Encounter Reporting Process

Aging & Disability Resource Center

Division of Long Term Care
P-01154 (12/2015)

Wisconsin Department of Health Services

How to Submit Client Tracking Data for the State Encounter Reporting Requirements

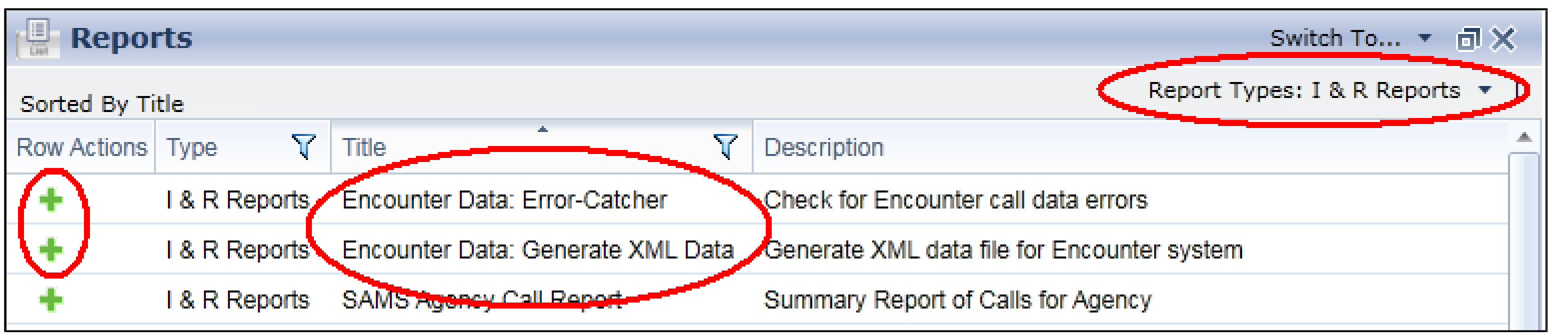
Follow three steps:

1) Use Error Catcher Report
2) Generate XML data
3) Send data to State Encounter Reporting System

****For Non SAMS IR users, please start with Step 3 on Page 9**

Step 1: Use Error Catcher Report

SAMS IR contains two custom reports related to the Encounter submission process. The first report enables the ADRC to monitor and correct data errors within SAMS IR. The second report enables an ADRC administrator to generate a monthly encounter data submission file, which is a XML data file that can be uploaded to the State of Wisconsin's Encounter data-reporting system. Both reports are listed within the I&R category. In SAMS, the Error-Catcher report shows the ADRC user which contacts are missing information for successful encounter data submission. Running the Error-Catcher report will help the ADRC user see what areas need to be fixed before submitting data to the encounter system. To generate the Error-Catcher report, click on “**Reports**” in SAMS IR to see the screen below.



The first report to pull is the Encounter Data: Error-Catcher report.

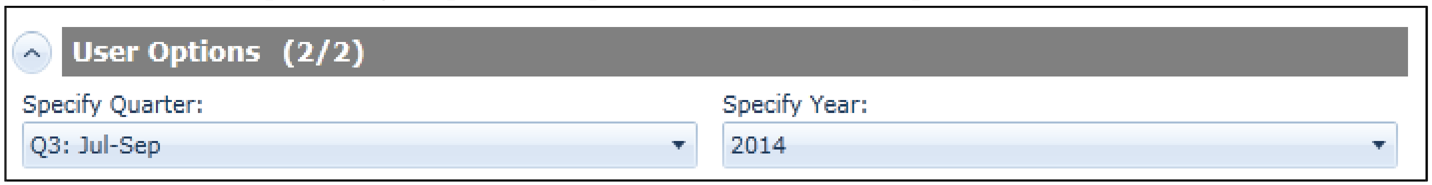
Error-Catcher Report:

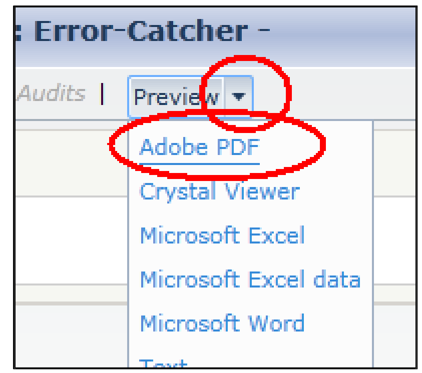
Running the Error-Catcher report once a week is recommended for these reasons:

1) A contact with an error will be fresh in the I&A Specialist's memory, making data corrections faster, easier, and more accurate; and
2) The Error-Catcher report can be more easily integrated into routine quality assurance activities when the number of errors to fix is not so large as to require a special task or work project to correct.

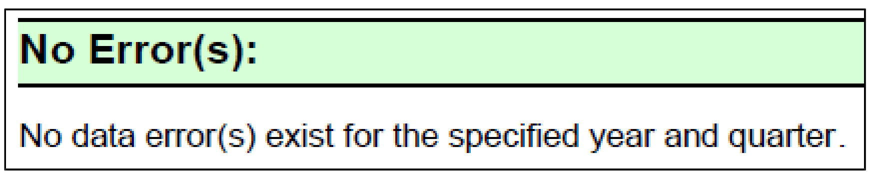
Note: The encounter report is due to the Department every month per the 2016 Scope of Services. ADRCs have two weeks after the completion of the previous month to submit the report.

To view a list of error-status contacts, open a new Error-Catcher report by clicking on "**Encounter Data: Error-Catcher**." The Error Catcher report is the one seen on the screen from the previous page. Select a year **and** a month. Preview the report using the preferred option. (The Adobe PDF option is shown here.)

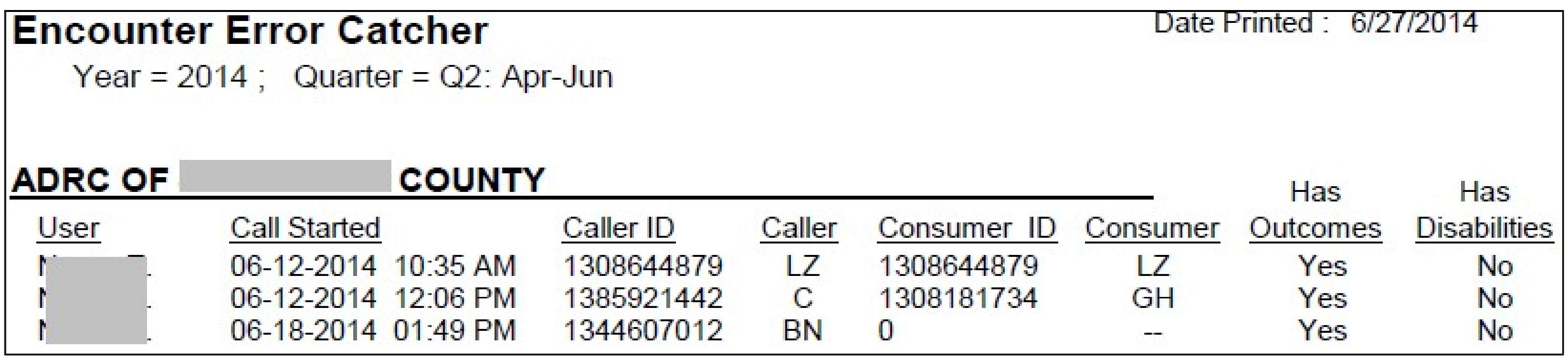




If the ADRC does not have any contacts in error status for the specified month, the Error-Catcher report preview will display the following message:



If the ADRC **does** have one or more contacts in error status, the report preview will display a list of these contacts and **the errors that need to be fixed before this information can be sent to the encounter system as the monthly report.** The Error-Catcher report displays all of the basic contact information including the SAMS user name, the caller/consumer initials and SAMS ID, the date/time of the contact, as well as what needs to be corrected:



Encounter Error Catcher Date Printed : 6/27/2014

Year = 2014 ; Quarter = Q2: Apr-Jun

ADRC OF [illegible] COUNTY

User	Call Started	Caller ID	Caller	Consumer ID	Consumer	Has Outcomes	Has Disabilities
N[illegible] T.	06-12-2014 10:35 AM	1308644879	LZ	1308644879	LZ	Yes	No
N[illegible].	06-12-2014 12:06 PM	1385921442	C	1308181734	GH	Yes	No
N[illegible].	06-18-2014 01:49 PM	1344607012	BN	0	--	Yes	No

Step 2: Generate XML Data

Generating an XML Data File:

NOTE: This process has changed as of August 2014. Data can now be directly exported to an XML file.

