



Frequently Asked Questions September 2024

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Frequently Asked Questions



Thank you for choosing the Center for Improving Value in Health Care (CIVHC) and the Colorado All Payer Claims Database (CO APCD) for your project! We are excited to support the important work you are doing. There are a lot of considerations when preparing to intake a claims data set, and we've compiled answers to the most common questions. If you have additional questions that aren't included here, please reach out to your client representative.

How long will it take to receive the requested data?

Once you have completed the application and compliance processes, and all required documentation is signed, the average time for creating the data set is 30 calendar days. This includes extracting the data set, completing a multi-level quality control review, and packaging the data for delivery.

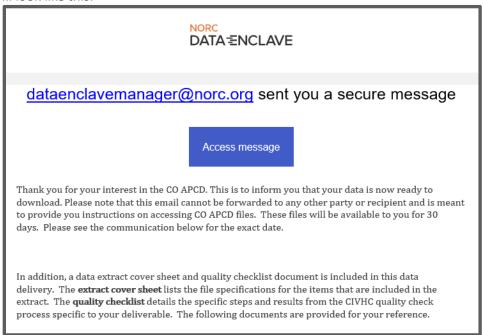
How will I be notified when the data is available?

Data sets are released through Secure File Transfer Protocol (SFTP). The program CIVHC uses is called Accellion Kiteworks. The requesting organization must designate one person to download the data. That person will sign CIVHC's SFTP download form (provided by the client representative). Once the data is released, the designated recipient will receive two emails from CIVHC's data partner, NORC. One email will have the link to download the data, and the other will have credentials and instructions for download.

The data **must** be downloaded by the person who signs the SFTP download form. The emails cannot be forwarded to someone else to download.

The emails will come from dataenclavemanager@norc.org

The email will look like this:



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In what format will I receive the data?

The data is provided as a set of pipe-delimited text files (txt.). For transmission, we package the data in two layers for security and size purposes. The first layer of packaging uses GZip to compress the set of final pipe-delimited text files into one GZip file per table requested. In the second layer of packaging, we break up the GZip files into smaller 1 GB files, to create a maximum size for the tables to mitigate data user download issues. The compressed files are password-protected in the second layer of packaging which allows the data user to enter a password once, rather than for each individual table. Once the compressed, password-protected files are decompressed and unzipped, you'll be able to load the .txt files into whatever system you're using for analysis.

The number of tables you receive will vary based on the types of data you requested. Medical, dental, and pharmacy claims will be in separate tables, as well as member and provider information.

How much space should I have available for the data set?

File sizes can vary widely, and depend on the number of years, claim types, payer types, and amount of filtering requested. Some example sizes are:

Compressed (KB)	Uncompressed (KB)	# of years	Lines of Business	Claim Types	Other Filtering
7,495,941.83	37,657,750.73	1	Comm, Medicaid,	OP, Prof,	Code list
			MedAdv, Medicare FFS	Dental, Rx	
7,538,947.17	39,808,254.92	2	Commercial	IP, OP, Prof,	N/A
				Rx	
9,179,729.67	41,269,547.80	7	Comm, Medicaid,	OP, Rx	Matched
			MedAdv, Medicare FFS		Members
18,385,482.60	98,977,731.68	3	Comm, MedAdv	IP, OP, Prof,	CO zip
				Dental, Rx	codes
61,732,145.12	283,938,317.10	6	Comm, Medicaid,	IP, OP, Prof,	Age 18+;
			MedAdv, Medicare FFS	Rx	code list
112,700,613.50	546,938,452.60	12	Comm, Medicaid,	IP, OP, Prof	N/A
			MedAdv, Medicare FFS		
157,254,935.70	773,023,942.40	12	Comm, Medicaid,	IP, OP, Prof,	N/A
			MedAdv, Medicare FFS	Dental, Rx	

How do I access the data once it's delivered?

Once sent, the data will be available for download for 30 days. If, after 30 days, you need to download it for any reason, you will need to contact CIVHC and request the data to be resent. Passwords for the secure portal expire after 90 days, should you need to login after the 90 days have elapsed, you will have to request a password reset.

After downloading the data set from the secure portal using your credentials, you will need to decompress the file with 7-zip or WinZip.

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What documentation do I receive with the data set?

In addition to the data set, you will also receive:

- Data Set Extract Cover Sheet and QC Checklist:
 - Extract Cover Sheet: lists the file specifications for the items that are included in the data set. This includes control totals to help you confirm that the data has been downloaded completely.
 - Quality Checklist: details the steps and results from the CIVHC quality check process specific to your deliverable.
- Dimension Tables: Dimension tables (or DIM tables) are lookup tables that provide descriptions for coded values present in the data.
- Data Definition Language (DDL): SQL code that creates empty tables matching the structures of the delivered data files. This includes column names with their corresponding data type and length. This file can be used as a reference or edited to create usable code for use in your database environment.

