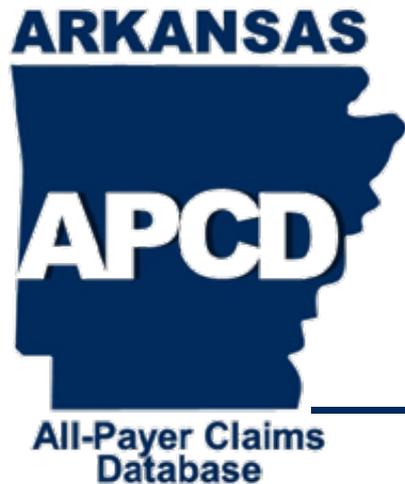


# Arkansas All-Payer Claims Database (APCD) Onboarding Packet

October 2018



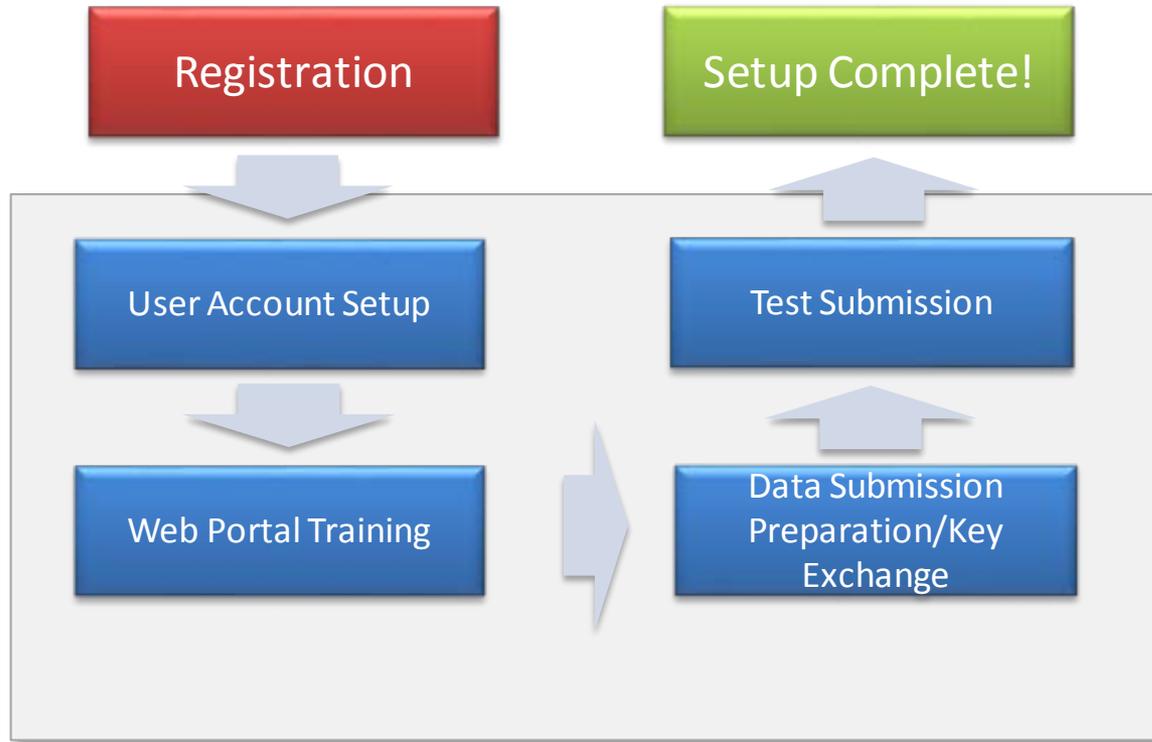
# Introduction

- The onboarding packet contains information for submitting entities (SEs) to establish connectivity for secure data transfer to the Arkansas All-Payer Claims Database (APCD).
- Additionally, the packet provides information regarding:
  - data submission requirements,
  - mandatory data submission authority, and
  - APCD administration.

