Information Exchange System (IES)
Event User Guide for Nonwaiver Programs

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INTRODUCTION

Purpose of this Guide

The Information Exchange System (IES) Event User Guide for Nonwaiver Programs will assist you in the operation of this application. It will guide you through the steps needed to submit your event records as specified in your contract with DHS. The nonwaiver programs will submit data through a batch process. Page 9 describes the batch submission process. The IES Application is also called the LTCare IES application.

This user guide has three sections:

I.   **Introduction** – Provides general information about the LTCare IES application.

II. **Submitting Event Data** – Gives step-by-step instructions on how to perform the tasks necessary to submit and validate a submission.

III. **Appendix** – Change Log

This manual provides information on using the LTCare IES application for nonwaiver programs. If you would like to know more about the LTCare IES technical specifications or business requirements, please refer to the "Information Exchange System (IES) Implementation Guide for Nonwaiver Programs. The Implementation Guide is directed more to the technical staff.

If you have questions about the use of the LTCare IES application, please contact: dhsltcareencounterhelp@dhs.wisconsin.gov

Overview of the LTCare IES Application

The IES application accepts data from submitters to the state. These data submissions yield timely information for reporting and analysis. All file submissions, report viewing, and administration activities can be done from a standard web browser. The IES Application is also called the LTCare IES application.
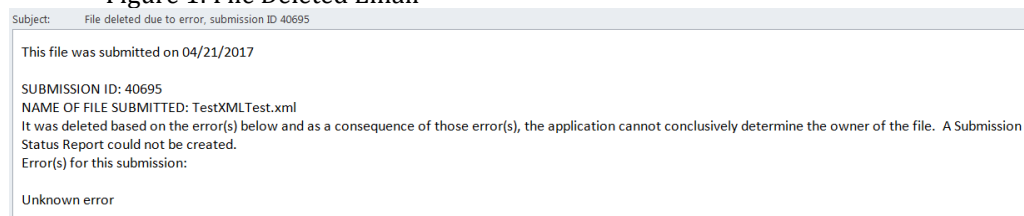
In summary, this data collection and verification utility:

- Accepts event data directly from submitting entities,
- Provides real time results as to the acceptance of the data based on business rules and validation of acceptable values,
- Allows for additional information about an event to be added and linked to the original event record, and
- Certified data flows from the IES application weekly on Fridays into the data warehouse to be queried and analyzed based on user role and access.

Batch submission data is submitted into the IES application in an XML file. (The IES Event Implementation Guide for Nonwaiver Programs outlines XML file construction.) Once submitted, the XML file passes through a series of parser and content edits based on the business rules. Differing levels of edit (error) checking occur within the application to verify the submission and validate data fields for correctness of length, format, etc. Parser edits must be corrected before the content edits are applied.
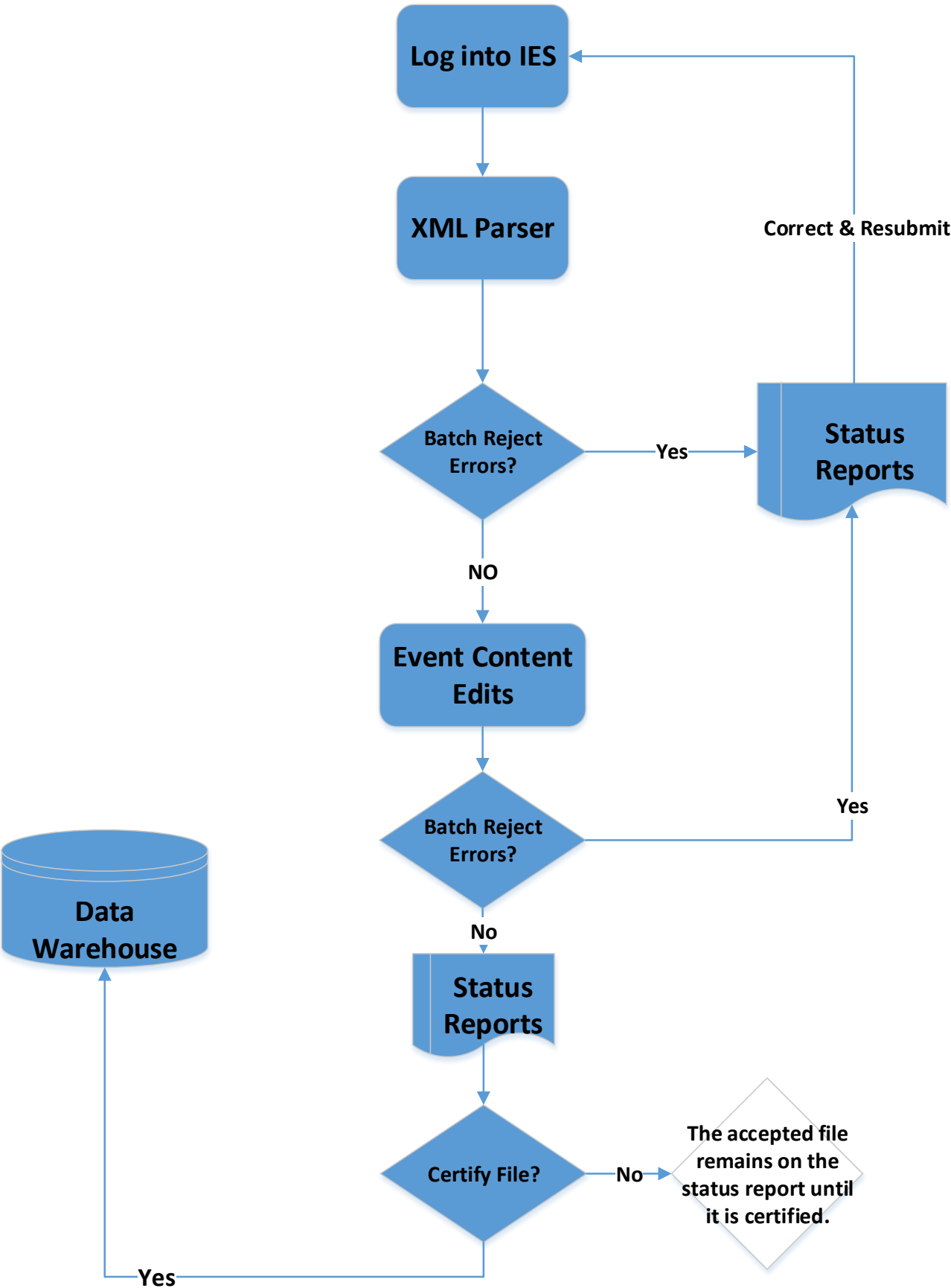
It is possible that an entire batch submission will be deleted due to an unknown error. You will be sent an email message shown here as Figure 1. When a file is deleted, it often occurs because information in the header or some other section of the file was not "well-formed." Review the file for formatting errors, correct errors, and resubmit.

