original text of the email is not altered in any way. Then send the email to Patty and Dennis.

The correction in the email will be applied by the State to the claim that failed validation. All corrected claims will be validated again. When all errors have been corrected, the file will pass validation.
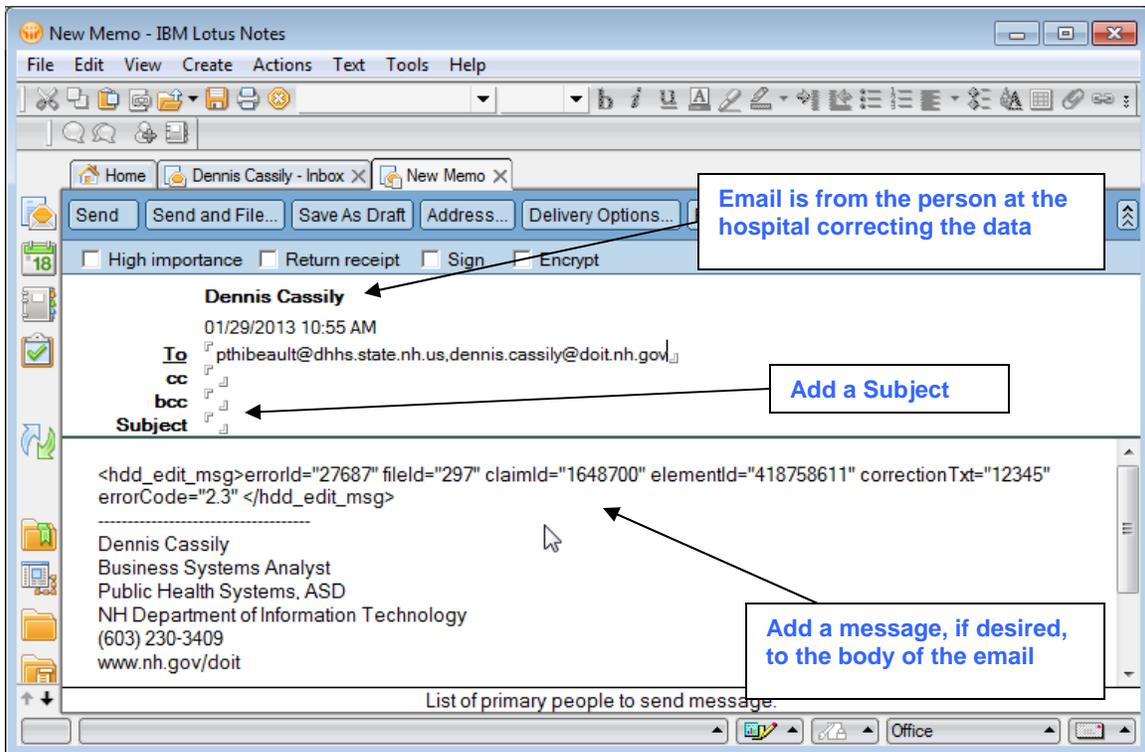
Figure 7: An error correction email ready to go to the State

IMPORTANT: Please note that this email does not contain any sensitive or identifying information. The patient is not identified and data element names (zip code, birth date, etc.) are not included the message. If the hospital adds information or a message to the body of the email, it is important that it is HIPAA compliant and protects the confidentiality of the patient.

If no errors are found in any claims in the file, then an Error Report like the one in Figure 8 is generated. No action needs to be taken in this case.
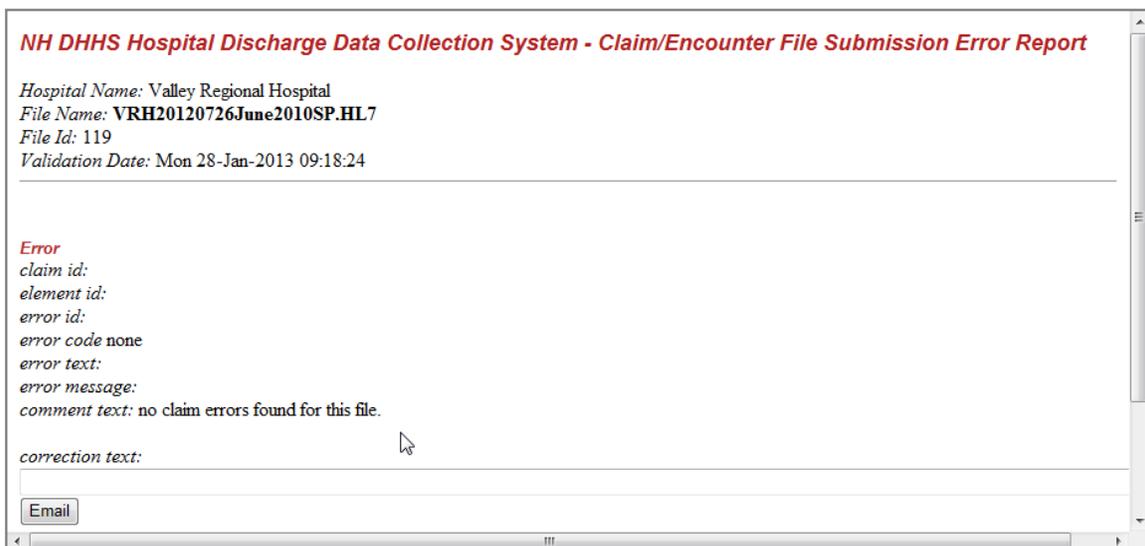