# Purpose of the Onboarding Packet

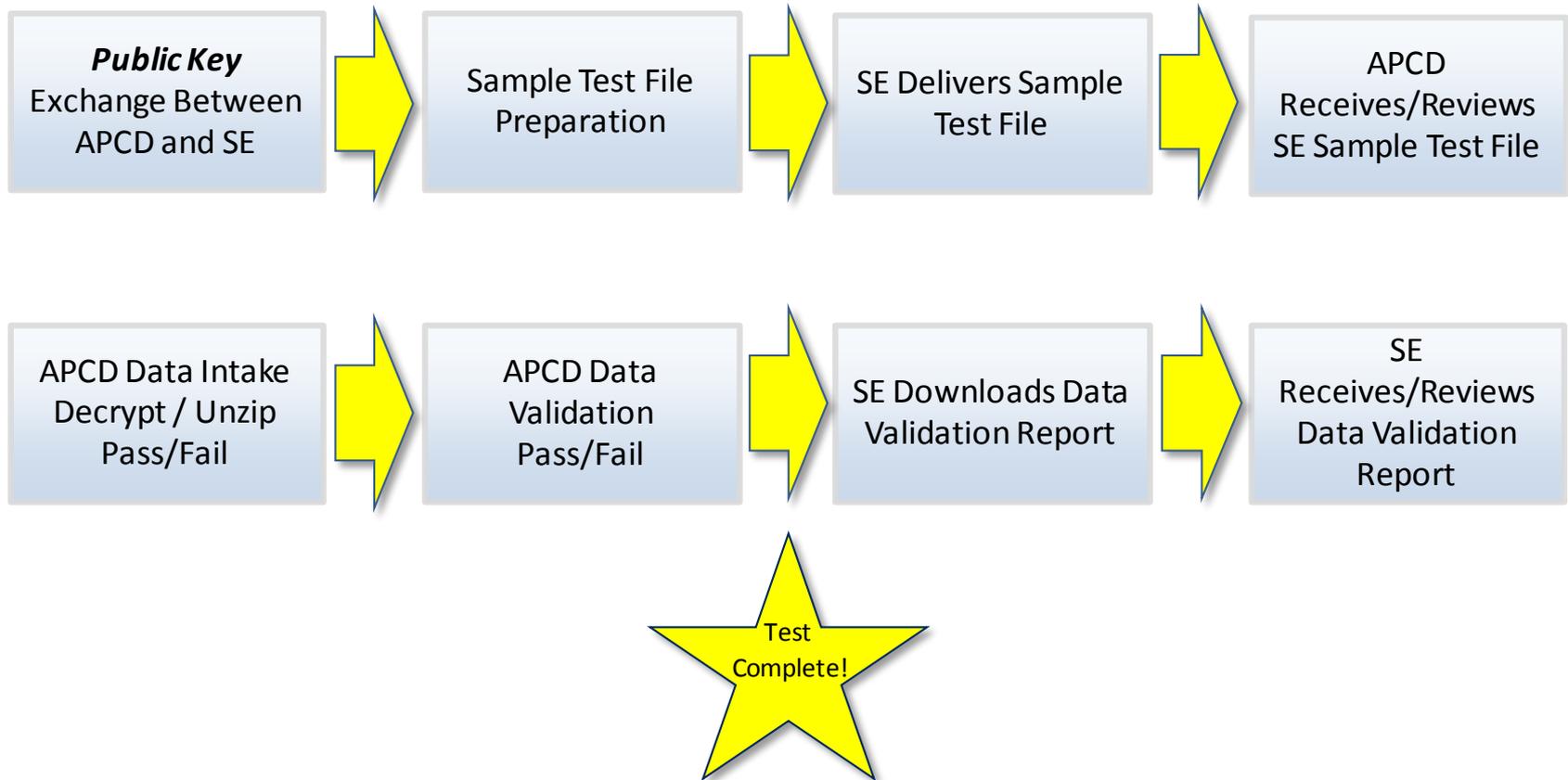
- This packet contains sections focusing on steps for successful onboarding.
- During the onboarding process, training sessions will focus on different sections in this packet.
  - Not all sections herein require training sessions.
  - All sections are provided to ensure availability of as much information as possible.
- Objective: SEs will be able to submit test files securely with minimal assistance.

# Onboarding Process



# Steps to Test Submission

## Data Delivery From SE to APCD



# Sections

I. ARKANSAS ALL-PAYER CLAIMS  
DATABASE (APCD) PROCESS

II. USER NAME AND PASSWORD SETUP

III. WEB PORTAL ACCESS

IV. DATA SUBMISSION

V. TEST DATA DELIVERY

VI. TECHNICAL SUPPORT PROCESS

VII. FILE NAMING PROTOCOLS

VIII. OTHER MATERIALS



# I. ARKANSAS ALL-PAYER CLAIMS DATABASE (APCD) PROCESS



# Who Will Submit Data?

- Issuers of health and dental plans in Arkansas (2,000 covered individuals as threshold)
- Arkansas Medicaid and Medicare
- State and public school employee benefit plans
- Arkansas Workers' Compensation Commission
- Third-party administrators and pharmacy benefits managers (same threshold as issuers)
- Entities providing medical services under contract with state prison system
- Self-funded plans

