
EMR File Testing & Certification Process

Programs can import records to **TRAC-IT** through the EHR Import Process. First, Programs must complete file-testing and then receive approval before accessing this functionality in **TRAC-IT**.

This document will cover:

- Accessing the File Testing and Certification (FTC) Environment and general site information
- The file testing process
- Troubleshooting and how to reach out to EHR Support
- The file certification process, once testing is complete.

Accessing the File Testing and Certification (FTC) Environment

The File Testing and Certification Environment is only accessible to organizations that are completing file testing.

Generally, FTC will contain a snapshot copy of actual data from **TRAC-IT**. It is important to keep in mind:

1. FTC is a secure site that should be accessed by the appropriate personnel. If you believe you should have access but are unable to login, contact your local TRAC-IT personnel manager or local TRAC-IT EHR Lead for assistance.
2. Periodically, FTC will “refresh” with the most up-to-date data. Any newly created cases or changes made to cases in FTC will be cleared, and a new snapshot copy of data from **TRAC-IT** will be loaded into the site.

Logging in for the first time:

1. Visit the login page for the testing site: <https://ftc.vaei.casetivity.com/login>
2. Enter your email as your username. Contact your local TRAC-IT EHR Lead for assistance if you are unsure of the email address they provided.
3. Click “Forgot Password” at the bottom of the login page. An email will be generated for you to set your password.
4. Once you have set your password, return to the login page, and enter your credentials.
 - a. If you already have an account in **TRAC-IT**, you may use the same authentication app to login to FTC as you would use to login to **TRAC-IT**.
 - b. If you do not already have a **TRAC-IT** account, you will be prompted to set up an authenticator app for added security. Please refer to the Authenticator App resources available [here](#) for more information and instructions.

File Testing Process

When you are ready to begin testing, please refer to the **EMR File Testing Scenarios** document, which contains specific test cases you should complete to ensure file readiness. This document is available at <https://ftc.vaei.casetivity.com/pages/Help> under “EMR Resources”.

For each scenario, follow these steps:

1. Review the scenario and export the appropriate XML file from your EHR system that will meet the specifications of the scenario. Note that you may be able to cover multiple scenarios with one XML file, if desired.
2. Upload the file to FTC, and verify the file uploaded successfully by:
 - a. Reviewing the Results File.
 - b. Reviewing the child’s record to ensure that the new or updated data is present.
3. Once you have successfully uploaded a file that covers the scenario, record the link (or URL) of the **Import EMR File** task to share with EHR Support later.
4. Choose the next scenario to test and repeat this process.

If an error occurred or you notice data is not present that you thought had been imported, begin troubleshooting to resolve the issue before re-importing the file to FTC.

Troubleshooting

In general, you can answer your questions related to your EHR errors/missing data by following these three steps:

1. Review the file imported to FTC by:
 - a. Reviewing the original file from your computer, or
 - b. Opening the closed **Import EMR File** task and downloading the file.
2. Review the Results file generated by FTC for error messages or warnings.
3. Check the child’s enrollment in FTC.

Detailed troubleshooting steps are included in the **EMR Troubleshooting** guide, available in the Help section in FTC under “EMR Resources.”

If you would like additional support during the file testing and certification process, please contact VATRACIT.FileCertification@ssg-llc.com, and include the following information:

- The link (or URL) to the **Import EMR File** task where the issue occurred.
- A description of the question or problem
- The date and time of the file upload and the user who completed the upload.
- **Important:** Please do not submit any PII in your ticket and use the TRAC-IT ID or the child’s initials and date of birth.

Including the relevant information above reduces the time it takes for EHR Support to investigate the issue.

File Certification Process

Once your organization has completed the test scenarios outlined in the *EMR File Testing Scenarios* document, you may pursue file certification for access to import data to **TRAC-IT**.

Please contact VATRACIT.FileCertification@ssg-llc.com when you have successfully uploaded data that fulfills each test scenario. In your email to EHR Support, please provide the links to the **Import EMR File** tasks where you completed any remaining test scenarios.

After EHR Support is notified, the following will occur:

1. EHR Support will review the file uploads you provided links to and work with you to resolve any outstanding questions or error messages that resulted from the uploads.
2. **EHR Support will ask you to complete a final import to FTC.**
 - a. This import should be an example of the daily EHR file you are planning to upload to **TRAC-IT** once your program is approved.
 - b. Once uploaded to FTC, you should review the Results file for any new errors.
 - c. Copy the link to this **Import EMR File** task and share it with EHR Support.
3. EHR Support will review the imported file and the results file.
 - a. If the error-rate of the results file is 10% or higher, or the errors are identified as major impediments to successful data upload, or a data quality issue is discovered, the organization may be asked to review and fix these errors.

After your organization completes the final file upload successfully, DBHDS will review your test cases and provide final approval, or conditional approval, to begin uploading data via EHR import to **TRAC-IT**.

DBHDS and EHR Support will work with you to schedule the date/time you should begin uploading files in **TRAC-IT**.