

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

Date:	April 30, 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, Jay Cole, David Marinik, Cassandra Skinner, John Sullivan, Chelsea Sack							
Agenda	Open Discussion - Validation Manager Update - SPARCS Edits - SPARCS Portal User Guide SPARCS Compliance Updates - Reminder About Personally Identifiable Information - SPARCS Compliance Heat Map and Reconciliation Report SPARCS Intake Updates - Biannual Security Assessment - Submission Companion Guide v3.0 Reference Section: - SPARCS Support - Reminders							
Summary	Open Discussion Validation Manager Updates The following updates have been made to the Validation Manager: - CPT, HCPCS and ICD-10-PCS codes effective 4/1/2026 were updated in the Validation Manager the evening of 4/16/2026. ICD-10-CM codes effective 4/1/2026 were updated in the Validation Manager the evening of 4/16/2026. - Any records that were previously rejected incorrectly can be resubmitted. Edits - Below are 5 edits that continue to be in the top 10 errors for last quarter <table border="1"> <thead> <tr> <th>ERROR CODE</th><th>ERROR DESCRIPTION</th><th>EXPLANATION</th></tr> </thead> <tbody> <tr> <td>N0003</td><td>An injury diagnosis code was submitted. A cause of injury diagnosis code is required but not present</td><td>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 included, 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/</td></tr> </tbody> </table>		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 included, 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/
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 included, 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 causes 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.
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 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/

• The team is working to provide better descriptions for the edits. Below are 5 of the top 10 most triggered edits.

ERROR CODE	ERROR DESCRIPTION	EXPLANATION
P2242070	SPARCS: Present on Admission Indicator is Required for this diagnosis code.	The POA Indicator identifies whether a diagnosis was present at the time the patient was admitted to the facility. It is required for specific diagnosis codes to support accurate reporting and compliance.
P2242032	SPARCS: Source of Payment Typology II is required if the Payer Responsibility Sequence Number Code equal to 'S' is present at the Other Subscriber level.	Source of payment typology tells what type of payer is financially responsible for the healthcare service payment. Add the source of payment typology code or correct the payer responsibility sequence number code. For additional information please refer to SPARCS Transaction Information Companion Guide X12 Version 5010 for additional information.



P2242038	SPARCS: The value of '%d' is not a valid New York County Code.	New York county codes must be provided. Please refer to SPARCS Transaction Information Companion Guide X12 Version 5010 for additional information.
P2242051	SPARCS: Service Line Procedure Code (SV2-02) must be used because this Claim is for Outpatient Services.	Outpatient claims require procedure codes. Please ensure that all outpatient claims have a procedure code for each service line.
H51000	The Procedure Code '%d' is not a valid CPT or HCPCS Code for this Date of Service.	Procedure codes are date sensitive. '%d' will list the CPT or HCPCS code that is in error for that date of service.

SPARCS Portal User Guide

The following appendixes were added to the [SPARCS Portal User Guide](#).

- Appendix 2: How to Update One Healthcare ID Account
- Appendix 3: Submitting an Optum Helpdesk Ticket through the Optum Customer Care HUB

Reminders

Different teams should be contacted depending on the issue or question you have. Examples include the following:

Optum Support

- Portal training and claim testing
- File or record rejections
- Interpretation of edit error reports
- Technical issues or questions

SPARCS Intake and Compliance

- Onboard new facilities
- Add/change/reactivate submitter access
- SPARCS exception/extensions requests
- SPARCS compliance and policy questions

Facilities/Vendors should notify DOH @ sparcs.submissions@health.ny.gov of any contact, phone and email changes

- Some email systems have spam filters that reject emails from SPARCS.
- Add sparcs.submissions@health.ny.gov to your contacts to avoid missing any communications from DOH.

Do not share your One HealthCare or SPARCS Submissions Portal 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 days to reactivate. – Do NOT open an OPTUM Helpdesk ticket.