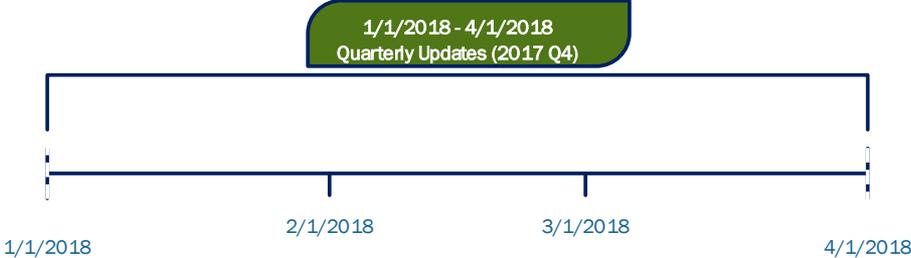
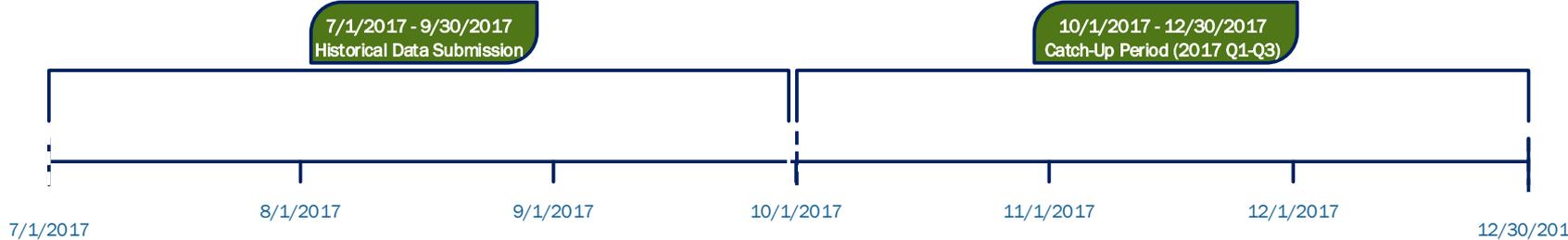
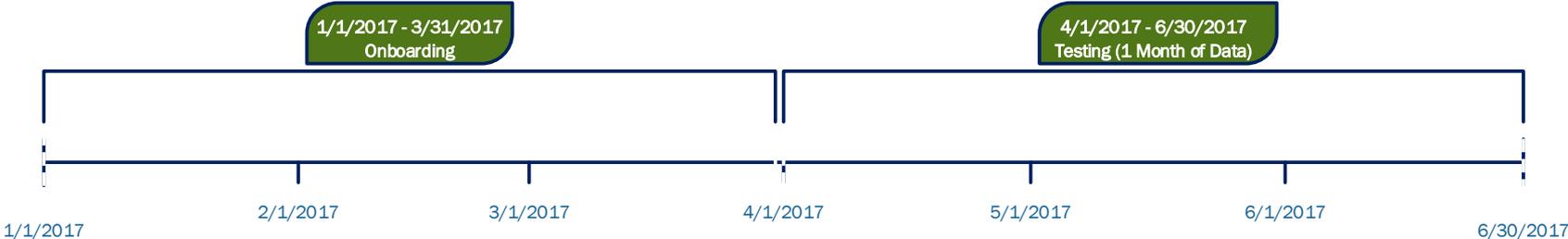
# What Will Be Submitted?

- SEs must provide the following data categories, as applicable:
  - Member enrollment data
  - Medical claims
  - Pharmacy claims
  - Dental claims
  - Provider data
  - Look-up tables

# Submission Timeline

- In the initial registration year, the data submission timeline is as follows:
- Quarter 1 – Onboarding and preparation
- Quarter 2 – Testing at least one month of data
- Quarter 3 – Submit three years of historical data (data prior to present year)
- Quarter 4 – Quarters 1–3 of present year
- Quarter 1 of following year, submit data for Quarter 4 of previous year. Submit data each following quarter for the preceding quarter.

# Submission Timeline Example



## II. USER NAME AND PASSWORD SETUP

# Registration

- SEs must register with the Arkansas Insurance Department (AID) before beginning the onboarding process.
- Registration instructions can be found at:  
[www.arkansasapcd.net/Other/RegistrationForms/](http://www.arkansasapcd.net/Other/RegistrationForms/).

# User Account Setup

- Technical users for SEs are identified in registration and setup for the APCD Web Portal access. Initially, users:
- will receive a confirmation email with user name and temporary password, and
- will be directed to create a permanent password to replace temporary password.
  - Be sure to check junk mail folders for password emails, as it could be mistaken for SPAM.

# User Name and Password Information

- User name and temporary password are specific for each SE NAIC company code.
- After logging in, SEs must create their individual permanent passwords.
- If SEs encounter issues with account access, they must contact APCD Technical Support via email or phone.

# III. WEB PORTAL ACCESS

# Initial APCD Access

- SEs will access the APCD via the following URL:
  - [www.arkansasapcd.net/Home/](http://www.arkansasapcd.net/Home/)
- Select the Web Portal link on the header bar

# APCD Website Homepage



## Arkansas All-Payer Claims Database



Administered by  
**ACHI**  
Arkansas Center for Health Information  
With support from the  
**Arkansas Insurance Department**  
**Health Insurance Rate Review Division**

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## Welcome to the Arkansas All-Payer Claims Database (APCD)

There is a growing demand and need for transparency of healthcare information in Arkansas to promote high-value care and advance research. Consumers, employers, and policymakers are advocating for greater reporting on the prices of healthcare services as a way to encourage consumers to choose low-cost, high-quality providers and to promote competition based on value. The Arkansas All-Payer Claims Database (APCD) is a dynamic tool that will enable the state to further its transparency objectives by collecting healthcare data from public and private sources and empowering Arkansans with information to better understand how and where healthcare is being delivered and how much is being spent. Please see the “How to Use the APCD Website” box below to learn how to navigate the Arkansas APCD website.