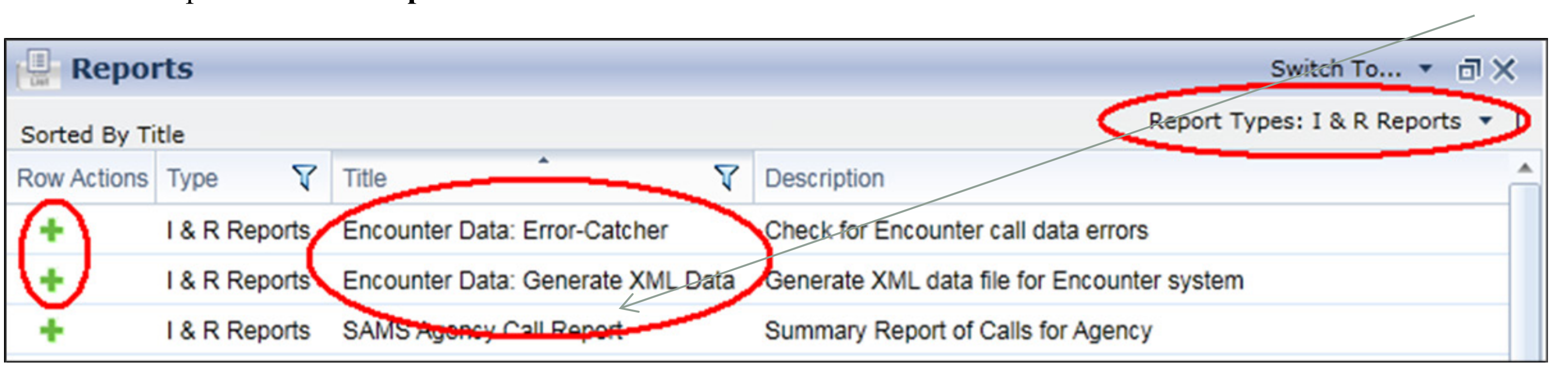
Following the end of each month, an ADRC administrator can generate an XML data file from SAMS. This should be completed **after** it is certain all SAMS users have completed contact data-entry for the month, and **after** all/any errors for that month are corrected.

Note: The encounter report is due to the Department every month per the 2016 Scope of Services. ADRCs have two weeks after the completion of the previous month to submit the report.

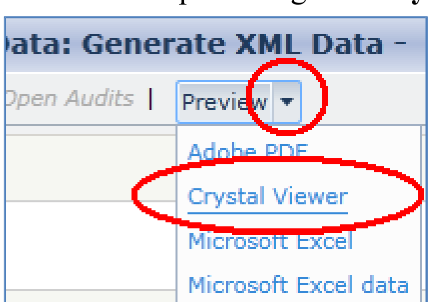
An XML data file can be generated from SAMS at any time, for any month; however, a specific month's data file can be uploaded only **once**. The upload process does not automatically over-ride previous data, rather it looks for similar data and generates an error when it identifies previously uploaded data. It states that the data already exists. **Be certain that monthly SAMS data is complete before generating and uploading the quarterly XML data file.**

To generate an XML data file from SAMS, follow these steps:

1) Start a new "**Generate XML Data**" report by clicking on "**Encounter Data: Generate XML Data**" and selecting the appropriate year and month. To find this report click on "**Reports**" in SAMS IR.



2) Preview the report using the "**Crystal Viewer**" option:



If the ADRC does not have any matching data for the specified month, a **No Data** message will appear:

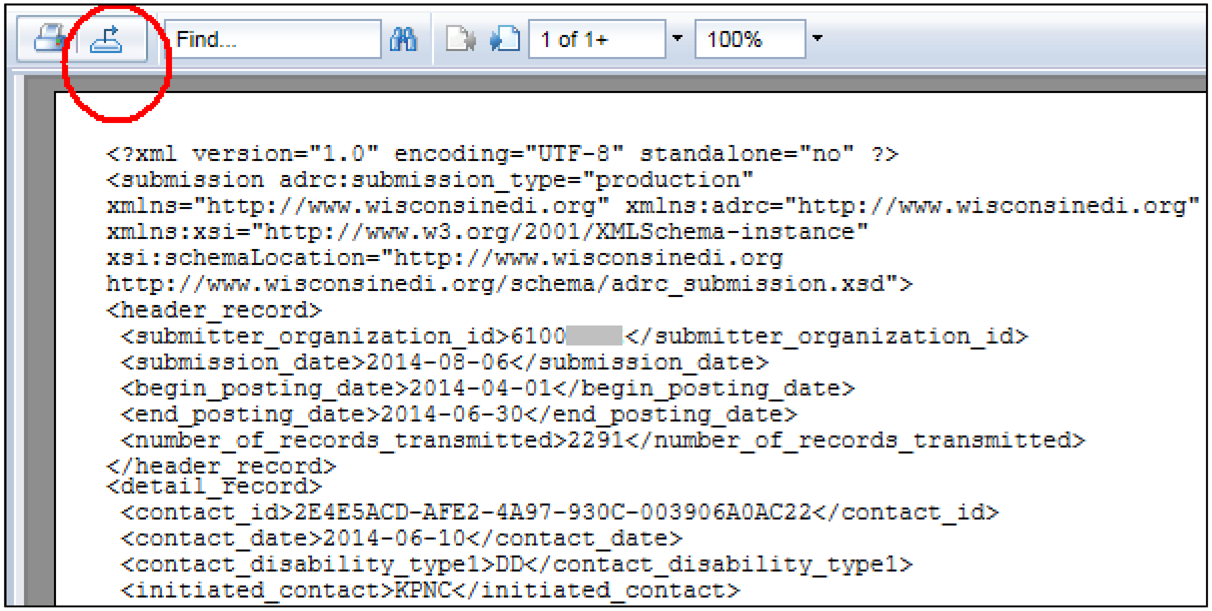
> **No Data:**
>
> There are no call records in SAMS for your organization for the following period:
> **2015**, **Q4: Oct-Dec**
>
> If this does not seem correct, please double-check that you selected the correct year and quarter. If you are certain that you selected a year and quarter in which there is SAMS call data, please contact the state SAMS administrator for further assistance.

If the ADRC has any applicable contacts in error status, a message will appear indicating the number of errors that remain:

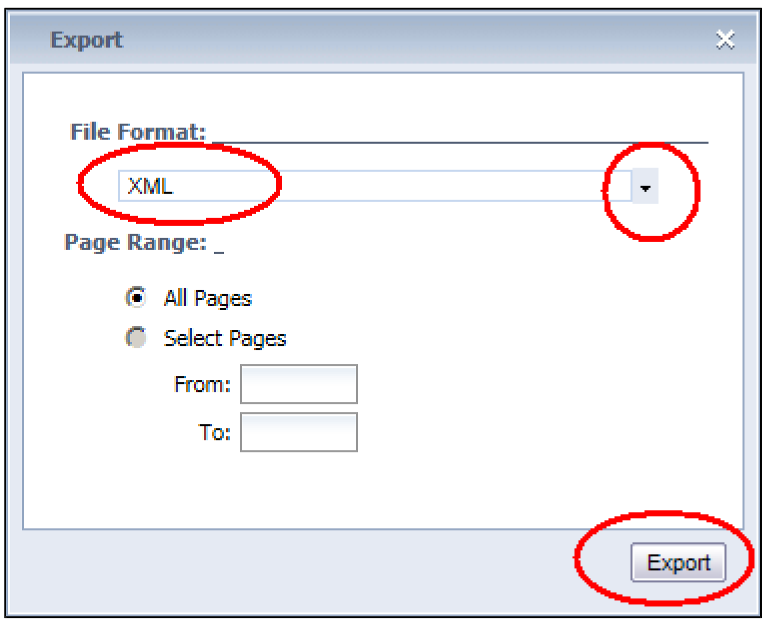
> **Please correct your data error(s).**
>
> Unable to generate Encounter XML data for the specified period (2014, Q3: Jul-Sep).
> There are **16** data error(s) remaining which must be corrected before generating the XML file.
>
> An error is defined as a call record, within the specified quarter, which has either:
> 1) no assigned disability, or
> 2) no assigned ADRC activity/outcome.
>
> To see a list of your call records which are currently in error status, please preview the Encounter error-checker report using the same year and quarter that you specified for this report. After you have corrected all calls for missing data (and the error-checker report no longer shows any errors), re-run this report to generate your XML data file for the Encounter system.

SAMS will **not** allow generation of an XML data file if any contacts for the specified month are still in error status. If the above error message is received, use the Error-Catcher Report to correct all/any remaining contact errors.