Link: [SPARCS Portal User Guide](#)

- Additions made to the User Guide – “Appendix 2 - Submitting an Optum Helpdesk Ticket thru the Optum Customer Care HUB”

SPARCS Compliance Updates

SPARCS Reminder About PII

- Facilities **must** remain vigilant in protecting patient privacy by complying with X12 standards as designed.
- Facilities must never include personal identifying information (PII) in any field that does not explicitly require it.
- Patient or Subscriber first and last name, date of birth, social security number, or address must not be included in any field that is not designed to receive it.
 - Examples of fields where facilities have exposed PII by submitting it inappropriately include:
 - PAYR_NAME (payor name)
 - PAYR_ID (payor ID)
 - PAT_GRP_NUMB (patient group number)
 - POL_NUMB (policy number)
 - MED_REC_NUMB (medical record number)
 - PAT_CTRL_NUMB (patient control number)
- Never send PII to DOH or Optum in emails, compliance tickets, or help desk tickets.

Compliance Heat Map and Reconciliation Reports

- [SPARCS Compliance Dashboards](#) launched summer 2025
- SPARCS Compliance Heat Map and Reconciliation Reports coming May 2025
- SPARCS dashboards refreshed every week to provide up-to-date information on submissions compliance and reconciliation for SPARCS records.
- Quarterly Reconciliation Report dashboard will be refreshed weekly also, however the compliance warning notices generated from the reconciliation report will be sent to facilities monthly in accordance with the [SPARCS Data Submission Compliance Protocol](#).

Compliance Heat Map

- Report produced to display compliance and non-compliance status for facilities submitting data.
- The heatmap integrates SPARCS Compliance dashboard metrics with facility information to analyze trends over time, by facility and claim type.
- Dashboard can be viewed by selected discharge year, claim type, and facility



About the Dashboards Heatmap Overview Reconciliation Overview Lag Time Overview Heat Map Annual Reconciliation Quarterly Reconciliation Submission Lag Time

1 Discharge Year * 2025 Claim Type * AS Facility * (All) Compliance Status (All) County (All) Facility Type (All)

* Selection Required

2 Target Not Met Target Met Facility or Claim Type Inactive Target Not Yet Due (No Color) Target Not Met Has Exceptions

3 Total SPARCS Facilities 458 Facilities by Claim Type 425 Facilities by Compliance Status 425 Facilities by County 425 Facilities by Type 425

SPARCS Compliance Heat Map

PFI	Facility Name	County	Opert	Fac Type	Q1			Q2			Q3	
					January	February	March	April	May	June	July	August
000000	EXAMPLE FACILITY	ALBANY	0000000H	HOSP								
000000	EXAMPLE FACILITY	ALBANY	0000000H	HOSP								
000000	EXAMPLE FACILITY	ALBANY	0000000H	HOSP	0%	0%	0%	0%	0%	0%	0%	0%
000000	EXAMPLE FACILITY	ALBANY	0000000H	HOSP	46%	40%	43%	42%	48%	46%	45%	45%
000000	EXAMPLE FACILITY	LIVINGSTON	0000000H	HOSP	0%	0%	0%	0%	0%	0%	0%	0%
000000	EXAMPLE FACILITY	BROOME	0000000H	HOSP	0%	0%	0%	0%	0%	0%	0%	0%
000000	EXAMPLE FACILITY	BROOME	0000000H	HOSP	73%	78%	78%	0%	0%	0%	0%	0%
000000	EXAMPLE FACILITY	CHAUTAUQUA	0000000H	HOSP								

5 Data last refreshed on: 4/15/2026 1:23:28 PM

Compliance Reconciliation Reports

- Reconciliation reports used to generate annual or quarterly warning notices to facilities that have not met compliance targets.
- Reports showing only facilities that are noncompliant with SPARCS submission metrics.
- Annual reconciliation within a specified discharge year per claim type.
- Quarterly reconciliation within a specified quarter and discharge year per claim type.
- Facilities can use dashboards to identify data shortages for reconciliation by correcting data submissions or compliance exceptions.