Figure 1: File Deleted Email


```
Subject:        File deleted due to error, submission ID 40695

This file was submitted on 04/21/2017

SUBMISSION ID: 40695
NAME OF FILE SUBMITTED: TestXMLTest.xml
It was deleted based on the error(s) below and as a consequence of those error(s), the application cannot conclusively determine the owner of the file.  A Submission
Status Report could not be created.
Error(s) for this submission:

Unknown error
```

An entire submission is rejected when certain critical errors are found. This is referred to as a "batch reject error". The report has a submission number and lists the edit error number and the record(s) that failed that particular edit. These reject errors restrict invalid data from acceptance and warning errors help the submitter manage its data. The batch rejected errors must be corrected. A batch is considered accepted when no batch reject errors occur. Accepted files must be certified before they are loaded into the data warehouse.

Figure 2: LTCare IES Process Flow

Log into IES

XML Parser

Batch Reject Errors? — Yes → **Status Reports**

Correct & Resubmit

NO

Event Content Edits

Batch Reject Errors? — Yes

No

Status Reports

Data Warehouse

Certify File? — No → The accepted file remains on the status report until it is certified.

Yes

Defining an Event

Event records are detailed records of events, requests, contacts or incidents that apply to members or prospective members, or family members or community individuals. An event record requires a separate and unique record for each event. Examples of event records include the following:

1) Contacts—Contacts occur between an Aging and Disability Resource Centers (ADRCs), referral entities, providers and consumers,
2) Incidents-- Reportable incidents are defined as actual or alleged events, situations or conditions that pose a significant immediate and/or ongoing threat or risk to the physical or mental health, safety, well-being or continued community presence of an adult or child
3) Request to use Restrictive Measures—A request to use restrictive measures to manage dangerous or challenging behavior(s) must be approved before use.
4) Provider Assessment Data—Information can be obtained about licensing, capacity, services offered, population served, etc.

Contact Example

Multiple events (such as contacts to an ADRC Agency) may occur between a single Agency and a single person, entity or group of people. For example, the daughter of an elderly woman may phone the Agency with questions about benefits to help pay for assisted living. Later in the day, the daughter phones the Agency about transportation options for her mother to see her dentist and doctor. These two calls are reported as two events.

Incident Example
A member can experience two incidents on one day. Early in the day, the person trips on a throw rug and suffers a head wound requiring emergency care. Later that day the person eloped (wandered away) from their scheduled day care program. These are two separate incidents or events.

