Q&A from EHR Support Desk – November 2024

Additional Resources:

File Testing and Certification (FTC) Environment Help section (must be logged in): https://ftc.vaei.casetivity.com/pages/Help

- *Contains EMR File Testing and Certification Guide, EMR File Testing Scenarios, EMR File Upload Instructions, EMR Troubleshooting, Entity Dependencies, EMR Entity Match and Update Logic, EMR Contact Notes guide, and XML schemas.*

ITCVA Website's TRAC-IT Documents section: https://www.itcva.online/tracit-documents

- *Contains the Data Dictionary, XML Schema, XML Input File (sample), EMR Response Schema.*

ITCVA Website's TRAC-IT Webinars section: https://www.itcva.online/trac-it-webinars

- *Contains EMR Upload Demos, EMR Office Hours recordings, and past Q&A documents.*

Q&A:

1. In my file, which includes an Annual IFSP, one of the attendees (parent) is not pulling in. Can you explain why?

An IFSP Attendee must be a certified TRAC-IT user and have access to the child's case. A parent cannot be one of the two minimum IFSP attendees that are required. If there was a second provider that participated "in writing", they should also be sent as an attendee.

2. I received this error "**Consent date is required.**" **I reviewed the client's chart in TRAC-IT, and there are consent dates in the chart, I am not sure why the error is still asking for the consent date.**

The match logic on consents is as follows: *One or more values must be provided to create a record. If one or more values are provided, do an exact match on all fields.* The system is unable to match this consent to an existing consent on the record or create a new consent because the date is missing from the Consent for Early Intervention Services in the consent entity.

```
<consents>
    <Consent>
        <date></date>
        <name>Dad Test</name>
        <typeCode>PROVISIONOFEARLYINTERVENTIONSERVICES</typeCode>
        <valueCode>YES</valueCode>
    </Consent>
```

Have additional questions? Reach out to us at VATRACIT.FileCertification@ssg-llc.com.

3. Would you please explain this error: "The Clinician selected should have appropriate disciplines for the Service type selected. "

In TRAC-IT, the discipline of the assigned provider on a service-related contact note is required to match the discipline of the provider in TRAC-IT. The reason this error was generated is the clinician's discipline on the ProgressNote is *Social Worker, Licensed Clinical* or SW-LC while their certification in TRAC-IT is *Social Worker – including Licensed Social Worker*, or SW-ILSW.

4. The Assigned Provider task is not showing as completed but the provider's name is entered. Can you help me understand what I should do for the task to show as completed? Does it have something to do with the addendum signatures not pulling?

There is not a separate IFSP Addendum entity stored in TRAC-IT. Uploading a clinician's email on the service plan on the IFSP achieves the same result as completing the 'Assign IFSP Services' task in TRAC-IT. The Assigned Service task can remain open in the Task Summary since you are uploading the assigned provider through EMR.

5. Would you please share how to indicate when an IFSP team member has participated either electronically or in writing. When entering that information into TRAC-IT, we are required to choose one of those options, but we do not see this in the data dictionary. Can you clarify if this information is needed and if so, where would we find it in the data dictionary?

Indicating whether a provider participated in an IFSP electronically or in writing is not required in TRAC-IT whether using the task or uploading through your EMR. The participation type is only stored in the task print template and is not retained on the electronic IFSP record in TRAC-IT, so the field is not available to be sent via EMR at this time.

6. I've been struggling to get an IFSP Review to upload. The message it gave is "Only physician certifications, assignee and reason for late updates are allowed to a previously reported IFSP or IFSP Review."

After reviewing the file, what is missing is the lastReviewDate indicating that you are sending an IFSP Review. Without the lastReviewDate field, the system thinks you are updating the current IFSP with information that is not permitted. After an IFSP is signed, only the physician's certifications, assignees, and reasons for late services are allowed to be updated.

7. We received some errors on the progress notes due to certification. Can you please explain why?

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You received the error messages *"The Clinician selected should have appropriate disciplines for the Service type selected"* and *"Service is required"* because the serviceTypeCode is missing in the ServiceLog:

```
<minutes>30</minutes>
<serviceTypeCode></serviceTypeCode>
```