



Statewide Planning and Research Cooperative System (SPARCS)

Quarterly Submitter Forum – June 12, 2025

Thank you for joining today's webinar!
Please mute your phones. We will begin shortly.

Agenda

- ❑ Open Discussion
- ❑ Reference Section:
 - ❑ SPARCS Support
 - ❑ Reminders
 - ❑ Q&A



Open Discussion

Open Discussion

SPARCS Submitter Portal:

- Optum Intelligent EDI is the SPARCS Submitter Portal.
- Facilities use the portal to manually upload files for SPARCS.
- Users must be provisioned for each facility that you submit to SPARCS to see them on the portal.
- If you do not have access to the Submitter Portal, or require access to a facility on the portal, you will need to request access by emailing sparcs.submissions@health.ny.gov.
- For existing submitters, keeping the contact information for provisioned submitters and facilities up to date is very important in maintaining security of PHI. Please email any changes to contact, phone and email to sparcs.submissions@health.ny.gov

Open Discussion

Update on Duplicate Logic for Inpatient Records

- Work completed to add/remove certain variables within the SPARCS duplicate logic to decrease the number of duplicate claims accepted into the database – enhancing data quality.
- Implemented on June 5, 2025.

Prior DUP LOGIC (IP)	New DUP LOGIC (IP)	DESCRIPTION
CLM_TYPE_CD	CLM_TYPE_CD	Claim Type Code
CLM_FROM_DT	REMOVE FROM LOGIC	Statement From Date
CLM_THRU_DT	REMOVE FROM LOGIC	Statement Through Date
FAC_TYPE_CD	REMOVE FROM LOGIC	Facility Type Code
FAC_ID	FAC_ID	Facility PFI
MED_REC_NUMB	MED_REC_NUMB	Medical Record Number
ADMIT_DT	ADMIT_DT	Admit Date
ADMIT_HR	REMOVE FROM LOGIC	Admit Hour
N/A – ADD TO LOGIC	DISCH_DT	Discharge Date
N/A – ADD TO LOGIC	PAT_CNTL_NUMB	Patient Control Number (Account)

Open Discussion

Payer (P) Edit Issue

- 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.
- Analysis is complete.
- Remediation communication has started to go out to facilities
- There are 60 days to remediate from the date the communication is received.
- If you do not receive a remediation communication by September 1, 2025, it means that there are currently no records impacted by this issue for your facility.

Open Discussion

- New phone number for Optum Helpdesk:
 - Optum Helpdesk is introducing a new dedicated direct phone line for better customer experience.
 - **New Phone Number:** (877) 545-0011; Monday-Friday, 8AM-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-Friday, 8AM-7PM EST
 - Indicate that you're calling for “SPARCS”
 - Give the Representative the facilities PFI

Open Discussion – Reminders

- Facilities/Vendors should be notifying DOH @ sparcs.submissions@health.ny.gov of any contact, phone and 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

Open Discussion – Reminders

- 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 days to reactivate.



**Department
of Health**

Statewide Planning and Research Cooperative System SPARCS Compliance Updates

Janet Nguyen, MBA, CCS, CPC

June 2025

SPARCS COMPLIANCE UPDATE – REMINDER

- ❖ 2024 Annual Reconciliation in Progress – Third Notices in June
 - Annual reconciliation warning notices sent to all facilities with any non-compliance during the previous calendar year.
 - Facilities must review data to certify that all 2024 submissions were completed.
- ❖ Statements of Deficiency will resume in July 2025 following annual reconciliation period.
 - Don't ignore the SOD.
 - Formal response is required with detailed plan of correction.

