EXCEPTION REQUEST TRAINING DOCUMENT FOR SUBMITTING ENTITIES

November 21, 2016

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Version 1.0.5062

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Purpose of Training Document

This training document for submitting entities explains the new exception request process on the Web Portal. With these detailed instructions, submitting entities will be able to clearly complete three (3) processes: create a new exception request, edit an existing request, and submit an exception request for consideration.

Creating a New Exception Request

Web Portal Access

1. Log into the Web Portal with your username and password.
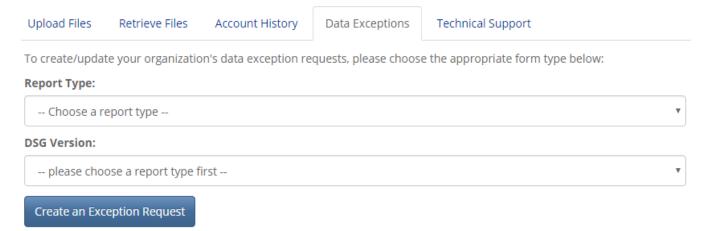
Web Portal: Submitting Entity and Data Requester Access

The Arkansas All-Payer Claims Database (APCD) Web Portal provides authorized, secure access for data submission and data release.

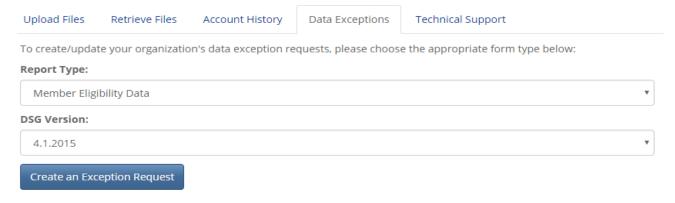| Signing up for a Web Portal Account	Log into the Web Portal
To request an account, please contact APCD Technical Support.	**User Name:**
To submit an online technical support question, please fill out our online contact form, and somebody from our technical support team will reach out to you within 2 business days.	**Password:**
	Log In
	Forgot your password? Click here

2. Next, click on the Data Exceptions tab and choose the report type on the Web Portal Dashboard. Available report types for exception requests are Medical Claims Data, Dental Claims Data, Member Eligibility Data, Pharmacy Claims Data, and Provider Data. Choose the appropriate DSG version—4.01.2015 or 5.01.2017.

Upload Files	Retrieve Files	Account History	Data Exceptions	Technical Support

To create/update your organization's data exception requests, please choose the appropriate form type below:

Report Type:

-- Choose a report type --

DSG Version:

-- please choose a report type first --

Create an Exception Request

3. After selecting the report type and DSG Version, click the "Create an Exception Request" button.

| Upload Files | Retrieve Files | Account History | Data Exceptions | Technical Support |

To create/update your organization's data exception requests, please choose the appropriate form type below:

Report Type:

Member Eligibility Data ▾

DSG Version:

4.1.2015 ▾

[Create an Exception Request]

Required Data for New Exception Request

1. To create a new exception request, first, select data elements by checking the button to the left and provide the required data—New Threshold and Threshold Reason—for the data element(s) selected for exceptions.

Data Exception Request

Submission Type: Member Eligibility Data

Request Status: You have not yet saved this request.

Created On: N/A- request has not been saved

Last Updated On: N/A - request has not been saved

APCD Admin Comments: --

	Data Element	DSG Threshold	Current Threshold	New Threshold	Exception Reason
☐	ME003 - InsuranceType/ProductCode	99%	99%		

2. Within the "Exception Reason" dropdown, choose one of the three available options—Data Not Available, Sending all available data, or Other (Provide Reason). For the "Other (Provide Reason)" option, please erase the "Other (Provide Reason)" placeholder by backspacing and provide a clear reason for the exception.

Data Exception Request

Submission Type: Member Eligibility Data

Request Status: You have not yet saved this request.

Created On: N/A- request has not been saved

Last Updated On: N/A - request has not been saved

APCD Admin Comments: --

	Data Element	DSG Threshold	Current Threshold	New Threshold	Exception Reason
☑	ME003 - InsuranceType/ProductCode	99%	99%	98	Data not available

Saving or Discarding New Request

1. Once the required data is provided for the data element(s), either save the changes or discard the changes. If the changes are discarded, nothing will be saved.

Save Changes | Discard Changes (nothing you've edited on this page will be saved)

2. If the required data is saved, a preview screen below is displayed with only the changed data elements.

Data Exception Request Review

Submission Type: Medical Claims Data
Request Status: Created, but not submitted
Created On: 11/17/2016, 9:13 AM
Last Updated On: 11/17/2016, 9:13 AM
APCD Admin Comments: --

Data Element	DSG Threshold	Current Threshold	New Threshold	Exception Reason
MC003 - InsuranceType/ProductCode	99%	99%	98%	Data not available

Edit Request | Submit Changes

3. Choose to either edit the request or submit the changes.

Data Element	DSG Threshold	Current Threshold	New Threshold	Exception Reason
ME003 - InsuranceType/ProductCode	99%	99%	98%	Data not available

Edit Request | Submit Changes

Editing an Existing Exception Request

An existing exception request will have a status, "Created, but not submitted" on the Web Portal under the Data Exceptions tab. Click the review button on the right to edit the existing exception request. When editing an exception request, select or deselect data elements, change the data elements' thresholds and/or exception reasons.
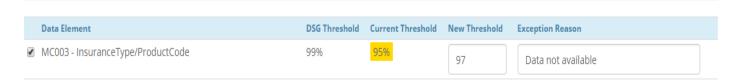
Existing DSG Exception Requests