3) If the specified month contains contact data and if no errors exist, the XML content will appear in the preview window. After the XML appears, click the "**Export this report**" button:

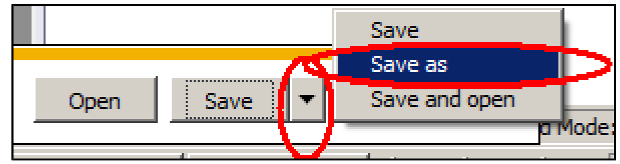


4) Within the pop-up window, change the file export format to "**XML**" and then click the "**Export**" button:

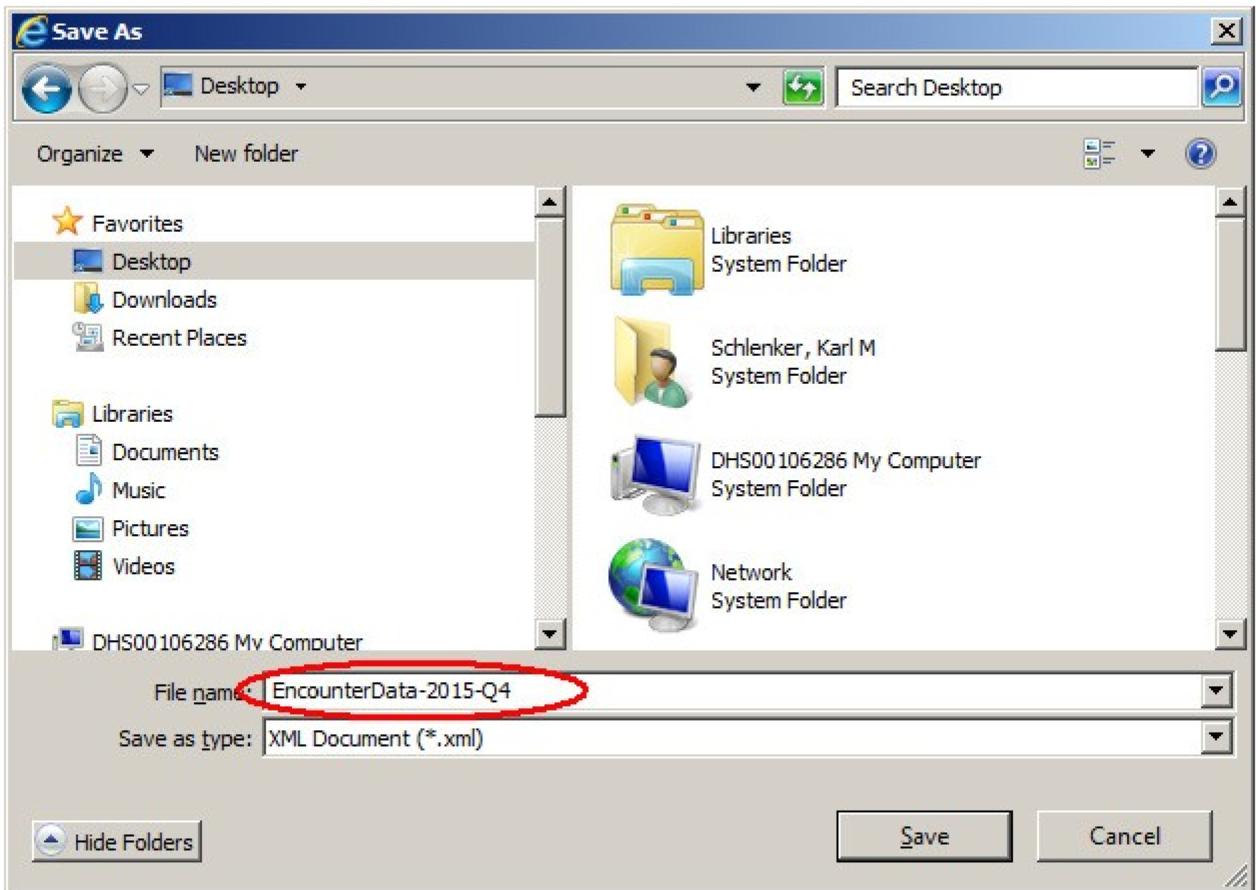


5) The Internet browser will display a dialog at the bottom of the screen. Do **not** click the "**Save**" button; rather, click the dropdown arrow right next to it:

6) Select the "**Save-As**" option to select a storage location for the file:



7) Locate the folder in which to save the Encounter XML data file. (User's Desktop was used in the pictured example.) Create an appropriate file name. Because this is an XML file (i.e., not text), Windows will automatically append the ".xml" extension to the file name.



8) The saved XML data file is now ready for upload to Wisconsin's Encounter reporting system. It will not need to be renamed to be uploaded.

Data Examples:

The following chart demonstrates some of these examples of when records appear on the error report.

Sample Contact	**Will Appear on Error Report?**	**Will Be Included in Encounter XML?**	**Logic / Notes**
Contact has no ADRC Outcome(s). Contact has one Disability.	YES	unknown	Because there is not yet a defined outcome for this contact, it is unclear whether or not it will be reported to the Encounter system. It will remain on the error report until an outcome is assigned to it.
Contact has two ADRC Outcomes (#13 and #99). Contact has one Disability.	no	YES	Because one or more of this contact's assigned outcomes are specific to Encounter, this contact will be reported to Encounter. Because it also has at least one disability listed, it satisfies the Encounter system's reporting requirements.
Contact has one ADRC Outcome (#13). Contact has no Disabilities.	YES	YES	Because one or more of this contact's assigned outcomes are specific to Encounter, this contact will be reported to Encounter. However, the Encounter system requires at least one disability, so this contact record will remain on the error report until a disability is listed.
Contact has one ADRC Outcome (Administrative). Contact has no Disabilities.	no	no	Because this contact already has at least one outcome, it does not require that any more outcomes be assigned to it. Because that single outcome is a non-Encounter outcome (Administrative), the contact will not report to Encounter. It is not required to have any assigned disability(ies).

** New errors will display in 2016 for Unique Identifier, Gender, Call Topics and Call Type.

** For SAMS IR users, a new error will display in 2016 if a functional screen was administered and the contact in the client tracking system is missing key pieces of information. The error will prompt the user to update the contact information as the information needed is located in the functional screen.

Step 3: Send data to State Encounter Reporting System

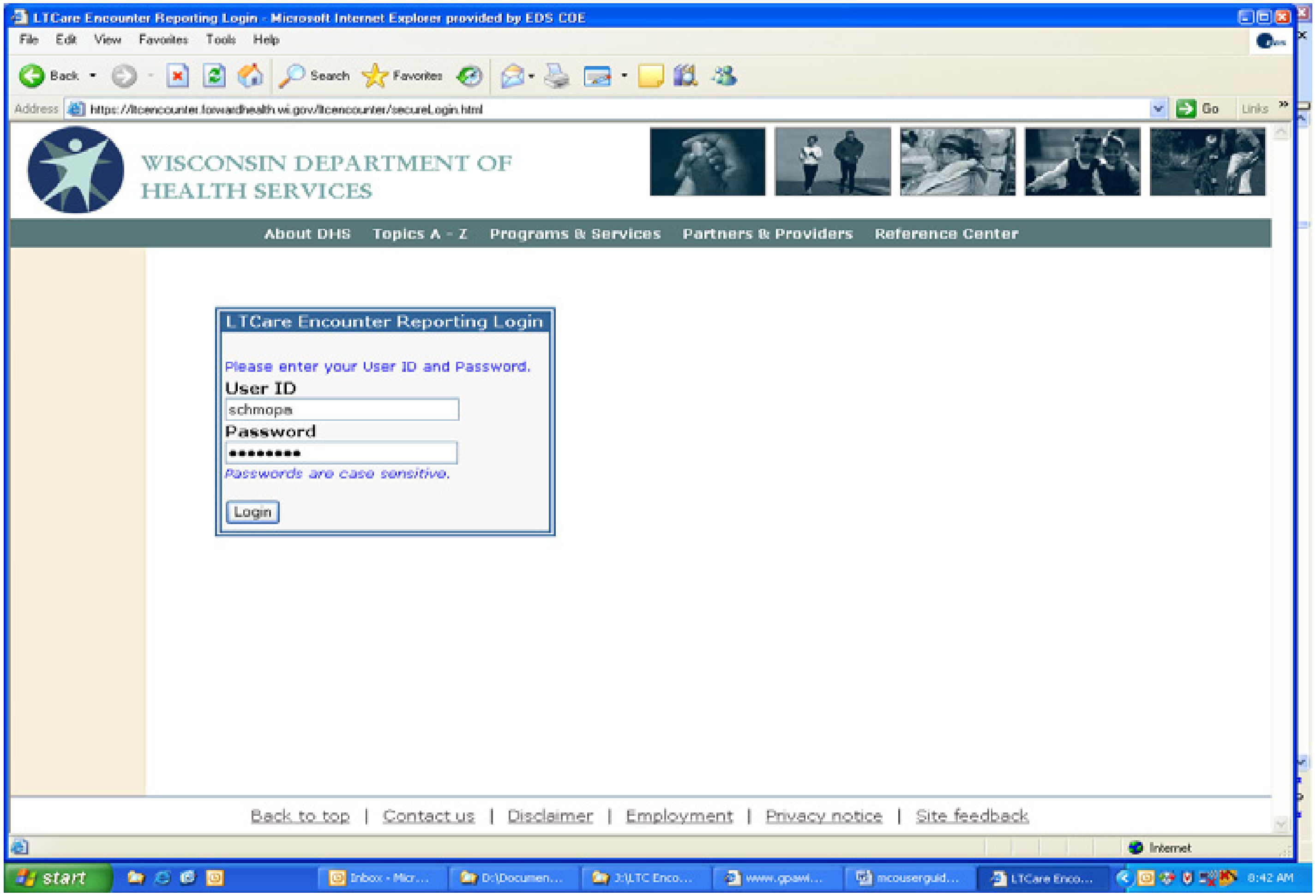
For a new user, complete a New User Request form to gain access to the system. Please complete the following steps to locate and complete the form:

1) Go to the ADRC Professionals website: https://www.dhs.wisconsin.gov/adrc/pros/index.htm
2) Once on the ADRC professionals website, click on the "**References and Tools**" drop down box.
3) Then, click on the "**ADRC Reporting**" link.
4) Scroll down to the title: **Encounter New User Request Form.**
5) Open and complete the form. Email the completed form to the Email address provided on the form. When access is granted, an Email indicating the user name and password will be received.