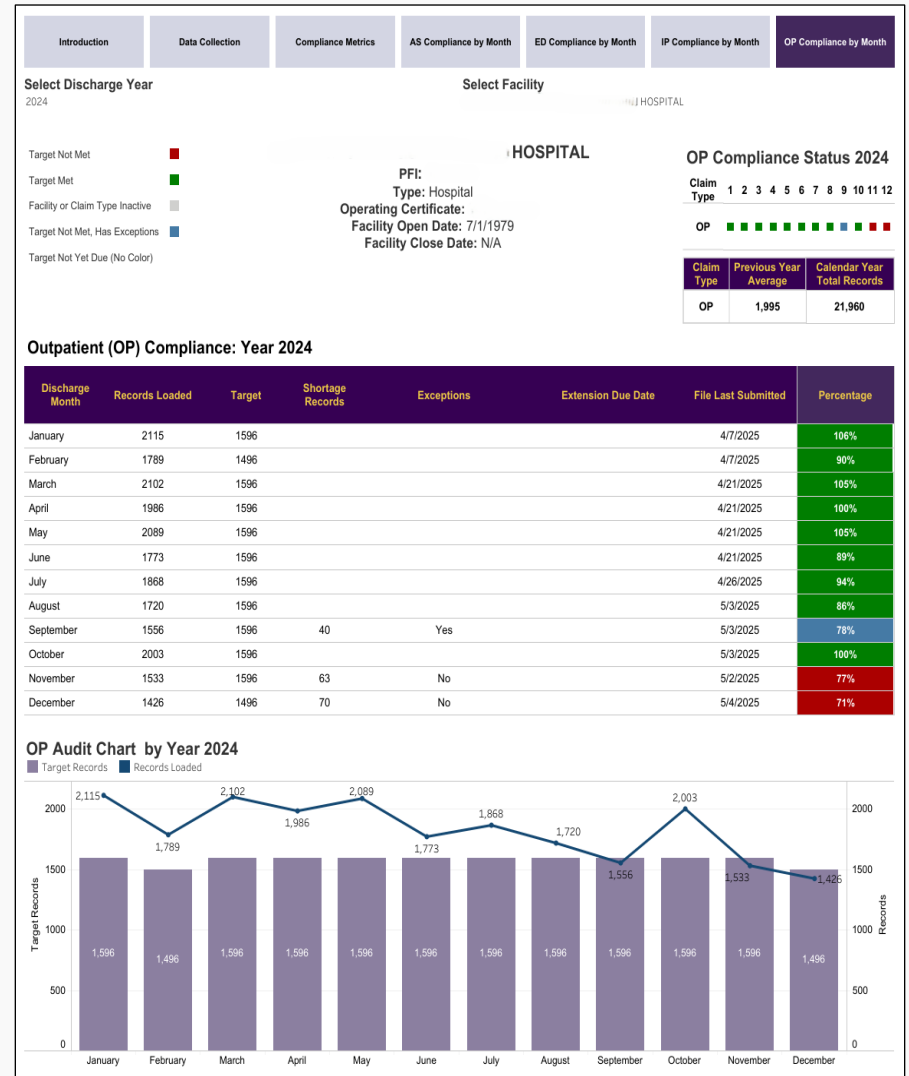
Active Submission	Reconciliation	Out of Compliance				
Submit Data At Least Monthly	Reconcile Differences Between Facility Submitted Data and SPARCS Accepted Data	Monthly Warning Notice 1	Monthly Warning Notice 2	Monthly Warning Notice 3	Statement of Deficiency (SOD)	Plan of Correction (POC)
90-Day Period	90-Day Period	90-Day Period			<ul style="list-style-type: none"> Formal Notice of Non-Compliance POC Required Monetary Penalties May Be Imposed Per Public Health Law § 12 	<ul style="list-style-type: none"> Detailed Submission Plan with Timeline for Completion All Data Must Be Current to Close SOD
Quarter 1 (Jan-Mar)	Apr-Jun	Jul	Aug	Sep		
Quarter 2 (Apr-Jun)	Jul-Sep	Oct	Nov	Dec		
Quarter 3 (Jul-Sep)	Oct-Dec	Jan	Feb	Mar		
Quarter 4 (Oct-Dec)	Jan-Mar	Apr	May	Jun		
All 2024 (Jan-Dec)	Annual Reconciliation	Apr	May	Jun		



Department of Health

SPARCS COMPLIANCE UPDATE – COMING SOON!

- ❖ New Compliance & Audit Dashboard
 - Will show how each facility's volume of accepted data is tracking for compliance by claim type and discharge month within a calendar year.
 - Will include information regarding compliance exceptions and extensions that were approved.
 - Will be published weekly to help facilities determine their compliance status including SPARCS records loaded from the previous week.



COMPLIANCE QUESTIONS?

[SPARCS Program](#)

Office of Health Services Quality and Analytics
New York State Department of Health
Empire State Plaza, Corning Tower, 19th Floor
Albany, New York 12237
E-mail: sparcs.submissions@health.ny.gov

Questions and Answers





Reference Section: SPARCS Support

SPARCS Support

SPARCS.submissions@health.ny.gov

- Facilities or vendors who submit data to SPARCS can email for questions regarding:
 - New facility portal set up
 - SPARCS submitter provisioning requests
 - Update SPARCS coordinators or contacts
 - SPARCS compliance questions and exception/extensions requests
 - SPARCS policy questions
- Not to be confused with SPARCS.requests@health.ny.gov for people who are requesting research data from SPARCS
- Please **DO NOT SEND PHI** in any email communications
 - Redact PHI if necessary to share screenshots or reports in emails

New SPARCS Portal

- New SPARCS Portal (<https://sparcs.optumoi.com/>):
 - Click on Help Center, then select Client Self Service Portal
 - Facilities or vendors who submit data to SPARCS should submit help desk tickets through the portal for Optum support
 - Portal training and claim testing
 - File or record rejections
 - Interpretation of edit error reports
 - Technical issues or questions
- New Phone Number: (877) 545-0011; Monday-Friday, 8AM-7PM EST
- Please **DO NOT SEND PHI** in any email communications
 - Redact PHI if necessary to share screenshots or reports in emails

Reference Section: Reminders

SPARCS Reminders

SPARCS Compliance:

- Updated template for exception/extension requests
 - Office of Health Services Quality and Analytics
 - All fields must be completed
 - Exceptions can be granted only when facilities can certify all data were submitted and accepted
 - Extensions need submission plan and expected timeline for completion

SPARCS Reminders

- Data submission file should contain only data for a single PFI.
- Rules for data submission file:
 - Files submitted through SFTP must begin with FAC followed by your PFI.
 - Limit original file name to 89 characters.
 - File Size :
 - 5MB Limits if submitting directly on the portal.
- Recommendations for data submission file:
 - Less than 10MB recommended if submitting through SFTP.
 - Submission Timing Recommendations :
 - Avoid submitting files between 12:00AM – 1:00AM EST.
 - Do not submit multiple large files simultaneously.



Thank you!

For more information, contact sparcs.submissions@health.ny.gov