About the Dashboards

Heatmap Overview

Reconciliation Overview

Lagtime Overview

Heat Map

Annual Reconciliation

Quarterly Reconciliation

Submission Lag Time

Discharge Year *
2025

Claim Type
(All)

Facility *
(All)

Discharge Quarter *
Q1

County
(All)

* Selection Required

Total SPARCS Facilities

Total Reconciliation Facilities

Total Reconciliation Facilities by County

458

20

20

SPARCS Compliance : Quarterly Reconciliation Report

PFI	Facility Name	County	Discharge Month	Discharge Year	Claim Type	Records Loaded	Target	Shortage	Extension Due Date	File Last Submitted	Percent of Prev Yr Avg
000000	EXAMPLE FACILITY	SUFFOLK	February	2025	AS	308	317	9		3/14/2025	73%
			March	2025	AS	332	338	6		5/16/2025	78%
000000	EXAMPLE FACILITY	QUEENS	January	2025	OP	0	1	1			0%
			February	2025	OP	0	1	1			0%
			March	2025	OP	0	1	1			0%
			January	2025	AS	0	591	591			0%
000000	EXAMPLE FACILITY	ERIE	February	2025	AS	0	554	554			0%
			March	2025	AS	0	591	591			0%
			January	2025	AS	577	680	103		9/23/2025	68%

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Data Submission Lag Reports

- Report intended to show timeliness of facility submissions in compliance with SPARCS regulatory requirement to submit all data within 180 days from the end of the month of patient discharge or visit.
- The data is grouped by discharge year, facility, and claim type as a percentage of total records received per discharge month within:
 - 30 days,
 - 60 days,
 - 90 days,
 - 120 days, or
 - 180 days from the end of the discharge month



About the DashboardsHeatmap OverviewReconciliation OverviewLag Time OverviewHeat MapAnnual ReconciliationQuarterly ReconciliationSubmission Lag Time

1

Discharge Year *
2025

Claim Type *
AS

Facility *
(All)

County
(All)

* Selection Required

2

SPARCS Facilities Count by Claim Type	Facilities Submitted within 30 Days of Discharge	Facilities Submitted within 60 Days of Discharge	Facilities Submitted within 90 Days of Discharge	Facilities Submitted within 120 Days of Discharge	Facilities Submitted within 180 Days of Discharge
425	279	377	391	393	394

3

SPARCS Submission Lag Time (by Discharge Year)									
Facility ID	Facility	County	Discharge Month year	Records Loaded	Within 30 Days	Within 60 Days	Within 90 Days	Within 120 Days	Within 180 Days
000000	EXAMPLE FACILITY	ALBANY	January 2025	1737	0%	94%	96%	98%	99%
			February 2025	1568	0%	95%	98%	98%	100%
			March 2025	1782	0%	95%	96%	98%	100%
			April 2025	1831	0%	97%	98%	99%	100%
			May 2025	1803	21%	97%	98%	100%	100%
			June 2025	1734	0%	97%	99%	99%	99%
			July 2025	1693	0%	99%	99%	99%	100%
			August 2025	1597	0%	99%	100%	100%	100%
			September 2025	1713	5%	99%	99%	100%	100%
			October 2025	1822	0%	99%	99%	100%	100%
			November 2025	1672	0%	99%	100%	100%	100%
			December 2025	1636	0%	100%	100%	100%	100%
000000	EXAMPLE FACILITY	ALBANY	January 2025	0					
			February 2025	0					
			March 2025	0					
			April 2025	0					
			May 2025	0					
			June 2025	0					
			July 2025	0					
			August 2025	0					
			September 2025	0					
			October 2025	2	100%	100%	100%	100%	100%
			November 2025	0					
			December 2025	0					
000000	EXAMPLE FACILITY	ALBANY	January 2025	1388	47%	57%	97%	97%	98%
			February 2025	1422	34%	98%	99%	99%	99%
			March 2025	1507	93%	99%	99%	99%	99%
			April 2025	1585	99%	100%	100%	100%	100%
			May 2025	1663	98%	100%	100%	100%	100%

4

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SPARCS Intake Updates

SPARCS Biannual Security Assessment

- Primary and backup coordinators are responsible for confirming the information.
 - All contacts must be reviewed for changes to name, email, and phone.
- Nonresponsiveness may result in being deprovisioned.