Event data is submitted through a batch submission process and adheres to the contract between DHS and the Program. An online direct entry application will be available in the future and DHS Policy will dictate what submission process is available to different programs. Separate User and Implementation Guides will be developed for online direct entry application.

Purpose of Event Data Collection

The LTCare IES reporting process provides a consistent data collection and validation utility to gather data to:
- Update and evaluate program costs for business or operation management.
- Provide a source of data for federal reporting.
- Monitor program integrity (i.e., responsiveness, timeliness).
- Conduct research.
- Evaluate and monitor the quality, consistency and the number of events/contacts provided.
- Ensure adherence to the contract between the Department of Health Services (DHS) and the submitter, and
- Improve the program's effectiveness.

Obtain Access to the LTCare IES Application

- Each submitter must designate an LTCare IES administrator to perform administrative functions. The administrator can set up new users with their appropriate permission level. See your administrator for the user request process.

- You can contact the help desk at DHSLTCareEncounterHelp@dhs.wisconsin.gov and request the name of your administrator.
- Once your administrator establishes you as a user, you will receive an email with your temporary password.

Figure 3: Notification of Temporary Password

Encounter_DoNotSendMailToThisAddress@ltcencounter.forwardhealth.wi

to me ▾

The password for the Encounter Application account associated with this email address has been reset. Your new Encounter password is:

HoAvsN18

You will be prompted to change this password the next time you log into the application. Please note that passwords are case-sensitive.

Figure 4: Enter Your User ID and Temporary Password

LTCare Information Exchange System Login

Please enter your User ID and Password.
User ID
Test2017Test
Password
HoAvsN18
Passwords are case sensitive.

Login

Figure 5: Change Password Process—Enter Your Username, Temporary Password, and New Password Twice

LTCare Information Exchange System Change Password

Username: Test2017Test
Current Password:
New Password:
Confirm New Password:

Change Password

Figure 6: Notification That Your Password Has Been Successfully Changed!

Your password was successfully changed!

Home

HOW TO USE THE IES APPLICATION FOR BATCH SUBMISSIONS

Logging On and Off the LTCare IES Application

To Log On

1. Open the web browser on your workstation and position your cursor at the address line.
2. Type in the following URL and Press <ENTER>
   https://ltcareies.forwardhealth.wi.gov/ltcareIES/secureLogin.html
3. You will see the following screen (Figure 7):

Figure 7: LTCare Information Exchange System Login

In the User ID field, enter the user ID (username) you chose. In the Password field, enter your password. Then click on the **Login** button and you will see the following home page screen (Figure 8):

Figure 8: Home Page with Menu Panel and Messages

You are now logged onto the LTCare IES application where you can submit your event records or log off when your work is completed.

To Log Off:
On the left-hand side of the main screen, you see the menu. In order to log off the system, please click on the hyperlink that says "**Logout.**" Once this is completed, you are logged off.
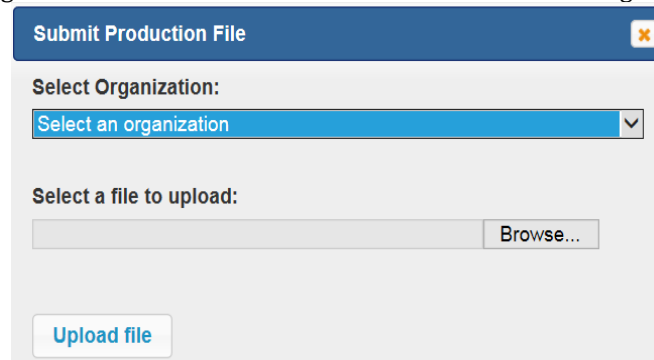
Batch Submission - Submit an XML File

Log on to the LTCare IES application (see Section II-A). (Figure 7)

1. After you log in, you will see the home page with the menu. Different users have different menu options.

   The menu options are listed on the left side of the screen. To submit an event file, please click on the hyperlink: "**Submit Prod File.**"

Figure 9: Select the Organization to Submit Your Production File From the Highlighted Drop-Down Menu

Please note the following in the "Select Organization" drop-down field.
- If your user ID is associated with only one organization (e.g., a single Submitter Organization ID number), your organization prepopulates for you.
- If your user ID is associated with multiple organizations, choose the appropriate organization from the drop-down menu that corresponds to the XML file you are submitting.

After you click "Browse," choose the file from its location.

In the following illustration, the file **"TestXMLTest"** is selected. Click on the button that says **Upload file.**

NOTE: Zipped files will upload more quickly than non-zipped files.

Shortly, you will receive a notice that your file was successfully uploaded with a submission number that can be tracked on the report list page.

Figure 11: Successful File Uploaded Notification

Click **Reports** from the home menu panel and track your report on the Submission Status List. You may see a percentage completion status.

Figure 12: View of Submission Status List

When the file has completed processing, you will receive an email notification.

