

Statewide Planning and Research Cooperative System (SPARCS)
Quarterly Submitter Forum Summary

Date:	February 5, 2026	Location:	Teams Meeting
Start Time:	1:00 pm	End Time:	2:00 PM

Meeting Panelists	Optum Government Solutions: Jennifer Commerford, Marianne Altomare SPARCS Program: Janet Nguyen, David Marinik, Cassandra Skinner, John Sullivan,
Agenda	Open Discussion • Validation Manager • Edits Description • SPARCS Injury Diagnosis Edits Reminders • Tips for Submitting Claims for Residents Outside of the USA • Ensure Correct Facility Identification • Optum Ticket Best Practices • General Reminders SPARCS Compliance Updates • SPARCS Compliance Ticketing System SPARCS Intake Updates • SPARCS Biannual Security Assessment Reference Section • SPARCS Support • Rules for Data Submission • Recommendations for Data Submission
Summary	Open Discussion Validation Manager • The following updates were made to Validation Manager. ○ CPT and HCPCS codes effective 10/1/2025 Updated on 12/19/2025. ○ CPT and HCPCS codes effective 1/1/2026 Updated on 1/8/2026. ○ POA Indicators Updated 1/22/2026. • The Optum team noted they were a bit late in getting the codes in, and requested that any rejections received be resubmitted. Edits Descriptions • The SPARCS team is working to provide better descriptions, prioritizing the most frequently triggered edits, including the following top 5 reasons for claim rejections:



Error Code	Error Description	Explanation
N0003	An injury diagnosis code was submitted. A cause of injury diagnosis code is required but not present	There are certain injury diagnosis codes that need to be reported with the cause of the injury. If the cause of injury code is not billed, the record will be rejected with this edit. The list of injury diagnosis codes and cause of injury diagnosis codes can be found here: https://www.health.ny.gov/statistics/sparcs/submission/
N0002	A cause of injury diagnosis was submitted. A place of injury diagnosis code is required but not present	There are certain cause of injury diagnosis codes that require the place of injury diagnosis code to be present in the record. If the place of injury code is not included, the record will be rejected with this edit. These can be found here: https://www.health.ny.gov/statistics/sparcs/submission/
H24391	Missing HIPAA Required '%i' in '%l'.	This error code can relate to different missing fields in the file. The '%i' refers to the missing information. The '%l' refers to the loop in the 837R file where the information is missing. For example: Missing HIPAA Required 'Other Payer Primary Identifier' in '2330B'. '%i' is the other payer primary identifier. '%l' is the loop where the identifier needs to be (in this case 2330B).
H51082	ICD-10 code '%d' must be coded to the highest specificity.	Highest specificity means that a diagnosis code must be reported with the greatest possible number of digits. For example, if E28.31 is used on a record, it will be rejected with this edit because it is required to be billed with a more specific (higher level) code, either E28.310 or E28.319.
N0004	An injury diagnosis code was submitted that requires the presence of other diagnosis information	Some injury diagnosis codes need another diagnosis to be reported with them as the secondary diagnosis code. The list of the codes that require an additional diagnosis code and the codes that must be reported with them can be found here: https://www.health.ny.gov/statistics/sparcs/submission/
SPARCS Injury Diagnosis Edits • SPARCS edits check ICD10 codes specified as injury diagnoses for required cause, place, or other diagnosis information. • Injury code sets are published in the Resources section of the SPARCS website: ○ SPARCS Injury, Cause, and Place Code Set (N0002/N0003 Edits) ○ SPARCS Injury Secondary Diagnosis Required Code Set (N0004 Edit)		



- SPARCS provided examples of when to use each code and the accompanying edit:

SPARCS Edit	N0003	N0002	N0004
Edit Description (Claims Rejected)	An injury diagnosis code was submitted. A cause of injury diagnosis code is required but not present.	A cause of injury diagnosis was submitted. A place of injury diagnosis code is required but not present.	An injury diagnosis code was submitted. The presence of other diagnosis information is required, but not present.
Example of ICD10 Code to Trigger Edit	Injury: S060X1A Concussion with loss of consciousness of 30 minutes or less, initial encounter	Cause: W14XXXA Fall from tree, initial encounter	Injury: T360X5A Adverse effect of penicillins, initial encounter
Example of ICD10 Code to Resolve Edit	Cause: W14XXXA Fall from tree, initial encounter	Place: Y92821 Forest as the place of occurrence of the external cause	Manifestation: R112 Nausea with vomiting, unspecified

Tips for Submitting Claims for Residents Outside of the USA:

- Canadian Residents:
 - Submit Country Code 'CA'
 - County code is not required.
 - There should be no space in the Postal Code
 - Postal code is 6 characters including both letters and numbers
- Residents of other countries
 - Submit Country Code
 - Use the alpha-2 country codes from Part 1 of ISO 3166
 - County code is not required.
 - There should be no Postal Code

Ensure Correct Facility Identification

- Before submitting files to SPARCS, verify that the file includes the correct Permanent Facility Identifier (PFI) for your facility. This ensures accurate reporting and compliance.
- Always match the PFI with the correct facility name.
 - Do not mix or mismatch these values
 - Use the proper combination to maintain accurate facility identification and compliance
- If submitting for multiple facilities through the SPARCS Portal:
 - Select the facility in the portal that matches the PFI in your file
 - Verify the selection before submitting to avoid errors and ensure compliance



Optum Ticket Best Practices

- When calling the helpdesk:
 - Always provide the Permanent Facility Identifier (PFI) to the representative
 - This ensures accurate and efficient support
- If you already have an open ticket for an error report:
 - Do NOT open another ticket to receive a new error report
 - Instead, update your current ticket by:
 - Responding to the existing email thread
 - Or calling the helpdesk at (877) 545-0011 Hours: Monday–Friday, 8:00 AM –7:00 PM EST
- Optum Help Desk is not for SPARCS compliance inquiries, which must be submitted to a different website:
 - SPARCS Compliance (<https://sparcscompliance.zendesk.com/hc/en-us>)

General Reminders

- Facilities/Vendors should notify DOH @ sparcs.submissions@health.ny.gov of any contact, phone, or email changes.
- Do not share your user ID or password with anyone.
 - Each submitter should be provisioned with their own user account with individual email for security authentication.
 - Protect your credentials to maintain system security and compliance.
- Log in to both the portal and the Optum Customer Care HUB at least once every 30 days.
 - Failure to do so will result in your access being suspended and requiring reactivation.
 - If your access is suspended, you must contact DOH @ sparcs.submissions@health.ny.gov to be reactivated which can take several days to complete.
- Link: [SPARCS Portal User Guide](#)
 - Additions made to the User Guide – “How to submit a ticket”

SPARCS Compliance Updates

SPARCS Compliance Ticketing System

- SPARCS Compliance (<https://sparcscompliance.zendesk.com/hc/en-us>)
 - The SPARCS *Release* page is intended for requesting SPARCS data and should not to be confused with the *Compliance* site.
- The *Knowledge Center* includes:
 - Articles regarding SPARCS submissions and compliance
 - Frequently asked questions
- The *Ticketing System* allows users to submit
 - General questions about SPARCS compliance and policies
 - Compliance exception or extension requests
- The team presented screenshots of the main Compliance page, highlighting where to register for an account, the ticketing system, and the knowledge center.



- The team provided an overview of the ticketing submission process, noting that replying to the confirmation email instead of creating a new ticket will send the team an update on the request.
- The team provided context for what is and is not accommodated through the SPARCS Compliance Zendesk site. The following are **not** accommodated through the Compliance page:
 - Submitter Engagement questions
 - New facility onboarding, submitter provisioning, changes in SPARCS contacts/coordinators, or HOD requests must still be requested by emailing: sparcs.submissions@health.ny.gov.
 - Optum Help Desk tickets for technical submission support, claim errors, or rejection reports. These must be submitted separately to either:
 - Optum Help Desk: 877-545-0011
 - [SPARCS Portal](#).