How can I convert the .txt files to .csv?

Please see Appendix A for guidance on converting your files.

What if I get stuck when downloading the data?

The CIVHC Help Desk is here to help! Please reach out to civhchelp@hsri.org for support.

How do I add or remove people from the project workforce?

Your client representative can help you complete an amendment to the Data Use Agreement (DUA) to add or remove individuals from the project workforce.

What if I need the data for longer than originally planned?

Please contact your client representative to request a DUA extension.

What steps do I need to take when I am ready to publish results?

CIVHC must review all results derived from the CO APCD data, as outlined in the DUA. You must obtain approval from the CO APCD Administrator to release any reports or outputs prior to distribution outside the named project team. Please allow for 6 weeks for CIVHC to review reports.

I'm done using the CO APCD data. Now what?

The DUA explains that once you are done with the data it must be destroyed. Upon destruction of the data, please submit a completed certificate of destruction to CIVHC within 30 days. Please refer to your Data Use Agreement for more detailed guidance. Your client representative can provide a certificate of destruction template, if needed.

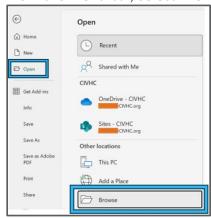




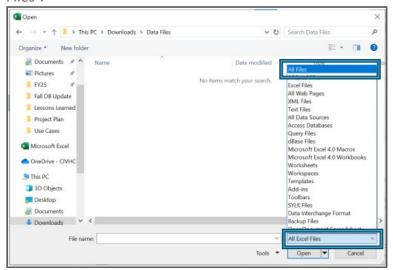
Appendix A: Convert .txt to Excel

Note: Instructions based on Microsoft Excel for Office 365 via Windows. Screenshots may vary from older versions of Excel or from Excel on a Mac.

- 1. Open Microsoft Excel.
- 2. From the menu bar, select File > Open > Browse.



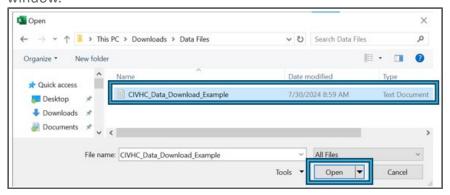
3. In the file type drop-down in the lower right hand of this window, select the value "All Files".



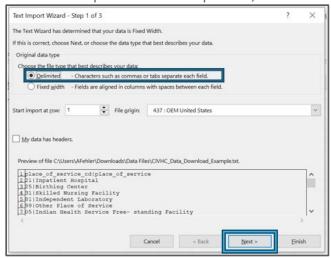
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4. Locate your text file, click to highlight, and click Open in the lower right hand of this window.



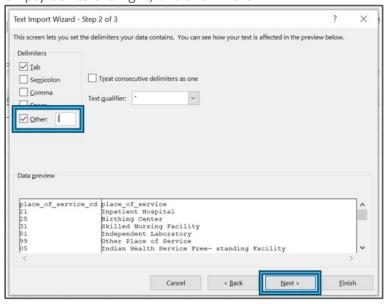
5. In the Text Import Wizard - Step 1 of 3, select "Delimited" and click 'Next'.



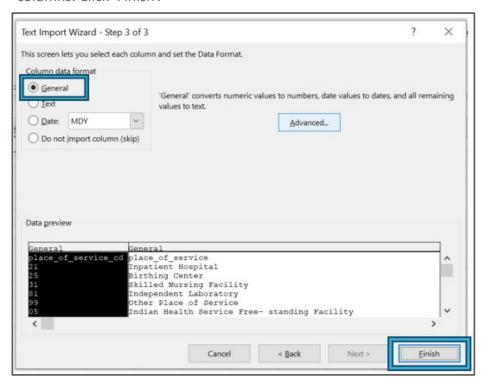




6. In the Delimiters list, check the box for "Other" and enter the pipe character | in the empty box to the right, and click 'Next'.



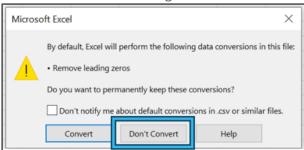
7. The Data preview section shows what the converted data will look like in Excel. To avoid data loss, we recommend choosing the default column data format "General" for all columns. Click 'Finish'.





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8. You may see a pop-up asking if you want to remove leading zeros from your file. By default, Excel will perform this action. Some code types contain necessary leading zeros, so we recommend clicking 'Don't Convert' to keep the leading zeros.



9. Save the file in Excel format.