Figure 13: File Completed Processing Notification

Subject: Uploaded processing completed for 91919191, submission ID 40828

File Name: TestXMLTest.xml
Begin Posting Date: 02/01/2017
End Posting Date: 02/28/2017
Organization ID: 91919191
Submission ID: 40828
Final Status: REJECTED

Please send an email to the LTC Encounter Reporting Help desk (DHSLTCareEncounterHelp@wi.gov) to be removed from the notification list.

You have now successfully submitted your XML file to LTCare IES!

Figure 14: ADRC XML Template

```xml
File  Edit  Format  View  Help
<?xml version="1.0" encoding="UTF-8" standalone="no" ?>
<submission adrc2:submission_type="production"
xmlns="http://www.wisconsinedi.org" xmlns:adrc2="http://www.wisconsinedi.org"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.wisconsinedi.org
http://www.wisconsinedi.org/schema/adrc_submission.xsd">
 <header_record>
  <submitter_organization_id>61000000</submitter_organization_id>
  <submission_date>2016-02-02</submission_date>
  <begin_posting_date>2016-01-01</begin_posting_date>
  <end_posting_date>2016-01-30</end_posting_date>
  <number_of_records_transmitted>5</number_of_records_transmitted>
 </header_record>
 <detail_record>
  <contact_id>Abe1</contact_id>
  <cnsmr_age_grp_cd>ab1</cnsmr_age_grp_cd>
  <call_tpc_cd_1></call_tpc_cd_1>
  <call_tpc_cd_2></call_tpc_cd_2>
  <call_tpc_cd_3></call_tpc_cd_3>
  <call_tpc_cd_4></call_tpc_cd_4>
  <call_tpc_cd_5></call_tpc_cd_5>
  <call_tpc_cd_6></call_tpc_cd_6>
  <call_tpc_cd_7></call_tpc_cd_7>
  <call_tpc_cd_8></call_tpc_cd_8>
  <call_tpc_cd_9></call_tpc_cd_9>
  <call_tpc_cd_10></call_tpc_cd_10>
  <call_tpc_cd_11></call_tpc_cd_11>
  <call_tpc_cd_12></call_tpc_cd_12>
  <call_tpc_cd_13></call_tpc_cd_13>
  <call_tpc_cd_14></call_tpc_cd_14>
  <call_tpc_cd_15></call_tpc_cd_15>
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  <call_tpc_cd_19></call_tpc_cd_19>
  <call_tpc_cd_20></call_tpc_cd_20>
  <call_type></call_type>
  <contact_date></contact_date>
  <contact_disability_type1></contact_disability_type1>
  <contact_disability_type2></contact_disability_type2>
  <contact_disability_type3></contact_disability_type3>
  <contact_disability_type4></contact_disability_type4>
  <contact_disability_type5></contact_disability_type5>
  <initiated_contact></initiated_contact>
  <cnsmr_prmry_id></cnsmr_prmry_id>
```

Error Reports

Click the "**Reports**" link on the left-hand column of the home page menu to view the submission status of available reports, which includes edit errors.

The column names and descriptions are shown here.

Org ID:	The organization's ID as listed in the header section
Submission Name:	The name of the file that was submitted.
Sub ID:	This is the unique submission number assigned by the LTCare IES application.
Sub Period:	This is the submission period of your file (CCYY-MM format).
Upload Date:	This is the date and time the file started uploading (CCYY-MM-DD HH:MM:SS format).
Current Status:	The current status of a file in the submission process. To refresh the status, click the "GO" button.
User Name:	Name of the user who last performed an action on the file (submitted or certified).

Click the Sub ID Number of the file in the Submission Status List and select the option to view the XML file.

Click the report name to obtain the Submission Status Report.

Figure 15: Submission Status Report for ADRC2 V1A Content Test, Sub ID 42242

Organization ID:	61000000
Date of Submission:	2017-10-26 15:18:46.0
Begin Posting Date:	2016-01-01
End Posting Date:	2016-01-31
Submission Period:	Jan 1, 2016
Submission Status:	REJECTED
Name of File Submitted:	ADRC2 V1A Content Test.xml
Submission ID:	42242

Total number of accepted errors:	0
Total number of errors:	17
Total number of warning messages:	0

Downloadable CSV Report

☐ Include all severities
☐ Batch Reject
☐ Batch Accept
☐ Warning

Download CSV Report

Reject Errors

Error Cat.	Edit Error Number	Edit Error Count	Explanation of Error		Record ID
H	H002E	1	INVALID DATA. Submission Date is not greater than or equal to End Posting Date.		
R	D454B	1	INVALID DATA: Contact_disability_type_2 is not a valid value.		
				Supplied Value M.	Luke
R	D482B	1	MISSING DATA: cnsmr_age_grp_cd is required when Outcome Code is not Community Partner.		
				Supplied value: ""	Opal
R	D483B	1	MISSING DATA: cnsmr_gndr is required (best guess) when Outcome Code is not Community Partner.		
				Supplied value: ""	Opal
R	D523B	1	INVALID DATA: Contact_disability_type6 is not a valid value.		
				Supplied Value LL.	Luke

If you want to view all reports for a specific organization, enter the organization's Sub ID in the search box from Figure 12. You will see all the files for your organization that have not been purged or sent to the data warehouse. The default of what reports you see is the Submitter Organization IDs with which you are associated.