### What's New?

#### Arkansas APCD Announcements

#### APCD Data Request Supplemental Documentation (8/29/2018)

The Arkansas APCD team has published the following data request and pricing tools to help data requesters make informed decisions about the amount and types of data to purchase. Feel free to reach out to the Arkansas [APCD Technical Support](#) team if you have any questions.

1. The [Arkansas APCD Pricing Schedule](#) containing data request types and data request pricing by year and file type.
2. The [Arkansas APCD Data Attributes](#) presentation providing data requesters key information about the types of data contained in the Arkansas APCD and how they are linked.
3. The [Arkansas APCD Data Request pricing tool](#) enabling requesters to estimate the price of a request (Be sure to work with the Arkansas [APCD Technical Support](#) team for final pricing.)
4. The [Arkansas APCD Universe Counts](#) containing counts by file types and years to help the data requester understand how much data is available for selection.

### Submitting Entity Resources

- [Exemption Request Form](#)
- [Data Submission Guide \(DSG\) Resources](#)
- [Data Validation Report Resources](#)
- [Onboarding Instructions](#)-Information on on web portal set-up, file encryption requirements, technical support processes, data file structure requirements, etc.
- [Frequently Asked Questions-Data Submission Guide \(DSG\) and Onboarding](#)
- [Training Documents](#)
- [Scheduled Webinars](#)
- [APCD Newsletters](#)

### Submitting Entity Registration Forms

Click below to access registration forms for the Arkansas Healthcare Transparency Initiative.

[Start Here!](#)



# User Name and Password



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With support from the  
Arkansas Insurance Department  
Health Insurance Rate Review Division

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## Web Portal: Data Submitter 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

To request an account, please contact [APCD Technical Support](#).

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 48 business hours.

### Log into the Web Portal

User Name:

Password:

Log In

Forgot your password? [Click here](#)

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achiapcd@uams.edu | 501-526-2252 (fax)  
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# Web Portal Dashboard

- Upon logging into the Web Portal, users will be directed to the Web Portal Dashboard. Within this page, users may access the following tabs:
  - Upload Files
  - Retrieve Files
  - Account History
  - Data Exceptions
  - Technical Support

# Web Portal Setup: Account Overview

- In the Account Overview box, users will be able to see the following entity-specific information collected from registration:
  - Organization: Submitting Entity (SE)
  - Entity Code: NAIC Company Code
  - Account Type: Automated to reflect SE
  - Contact Email: Email for SE point of contact
  - Contact Phone: Phone number for SE point of contact

# Web Portal Setup: Account Overview



Arkansas All-Payer Claims Database

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With support from the  
Arkansas Insurance Department  
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## Web Portal: Dashboard

Welcome to the Arkansas All-Payer Claims Database (APCD) Web Portal Dashboard! [Click here](#) to log out.



**Account Overview**

**Organization**  
ACHI Test Entity

**Entity Code**  
99999

**Account Type**  
Submitter

**Contact Email**

**Contact Phone**  
501-526-2244

Upload Files Retrieve Files Account History Data Exceptions Technical Support

If you have new .ZIP files to upload on behalf of your organization, please add them here, and then click the 'Upload File(s)' button. Note that ONLY .ZIP files will be accepted.

**Please choose which .ZIP files you'd like to upload:**

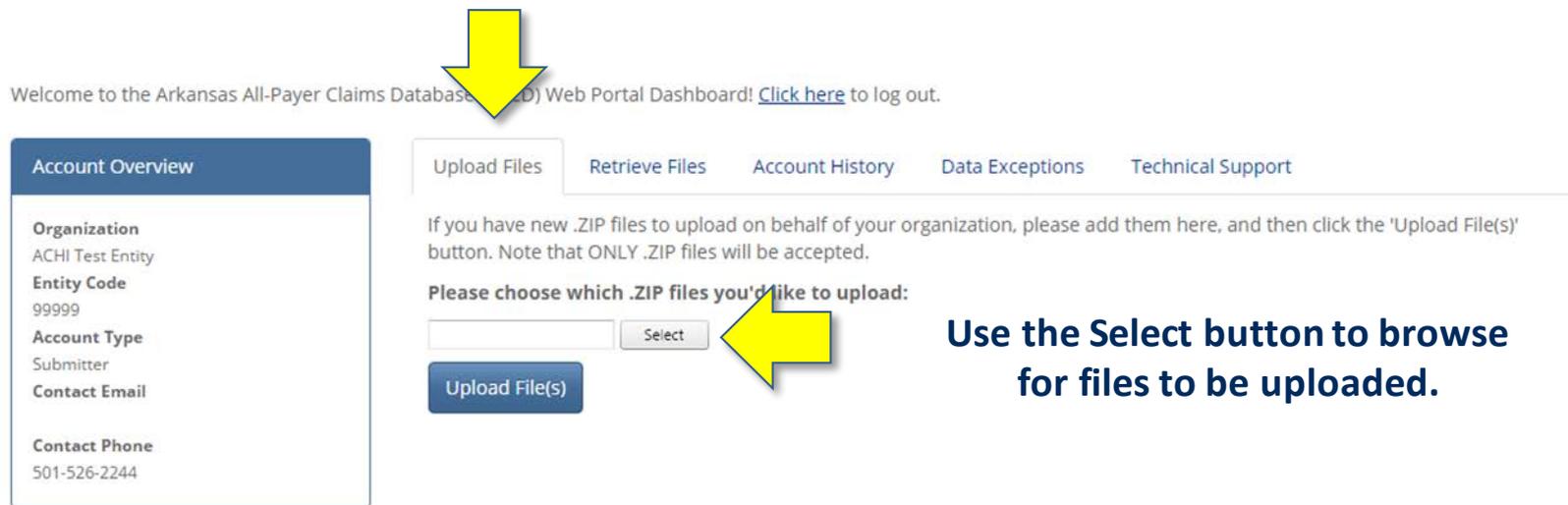
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arapcd@uams.edu | 501-526-4306 (phone) | 501-526-2252 (fax)  
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# Web Portal Setup: Upload Files

