

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

Date:	June 12, 2025	Location:	Webex Webinar
Start Time:	11:00 AM	End Time:	12:00 PM

Meeting Panelists	Optum Government Solutions: Jennifer Commerford, Alan Scantlen, Marianne Altomare SPARCS Program: Janet Nguyen, Jay Cole, Chelsea Sack, Jonh Sullivan, David Marinik, Cassandra Skinner
Agenda	• Open Discussion ◦ SPARCS Portal Demonstration ◦ Updated Inpatient Logic for Duplicate Records ◦ P Edit Remediation ◦ New Phone Number for Optum Help Desk ◦ Reminders • SPARCS Compliance Updates ◦ Reconciliation Reminders ◦ New Compliance and Audit Dashboard • Reference Section ◦ SPARCS Support ◦ New SPARCS Portal
Summary	<u>Open Discussion</u> <u>SPARCS Portal Presentation</u> • Selecting the “Claim File Reports” tab shows an overview of accepted and rejected files. ◦ Clicking on a record in the table opens up a display that allows users to download an error report. • Selecting the “Processing and Error Files” tab shows records that generally error due to formatting issues. • The “Adjust Void Dup” reports tab should be referenced the day after submission. ◦ A record that was accepted in the upload process could still get rejected by the SPARCS database overnight if it is a duplicate or has missing data. ▪ Adjustments must have a claim frequency code of 7. ▪ Voids must have a claim frequency code of 8. ◦ Any records entered with a claim frequency of 7 or 8, where original records are not found, should be submitted with a claim frequency of 1. • Optum went over the high-level portal submission rules (please see the bottom of this document for these rules and reminders). <u>Updated Inpatient Logic for Duplicate Records</u> • Updated duplicate logic for inpatient records was implemented on June 5, 2025. ◦ This update will decrease the number of duplicates that make it to the database, and as a result, more observations may be made on the <i>Adjust Void Dup</i> report. <u>P Edit Remediation</u> • Between the dates of 10/08/2024 – 11/14/2024, there was an issue in SPARCS OTVM with all Payer (P) Edits not triggered on submitted 837R files. While all



other edit types (B, H, N) were still triggering during this timeframe, data records that would have triggered P edits and normally would have been rejected, have loaded into the data tables.

- Facilities can expect to start receiving communication on this issue and will have 60 days to remediate the data from the date the communication is received.
 - If communication is not received by 9/1/2025, that means no records were impacted by this issue for your facility.

New phone number for Optum helpdesk

- Optum Helpdesk has introduced the following new dedicated direct phone line for better customer experience: (877) 545 – 0011.
 - This number will be active Monday – Friday between 8am to 7pm EST.
- Key Benefits of the New Phone Line:
 - Direct access: Callers will reach a dedicated NY SPARCS line without navigating a phone menu.
 - Callback Option: The new system includes a digital queue, allowing callers to request an automatic callback instead of waiting on hold.
- The previous number will continue to be in service until further notice.
 - Phone Number: (866) 678-8646 option #2, then option #4; Monday through Friday, 8AM - 7PM EST.
 - Indicate that you're calling for "SPARCS." Give the Representative the facility's PFI.

SPARCS Compliance Updates – Reconciliation Reminder

- Statements of Deficiency will resume in July 2025 following the annual reconciliation period.
 - If a plan of correction (POC) is not completed, or if there's no response to the statement of deficiency (SOD), your facility will be subject to penalties and fines as allowed by public health law.

SPARCS Compliance Updates – New Compliance and Audit Dashboard

- SPARCS presented the new compliance and audit dashboard, which will:
 - Show how each facility's volume of accepted data is tracking for compliance by claim type and discharge month within a calendar year.
 - Include information regarding compliance exceptions and extensions that were approved.
 - Be published weekly to help facilities determine their compliance status including SPARCS records loaded from the previous week.
- Facilities can reference this dashboard on a weekly basis to determine if records submitted the week prior were ultimately accepted to the database.
 - If the volume that you see for that particular month doesn't match what you anticipated, then that means there may have been errors. The error reports in the Portal should be used to identify and remediate these errors.
 - **Note:** Any ticket referencing error reports should be submitted to Optum – not DOH. DOH does **not** have access to these error reports.



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.Submissions@health.ny.gov should **not** be confused with the SPARCS Requests email address which is for people who are requesting research data from SPARCS.
- 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.

- **New 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 issues or questions
- Optum can be reached at: (877) 545 – 0011.

SPARCS Reminders

- Facilities/Vendors should be notifying DOH @ sparcs.submissions@health.ny.gov of any contact, phone, or email changes.
- Tips for submitting claims for Canadian Residents:
 - Submit Country Code 'CA'.
 - County code is not required.
 - There should be no space in the Postal Code
 - Postal code is 6-character bytes
- Before submitting files to SPARCS, ensure that the file contains the correct PFI for the facility.
- Submitters must log into the portal every 30 days otherwise your access is suspended and must be reactivated.
 - If your access is suspended, you must contact DOH @ sparcs.submissions@health.ny.gov to be reactivated which can take several days to complete.

- **Rules for Data Submissions**

- Data Submission files should 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.