When you click any record ID in the record ID column (above) you obtain the details of that record and can check the data in a specific field.

Figure 16: Data Elements for a Specific ADRC Event Record, Zach

Data elements for record Zach	🖨 Print

Element Name	Submitted Value
CALL_TPC_CD_1	56
CALL_TPC_CD_2	34
CALL_TPC_CD_3	35
CALL_TYPE	02
CNSMR_AGE_GRP_CD	02
CNSMR_DOB	2010-10-10
CNSMR_FIRST_NAME	Jonathon
CNSMR_GNDR	F
CNSMR_LAST_NAME	yyyyyyyyyyy
CNSMR_MDL_NAME	xxxxxxxxxxxx
CNSMR_PRMRY_ID	45698745
CNSMR_SCNDRY_ID	xxxxxxxxxxxx
CONTACT_DATE	2016-01-15
CONTACT_DISABILITY_TYPE_1	AZ
CONTACT_ID	Zach
INITIATED_CONTACT	01
OUTCOMES_CD_1	20
RACE_ETHNCTY_1	01
RACE_ETHNCTY_2	02
RACE_ETHNCTY_3	03
RACE_ETHNCTY_4	03
RACE_ETHNCTY_5	07
RACE_ETHNCTY_6	07
SUBMITTER_ORGANIZATION_ID	61000000
WORKER_ID	393654

You can also use the Submission Status list (Figure 12) to monitor the progress of submissions being validated. The "Current Status / %" field displays the disposition of your files. See the Current Status list below for details.

Current Status / % of a file
- **Uploading File**—File is being uploaded to the IES application.
- **Parsing File** –XML file is being parsed.
- **Content Editing/% complete**—This is the longest leg of processing. We show % complete for monitoring purposes.
- **Evaluating**—Determining "Accepted" or "Rejected" based on results of content editing.
- **Transferring**—Data is being written to the database.
- **Rejected**—The file must be corrected and resubmitted.
- **Accepted**—Includes warning errors. (Accepted files must be manually certified.)
- **Certified**—File has been certified.
- **Three reports are available from the Reports tab**—"Submission Status Listing / %," "Warnings Listing," or "Critical Acceptance Listing." The default is "Submission Status Listing." A summary explanation of each report follows:

Figure 17: Submission Status List of Available Reports

Submission Status List

| Submission Status List | Critical Acceptance List | Warnings List |
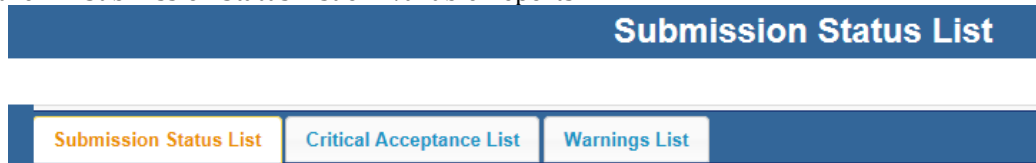
Submission Status Listing: All errors and warnings are listed.
- This report list is updated after every submission.
- Each report is specific to a submission.

Warnings Listing: Warning messages
- This report list is updated after the latest submission status equals "Accepted."
- Each report is specific to a submission.
- These reports only show warnings. The "Warning" status can be used to alert submitters of an upcoming edit severity change. The warning tells the submitter that something may be wrong with the data in this record.

Critical Acceptance Listing: Aging of Batch Accept Errors This report is not applicable to nonwaiver programs because the edits will not have a "Batch Accepted" error message.

