



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 #11

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

May 2020 - Empire State Plaza, Albany NY

# Agenda

OSDS Submitter Testing

OSDS Certification

OSDS Submitter Testing Observations

Questions and Answers

# OSDS Submitter Testing

# OSDS Submitter Testing:

- Submitter testing started February 18, 2020
- Opportunity for submitters to test submissions and for the OSDS to find unreported issues
- Submitters submit data via the SFTP connection they have established with Optum. Response files returned via SFTP.
- There is a weekly Submitter Forums on Fridays
- Known issues log and release notes are distributed weekly via SFTP. 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

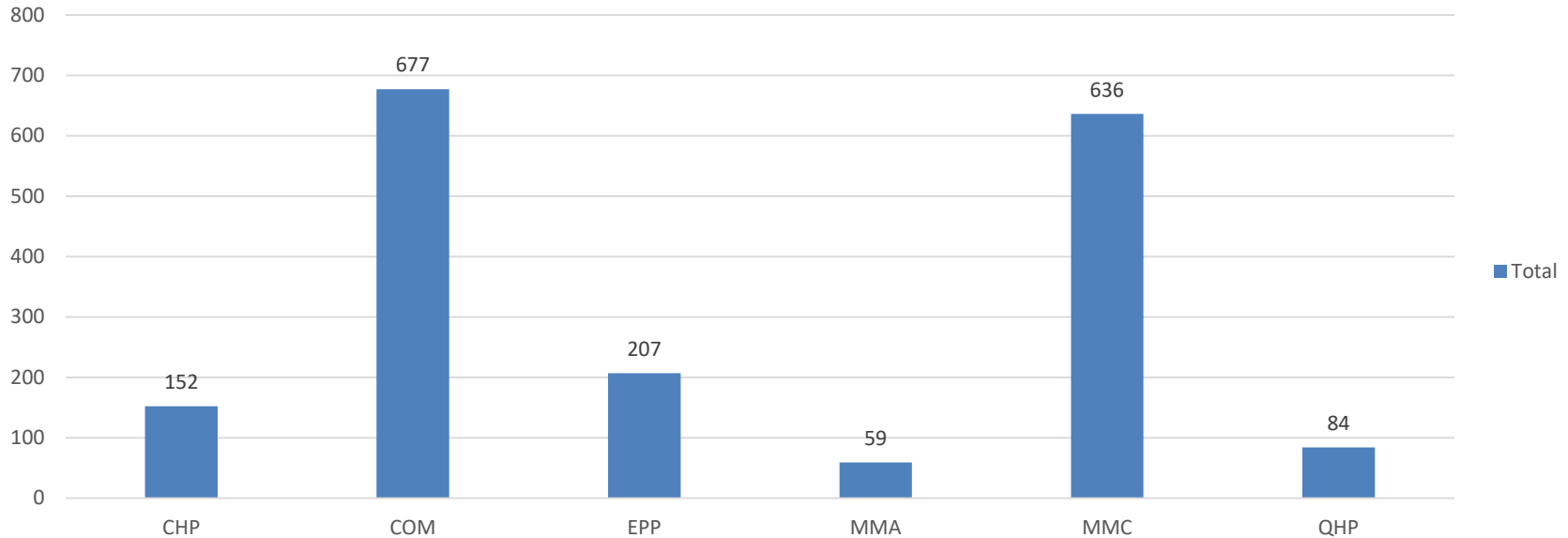
\*Note: The EDI Registration form can be returned without the completion of the "plan information" tab so that a SFTP connection can be established while this information is being compiled.

