

# CHAPTER 270: UNIFORM REPORTING SYSTEM FOR HEALTH CARE QUALITY DATA SETS USER MANUAL

## REVISION HISTORY

Date	Version	Description
7/25/2017	1	First Version

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## OVERVIEW

The Maine Health Data Organization (MHDO) is required by Maine law to create and maintain a useful, objective, reliable and comprehensive health information database that is used to improve the health of Maine citizens and to issue reports promoting public transparency of health care quality, outcomes, and costs. The MHDO makes data publicly available and accessible to the broadest extent consistent with the laws protecting individual privacy, and proprietary information. Acceptable uses of MHDO Data include, but are not limited to, study of health care costs, utilization, and outcomes; benchmarking; quality analysis; longitudinal research; other research; and administrative or planning purposes. As a hospital data submitter, you provide essential data for these efforts.

In 2012 the MHDO Board of Directors took action in response to feedback received from data submitters and end users regarding the operations of the Maine Health Data Organization (MHDO). As a result of the Board action the MHDO has been working on restructuring its internal operations, systems and processes to better serve the needs of our customers – both data submitters and data users.

To achieve these goals, the MHDO is building upon its existing systems to take advantage of newer technologies better suited to meet the changing needs of the market.

We have spent the last few years working on developing new portals for the submission of claims data that we receive from the health plans as well encounter data that we receive from hospitals. We are now turning our attention to the system for how hospital quality data is submitted to the MHDO – Our goal is to streamline and improve the existing data submission process.

The MHDO is transitioning the submission of Chapter 270 Health Care Quality Data Sets from email to an online portal. Starting with the submission of your Q1 2017 data, due August 15<sup>th</sup>, you will be able to upload files through the new system at [https://mhdo.maine.gov/hospital\\_portal/](https://mhdo.maine.gov/hospital_portal/). The data submitter(s) must first register a new account and receive an approval notification email before logging in to submit data transmittal workbooks. If you would prefer to submit your Q1 2017 data to the MHDO in the current way, that is acceptable; however, beginning with the Q2 2017 data submission we will only accept data that is submitted via the portal.

This manual provides instructions for how to submit data through the MHDO's new data submission portal.

**As a reminder MHDO Rule Chapter 270** can be found here: [Rules and Statutes page](#)

The new **MHDO Hospital Data Portal URL** is: [https://mhdo.maine.gov/hospital\\_portal/](https://mhdo.maine.gov/hospital_portal/)

## ACCESSING THE NEW PORTAL & BROWSER REQUIREMENTS

The new MHDO Hospital Data Portal URL is: [https://mhdo.maine.gov/hospital\\_portal/](https://mhdo.maine.gov/hospital_portal/)

The Portal is optimized for use with:

- Microsoft Internet Explorer 9.0 and later
- Mozilla Firefox 3.5 and later
- Apple Safari 5.0 and later
- Google Chrome 4.0 and later

If you use a browser not listed above, you may encounter problems, and the Portal pages may not display properly. The following is a list of minimum required browser settings:

- Screen Resolution: Optimized for 800x600 or higher
- JavaScript: Required
- Cookies: Required
- Security: SSL/Certificate required for access to restricted resources
- Internet Explorer Compatibility View: Turn Off

## SUBMITTER REGISTRATION

The person or persons who submit Chapter 270 to the MHDO for your organization needs to create user accounts. To create an account, go to the URL: [https://mhdo.maine.gov/hospital\\_portal/](https://mhdo.maine.gov/hospital_portal/)

- Click on “[Register a New Account](#)”.

*Note: The registration process will take you through a series of questions. Please double check your answers to each, as incorrect responses will delay your ability to successfully use the system. You can click the “[Back](#)” button on the forms if you need to change earlier responses before you submit your registration. If you do encounter issues, contact the Help Desk at [mhdohelp@hsri.org](mailto:mhdohelp@hsri.org).*

- Using the drop down list, select the appropriate Hospital affiliation. Click “[Next](#)”.