SPARCS Intake Updates:

SPARCS Biannual Security Assessment

- In early March 2026, an email will be sent to each facility that reports SPARCS data to start the SPARCS Biannual Security Assess process again.
 - An attached csv spreadsheet will list all current SPARCS contacts and their details.
 - The csv can be opened using Excel.
- Every facility **MUST**:
 - Designate one Primary Coordinator and one Backup Coordinator
 - Provide the name and contact details of the CEO in case of emergencies
 - Designate at least one Submitter who will be responsible for submitting SPARCS data each month (this may be the same as the Primary or Backup Contact, but does not have to be)
- When a facility receives the Security Assessment csv attachment, all details must be either confirmed or updated.
 - All contacts must be reviewed for changes to name, email, and phone.
 - A **One Healthcare ID** is a unique identifier to access the SPARCS data submission portal. Anyone who is responsible for submitting data for a facility must have a One Healthcare ID. This ID cannot be shared or used by more than one person.
 - A **Health Commerce System ID** allows access to multiple Department of Health applications, including the ability to send and receive files securely (SFTP). At a minimum, the primary contact for each facility should have a Health Commerce System ID.
 - If the facility uses an external vendor for SPARCS submission, include the vendor as a submitter (vendors must not be primary or backup coordinators). A copy of the vendor agreement form must be submitted with the request to provision a vendor to submit SPARCS data.
- The SPARCS team provided examples of expected updates based on the following scenarios:
 - If there are **updates** to the name spelling, phone, email or contact type, make the necessary changes in the spreadsheet and then place an "X" in column V (Updated Contact Details).
 - If a contact needs to be **removed**, place an "X" in column W (Remove Contact).



- Return the form via email to sparcs.submissions@health.ny.gov, as soon as possible.
 - Primary & Backup Coordinators are responsible for contacts listed and provisioning requests.
 - If a new submitter needs to be **added**, they must follow the standard provisioning process. Please send an email to sparcs.submissions@health.ny.gov.
- The SPARCS team provided additional context on the importance of maintaining this information.
 - SPARCS strives to maintain the highest levels of security within our systems along with maintaining your facility's secure connections.
 - We cannot do this alone; we rely on you to communicate relevant staffing or contact changes.
 - Remember: log into the SPARCS Submissions Portal and to the Customer Care Hub at least once every 30 days to maintain an active account, otherwise your account access will lapse.
 - Questions on this process can be sent to sparcs.submissions@health.ny.gov.

Reference Section

- **SPARCS Support**
 - Facilities or vendors who submit data to SPARCS can email SPARCS.Submissions@health.ny.gov regarding:
 - New facility portal set up.
 - SPARCS submitter provisioning requests.
 - Updated SPARCS Coordinators or Contacts.
 - SPARCS Compliance questions and exception or extension requests.
 - SPARCS policy questions.
 - [SPARCS Compliance](#)
 - SPARCS compliance questions and exception/extension request
 - SPARCS policy questions
 - [SPARCS Support](#): research data use, data access, and statistics reports.
 - PHI must **never** be sent in any email communications, and any screenshots or reports containing PHI must be fully redacted. Such redacted screenshots and reports should only be shared if absolutely necessary.
- [SPARCS Portal](#)
 - Facilities or vendors who submit data to SPARCS should submit help desk tickets through the portal for Optum support. Support can include:
 - Portal training and claim testing
 - File or record rejections
 - Interpretation of edit error reports
 - Technical issue or questions
 - Optum can be reached at: (877) 545-0011.
- **Rules for Data Submissions**
 - Data Submission files must only contain data for a single PFI.
 - The names of files submitted through SFTP must begin with "FAC" followed by your PFI.



- The original filename must be limited to 89 characters.
- If submitting through the portal, file size must not exceed 5MB.

- **Recommendations for Data Submission**

- If submitting through SFTP try to keep files under 10MB.
- Avoid submitting files between 12:00AM - 1:00am (EST).
- Avoid submitting multiple large files simultaneously.