# OSDS Submitter Testing: System Availability

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

# OSDS Submitter Testing: Test Files by LOB

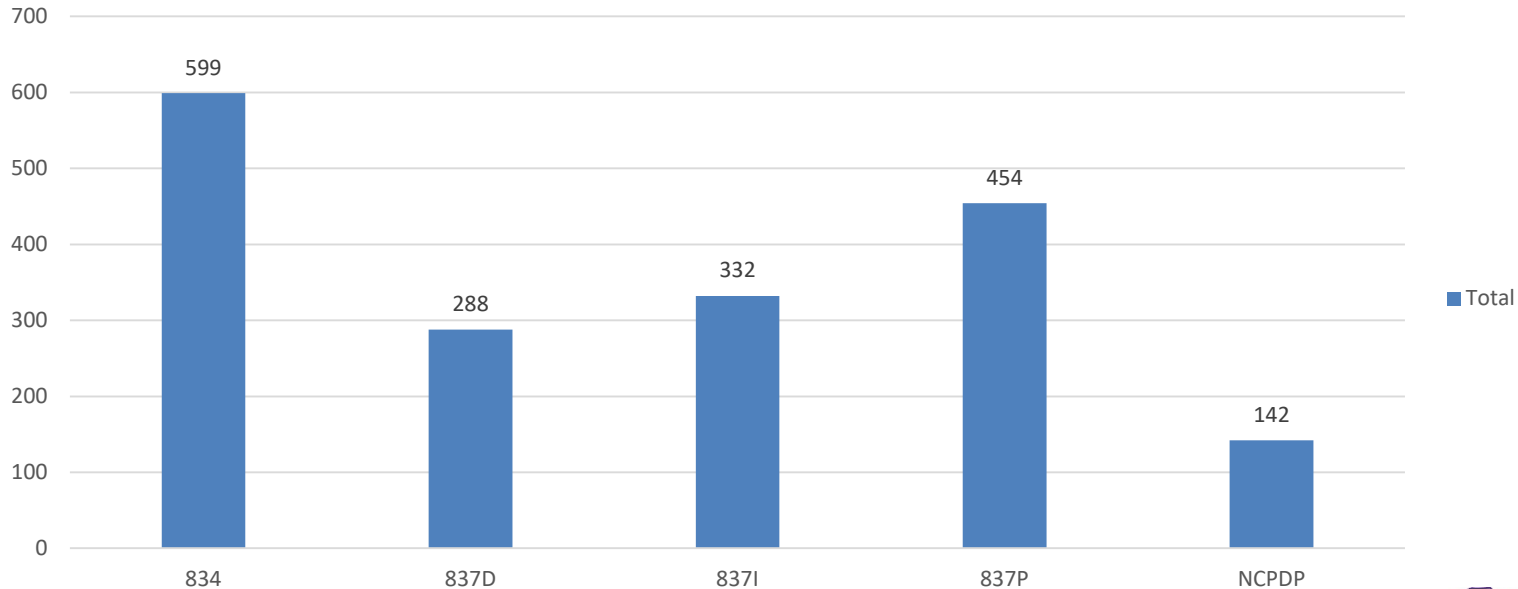
Test Files by Line of Business



As of 5/12/2020

# OSDS Submitter Testing: Test Files by Transaction Type

Test Files by Transaction Type



As of 5/12/2020



# OSDS Submitter Testing: System Updates

- History data is now available through cycle 2212 (January 8, 2020)
  - EIS submitters may submit adjustments and voids to their previously submitted EIS transactions
- Member validation is now occurring
- Tier II transaction edits have been updated
  - 38 837 (x298, x299, x300) edits
  - 39 NCPDP edits
  - 5 834 x318 edits
- Known issues log and release notes are distributed weekly via SFTP. SFTP connection set-up is required to receive these documents.

# OSDS Submitter Testing – Training

## May

## 2020

### APD OSDS Training Calendar

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



# OSDS Submitter Testing: Questions

- Technical questions should be submitted to the Optum Help Desk
  - The role of the OSDS Help Desk is to resolve incidents as quickly and effectively as possible. All requests for assistance will be initiated through ServiceNow, either by phone (877) 363-5630 or by web submission: <https://optum.servicenow.com/itss2>
  - 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.
- Policy, regulatory and compliance questions should be sent to [apd.osds@health.ny.gov](mailto:apd.osds@health.ny.gov)

# OSDS Certification

# 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

Tentative Certification Start Date: July 2020

Files submitted prior to the certification start date will not be counted towards certification but submitters should continue to participate in testing to prepare for certification.

# OSDS Submitter Testing Observations

# OSDS Submitter Testing – Observations

- We have reviewed where submitters are in the OSDS Registration Process and engagement in testing and made several observations.
- We would like to go over some of these observations and hear from you on any concerns or barriers your organization is experiencing.
- When you respond in chat please include which observation number you are commenting on.
- If you do not feel comfortable with responding in the chat during this webinar, please submit a helpdesk ticket.

# OSDS Submitter Testing – Observations

1. We have noticed Issuers that do not have a prior relationship with the EIS and will be submitting only commercial data have a lower engagement rate than those who have previously engaged with the EIS. None of the commercial only submitters have begun testing. For these data submitters, does your organization have a target time period to begin testing? Is there a barrier that is causing delayed registration and engagement?
2. We have 4 data submitters who have been sent an EDI registration form and not yet returned the form to be able to initiate a SFTP connection. Does your organization have a target time period to complete the registration form and begin testing?



# OSDS Submitter Testing – Observations

3. We have 6 data submitters who are currently in process of setting up their SFTP connections. All 6 have surpassed the typical two-week connection times due to lack of engagement from the submitter. For those who initiated their SFTP connection more than 2 weeks ago, what is preventing completion of the connection? Do you have a target time period to begin testing?
4. We have 12 data submitters with established SFTP connections that have not yet begun testing. For these data submitters, does your organization have a target time period to begin testing?

# OSDS Submitter Testing – Observations

5. We have 32 data submitters with established connections that are testing but 17 of these but have not tested all transactions we expect to receive. When do you anticipate testing the remaining transactions? Is there a reason you have not tested all transactions?
6. We have seen a reduction of testing activities for both number of submitters and files being submitted. The number of unique submitters decreased from 27 in April to 14 in May so far. Testing in the first full test week of May (May 4<sup>th</sup>-May 8<sup>th</sup>) was about half of what testing was the first full test week in April (April 6<sup>th</sup>-10<sup>th</sup>). We want to stress the importance of testing and if there is a reason you have slowed your testing efforts please let us know the rationale for this.

# Questions and Answers



# APD Contact Information

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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>

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