TRAC-IT EHR Committee

December 14, 2023

<u>Local Agency and Vendor Participants</u>: Virginia Heuple, Michelle Kaston, Jarrod Lathrop, Tony Leonard, Lori Real, Chris Neil, Leslie Pakula, Taylor Nash, Johanna VanDorenJackson, Kelly Melendez, Dan Neal, Brian Potter, Raymond Lavallee

Welcome

The purpose of this meeting is to answer any immediate questions related to file testing and request feedback from the Committee.

The following updates were shared:

- There are 4 provider agencies certified to submit uploads of Contact Notes into the live system:
  - Aveanna Healthcare
  - Children's Therapy Concepts
  - Easter Seals
  - Sentara Therapy Center
- Question for the group to discuss around an FTC refresh since last refresh was 9/15/23. As a reminder, a refresh pulls a snapshot of updated data from TRAC-IT into FTC, will require users to set a new password, and clears out any previously uploaded test files.
  - Decision from group is to NOT refresh since one local system would need to start over if a refresh occurs

Open Floor

Call was opened for questions:

- Q: When uploading a transition, if the transition plan date is sent and is outside of the timeframe, the reason is required. In the data dictionary, this is not marked as required so can the reason no longer be required?
- *A: When looking at the data dictionary posted to the ITCVA website here* https://www.itcva.online/tracit-documents*, the reason is marked as conditionally required:*

Field Name	Entity	Required Day 1	Required To Bill	Required 12/11/23	Field Type	Length	VA Label	Description	Validation and Error Handling
							Date		
transitionPlanReasonCode	Transition	No	No	Conditional (required if not timely)	TransitionReason		Transition Plan Out of Timeliness Reason	The reason for why there is no transition plan or why the transition plan occurred outside of the recommended timeframe	

- Q: How many systems have been approved?
- A: *There are four provider agencies approved and they are listed above.*

- Q: What is the expected response time for questions sent to the Support Desk?
- *A: The expectation is responses should be received by the next business day. In general, responses have occurred within the same business day and there are no unanswered questions currently. Be sure to check your spam or junk folders if you are missing a response. Sometimes Support Desk replies are sent there by your email filter. If this happens, you should mark the email as "Not Spam" or "Not Junk" to ensure replies are received in your inbox vs your spam/junk folders.*

UPCOMING EVENTS:

Office Hours – December 19th at 2pm   EHR Committee Meeting – January 11th at 11am

Questions?? Email VATRACIT.FileCertification@ssg-llc.com