Business Process Improvement (BPI)
HB251- TXCOMP Project
Project Vision Documentation - June 2005

DRAFT

EXECUTIVE TECHNOLOGY AND PROCESSING OVERVIEW

HB251 was passed during the 79th Legislative Session and provided sub-claimant status to healthcare plans so that they could submit claim data to TWCC and determine if any of their participant data have a workers' compensation claim in Texas. These data matches are only relevant for claims with a date of injury later than or equal to September 1, 2002. The purpose of this document is to describe the process as it is envisioned at a high level and produce final specifications for the process' Implementation Guide within 60 days which will describe the process in full detail and provide guidance for customers who wish to utilize this new TXCOMP process for matching health plan data to Texas workers' compensation claims.

Current Process and Issues
This process does not exist today and must be established to satisfy the requirements defined in HB251.

Project/Process Vision:
The TXCOMP data exchange solution will support the requirements for file transmissions as defined in HB251 with little modification required. It is envisioned that Health Plans will contract with a trading partner to facilitate the data exchanges, just as TWCC supports for its Claim, Coverage, and Medical EDI solutions. The trading partners will complete an EDI-01 form indicating they will be submitting files (251 format) on behalf of a certain Health Plan. TWCC will establish inbound and outbound files on its SFTP server for the trading partner to use to drop off their files and pick up the results from the TXCOMP matching engine. Once delivered, a file will be processed by the TXCOMP EDI Solution and an output file will be created. The elements for the 251 are listed below.

All records supplied will be accounted for in the output file. Those that matched will have a positive matching indicator and will include additional elements as defined below in the 251 element matrix section below. Files will be processed within 72 hours of when they are received by TWCC. For all claims that were positively matched, an indicator will be set within the TXCOMP application associating the Health Plan to the claim with a role of *sub-claimant*.