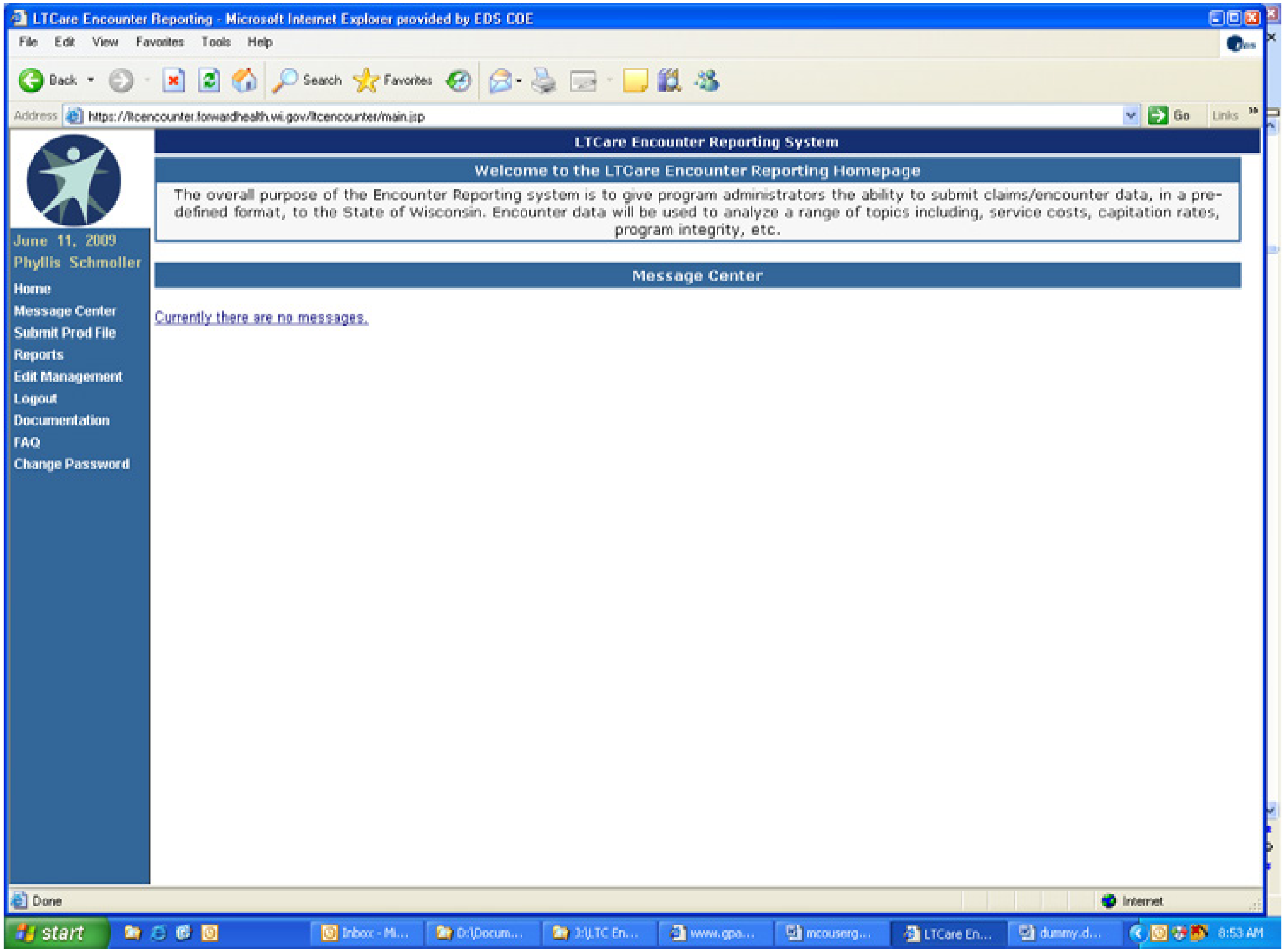
Once there is access into the system, click on the following website: **ADRC Data Dictionary Encounter Reporting.**
This link is found on the same webpage as the Encounter New User Request Form (step three listed above.)

Click on the "**ADRC Data Dictionary Encounter Reporting**" link to be taken to the **LTCare Information Exchange System** website.

Click on the first bullet point: **LTCare Encounter Reporting Application.**
Enter the User ID and Password received in the Email granting access to the State Encounter Reporting System.


LTCare Encounter Reporting Login - Microsoft Internet Explorer provided by EDS COE
File Edit View Favorites Tools Help
Back Search Favorites
Address https://ltcencounter.forwardhealth.wi.gov/ltcencounter/secureLogin.html
Go Links
WISCONSIN DEPARTMENT OF
HEALTH SERVICES
About DHS
Topics A - Z
Programs & Services
Partners & Providers
Reference Center
LTCare Encounter Reporting Login
Please enter your User ID and Password.
User ID
schmopa
Password
Passwords are case sensitive.
Login
Back to top | Contact us | Disclaimer | Employment | Privacy notice | Site feedback
Internet
start
8:42 AM

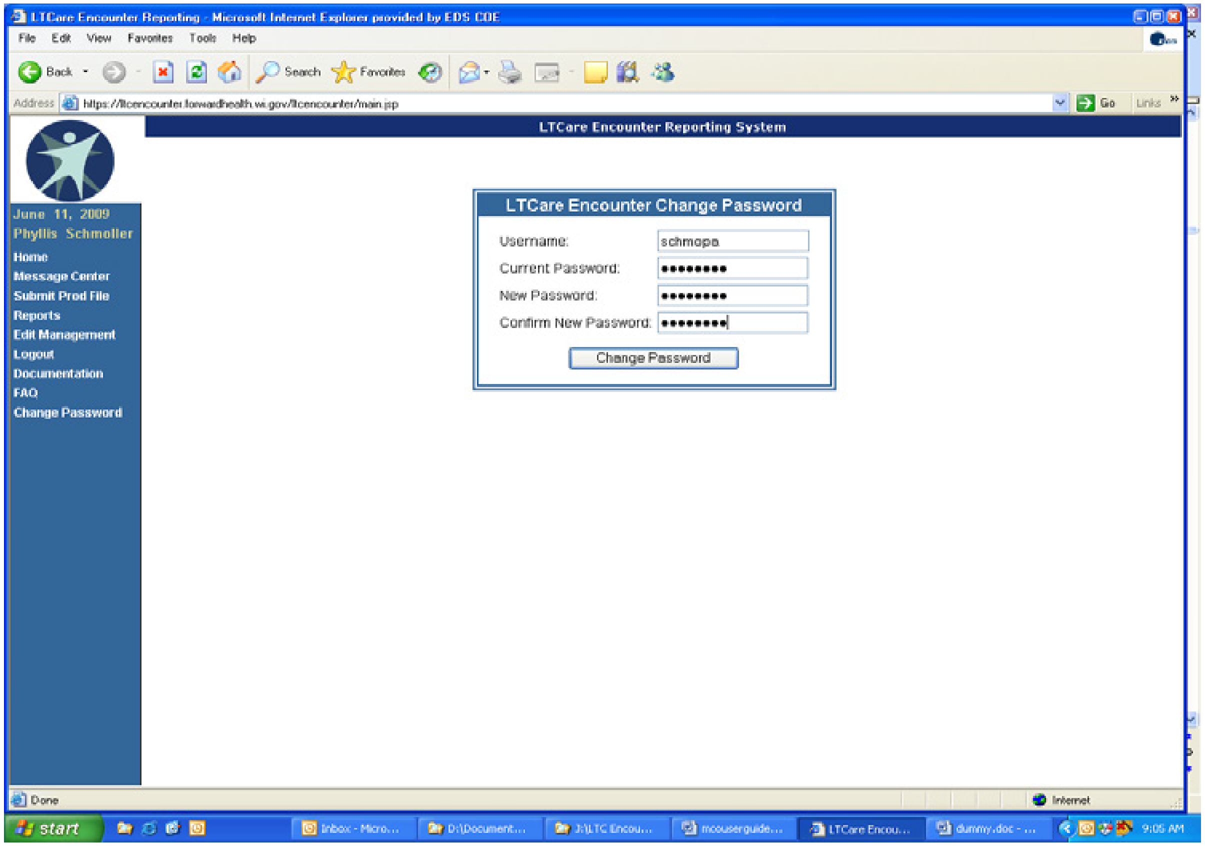
Click “**login**.”