Registration - Choose Affiliated Hospital or Hospital System

**Affiliation Details**

I'm affiliated with an individual hospital

MHDO Test Hospital ▼

I'm affiliated with a hospital system

CMHC ▼

**Next**

- Enter your Contact Details. The information entered will be used to contact you with notifications from the Portal including password resets, etc. Click “[Next](#)”.

Registration - Enter Contact Details

**Contact Details**

First Name \*

Last Name \*

Company Name \*

Job Title \*

Email \*

Phone \*

[Next](#) [Back](#)

- Create your own Username and Password. Click “[Complete](#)”.

Registration - Enter User Details

**User Details**

User name

Password

Confirm password

[Next](#) [Back](#)

- Select “I’m a Quality Data Submitter”

*Registration - Quality Data Submitter?*

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**Submitter Type Details**

I'm NOT a Quality Data Submitter

I'm a Quality Data Submitter

**Next**

- The “Registration – Complete” page will appear indicating registration was successful and your account is pending approval by MHDO. Click “[Done](#)”.

*Registration - Complete*

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**Complete**

Thank you for registering.

The system administrator has been notified and **will** email you once your account has been approved.

**Done**

## SYSTEM LOG IN

You will receive an approval notification email from [portal@mhdo.maine.gov](mailto:portal@mhdo.maine.gov) notifying you that MHDO approved your registration. The email will be sent to the address you entered during registration. Return to the Portal ([https://mhdo.maine.gov/hospital\\_portal/](https://mhdo.maine.gov/hospital_portal/)) where you can now log in with the username and password you created.

## MHDO DATA SUBMISSION AND REVIEW OF FILES

### Filing Periods

Refer to MHDO Rule Chapter 270, 4 C Filing Periods (<https://mhdo.maine.gov/rules.htm>)

### WHO CAN SUBMIT DATA

You must register in the new MHDO portal and be approved in order to submit data to the MHDO.

### HOW TO SUBMIT DATA TO THE MHDO

Hospitals will use the transmittal workbooks as specified on the MHDO website at [https://mhdo.maine.gov/quality\\_data.htm](https://mhdo.maine.gov/quality_data.htm). The primary difference with the new data submission portal is how the data gets to the MHDO. You will now upload the files to the MHDO Hospital Data Portal Quality Data page. See the specific steps below:

1. Navigate to the Quality Data page link on the left below your Hospital facility name
2. Click the "Submit New" button
3. Click choose file and navigate to the file you are going to upload
4. Click submit to upload the file
5. You should get success or failure messages indicating whether transmission of the file was successful or not. Successfully transmitted files will show up in the table of files on the Quality Data page.

### FILE NAMING CONVENTION

The naming format is important, because the automated statistical analysis software that processes the HAI and NSI data cannot read or import hospital files unless the file name precisely follows the naming convention the software has been programmed to seek.

HAI-XXXXXX-yyyyQTRn.xls

Or

NSI-XXXXXX-yyyyQTRn.xls

where:

HAI and NSI identify the data set submitted

XXXXXX = your hospital's MHDO ID number

yyyy = the four-digit reporting year

n = The calendar quarter in a one-digit number to identify the reporting period

Dashes ARE necessary and do not add spaces.

## TROUBLESHOOTING

### *TECHNICAL SUPPORT*

The Portal Help Desk is available for any technical/system issue you may encounter. Support is available during regular business hours (8 a.m. – 5 p.m. EDT, Monday – Friday). You will receive a call back or an e-mail follow up within two hours of the request.

**Toll-free Phone:** (866) 451-5876

**Email:** [mhdohelp@hsri.org](mailto:mhdohelp@hsri.org)

### *COMPLIANCE AND COMPLETION HELP*

Questions relating to completion of the forms, deadlines for submission or extension requests can be directed to Kimberly Wing, Compliance Officer, MHDO: [kimberly.wing@maine.gov](mailto:kimberly.wing@maine.gov) or (207) 287-2296.