Figure 18: Submission Status Report

Submission Status Report

Date/Time File Processed: 8/21/17 2:52:54 PM

Organization Name:	Test File
Organization ID:	99999997
Date of Submission:	2017-08-21 14:52:02.0
Begin Posting Date:	2016-06-01
End Posting Date:	2016-06-30
Submission Period:	Jun 1, 2016
Submission Status:	REJECTED
Name of File Submitted:	3 records Aug 2017.xml
Submission ID:	41747

Total number of rejected errors:	7
Total number of accepted errors:	0
Total number of errors:	7
Total number of warning messages:	3

Downloadable CSV Report

☐ Include all severities
☐ Batch Reject
☐ Batch Accept
☐ Warning

Download CSV Report

Reject Errors

Error Cat.	Edit Error Number	Edit Error Count	Explanation of Error	Record ID
X	I009B	1	INVALID DATA: lvg_arngmt_cd is not valid. Review Living Arrangement Code values. Field is required.	
			Supplied Value is: 88	A1234561
X	I017C	1	INVALID DATA: ims_prvdr_invlvmt_cd is not valid Review IMS Provider Involvement Code values. Field is situational.	
			Supplied Value is: 88	A1234562
X	I031B	1	INVALID DATA: ims_ctgry_cd_2 is not valid review IMS Category Code values. Field is required.	

Header section

**Field Names and Descriptions on
the Submission Status Report**

Organization Name:	Name of the submitter
Organization ID:	Submission Organization ID
Date of Submission:	Submission date on the header section of the file
Begin Posting Date:	Begin posting date on the header section of the file
End Posting Date:	End posting date on the header section of the file
Submission Period:	This is the submission period of your file
Submission Status:	Final disposition of your file
Name of File Submitted:	Name assigned by the submitter to the file
Submission ID:	This is the unique submission number assigned by IES

Summary section

Total number of rejected errors:	Count of batch reject errors
Total number of accepted errors:	Count of batch accept errors
Total number of errors:	Sum of rejected and accepted errors
Total number of warning messages:	Count of warning messages
Total number of records submitted:	Total event records in submission

Detail record examples
　　Editing error/warning section

This section details all the errors or warnings present in your submission. "Batch Reject," "Batch Accept" and "Warning" messages are grouped. If your submission is error and warning-free, this section will be blank.

Error category:	Indicates the category of error as detailed below: 　A = Adjustment attribute 　H = Header attribute 　M = Member identification attribute 　P = Provider identification attribute 　R = Record attribute 　S = Service attribute
Edit Error (Warning) Number:	A unique edit number associated with

	the error
Edit Error (Warning) Count:	Number of error occurrences for that edit
Explanation of Errors (Warnings):	Explanation of why the edit failed.
Record ID:	Record_ID of the data the edit failed on. Please note that it is hyperlinked. Clicking the link gives you the entire record that was submitted.

Warning Status of Accepted and Certified Files
Warnings List Screen

The Warning Report Listing screen gives you access to all your reports that have warnings. You will only see files with **Accepted** or **Certified** Status listed on this screen. The warnings list has the same header, summary and detail record sections as the warnings list report.

The Critical Acceptance Listing Report is rarely used and may be eliminated or changed to make the reports more meaningful. The User Guide will be updated once the decision is made.

Figure 19: Warnings List

Managing XML Submissions

Purging IES Submissions
The purge function allows you to delete a submission or a sequence of submissions. An accepted file must be purged before a replacement file can be submitted.

Important things to know about purging submissions:

• Once a file is purged, it cannot be restored. It must be resubmitted.

- Since files are processed sequentially, purging a file will automatically purge all existing files with a higher submission ID number for that organization in addition to the selected file.
- Once a submission is certified, it cannot be purged. A request must be made to the help desk to change the status from certified to accepted and then the organization can purge the file. If the file is already loaded into the data warehouse there is a built-in feature in the load process to remove the data from the warehouse. Only users authorized for purging are allowed to perform this function.

How to Purge Files

To view available reports, click the "**Reports**" link on the left-hand column of the main menu. You are taken to the Submission Status List. Click the number of the file under Sub ID and you will see this screen.

Figure 20: Access to Purge Function
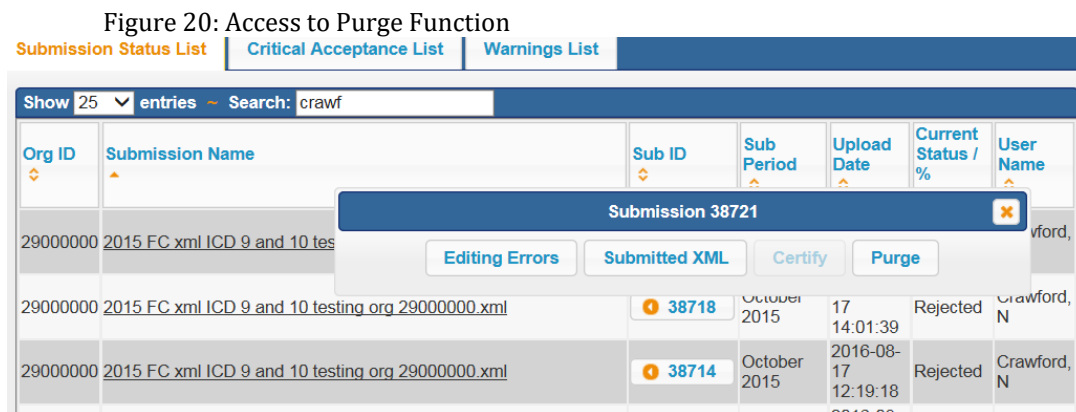
1. When you are satisfied that you have selected the proper file(s) to purge, click the "**Purge**" button at the bottom of the screen. A confirmation panel displays the files that will be purged after you confirm by hitting the Purge button.