The User is now logged onto the Encounter Reporting Application.

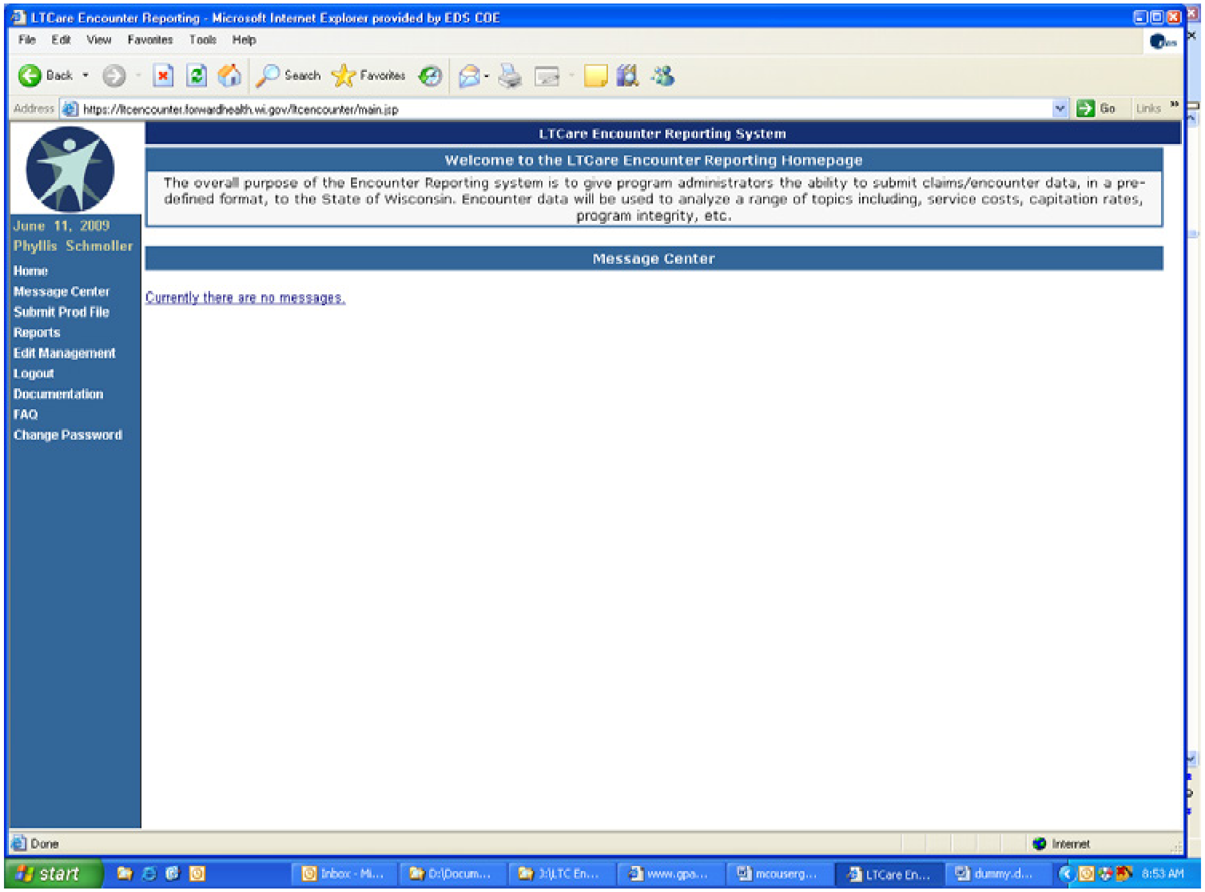
To Change User Password

On the left-hand side of the Message Center Page, there are nine options. To change the password click on the hyperlink that says "**Change Password**." After clicking the Change Password hyperlink, the following screen is displayed.



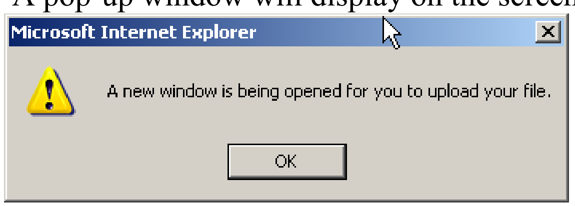
Enter the "**User name**" and "**Current Password,**" and then type a "**New Password**." Confirm the "**New Password**" by retyping it. After clicking the "**Change Password**" button, a screen will appear that indicates the password has been successfully changed.

To access the Encounter Reporting Application, complete the following:
Log in to the Encounter Reporting Application with user name and password. After logging in, the following screen will appear:



There are seven (7) options on left side of the screen. To submit an encounter file, click on: "**Submit Prod File**."

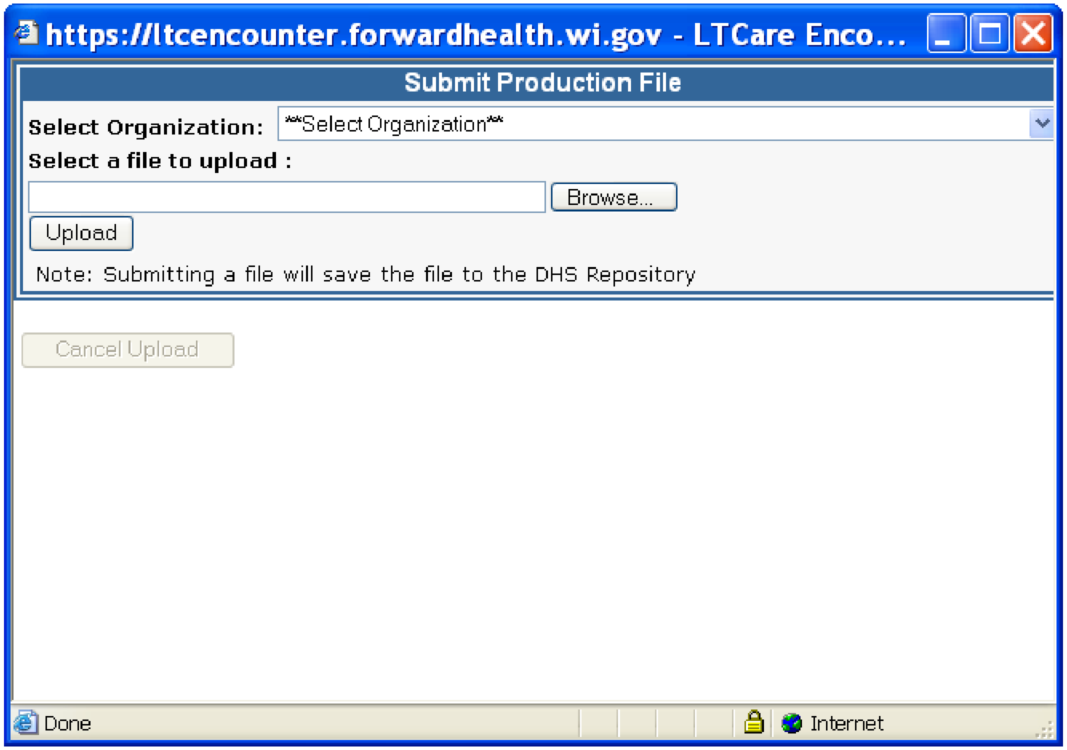
A pop-up window will display on the screen.



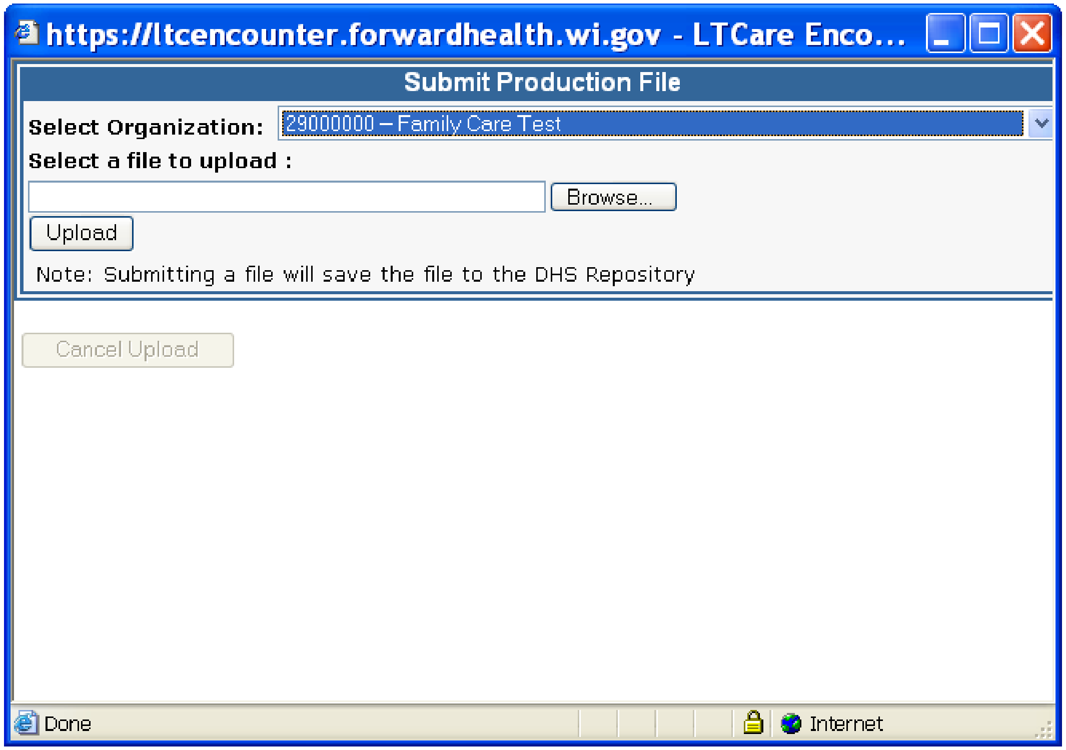
"**A new window is being opened for you to upload your file.**" Click "**OK**" to continue.