If a Health Plan would like to review more specific claim details about the claims to which they are associated as a sub-claimant, they will need to be established as an organization in the TXCOMP solution (organization name, address, and FEIN required) and establish a system administrator. The Health Plan's system administrator is a person who can utilize the TXCOMP online system to grant access to five or less employees of the Health Plan to access their claims. Once the Health Plan's system administrator associates the Health Plan employees to the Health Plan organization in TXCOMP, these employees can request online access to TXCOMP and can view and print details for the claims to which that Health Plan has been associated as a sub-claimant. The "Locate Claim" function will deny access to any claims to which the Health Plan is either not associated to the claim or where the customer attempting access has not been authenticated as an employee of the Health Plan by the system administrator. Once a claim is accessed by an authorized claim party they are entitled to view details about the claim, to include the First Report of Injury data filed by the employer and/or employee or medical bill data that has been filed on the claim.
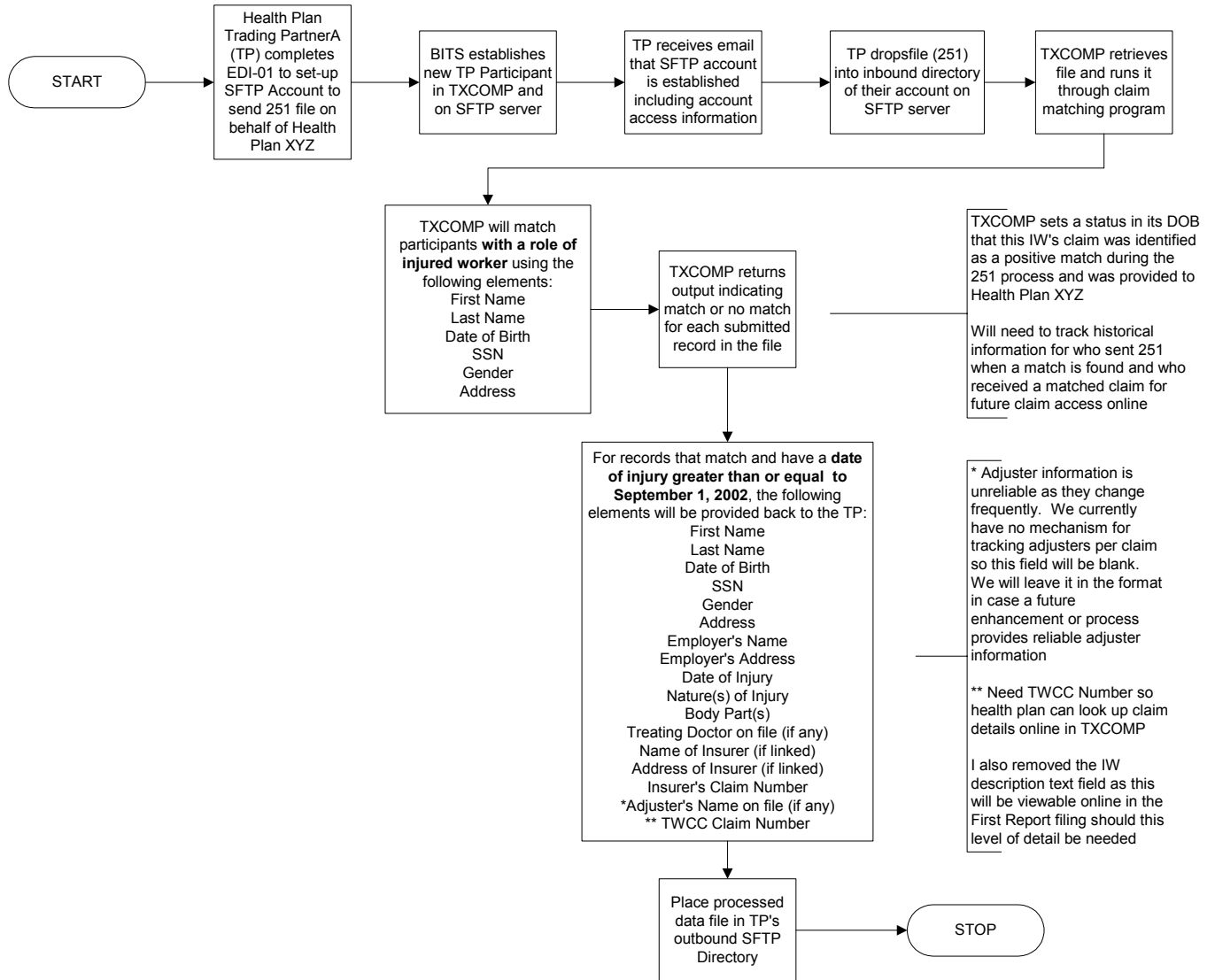
Project Objectives:
This project satisfies the objectives of HB251 in the following ways:
- Allows electronic submission and matching of health plan participants to workers' compensation claims
- Allows health plans, under the new sub-claimant status, to access claims online to which they are a sub-claimant
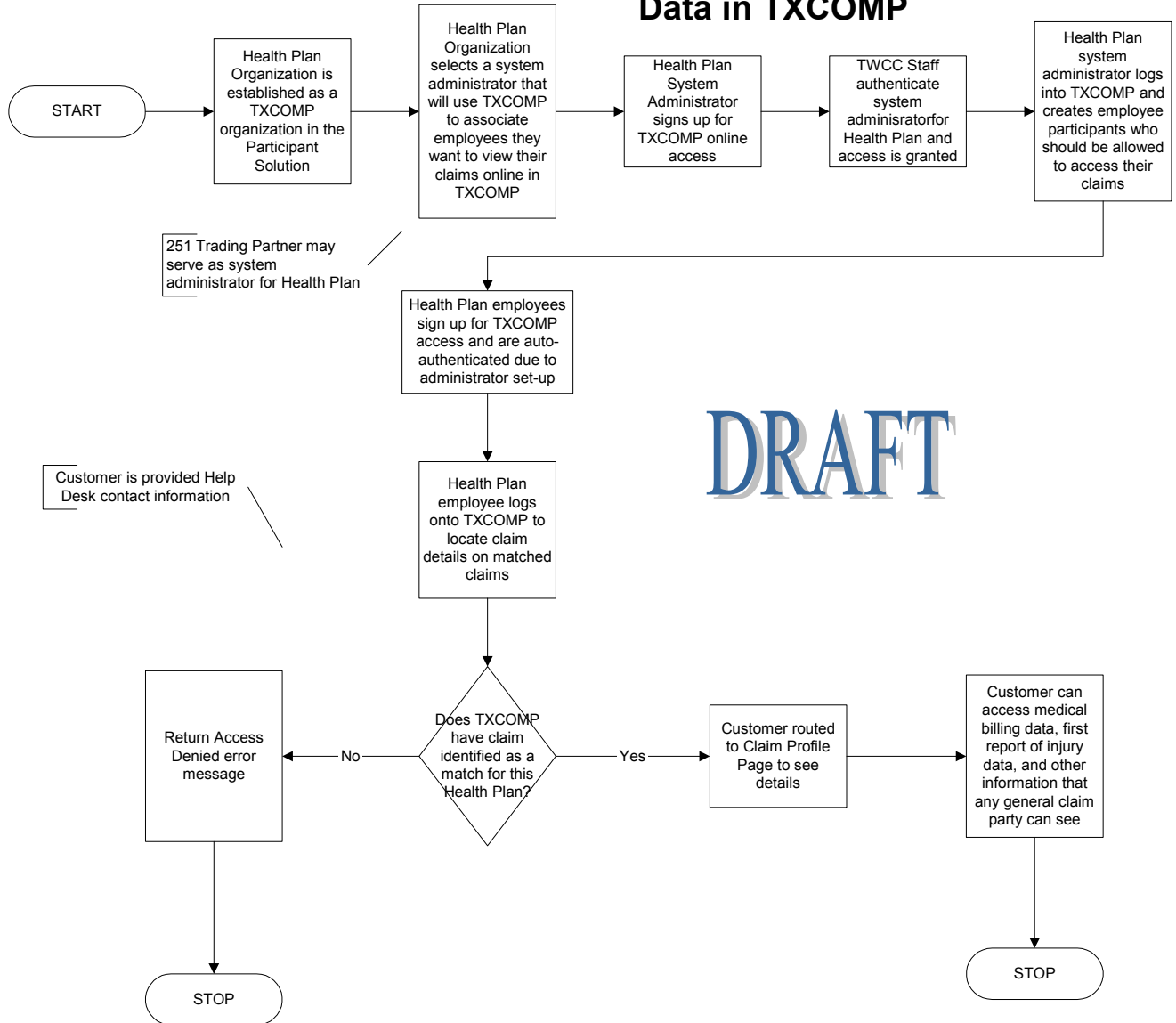
PROPOSED PROCESS FLOW DIAGRAMS