Under the *Upload Files* tab, users will be able to add and submit files on behalf of their organization.

Welcome to the Arkansas All-Payer Claims Database (APCD) Web Portal Dashboard! [Click here](#) to log out.



**Account Overview**

**Organization**  
ACHI Test Entity

**Entity Code**  
99999

**Account Type**  
Submitter

**Contact Email**

**Contact Phone**  
501-526-2244

Upload Files   Retrieve Files   Account History   Data Exceptions   Technical Support

If you have new .ZIP files to upload on behalf of your organization, please add them here, and then click the 'Upload File(s)' button. Note that ONLY .ZIP files will be accepted.

Please choose which .ZIP files you'd like to upload:

**Use the Select button to browse for files to be uploaded.**

# Web Portal Setup: Upload Files

Under the *Upload Files* tab, up to five files can be uploaded in a single session. The file upload status can be tracked using a progress bar.

**Each submitted file has a 300MB size limit.**

**View file upload status.**



**Web Portal: Dashboard**

Welcome to the Arkansas All-Payer Claims Database (APCD) Web Portal Dashboard! [Click here](#)

[Account Overview](#) | **Upload Files** | [Retrieve Files](#) | [Notifications](#) | [Account](#)

### Upload Files

If you have new .ZIP files to upload on behalf of your organization, please add them to the list below.

**Please choose which .ZIP files you'd like to upload:**

- ARAPCD\_12345\_PROD\_20150928\_201501\_01\_01\_ELG.DAT.zip [Remove](#)
- ARAPCD\_12345\_PROD\_20150929\_201502\_01\_01\_ELG.DAT.zip [Remove](#)
- ARAPCD\_12345\_PROD\_20150930\_201503\_01\_01\_ELG.DAT.zip [Cancel](#)



**Once files are selected, be sure to click the Upload File(s) button to complete the upload.**

# Web Portal Setup: Retrieve Files

- Under the Retrieve Files tab, users will be able to retrieve and view files produced by the APCD:
  - Data Quality Reporting
  - Other files uploaded from APCD to the SE

# Web Portal Setup: Retrieve Files



Arkansas All-Payer Claims Database

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With support from the  
Arkansas Insurance Department  
Health Insurance Rate Review Division

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## Web Portal: Dashboard

Welcome to the Arkansas All-Payer Claims Database (APCD) Web Portal Dashboard! [Click here](#) to log out.

**Account Notifications**

You have 2 files that are now available for download that have not yet been downloaded. These files will be available until 12/12/2016. Please download these files as soon as possible by visiting the [Retrieve Files](#) tab.

**Account Overview**

**Organization**  
ACHI Test Entity

**Entity Code**  
99999

**Account Type**  
Submitter

**Contact Email**

**Contact Phone**  
501-526-2244

[Upload Files](#) **[Retrieve Files](#)** [Account History](#) [Data Exceptions](#) [Technical Support](#)

Any files that have been prepared for you by the Arkansas APCD will be available for you to retrieve here.

Uploaded File	Available Downloads
<b>ARAPCD_99999_TEST_20151230_201511_01_01_ELG_20160316_123954_DV</b> Uploaded on 11/28/2016 <b>Expires on 12/12/2016</b>	<a href="#">Summary File</a> Not downloaded <a href="#">Detail File</a> Not downloaded



# Web Portal Setup: Account History

- Under the Account History tab, users will be able to view detailed information regarding their specific accounts
- Actions listed include:
  - Successful login to the APCD Web Portal
  - File Successfully Uploaded (with name of file)
  - Downloaded Reports

# Web Portal Setup: Account History

## Web Portal: Dashboard

Welcome to the Arkansas All-Payer Claims Database (APCD) Web Portal Dashboard! [Click here](#) to log out.