Please note on the following screen in the "**Select Organization**" drop-down field:

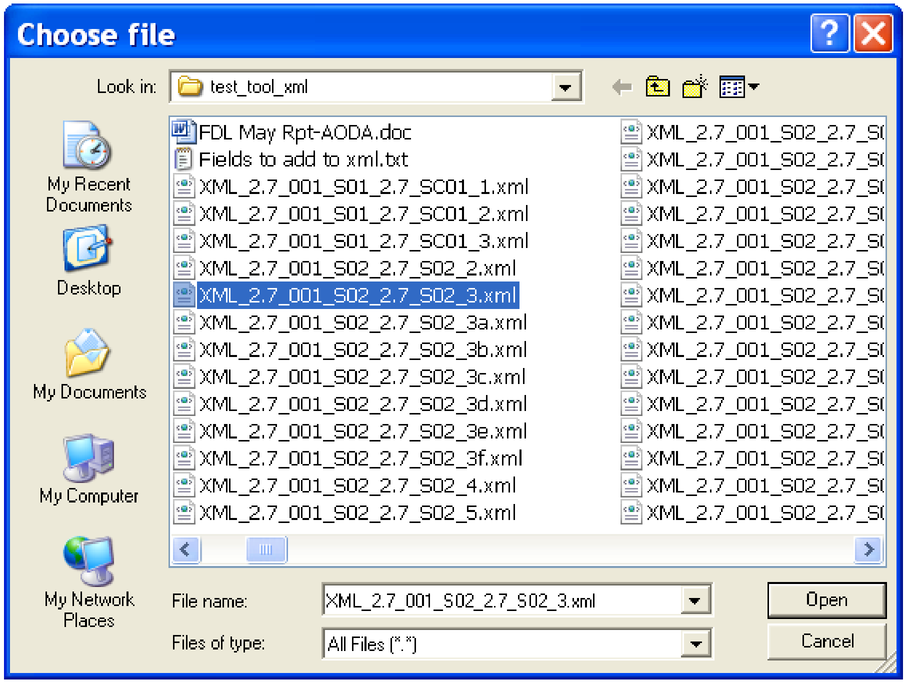
- If user ID is associated with one and only one organization, the organization pre-populates.
- If user ID is associated with multiple organizations, choose the appropriate organization from the drop-down menu.



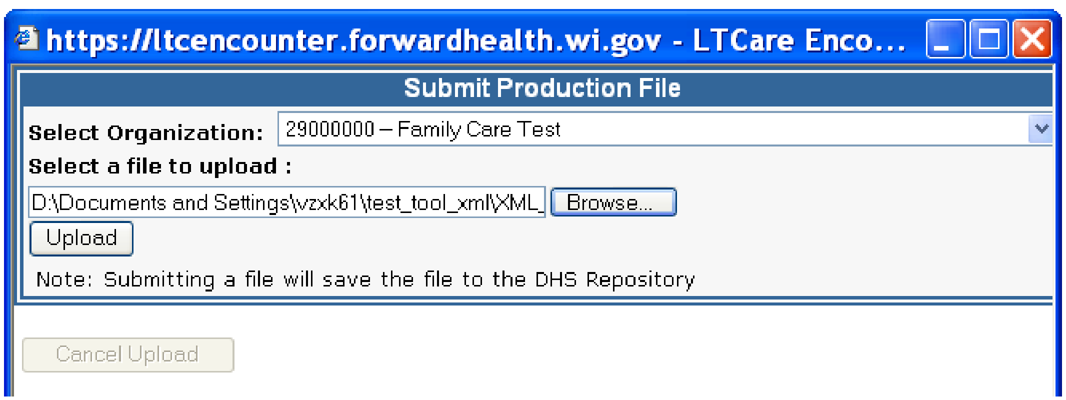
To select a file for transferring, click the "**Browse**" button.



This opens a window to give access to all the files normally available at the workstation. Select the file to submit. When selecting the file, the file name is loaded on the bottom of the pop-up window in a field called "**File Name**." Click on the button that says "**Open**." In the following illustration, the file "**XML_2.7_001_S02_2.7_S02_3.xml**" has been chosen.



After the file is opened, it is returned to the "**Upload Production File**" screen with the chosen file selected.



In order to submit the file, click on the button "**Upload**." A "percentage complete" icon will be displayed. When the percentage reaches 100%, the file has been transferred, and the "**Submission Upload Status**" screen is displayed.

To confirm the upload is complete, the Encounter Reporting website displays the following message on the "**Submission Upload Status**" screen:

A XML file has been successfully submitted to the Encounter application! A file is either accepted or rejected. Once a file is accepted it is ready to be Certified. Certification is the last step in the process. When the file has completed processing, an Email notification will be received.

Reviewing Messages and Error Reports Notification
The Encounter application notifies the user at two points during the submission process:
1) When the file has finished uploading.
2) When the application has finished all edit processing.

When the file has finished uploading, the following message is displayed on the screen:

When the file has finished all processing, an automated Email is sent regarding the file submitted. The Email will indicate if the file was accepted or rejected. If the file is rejected, the email will look like this:

> Subject**: Encounter - Uploaded File Finished Processing**
> ```
> File Name: XML_2.7_001_S02_2.7_S02_3.xml
> Begin Posting Date: 06/01/2009
> End Posting Date: 06/30/2009
> Organization ID: 29000000
> Submission ID: 23983
> Final Status: REJECTED
> Please Contact (608) 261-6845 to be removed
> ```

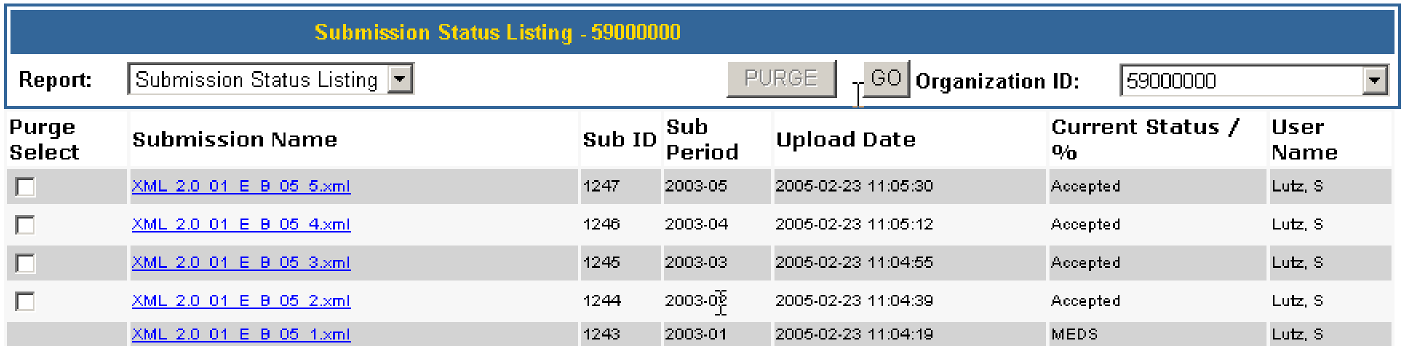
If the file is rejected it must be resubmitted. Until the file is accepted, no further movement can be made in the system.

NOTE: If the application cannot determine the submission organization ID, the Email below will be sent. If this Email is received, reports will not be available.

> Subject: **File deleted due to error. (Sub ID: 23983)**
> This file was submitted at 2010-09-15 09:17:39 am
> Submission ID: 23983 Name of File Submitted: XML_2.7_001_S02_2.7_S02_3.xml
> It was deleted since the organization that owns the file could not be determined.
> Error(s) for this submission:
> Validation Error - No schema associated with chosen org id: 29000000

Reasons for receiving this Email:
1) Organization ID and header submission organization ID do not match.
2) A parser error occurred in the header and no header record is written.