Figure 21: Confirm Purged Files
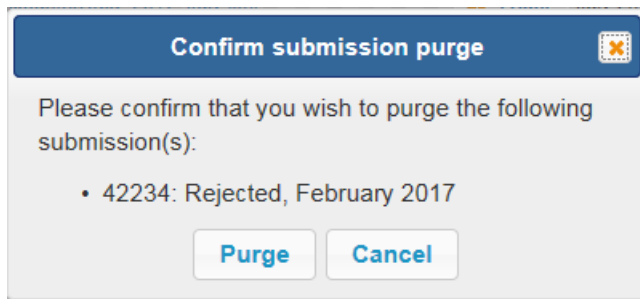
Organization-associated users will also receive an email notification that the file(s) were purged. Subject of the email **is "File Purge Completed for 29002000."** The body of the email shows relevant information regarding the file.

Figure 22: Email Confirmation of Purged Files


```
Subject:        File Purge Completed for 61000000

FILE Name:        ADRC2 V1A Content Test.xml
BEGIN Posting DATE: 01/01/2016
END Posting DATE:  01/31/2016
ORGANIZATION ID:   61000000
Submission ID:     41375
Final Status:      REJECTED

FILE Name:        ADRC2 V1A Content Test.xml
BEGIN Posting DATE: 01/01/2016
END Posting DATE:  01/31/2016
ORGANIZATION ID:   61000000
Submission ID:     41412
Final Status:      REJECTED

FILE Name:        ADRC2 V3 Content Test.xml
BEGIN Posting DATE: 01/01/2016
END Posting DATE:  01/31/2016
ORGANIZATION ID:   61000000
Submission ID:     41376
Final Status:      REJECTED
```

Effect on Event records after Purging File(s):
- All event data associated with purged files will be deleted.
- The purged file will no longer appear on any report listing screens.
- Any Batch Accept errors that were corrected by an adjustment in the purged submission are re-flagged as an error.
- An audit trail of your purge activity is logged for reference.

Certifying an Event Submission

Once a file has an accepted status, the file is eligible for certification. Certification is the method used to communicate that the data in the file is accurate and complete for the reporting time period to the best of your knowledge. This is required by DHS per the Centers for Medicare and Medicaid Services (CMS)

requirement 42 C.F.R. § 438.600. A certified file is considered the final submission for a reporting period

Important Things to Know about Certifying Event 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 data warehouse.
- Only users authorized to perform a certification are allowed to perform this function.

How to Certify Files

1. To view available reports, click on the **Reports** link on the left-hand column of the main menu. You are taken to the Submission Status List shown in Figure 13. Select the organization whose submission needs certifying. Note that you can only certify Accepted submissions. If assigned to only one organization, it will default to that organization ID.
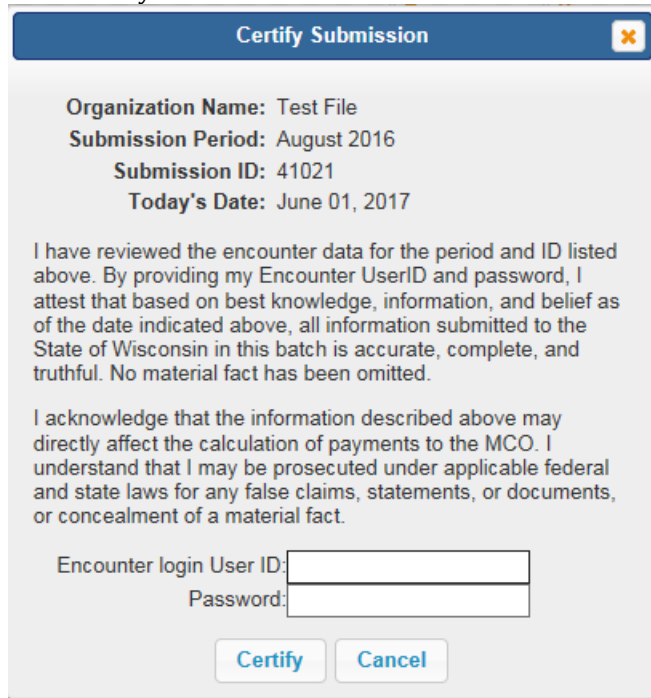
Figure 23: Certification Screen

Note: The application only allows certification of the oldest accepted file, which is identified by the gold star after the submission name.