### Account Notifications

You have 1 files that are now available for download that have not yet been downloaded. These files will be available until 12/12/2016. Please download these files as soon as possible by visiting the [Retrieve Files](#) tab.

Account Overview

[Upload Files](#)   [Retrieve Files](#)   [Account History](#)   [Data Exceptions](#)   [Technical Support](#)

Action	Action Time
Downloaded file ARAPCD_99999_TEST_20151230_201511_01_01_ELG_20160316_123954_DV_DETAIL.DAT.ZIP	11/28/2016, 2:25 PM
Successful login to the Arkansas APCD Web Portal	11/28/2016, 2:22 PM
Successful login to the Arkansas APCD Web Portal	11/28/2016, 2:17 PM
Successful login to the Arkansas APCD Web Portal	11/28/2016, 11:59 AM
Successful login to the Arkansas APCD Web Portal	11/28/2016, 10:15 AM

# Web Portal Setup: Technical Support

- Questions, requests for support, and technical issues may be submitted through either of the following methods:
  - Send an email to [support@achiapcd.atlassian.net](mailto:support@achiapcd.atlassian.net)
  - Submit through the Service Desk portal:  
<https://achiapcd.atlassian.net/servicedesk/customer/portal/2>
- Both methods automatically create a ticket in the Service Desk portal where SEs and the Arkansas APCD team can communicate
- Questions or issues may include the following:
  - Account Details Update
  - Building Data Files
  - Data Definition/Clarification
  - Data Field Exception
  - Data Submission Guide (DSG) questions
  - File Upload/Retrieval
  - User Name/Password Retrieval
  - Other

# Web Portal Setup: Technical Support

Help Center  
**Arkansas APCD Data Submission Support**

**Submission Deadline**

The next submission deadline is September 31, 2018. All data for 2018 Q2 should be submitted by this date unless an approved exemption is in place with the Arkansas Insurance Department.

Welcome to Arkansas APCD Data Submission Support! You can raise Support requests from the options provided and our knowledgeable team will respond within one business day.

If you are completing a Registration, please have the appropriate Registration form completed and signed by the appropriate authorities prior to filling out a ticket. The forms can be found at this location: [Arkansas APCD Registration](#)

 **DSG Question**  
Have a question about any version of the Data Submission Guide, or a question about a specific data element? Select this to request assistance.

 **Registration**  
If you are completing a Registration, please have the appropriate Registration form completed and signed by the appropriate authorities prior to filling out a ticket. The forms can be found at this location: [Arkansas APCD Registration](#)

 **Technical support**  
Need help with any aspect of data submission? Select this to request assistance.

 **Other questions**  
Don't see what you're looking for? Select this option and we'll help you out.

 **Report a bug**  
Tell us the problems you're experiencing with our Web Portal System or with our SFTP site.



**Choose a support option (e.g., technical support).**

Help Center / Arkansas APCD Data Submission Support  
**Technical support**

Raise this request on behalf of

  
  
Please enter 1 or more character

Summary

Description

Attachment (optional)