DRAFT

Claim Matching Process
HB251

```
START → Health Plan Trading PartnerA (TP) completes EDI-01 to set-up SFTP Account to send 251 file on behalf of Health Plan XYZ → BITS establishes new TP Participant in TXCOMP and on SFTP server → TP receives email that SFTP account is established including account access information → TP dropsfile (251) into inbound directory of their account on SFTP server → TXCOMP retrieves file and runs it through claim matching program
```

TXCOMP will match participants with a role of injured worker using the following elements:
First Name
Last Name
Date of Birth
SSN
Gender
Address

TXCOMP returns output indicating match or no match for each submitted record in the file

TXCOMP sets a status in its DOB that this IW's claim was identified as a positive match during the 251 process and was provided to Health Plan XYZ

Will need to track historical information for who sent 251 when a match is found and who received a matched claim for future claim access online

For records that match and have a **date of injury greater than or equal to September 1, 2002**, the following elements will be provided back to the TP:
First Name
Last Name
Date of Birth
SSN
Gender
Address
Employer's Name
Employer's Address
Date of Injury
Nature(s) of Injury
Body Part(s)
Treating Doctor on file (if any)
Name of Insurer (if linked)
Address of Insurer (if linked)
Insurer's Claim Number
*Adjuster's Name on file (if any)
** TWCC Claim Number

* Adjuster information is unreliable as they change frequently. We currently have no mechanism for tracking adjusters per claim so this field will be blank. We will leave it in the format in case a future enhancement or process provides reliable adjuster information

** Need TWCC Number so health plan can look up claim details online in TXCOMP

I also removed the IW description text field as this will be viewable online in the First Report filing should this level of detail be needed

Place processed data file in TP's outbound SFTP Directory → STOP

Accessing Detailed Claim Data in TXCOMP

START → Health Plan Organization is established as a TXCOMP organization in the Participant Solution → Health Plan Organization selects a system administrator that will use TXCOMP to associate employees they want to view their claims online in TXCOMP → Health Plan System Administrator signs up for TXCOMP online access → TWCC Staff authenticate system adminisrator for Health Plan and access is granted → Health Plan system administrator logs into TXCOMP and creates employee participants who should be allowed to access their claims

251 Trading Partner may serve as system administrator for Health Plan

Health Plan employees sign up for TXCOMP access and are auto-authenticated due to administrator set-up

DRAFT

Customer is provided Help Desk contact information

Health Plan employee logs onto TXCOMP to locate claim details on matched claims

Does TXCOMP have claim identified as a match for this Health Plan?