Once the file has been accepted, the data will need to be Certified. To determine if the file was accepted, go to the Report Management Screen. To view available reports, click on the "**Reports**" link on the left-hand column of the main menu to access the Report Management Screen below. The files that were submitted were accepted. The next step is to Certify the data to show that it is complete. Once Certified, the data can no longer be purged or removed.



Submission Status Listing - 59000000

Report: Submission Status Listing | PURGE | GO | Organization ID: 59000000

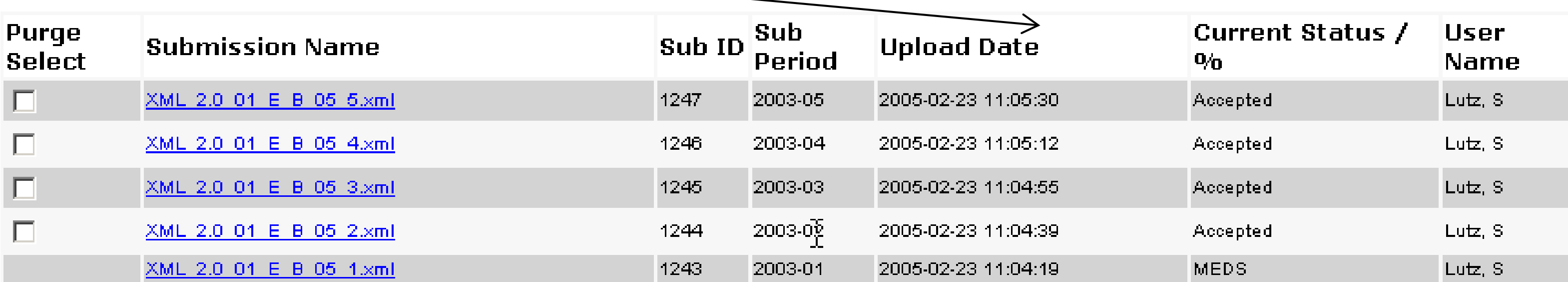
Purge Select	Submission Name	Sub ID	Sub Period	Upload Date	Current Status / %	User Name
☐	XML_2.0_01_E_B_05_5.xml	1247	2003-05	2005-02-23 11:05:30	Accepted	Lutz, S
☐	XML_2.0_01_E_B_05_4.xml	1246	2003-04	2005-02-23 11:05:12	Accepted	Lutz, S
☐	XML_2.0_01_E_B_05_3.xml	1245	2003-03	2005-02-23 11:04:55	Accepted	Lutz, S
☐	XML_2.0_01_E_B_05_2.xml	1244	2003-02	2005-02-23 11:04:39	Accepted	Lutz, S
	XML_2.0_01_E_B_05_1.xml	1243	2003-01	2005-02-23 11:04:19	MEDS	Lutz, S

Submission Status and the Submission Status Report Listing Screen

Submission Status Listing - 59000000

Report: Submission Status Listing | PURGE | GO | Organization ID: 59000000

This report will show the status of the report.



Purge Select	Submission Name	Sub ID	Sub Period	Upload Date	Current Status / %	User Name
☐	XML_2.0_01_E_B_05_5.xml	1247	2003-05	2005-02-23 11:05:30	Accepted	Lutz, S
☐	XML_2.0_01_E_B_05_4.xml	1246	2003-04	2005-02-23 11:05:12	Accepted	Lutz, S
☐	XML_2.0_01_E_B_05_3.xml	1245	2003-03	2005-02-23 11:04:55	Accepted	Lutz, S
☐	XML_2.0_01_E_B_05_2.xml	1244	2003-02	2005-02-23 11:04:39	Accepted	Lutz, S
	XML_2.0_01_E_B_05_1.xml	1243	2003-01	2005-02-23 11:04:19	MEDS	Lutz, S

Listed below are all the possible status of reports. The most important ones to be aware of are: Accepted, Rejected or Certified.

Parsing File - XML file is being parsed.
Uploading File - File is being uploaded to the Encounter Application.
Content Editing / % complete - This is the longest leg of the processing. Will show % complete for monitoring purposes.
Evaluating - Determining Accepted or Rejected based on results of content editing.
Translating - Converting parser messages to edits.
Transferring - Data is being written to the database.
Accepted - With the exception of the accepted and warning errors
Rejected - The file must be resubmitted.
Certified - File has been Certified.

Accepted: Processing is complete with no Batch Reject errors.
Certified: The file has been certified with the exception of Batch Accept errors. The data will be moved weekly to the data warehouse.

Accepted occurs once the report has been submitted. If the report is in an accepted status, the file/report can be purged. Once it is Accepted, click on the "**Certify**" button to verify it's accuracy. Once the report is certified, it can no longer be purged. Contact the help desk if the report needs to be purged.

Purging Encounter Submissions
The purge function allows deletion of a submission or a sequence of submissions. This may be necessary if after submitting the report, three staff indicate that they did not enter all of the contacts into the client tracking system. To avoid losing this data, purge the report to start the process again to capture all of the data. Purging should not happen frequently as the expectation is that staff enter data as soon as possible to ensure it is in the system.

An Accepted file must be purged before a replacement file can be submitted. This may be necessary because Batch Accept errors must be corrected prior to certification.

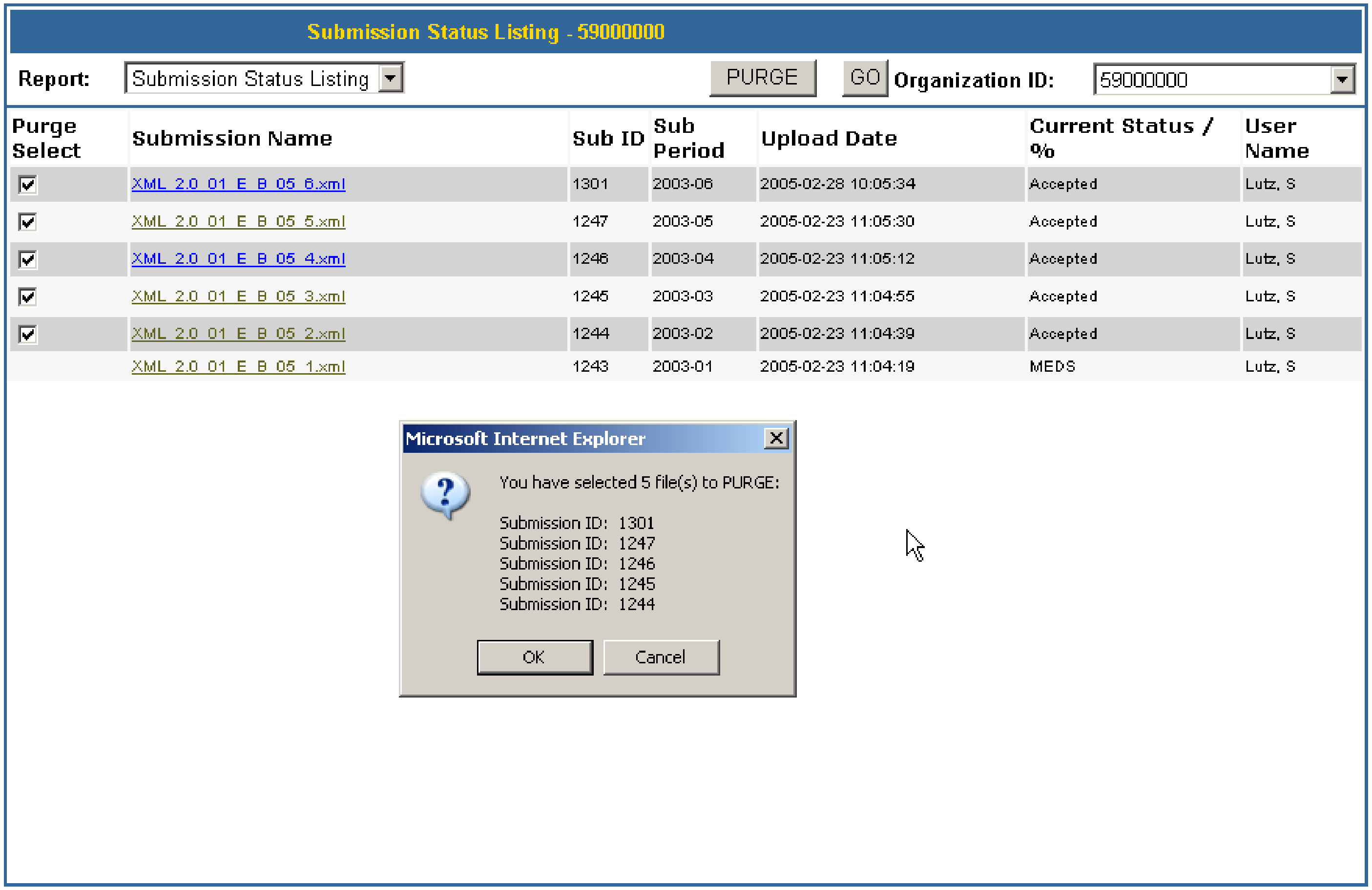
Important information on purging Encounter submissions:

- Once a file is purged, it cannot be restored. It must be retransmitted and reprocessed.
- Files must be processed sequentially; purging a file will automatically purge all later files, if any exist.
- Once a submission has been certified, it cannot be purged.
- Only users authorized to purge are allowed to perform this function.