Process Example

This is an example of the spreadsheet that will be sent, to be confirmed.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
	PFI	Facility Name	Address 1	Ad State	City	Zip	Last Name	First Name	Midd Suffix	Title	Phone	Extension	Email	Contact Ty	Vendor	CEO/Adm	Submitter	HCS ID	OHC ID	Updated	Contact Details	Remove Contact	
1	555555	Flintstones TES Boulder Ave	NY	Bedrock	12312	Flintstone	Frederick	Quarryma			1112223333		Fred@bed	CONTACT	No	Yes	No						
2	555555	Flintstones TES Boulder Ave	NY	Bedrock	12312	Rubble	Barney	Bosom Bu			9998887777	4444	Barney@b	CONTACT	No	No	No						
3	555555	Flintstones TES Boulder Ave	NY	Bedrock	12312	Flintstone	Pebbles	Sunshine I			4448889999		Pebbs@be	CONTACT	No	No	No	PEBS1213					
4	555555	Flintstones TES Boulder Ave	NY	Bedrock	12312	Rubble	BamBam	Bam Bam			9991112222		Bam@bed	CONTACT	No	No	Yes	BAM624					

- If there are updates to the name spelling, phone, email or contact type, 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.



SPARCS Submissions Companion Guide Version 3.0

- A fully redesigned version of the [SPARCS Transaction Information Companion Guide X12 Version 5010](#) (commonly referred to as the SPARCS Submissions Companion Guide) is now available on the SPARCS Submissions website at <https://www.health.ny.gov/statistics/sparcs/submission/>
- The format has been updated to provide high-level guidance on many of the frequently asked questions we have received over the past two years.
- Technical instructions that are specific to SPARCS also remain available in loop-specific tabular form.
- The most important changes are also highlighted in the new [SPARCS Submissions Companion Guide Change Log](#).

Reference Section: SPARCS Intake and Compliance

• **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 Helpdesk**

- Contact Optum if you need help with:
 - Portal training and claim testing
 - File or record rejections
 - Interpretation of edit error reports
 - Technical issues or questions
- How to contact Optum:
 - Optum Customer Care Hub:
<https://customercare.optum.com/public/home.html>
 - Optum Phone Number: (877) 545-0011; Monday-Friday, 8AM-7PM EST
- Do NOT Contact Optum for:
 - SPARCS compliance questions
 - Policy interpretation
 - Compliance exceptions or extensions



- **Optum Ticket Best Practices**

- When calling the help desk:
 - 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) (<https://sparcscompliance.zendesk.com/hc/en-us>)

Reference Section : SPARCS Reminders

- **Rules for Data Submissions**

- Data Submission files should only contain data for a single PFI.
- Files submitted through SFTP must begin with “FAC” followed by your PFI.
- The original filename must be limited to 89 characters.
- If submitting directly through the portal, files must not exceed the size of 5MB.
- Data **must** be submitted at least monthly per SPARCS regulation.

- **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 large files simultaneously.

- **SPARCS Injury Diagnosis Code Edits**

- SPARCS edits check ICD10 codes specified as injury diagnoses for required cause, place, or other diagnosis information.
- Injury code sets are published on the SPARCS website:
 - [SPARCS Injury, Cause, and Place Code Set \(N0002/N0003 Edits\)](#)
 - [SPARCS Injury Secondary Diagnosis Required Code Set \(N0004 Edit\)](#)

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 penicillin, 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

- **Ensure Correct Facility Identification**
 - Before submitting files to SPARCS, **verify that the file includes the correct PFI** (Permanent Facility Identifier) for your facility.
 - This ensures accurate reporting and compliance.
 - **Always match the Permanent Facility Identifier (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
- **Tips for submitting claims for residents outside the U.S.A.**
 - Canadian Residents:
 - Submit Country Code 'CA'
 - County code is not required.
 - There should be no space in the Postal Code
 - Postal code is 6 digits
 - 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