

WHIO 2.0: Frequently Asked Questions for Information Technology Staff

How will I stay informed about WHIO 2.0 and the transition to a new technology partner?

The WHIO will be hosting a series of informational technical webinars as we transition to WHIO 2.0. The first Webinar, will introduce SymphonyCare, and provide detailed information on SymphonyCare's data security processes. We invite you, your security officer and others you believe would be interested in this information to **attend one** of the three sessions listed below. A webinar recording will be available at Wisconsinhealthinfo.org for future reference.

WHIO 2.0 Technical Webinar Series: SymphonyCare Overview and Security Processes

Click on the WebEx Link below at any of the specified days and times to join the 45-minute Webinar. You need only attend one of these webinars. The dial-in number for all Webinars is the same: **(510) 338-9438**

- Monday, June 18th at 11:30 a.m. [WebEx Link for June 18](#) (Access code: 620 847 846)
- Tuesday, June 26th at 2:00 p.m. [WebEx Link for June 26](#) (Access code: 622 762 395)
- Thursday, June 28th at 12:00 p.m. [WebEx Link for June 28](#) (Access code: 624 181 090)

How will this transition to SymphonyCare impact the way my organization submits claims data to WHIO?

While a technical vendor change will require modifications to your data submission timeline, process and the file specifications, we will work diligently to minimize the impact of these changes and will work with you at each step in this process over the next several months.

When will my organization start submitting data to SymphonyCare?

The WHIO staff and SymphonyCare will work with you to begin your organization's transition in the next few months. Once a Business Associates Agreement (BAA) has been executed between WHIO and your organization, we will be ready to start the transition of your data submissions to SymphonyCare.

Will I need to change the address of where I send my data?

The location of where you submit your data will change. Data security is of the highest priority to the WHIO and SymphonyCare, therefore we will continue the current process in which files are submitted via SFTP. The WHIO and SymphonyCare will work with your staff to complete the creation and testing of a new dedicated SFTP site for your submissions. Specifications will be provided at a future date.

What will be the frequency and date ranges of the data submissions?

The WHIO's goal is to evolve to a monthly data submission cycle, likely requesting only the previous months' finalized data once it becomes available from your system. We are making this change in response to our customers' request for faster turn-around time from data

submittal to final availability of the information. We have learned from other state APCDs that smaller, monthly data submissions are more predictable and will allow you to create submission routines that will reduce the likelihood that you will need to re-submit your data.

Will I need to submit a historical data file to seed the new system?

We will request a historical load of data from your organization. This is required to establish a baseline amount of historical data. Once we've completed testing and are in production, you will only need to submit monthly updates.

Will there be a new data file specification?

We are evaluating the current file submission templates, as well as other standard templates to identify the best fit. We anticipate that most data contributors will be able to start from their existing WHIO file submission template. We are planning to add commonly-available claim fields. These new fields will modernize the file specification, make WHIO's file specification more consistent with other organizations and position us to meet your enhanced reporting needs. Recognizing that each data contributing organization is unique, we will conscientiously manage this process to best accommodate your capabilities.

What feedback will I receive on my data submission?

WHIO will continue to work with you early and often throughout the data submission process to ensure that your submitted data are of high quality. In addition, SymphonyCare will provide statistics on the accuracy and consistency of your data so that you are informed of any major or minor deficiencies that are identified.

Who do I contact if I have an idea to share or questions?

Please don't hesitate to work with any of the WHIO staff with whom you have worked most closely. We welcome your questions and are here to help.

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To follow our transition to WHIO 2.0, go to wisconsinhealthinfo.org