To purge a report, go to the report management screen.

Select file(s) to purge by clicking on the "**Purge**" box to the left of the Submission Name. If the newest file is not selected, the application will auto-select all subsequent files.

Upon selecting the proper file(s) to purge, click on the "**Purge**" button at the top of the screen. A confirmation panel displays the file(s) that will be purged.



Within the dialog box choose “**OK**” to confirm the purge or “**Cancel**” to abandon the purge function. Once a confirmation is selected, the window closes. If “**OK**” was selected, the purge activity completes. Users will also receive an Email notification that the file was purged. Subject of the Email is “**File Purge Completed for 59000000**.” The body of the Email shows relevant information regarding the file.

Certifying an Encounter Submission

Once a file has an accepted status, the file is eligible for certification. This is the last step in the process. Certification is the method used to communicate satisfaction with the submission. A certified file is considered the final submission for a period. Only certified files are eligible to be loaded into the Production repository.

Important information on certifying Encounter Submissions:

- Once a file is certified, **it cannot be purged**. Any adjustments need to be made in subsequent submissions.
- The file must be certified to be eligible for the weekly load into the Production repository.
- Only users authorized to perform a certification will be allowed to perform this function.

How to Certify Reports

To view available reports, click on the "**Reports**" link on the left-hand column of the main menu to access the Report Management Screen below.

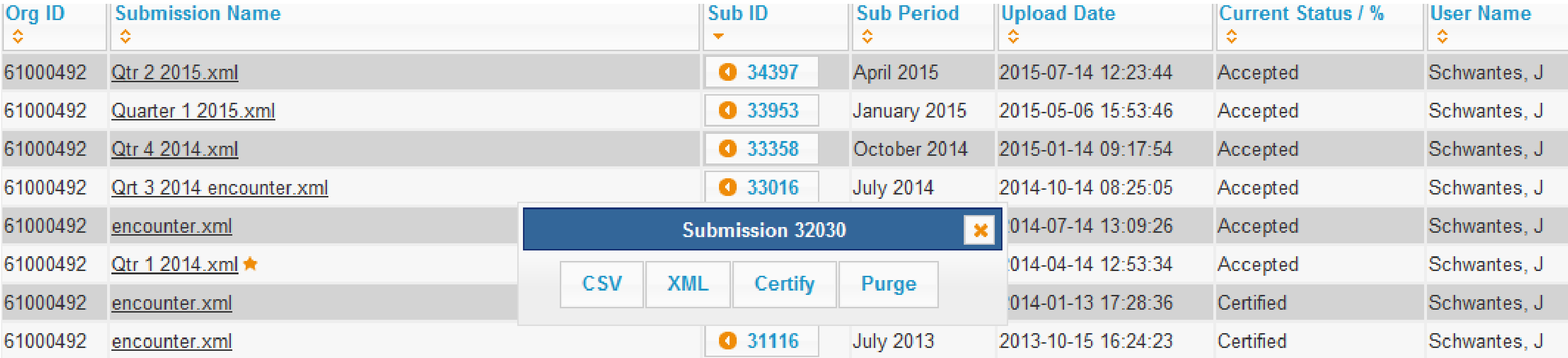
Submission Status Listing - 59000002

Report: Submission Status Listing PURGE GO **Organization ID:** 59000002

Purge Select	Submission Name	Sub ID	Sub Period	Upload Date	Current Status / %	User Name
☐	XML_2.5_01_E_B_05_9.xml	2120	2003-10	2005-10-17 14:28:25	Rejected	Haessly, B
☐	XML_2.5_01_E_B_05_7.xml	2118	2003-07	2005-10-17 14:26:14	Accepted	Haessly, B
☐	XML_2.5_01_E_B_05_6.xml	2117	2003-06	2005-10-17 14:25:20	Accepted	Haessly, B
☐	XML_2.5_01_E_B_05_5.xml	2116	2003-05	2005-10-17 14:24:30	Accepted	Haessly, B
☐	XML_2.5_01_E_B_05_4.xml	2115	2003-04	2005-10-17 14:24:25	Accepted	Haessly, B
☐	XML_2.5_01_E_B_05_3.xml	2114	2003-03	2005-10-17 14:24:19	Accepted	Haessly, B
☐	XML_2.5_01_E_B_05_2.xml	2113	2003-02	2005-10-17 14:24:15	Accepted	Haessly, B
☐	XML_2.5_01_E_B_05_1.xml Certify	2112	2003-01	2005-10-17 14:24:14	Accepted	Haessly, B

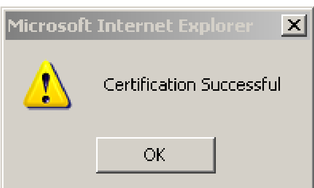
Note: The application only allows certification of the oldest accepted file. For example if the July file was not accepted, then the August file cannot be accepted.

Certify the file by clicking on the orange arrow next to the Submission ID number. Upon clicking the arrow, a dialog window will be displayed. Click “**Certify**.” Re-enter the login credentials and click “**Certify**” to change the status to Certified.



Org ID	Submission Name	Sub ID	Sub Period	Upload Date	Current Status / %	User Name
61000492	Qtr 2 2015.xml	34397	April 2015	2015-07-14 12:23:44	Accepted	Schwantes, J
61000492	Quarter 1 2015.xml	33953	January 2015	2015-05-06 15:53:46	Accepted	Schwantes, J
61000492	Qtr 4 2014.xml	33358	October 2014	2015-01-14 09:17:54	Accepted	Schwantes, J
61000492	Qrt 3 2014 encounter.xml	33016	July 2014	2014-10-14 08:25:05	Accepted	Schwantes, J
61000492	encounter.xml			014-07-14 13:09:26	Accepted	Schwantes, J
61000492	Qtr 1 2014.xml			014-04-14 12:53:34	Accepted	Schwantes, J
61000492	encounter.xml			014-01-13 17:28:36	Certified	Schwantes, J
61000492	encounter.xml	31116	July 2013	2013-10-15 16:24:23	Certified	Schwantes, J

The following message is displayed upon a successful certification. To close the dialog box, click “**OK**.”



Upon clicking “**OK,**” the submission status listing is redisplayed with updated information. The current status of the file now reads “Certified.” The certification flag has now moved to the next accepted submission period, if there is one. In addition to the Current Status change to Certified, the organization will receive an Email regarding the certification. The Regional Quality Specialist assigned to the ADRC will receive a notification that the data in the system has been certified.

Purge Select	Submission Name	Sub ID	Sub Period	Upload Date	Current Status / %	User Name
☐	XML_2.5_01_E_B_05_9.xml	2120	2003-10	2005-10-17 14:28:25	Rejected	Haessly, B
☐	XML_2.5_01_E_B_05_7.xml	2118	2003-07	2005-10-17 14:26:14	Accepted	Haessly, B
☐	XML_2.5_01_E_B_05_6.xml	2117	2003-06	2005-10-17 14:25:20	Accepted	Haessly, B
☐	XML_2.5_01_E_B_05_5.xml	2116	2003-05	2005-10-17 14:24:30	Accepted	Haessly, B
☐	XML_2.5_01_E_B_05_4.xml	2115	2003-04	2005-10-17 14:24:25	Accepted	Haessly, B
☐	XML_2.5_01_E_B_05_3.xml	2114	2003-03	2005-10-17 14:24:19	Accepted	Haessly, B
☐	XML_2.5_01_E_B_05_2.xml Certify	2113	2003-02	2005-10-17 14:24:15	Accepted	Haessly, B
	XML_2.5_01_E_B_05_1.xml	2112	2003-01	2005-10-17 14:24:14	Certified	Haessly, B

Email Messaging
Email messages will be sent during the following process:
1) When the application has finished all edit processing.
2) When the application has finished a purge request.
3) When the application has finished certifying a file.

To Logout of the System
Once the process of uploading a file has been completed and reports have been retrieved, logout of the website. On the left-hand side of the main screen, seven options are displayed. To logout of the system, click on the hyperlink “**Logout**.” Close the browser window to the Encounter application by clicking on the ‘**X**’ in the top right-hand corner of the screen.

Who to contact for questions and support?
If there questions or problems, contact Encounter Reporting support at:

DHSLTCareEncounterHelp@dhs.wisconsin.gov

Or, review the full user guide on the LTCare Encounter Reporting website at:

https://www.dhs.wisconsin.gov/ies/index.htm