Drag and drop files, paste screenshots, or  
browse

Create Cancel



**Fill out the web form to submit the request.**

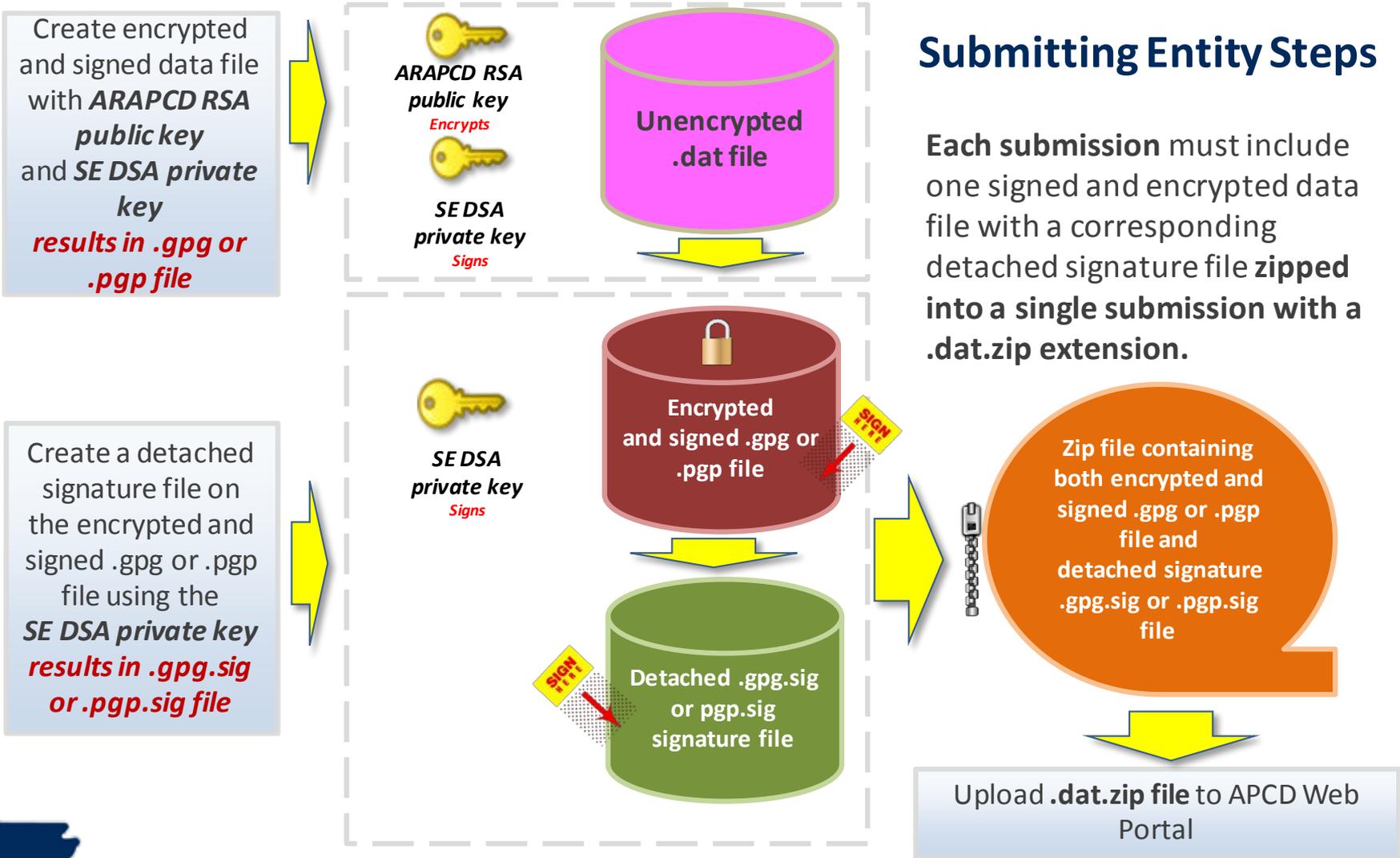


# IV. DATA SUBMISSION

# Data Submission Preparation and Packaging

- Required Software
  - Encryption software capable of creating a detached signature file and using OpenPGP format keys
  - Software capable of creating regular zip format compression output
- Tips for successful data intake submission
  - Unencrypted file format must be 7-Bit ASCII without a byte order mark. Carefully review the File Format section of the current DSG.
  - Correctly formatted header, control count, and trailer rows.
  - Signatures must match between encrypted & signed file and detached signature file.
  - Filename and file extensions are important in the automated intake process. Carefully review the File Naming Convention section of the current Data Submission Guide.
  - Using smaller TEST files before submitting PROD files to fix any issues.
  - APCD Technical Support is available to assist and answer questions.

# Submission File Creation Process



## Submitting Entity Steps

Each submission must include one signed and encrypted data file with a corresponding detached signature file zipped into a single submission with a .dat.zip extension.



# Entity Encryption Practice

- SEs are recommended to practice key creation, encryption, and decryption prior to submitting any production data.
- Steps include:
  - Create keys and export public key certificates.
  - Encrypt and sign a test data file in the correct DSG format using the ARAPCD\_RSA public key and the SE's DSA private key to sign.
  - Create a detached signature file using same DSA key as above.
  - Zip the resulting files together in a package and verify filenames and file extensions.
  - Submit the TEST packages through the APCD web portal.
  - Download data validation reports from web portal, unzip and decrypt.
- A separate training resource is available regarding creation of keys and the encryption process if instruction is desired.

# V. TEST DATA DELIVERY

# Test Process:

## Data Delivery – SE to APCD

- The SE will deliver sample\* data to the APCD as follows:
  1. Exchange public keys with APCD Technical Support
  2. Create test sample data file
  3. Encrypt test sample data file using the ARAPCD public key and sign with SE private key
  4. Create detached signature file of the file resulting from step three with SE private key

\*Sample data can be any small file. It does not have to be member or claims data. Member or claims data are required for the test data (see slide 39). The SE can submit member or claims data as the sample file if preferred.

# Test Process:

## Data Delivery – SE to APCD

- The SE will deliver data to the APCD as follows (cont.):
  5. Zip the test sample data file and detached signature file into a single .zip file
  6. Submit package using the APCD Web Portal or other pre-approved transfer process
  7. Notify the APCD Technical Support team via email of file submission

# Test Process:

## Data Delivery – APCD to SE

- Upon data receipt, APCD Technical Support team will:
  1. Unzip the test sample data file package
  2. Confirm encrypted sample data file and detached signature file are present
  3. Verify encrypted sample data file signature matches the detached signature file
  4. Decrypt the sample data file using the APCD private key
  5. Confirm data contents with SE
  6. Upload Data Validation Report to Web Portal for SE Review
  7. Address any questions

# Test Data Delivery

- After successfully executing the sample data file, SEs can submit the test files using the same protocols. See Test Data section in the DSG.
- Test file submission requirements: Each submitting entity shall provide data prior to the submission of full datasets. Test data shall include at least a full month of activity for the following data categories, as applicable:
  - Member enrollment data
  - Medical claims
  - Pharmacy claims
  - Dental claims
  - Provider data
  - Lookup data

# Data Validation – APCD to SE

## SE Download of Data Validation Files

SE signs on to the APCD Web Portal and navigates to the Retrieve Files tab.