2. Certify the file by clicking the Submission ID number of the file you want to certify. Then click the **Certify** button in the option menu bar. Upon clicking the button, the Certify Submission window (Figure 25) is displayed. The information displayed in the window is a summary of the complete certification form. Within the panel, enter your login User ID and password. Choose Certify to confirm the certification or Cancel to abandon the certification process.
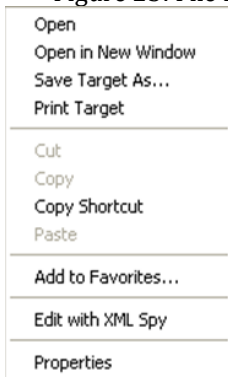
Figure 24 Certify Submission Online

After clicking the **Certify** button, the submission status listing is refreshed with updated information. The current status of the file you certified now reads Certified. The certification flag identified by a gold star 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 also receive an email regarding the certification. The subject line of the email will read, "Certification complete for XXXXXXXX, (Organization Number) Mar 2017, (month, year) and submission ID 00000." You can print the email and save it for your files.

Print File Status and Error Report from the Submission Status List Screen.

1. Place the cursor on the submission name file you want to print and click the report. A file management panel opens with the following options:

Figure 25: File Management Panel

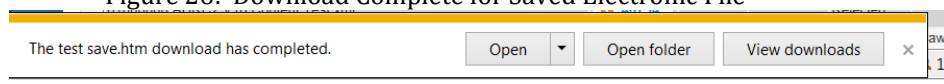| Open |
| Open in New Window |
| Save Target As... |
| Print Target |
| Cut |
| Copy |
| Copy Shortcut |
| Paste |
| Add to Favorites... |
| Edit with XML Spy |
| Properties |

2. Highlight "Print Target".
3. A print dialogue window opens for you. Choose the appropriate printer, page range, number of copies and click "Print" or save in your file.
4. From the Submission Status List you can also print, download, or copy your editing errors or the submitted XML file.

Create an Electronic Status and Error Report
1. From the Submission Status List screen, place your cursor on the submission name file you want to save and click the report. The file management panel (Figure 26) opens with the following options.
2. Highlight "Save Target As" and choose where you want it saved.
3. You may modify the filename, if you wish.
4. Since this is an HTML file, please leave the extension as ".html" and always save as an "HTML document." Once you have chosen your settings, click "Save" to create an electronic version of the file.
5. When you receive a message panel saying, "Download Complete," you may close the window.

Figure 26: Download Complete for Saved Electronic File

The test save.htm download has completed. | Open | ▼ | Open folder | View downloads | ✕

6. Another print option is to open the Submission Status Report and print it. You can also request a "Downloadable CSV Report" and then print or save the document.

Figure 27: Download of CSV Report

Messaging Within the LTCare IES

Email messages will be sent during the following processes:
- When the application has finished all edit processing.
- When the file cannot be processed.
- When the application has finished a purge request.
- When the application has finished certifying a file.

Upon initial login: The LTCare IES displays the "Home Page Menu Panel" on the left quarter of the screen and the Message Center on the remainder of the screen. This is to make sure you always visit the Message Center.

Accessing On-line Documentation

Accessing Documentation
Select the "Documentation" link from the menu bar on the left side of the main menu. Clicking that link brings you to the Documentation area.

Figure 32: Documentation Menu

To open, save, and/or print a document, follow the steps outlined in this user guide.

Accessing Frequently Asked Questions (FAQ)
- Select the "FAQ" link from the menu bar on the left side of the main menu.
- Clicking that link brings you to the FAQ area.

CHANGE LOG

Date	Changes	Changed By	Remarks/Reason
3/24/2017	Updated text and figures to represent changes and enhancements made since the last update.	Nancy Crawford	We are moving away from Encounter Reporting because many of the programs we serve do not have encounters.
3/24/2017	Moved the instruction section for XML construction to the Implementation Guide.	Nancy Crawford	Technical staff will build the XML file.
4/21/2017	Moved the considerations that MCOs/agencies should think about before planning for the implementation guide.	Nancy Crawford	Technical staff more likely to review these considerations.
5/31/17	FAQ moved to its own document so that user guide does not need to be changed as often.	Nancy Crawford	
6/1/2017	User and Implementation Guides are listed by waiver and non-waiver programs to be applicable to organizations that report incidences, contacts, etc.	Nancy Crawford	
8/4/2017	Charles and Nancy reviewed the changes from the EIA and made a few updates with new information. After EIA approves, this document will be available on the IES Documentation Menu.	Nancy Crawford and Charles Rumberger	The other User and Implementation Guides will incorporate EIA suggestions.
12//2017	Moved to our website.		