— No → Return Access Denied error message → STOP

— Yes → Customer routed to Claim Profile Page to see details → Customer can access medical billing data, first report of injury data, and other information that any general claim party can see → STOP

FILE FORMAT 251 ELEMENT MATRIX (*DRAFT*)

DRAFT

The file format to be used for this process will either be XML format or an ASCII flat file format. The format will be determined once detailed design is complete. A detailed Implementation Guide for the 251 file will be developed as a result of the design and will specify the format, the fields, the process, and all edits to be applied against the fields.

INBOUND FILE

Element Name	Requirement Category	Comments
HC Plan Unique ID for Participant Record	Mandatory	
First Name	Mandatory	TWCC to standardize name before matching to TWCC data
Last Name	Mandatory	TWCC to standardize name before matching to TWCC data
Social Security Number	Optional	TWCC to use TXCOMP's SSA verification code for confidence level of SSN match
Date of Birth	Mandatory	TWCC to use TXCOMP's SSA verification code for confidence level of Date of Birth match
Gender	Mandatory	TWCC to use TXCOMP's SSA verification code for confidence level of Gender match
Address Line 1	Mandatory	TWCC to standardize address before matching to TWCC data
Address Line 2	Optional	
City	Mandatory	
State	Mandatory	
Postal Code	Mandatory	

OUTBOUND FILE

Element Name	Requirement Category	Comments
HC Plan Unique ID for Participant Record	Mandatory	TWCC returns ID of HC Plan's participant record so trading partner can match output to their data
Match Indicator	Mandatory	TWCC to return Y or N based on positive match for the record – If N, no other fields will be populated in the outbound file for this record
First Name	Mandatory	TWCC to provide TXCOMP participant name for injured worker if record matched
Last Name	Mandatory	TWCC to provide TXCOMP participant name for injured worker if record matched
Social Security Number	Optional	TWCC to provide TXCOMP SSN for injured worker if record matched and SSN is on file (unless SSA code is 1, N, or 5)
Date of Birth	Optional	TWCC to provide TXCOMP DOB for injured worker if record matched and DOB is on file (unless SSA code is 3)
Gender	Optional	TWCC to provide TXCOMP Gender for injured worker if record matched and gender is on file (unless SSA code is 2)

Injured Worker Address Line 1	Mandatory	TWCC to provide back TXCOMP standardized address
Injured Worker Address Line 2	Optional	
Injured Worker City	Mandatory	
Injured Worker State	Mandatory	
Injured Worker Postal Code	Mandatory	
Date of Injury	Mandatory	TWCC to provide TXCOMP DOI for injured worker if record matched
Nature of Injury	Optional	TWCC to provide TXCOMP nature of injury for injured worker if record matched and nature of injury is on file
Body Part	Optional	TWCC to provide TXCOMP body part injured for injured worker if record matched and body part is on file
Treating Doctor First Name	Optional	TWCC to provide TXCOMP treating doctor currently associated to the claim for injured worker if record matched and TD is on file
Treating Doctor Last Name	Optional	TWCC to provide TXCOMP treating doctor currently associated to the claim for injured worker if record matched and TD is on file
TWCC Claim Number	Mandatory	TWCC to provide TXCOMP claim number for injured worker if record matched
Insurer Claim Number	Optional	TWCC to provide TXCOMP carrier's claim number for injured worker's claim if record matched and carrier claim number is on file
Insurer Name	Optional	TWCC provide TXCOMP carrier's name for injured worker's claim if record matched and the claim is linked to coverage
Adjuster Name	Optional	TWCC provide TXCOMP adjuster's name (future use – not currently collected)
Employer Name	Optional	TWCC provide TXCOMP employer's name for injured worker's claim if record matched and the claim is linked to coverage
Employer Address Line 1	Conditional	TWCC to provide employer's address if employer can be provided (linked) – TWCC will provide TXCOMP's standardized address for employer
Employer Address Line 2	Optional	
Employer City	Conditional	
Employer State	Conditional	
Employer Postal Code	Conditional	

<u>TXCOMP SSA Verification Values Used for Confidence Match</u>

Y – TWCC data matched SSA data on Last Name, First Name, SSN, DOB, and Gender

N – TWCC data not yet verified with SSA

1 – SSN not on file (number has never been assigned)

2 – TWCC data matched on SSA data on Last Name, First Name, SSN, DOB, but not Gender

3 - TWCC data matched on SSA data on Last Name, First Name, SSN, Gender, but not DOB

4 – TWCC data matched on SSA data on Last Name, First Name, failed DOB & Gender (present but different)

5 – TWCC data failed SSA Name Match, DOB and Gender not checked

6 – TWCC data matched on SSA data on Last Name, First Name, failed DOB & Gender because TWCC elements were blank