Download data validation packages

Zip file containing both encrypted and signed .gpg file and detached .gpg.sig signature file

Unzip



SE RSA Private Key

Encrypted and signed .gpg file

Detached .gpg.sig signature file

Each data validation report package will include the signed and encrypted report with a matching detached signature file **zipped into a single submission.**

Decrypted files

Data Validation Summary or Detail Report

# VI. TECHNICAL SUPPORT PROCESS

# APCD Technical Support Contact Information

**Email:**

[support@achiapcd.atlassian.net](mailto:support@achiapcd.atlassian.net)

**Arkansas APCD Support Portal:\***

<https://achiapcd.atlassian.net/servicedesk/customer/portal/2>

**Days and Times  
(excluding state and federal holidays):**

Monday through Friday

9 a.m.– 4 p.m., Central Time

*\*The support portal is available 24 hours a day and is the preferred way to report issues and submit questions for the APCD technical support team.*



# Types of Communication

- Data Submission Results
  - Submission confirmation (pass or fail)
  - Data quality confirmation via report
- Meeting Notifications
  - Electronic calendar invitations
  - Follow-up via phone, email, or web portal (as needed)
- Technical Support
  - Contact changes
  - Phone number changes
  - Email address changes

# Types of Communication

- APCD Updates and Changes
  - Production and database availability
  - Data changes
  - New features
  - New or updated reports
- APCD Website and Web Portal Updates
  - New functionality release
  - New or updated technical documentation
  - New or updated communication tools

# Types of Communication

- Regulatory Requirements Updates from the Arkansas Center for Health Improvement (ACHI) on behalf of AID
  - Rule 100
  - Changes to the DSG

# VII. FILE NAMING PROTOCOLS

# Data File Naming Protocols

- Data files must adhere to this naming convention:

ARAPCD\_[EntityCode]\_[Test or Prod]\_[SubmissionDate]\_[CoveragePeriodDate]\_[FileNo]\_[FileCount]\_[EntityAbbreviation].dat

- Components:
  - ARAPCD\_
  - [EntityCode]\_
  - [Test or Prod]\_
  - [SubmissionDate]\_
  - [CoveragePeriodDate]\_
  - [FileNo]\_
  - [FileCount]\_
  - [EntityAbbreviation]
  - File extension must be .dat

# File Name Component Definitions

- **EntityCode** – Codes representing SEs
  - Private Carriers: NAIC company-level codes
  - Other submitters: A unique 5- or 6-digit alphanumeric code assigned by the ACHI-APCD team
- **[Test or Prod]** – Test is for test data files, Prod is for production data files
- **SubmissionDate** – Date the file was produced
  - Date should be in the YYYYMMDD format
- **CoveragePeriodDate** – Represents the year and the last month of the coverage period
  - Date should be in the YYYYMM format
  - For example: For data pulled between 7/01/2015 and 9/30/2015, the CoveragePeriodDate would be “201509”

# File Name Component Definitions

- FileNo – Two-digit number representing the number of the file as it relates to the total number of files to be received
- FileCount – Two-digit number representing the total number of files to be received
  - “01\_09” represents file 01 of 09 expected files
  - “01\_01” represents file 01 of 01 expected files
- EntityAbbreviation – Abbreviation representing file type
  - DNT = Dental Claims
  - CLM = Medical Claims
  - ELG = Member Enrollment Data
  - PHM = Pharmacy Claims
  - PRV = Provider Data
  - LU = Look-Up Tables

Example file name: ARAPCD\_12345\_Test\_20150101\_201412\_01\_01\_ELG.dat



# VII. OTHER MATERIALS

# What is Next?

- Unique ID Hashing instructions
  - SE member data element ID, ME998, Unique ID, should contain the hashed value representing the individual on the data file
- Encryption Instructions
  - Encryption Keys, etc.
- Look-Up Tables
- Exception Instructions

# Abbreviations

Abbreviation	Definition
ACHI	Arkansas Center for Health Improvement
APCD	Arkansas All-Payer Claims Database
AID	Arkansas Insurance Department
DSA	Digital Signature Algorithm. A Federal Information Processing Standard for digital signatures
DSG	Arkansas APCD Data Submission Guide
HDI	Arkansas Health Data Initiative
NAIC	National Association of Insurance Commissioners
RSA	A cryptosystem for public-key encryption, widely used for securing sensitive data, particularly when being sent over an insecure network
SE	Submitting Entity - carrier or payer submitting data to the APCD
SFTP	Secure file transfer protocol