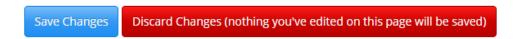| ID	DSG Request Type	DSG Version	Last Updated	Status	
141	Medical Claims Data	4.1.2015	10/31/2016	Created, but not submitted	Review

1. Click the "Edit Request" button to edit the existing exception request.

Data Element	DSG Threshold	Current Threshold	New Threshold	Exception Reason
MC003 - InsuranceType/ProductCode	99%	95%	98%	Sending all available data

Edit Request | Submit Changes

2. Enter new data into New Threshold and Exception Reason. The highlighted number under Current Threshold in this example shows that a previous exception has been applied to the data element on the Web Portal, "MC003-InsuranceType/ProductCode." The highlighted number will only appear on that data element if there was a previous exception applied through the new Web Portal exception process.
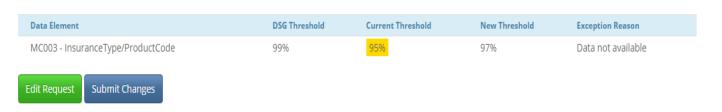
Data Element	DSG Threshold	Current Threshold	New Threshold	Exception Reason
☑ MC003 - InsuranceType/ProductCode	99%	95%	97	Data not available

3. Next, save or discard the changes made to the existing exception request. If the changes are discarded, the request will remain un-edited.

Save Changes   **Discard Changes (nothing you've edited on this page will be saved)**

4. If the changes to the data element are saved, a preview screen below is displayed with only the changed data elements.

Data Exception Request Review

Submission Type: Medical Claims Data
Request Status: Created, but not submitted
Created On: 11/17/2016, 9:32 AM
Last Updated On: 11/17/2016, 9:32 AM
APCD Admin Comments: --

Data Element	DSG Threshold	Current Threshold	New Threshold	Exception Reason
MC003 - InsuranceType/ProductCode	99%	95%	97%	Data not available

Edit Request   **Submit Changes**

5. Choose to either review and re-edit the un-submitted data of the existing request or submit the edited existing request.

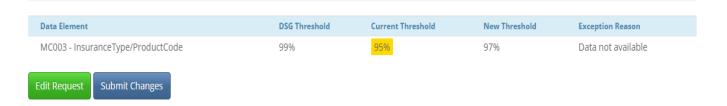| Data Element	DSG Threshold	Current Threshold	New Threshold	Exception Reason
MC003 - InsuranceType/ProductCode	99%	95%	97%	Data not available

Edit Request   **Submit Changes**

Note: The request needs to be saved and submitted in order for the ARAPCD team to review.

Submitting an Exception Request

Submitting the exception request will allow the ARAPCD team to review, approve, or deny the exception request.

1. To submit a newly created or existing exception request, click the "Submit Changes" button.

Data Element	DSG Threshold	Current Threshold	New Threshold	Exception Reason
MC003 - InsuranceType/ProductCode	99%	95%	97%	Data not available

Edit Request   Submit Changes

2. To review the submitted request, go back the Web Portal dashboard and click the "Review" button next to the exception request.

Existing DSG Exception Requests

ID	DSG Request Type	DSG Version	Last Updated	Status	
141	Medical Claims Data	4.1.2015	10/31/2016	Submitted, pending review	Review

When the exception request is submitted, its status on the Web Portal Dashboard changes to "Submitted, pending review" from "Created, but not submitted."

Automated Emails

Once the request is submitted via the Web Portal for ARAPCD review and approval, an email is sent to the submitting entity that the exception request was received by ARAPCD for review.

After the ARAPCD team assigns the exception request for review, the status on the Web Portal changes from "Submitted, pending review" to "In Review".

Existing DSG Exception Requests

ID	DSG Request Type	DSG Version	Last Updated	Status	
141	Medical Claims Data	4.1.2015	10/31/2016	In Review	Review

Once the status changes to "In Review," the submitting entity cannot change the submitted exception request because the request is already being reviewed by the APCD staff.

Approved Exception Request

If the ARAPCD team approves the exception request, the submitting entity will receive an email notification of the approval.

On the Web Portal Dashboard, the status of that exception request will change to "All Approved!" from "In Review."

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Existing DSG Exception Requests

ID	DSG Request Type	DSG Version	Last Updated	Status	
141	Medical Claims Data	4.1.2015	10/31/2016	All Approved!	Review

Approved exceptions are automatically applied to any new data submitted. A new exception request is created on that data element, the current threshold will be highlighted in yellow; this color shows that a previous exception has been applied.

Denied Exception Request

If the ARAPCD team denies the exception request, the submitting entity will receive an email notification to view ARAPCD team's comments on the Web Portal.

On the Web Portal, the status of that particular exception request with change to "Sent back for edits" from "In Review." This status means that the request can be edited and re-submitted.

Click the "Review" button on the right to see the comments for that data element.

131	Medical Claims Data	4.1.2015	9/27/2016	Sent back for edits	Review

The "Approver Comments" provides feedback on the denial of the request.

MC063 - PaidAmount	99%	99%	87%	Data not available

This request was not approved by the APCD review process. Please review this entry and adjust your request accordingly before resubmitting.

Approver Comments: **This reason is not valid because 0.00 is a valid value for this field. .**

Web Portal Status Description:

Type of Exception Request	Status
Created but not submitted Request (New or Edited)	Created, but not submitted
Submitted and not Reviewed by ARAPCD (New or Edited)	Submitted, pending review
Submitted and ARAPCD reviewing request (New or Edited)	In Review
Approved Request	All Approved!
Denied Request	Sent back for edits