Figure 8: An Error Report with no errors found

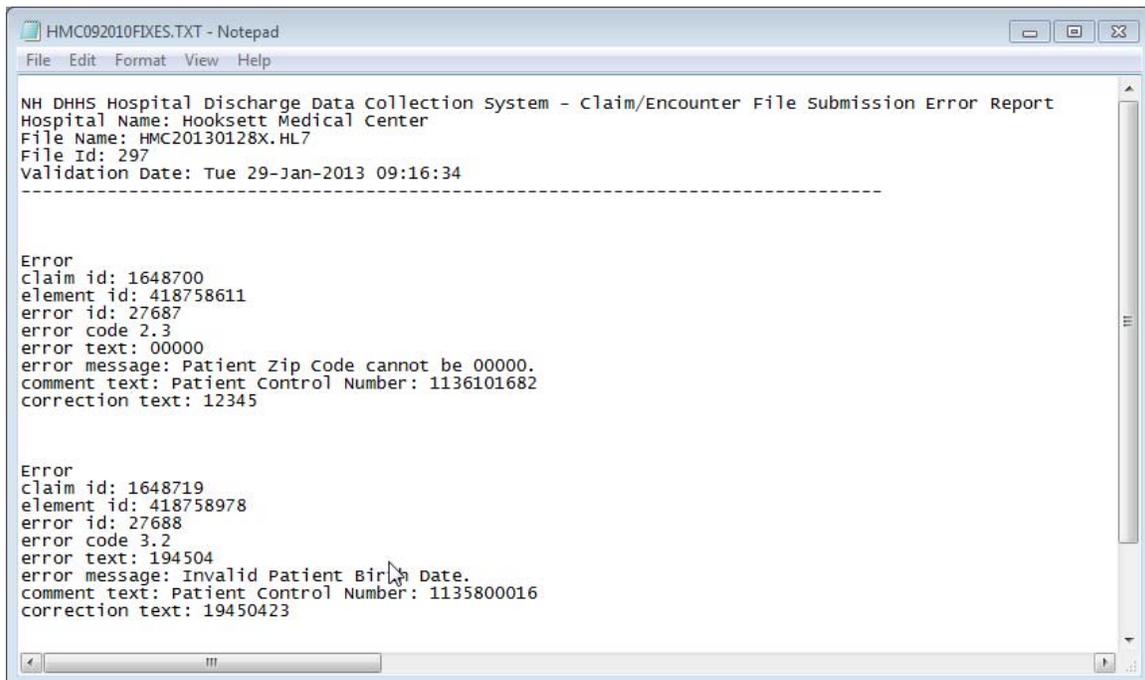## Data Correction Process Via Text File Submission

An alternative method to using email is to submit data corrections in a text file. This method can be used if the email method is not working. It is also the preferred method, over email, if there are many corrections to be made.

To use this alternative method, perform the following steps.

1. Open the error report in your browser.
2. Highlight the entire report; copy; and paste it into notepad.
3. In notepad, for each error, enter the correct value beside the label "correction text".
4. When all corrections have been made, save the file with an appropriate file name (see note below).
5. Upload the file to your Inbound folder on NHFTP.
6. Send Patty and Dennis an email that the correction file has been uploaded and let us know the file name.

Note: For a file naming standard for this text file, the first 3 characters in the name should be your 3 character hospital code and the file extension should be TXT. The rest of the file name should be something that reflects the contents of the file. For example: the 4th quarter data corrections for 2010 from hospital ABC could be named ABCQ42010FIXES.TXT.

Figure 9 shows a portion of an error report from the fictitious hospital Hooksett Medical Center (HMC). The error report was copied into notepad and then the corrections were made to the right of "correction text:". The corrections were for the month of September in 2010. Therefore, the file was named HMC092010FIXES.TXT.

Figure 9: An Error Report copied into Notepad

Data Correction Process Via 837 File Submission

If there are numerous data corrections to be made for a given file submission, a hospital may submit a replacement file after making corrections to the data in their system. The file should be in the usual 837 format and named using the 837 file naming standard. This new file will be processed in the same manner as any 837 formatted file and will replace the file sent previously.