

News and Highlights

Please note: Wlpop will be unavailable starting at 4 PM on Friday, February 16, while we migrate our systems to the cloud. Wlpop will be available by Monday morning, February 19.

Let's wrap up this 837 Claim File Conversion Project!

837 Final Stretch

As with any data conversion project there are a number of internal processes we must continue to work through, including creating new reports for the validation of the data. It's imperative any remaining issues with your vendor or IT staff are finalized before the end of March.

If you are one of the last sites still in the early phases of testing your 837 claims files be sure you review the results in Wlpop before contacting us. Although we are happy to help, it's important that you understand the areas that are failing in the file. In addition, don't forget to include your 3-digit Facility ID number so we can review and respond timely. Those submitting test files: **do not correct edits in the test** environment.

WHAIC - 837 File - Q118 Timeline Review:

1. January – all sites should be at or nearing the final stages of testing.
2. February – WHAIC will be communicating with any remaining facilities that have not adequately tested. After discussing issues with each site, **a formal communication will be sent to each site's senior leadership to address file concerns.**
3. March – WHAIC encourages all facilities to continue to review test files. Evaluate the batch comparison reports and work with your developer or vendor to make corrections to the file as needed.

All facilities that have completed testing should have received an email for access to the Q118 Production Site in Wlpop. If you do not recall getting an email, do not contact WHAIC staff, simply login to Wlpop to verify. If you do not have access to upload a file for 2018, a red notice informing you that you do not have permission to submit for the quarter will appear.

1st Quarter, 2018

Upload Batch File

Data Enter New Batch

You do not have permission to submit batches for this quarter. Contact WHAIC for more information.

To print or download the 2018 data submission calendar go to the [WHA Information Center](#), Data Submitters / Wlpop Compliance & IC Updates for a copy of the [2018 Data Submission Calendar](#).

WHAIC Website changes to support 837 Implementation

In early March, the WHA Information Center website “Data Submitters” tab will be updated to support the Wlpop 837 Companion Guide and Technical Specifications, at which point this tab will appear first in the drop down list. At the close of the Quarter 4 data submission process and once the data is in the portal, we will retire the current Wlpop Manual and remove it from our website.

837 file highlights and observations worth repeating!

Expected Source of Payment for Commercial Payers must be mapped to the new “A” codes in [Appendix 7.3](#). The use of OTH for commercial payers is not valid in the 837 file and will create edits in the payer field. In addition, we will accept the file to be submitted with or without the dash programmed in the field. For example, A10-09 or A1009 is acceptable.

Cert Number field should be populated with a member’s insurance ID number, group or policy number or some other form of insurance / payer identification. WHAIC does not technically use this field for anything other than a means to cross check for validation that a payer code is expected in the source of payment field. This field may be left blank for self-pay records only.

NPI numbers continue to cause confusion. If an NPI number is provided in the operating NPI field, then the revenue line item detail must contain a supporting outpatient surgery revenue code. As has been all along and stated in the statute, Attending NPI is required for inpatient and emergency department records only. *If subpart NPI numbers are used, and an edit occurs, contact WHAIC to add the subpart NPI to our tables.*

As a reminder, WHAIC will accept all qualified health care provider NPI numbers. Zero filled NPI fields will not be accepted in the 837 claims file.

Refer to the [data dictionary](#) for an explanation and description of what is required in each field.

Hospitals only

Provider Based Locations (PBLs) are outpatient departments of the hospital, and as such we are required by statute to collect the facility component of all services and claims billed. Splitting a hospital outpatient charge into professional and facility components is called “provider-based billing.” *Records from a hospital outpatient department (aka PBL) with the same Medicare provider number should be submitted according to the 837I or R Technical specifications outlined in Loop 2310E, Element NM101, NM108 and NM109, or in loop 2300, Element NTE02.*

Each PBL will be assigned a unique site number (PBL ID) in a simple 1,2,3...format. This number, combined with the parent hospital ID, forms a unique identifier for each PBL. The PBL ID number makes it possible to identify visits at either the hospital or PBL. Hospitals that acquire or intend to submit claims using provider-based billing or in the event that a PBL closes or the facility no longer bills as PB should contact WHAIC to update the PBL table.

The Respected Source for Health Care Data

Reminder for Wlpop Users:

WHAIC staff are **frequently** asked to add users to a hospital or ASC Wlpop site, or as frequently **how** to add new users to Wlpop. The “New Wlpop User Instructions” are on our website at the Wlpop login page, in the Wlpop Manual, and printed in most newsletters (including this one – see below.) We are happy to assist, but ask that you **please locate/share** the instructions prior to contacting us. In addition, WHAIC staff have no way of knowing who should or should not have access to your facility data. The facility staff with access to Wlpop is responsible for managing their Wlpop users. Take the time to review and protect your data by scrolling down to the list of users on the “Welcome to Wlpop Production” page. Contact WHAIC via email with questions or corrections as needed at whainfocenter@wha.org.

New Wlpop User Instructions

- 1) New Wlpop users are required to register on our website prior to submitting/correcting data.
- 2) Open <https://portal.whainfocenter.com> in your web browser and click “Register” in the lower left.
- 3) Roles are based on individual user needs and described in the [Wlpop Roles document](#). *Primary and secondary contacts must select both the Wlpop role and Facility-Specific Reports.
- 4) Check all facility(s) for which you submit or correct data for and then proceed to Registration Details to Create Account.
- 5) An email is sent to both registered user and primary contacts upon approval.

Wlpop Training

WHAIC has scheduled a number of Wlpop 101 sessions for all new data submitters and Wlpop users. Please login to Wlpop and scroll through the notes section for the dates and call-in details.

Wlpop Security enhancements

If you or a member of your Wlpop user team has difficulty logging in, or believe you were deactivated untimely, email whainfocenter@wha.org to reactivate the account. Users must login to Wlpop immediately following reactivation, or prior to the deactivation procedure that runs every weekend.

Automated Deactivation Timeline by User Type:

- Wlpop User access only - deactivated after eight (8) months of inactivity
- Users with Data Deliverables (Primary and Secondary contacts) – deactivated after 15 months
- Deactivation process runs every Friday