



Department
of Health



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of Health

All Payer
Database



OPTUM®

Office of Quality and Patient Safety

Division of Information and Statistics

Original Source Data Submitter Project (OSDS)

APD Data Submitters Informational Session #8

Presented by: NYS All Payer Database and Optum Government Solutions, Inc.

February 2020 - Empire State Plaza, Albany NY

Agenda

OSDS Submitter Testing

OSDS Training

OSDS Help Desk

Medicare Lines of Business

Questions and Answers

OSDS Submitter Testing

OSDS Submitter Testing: Expectations

- Opportunity for submitters to test submissions and for the OSDS to find unreported issues
- Submitters will submit data via the SFTP connection they have established with Optum. Response files will be returned via SFTP.
- There will be weekly Submitter Forums on Fridays
 - Known issues log and release notes will be distributed weekly and discussed during the forum
- Issues not identified on the known issues log should be reported to the Optum Help Desk

OSDS Submitter Testing: Prerequisites

- ✓ Executed DSA
- ✓ Accepted EDI Registration form*
- ✓ Successful transmission via ECG/SFTP is required prior to OSDS testing

*Note: The EDI Registration form can be returned without the completion of the "plan information" tab so that a SFTP connection can be established while this information is being compiled.

OSDS Submitter Testing: System Availability

- Submitter Testing Begins: 2/18/2020
- System Availability: Initially Monday – Friday 8AM – 6PM
- System Release Schedule: Initially weekly on Saturdays

OSDS Submitter Testing: Documentation

- New York State Health Connector:
<https://nyshc.health.ny.gov/web/nyapd/apd-osds-guidance-manuals>
 - Data Submitter Information Companion Guide
 - X12 837 Post-Adjudicated Claim Data Reporting Companion Guide
 - X12 834 Plan Member Reporting Companion Guide
 - NCPDP Post-Adjudication Standard Companion Guide
 - Tier 2 Edit Disposition Spreadsheet

OSDS Submitter Testing – Known Issues

- Distributed weekly to your Optum ECG mailbox

Original Source Data Submitter (OSDS)

Known Issues Log

The following is a list of currently known OSDS data issues. The OSDS program is working with its vendor Optum to correct these issues as quickly as possible and will keep users updated as changes occur. We welcome your feedback. If you believe other issues exist, please contact the OSDS helpdesk at (877) 363-5630 or by web submission: <https://optum.service-now.com/itss2>

#	Status	Date Resolved	Transaction Type	Known Issue
1	Open		834 x318	When a responsible person address is provided the invalid country code edit will trigger incorrectly
2	Closed	2/29/2020	277DRA	277DRA Multiple HL segments are present in the response file

OSDS Submitter Testing – Submitter Forum

The purpose of the Weekly Submitter Forum is to ensure submitters have timely access to needed information. The content of the forum will include, but is not limited to:

- Companion Guide updates
- Edit logic and/or disposition information
- Process
- Timeline
- Release notes
- Question and Answer period. Submitters will be requested to submit their questions in advance.

Schedule: Fridays 1-2 PM EST

Attendance is strongly encouraged. Invitations will be delivered via email

OSDS Submitter Testing – Certification

Prior to submitting files to the production environment a submitter must have successfully:

- exchanged files with the OSDS
- submitted at least 6 files per transaction with 40 or more records having an acceptance rate of 90%
- be able to process the associated response files

OSDS Training

OSDS Submitter Training

- Submitters will be sent a meeting invitation for each training. If the training is optional or repeated it will be noted in the body of the training invitation.
- The OSDS Training Schedule will be posted on the NYS Health Connector in the future

OSDS Submitter Training: February Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			EDl Registration Training – 1-1:45pm			1
2	3	4	5 EDl Registration 10:30-11:15am ET	6	7	8
9	10	11	12	13 DOH Informational Webinar	14	15
16	17 837 Response File Training: 1-2pm	18 NCPDP Response File Training 10-10:30am	19	20 837: 277 DRA and Edit Disposition 9:30-10:00 am	21 OSDS Submitter Forum 1pm – 2pm	22
23	24 837 Response File Training: 10:30-11:30am	25 NCPDP Response File Training 2-2:30pm	26 834 Response File Training 1-2pm	27 837: 277 DRA and Edit Disposition 11-11:30 am	28 OSDS Submitter Forum 1pm – 2pm	29

OSDS Help Desk

OSDS Help Desk

- The role of the OSDS Help Desk is to collect, analyze, and resolve incidents.
- The OSDS Help Desk will resolve incidents as quickly and effectively as possible.
- Data Submitters are strongly encouraged to submit questions through the OSDS Help Desk so that inquiries and incidents can be tracked and monitored.
- The OSDS Help Desk will be available to OSDS users 24 hours per day, seven days per week, 365 days per year – including all holidays.

OSDS Help Desk

- The Level 1 Help Desk analyst documents submitter questions and responds to questions about access and documentation.
 - Please provide the help desk your name, organization, contact information and a description of your question or issue.
 - PHI should not be submitted through the help desk
- Questions on transactions are transferred to the Level 2 Help Desk analyst
 - Please provide the file name and submitter ID for questions about an individual file submission, response files or transactions within a file.

How to Submit a Help Desk Ticket

To submit an incident, please choose from one of the following options:

1. Telephone Submission:

Phone the Help Desk at (877) 363-5630

- a. Telephone submission is recommended for critical incidents
- b. Incoming calls will be answered by an Optum help desk analyst

2. Web Submission:

Submit a ticket through Service Now

- a. User must be registered with an Optum ID
- b. Incidents can be reported by logging into: <https://optum.service-now.com/itss2>
- c. Protected Health Information (PHI) should never be included in the ticket description or an attachment/screenshot

Medicare Lines of Business

Medicare Lines of Business

- Public Health Law, Sections 206(18-a)(d) and 2816 authorizes the collection of covered person and claims data relating to individuals covered under Medicare and/or Medicare Supplemental plans from APD Data Submitters, unless the health plan is covered under ERISA
- Medicaid Advantage and MAP health plans have a Model Contract requirement to submit Medicare encounter data for their dual-eligible beneficiaries
- The collection of Medicare encounter data will provide a full picture of services being provided to Medicare beneficiaries, as the NYS APD already contains Medicare FFS data.

Medicare Lines of Business

- For the APD data submitters that have questions on Medicare data submission, we will be setting up individual sessions with you to discuss
- The OSDS project team will work with APD data submitters on the timeframe for Medicare data submission

Questions and Answers



APD Contact Information

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Email: apd.osds@health.ny.gov

NYS Health Connector: <https://nyshc.health.ny.gov/web/nyapd/apd-osds>

Optum OSDS Helpdesk: (877) 363-5630 or by web submission: <https://optum.service-now.com/itss2>

To subscribe to the APD Listserv, send an e-mail request to listserv@listserv.health.state.ny.us. In the body of the message, type:

SUBSCRIBE NYS-APD-L First Name Last Name