



Tennessee Immunization Registry
 Andrew Johnson Tower, 3rd floor
 James Robertson Parkway, Nashville, TN 37243

Trading Partner Agreement

NPI Number:	
Effective Date:	

Parties Involved:

Tennessee Department of Health (TDH)	Trading Partner
Tennessee Immunization Program	
710 James Robertson Parkway	
Andrew Johnson Tower, 3 rd Floor	
Nashville, TN 37243	

TDH Contacts:

Management	Operations
Name: Email: Phone:	Name: Email: Phone:

Trading Partner Organization Contacts:

Clinical Contact	Clinical Contact
Name: Email: Phone:	Name: Email: Phone:

EHR Vendor Contacts:

Primary Technical Contact	Backup Technical Contact
Name: Email: Phone:	Name: Email: Phone:

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Ongoing Support: Roles and Responsibilities

In order for the IIS to succeed in collecting, storing, and reporting immunization records, it is essential that providers, the EHR vendors, and TDH work together. Below is a list of specific roles and responsibilities for each of these three key partners in the IIS.

Provider Organization shall:

- Enter correct and complete data in the EHR system.
- Assign staff or determine who is responsible to review IIS response messages that indicate errors or rejections, and ensure relevant staff have usernames and passwords to the IIS.
- Update their IIS user list regularly, especially if the person who has been uploading messages leaves the organization.
- Log into TennIIS regularly to monitor data from the organization.
- Update the facility list regularly as their organization adds or drops facilities.
- Consistently review error reports sent by the EHR vendor and fix issues promptly.
- Contact the EHR vendor if there are any issues with IIS messages.
- Resend any failed messages after correcting issues.
- Keep all acknowledgements that messages have been processed as proof of successful data exchange (for CMS Meaningful Use Audit purposes).
- Access the FAQs, Known Issues and Workarounds on the IIS home page to find answers to questions about user setup, patient information and vaccination records, and VFC ordering and management before contacting TDH.
- Keep the EHR application up-to-date and notify TennIIS of any upgrades or system changes which can occasionally create unexpected problems.
- Ensure CVX, MVX, and NDC code tables as well as Vaccine Information Statement (VIS) publication dates are current with CDC updates.
- Ensure the interface continues to run at all times, especially after a power outage or after installing or upgrading servers and software.

EHR Vendor shall:

- Provide IIS with properly formatted messages using most recent technical specifications and the CDC IG.
- Respond to and fix issues identified by the provider.
- Respond to and fix message errors and issues identified by TDH.
- Once messages are processed, ensure that providers receive acknowledgement of successful data exchange for their records.
- Monitor transport mechanism functionality.

Tennessee Immunization Program (TIP) at the Tennessee Department of Health (TDH) will:

- Assist providers in the IIS registration process.
- Have a clear policy on data quality requirements and provide technical specifications as a data quality best practices guide for EHRs.
- Monitor and review incoming test and production messages for data quality.
- Document internal data validation process.
- Communicate message errors and issues to the providers and EHR vendors to improve data quality.
- Monitor transport mechanism functionality.
- Update the technical specifications and TPA as needed. Communicate changes to providers and their EHR vendors.



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2.5.1 HL7 Trading Partner Agreement for the Tennessee Department of Health Immunization Registry

I. Parties

The Tennessee Immunization Information System (IIS) collects, stores, and provides functions to report patient immunization information to health care providers through the exchange of immunization data. This is an agreement between the Tennessee Department of Health (TDH) and [redacted] (provider) for the exchange of immunization data.

II. The Provider's Agreement to Supply Information to the IIS

- a. The provider shall make efforts to send data to the IIS by: (1) entering new immunization information into their Electronic Health Record (EHR) system after providing immunization care to a patient who has no pre-existing record and (2) updating administered and historical immunization data in their EHR as needed;
- b. The provider shall notify TDH staff of possible errors with patient data if the provider believes information contained in the IIS is untrue, inaccurate, or incomplete.
- c. If the provider encounters issues or errors with data exchange, the provider will first contact their EHR vendor. If the issue cannot be resolved at the EHR vendor level, the provider or their EHR vendor can contact the TDH staff to resolve the issue.
- d. The provider will make efforts to provide timely, accurate, and complete data by submitting required and recommended fields as defined by the most recent technical specifications and CDC Health Level Seven (HL7) Implementation Guide for Immunization Messaging (CDC IG). Daily data updates are preferred. Weekly or monthly updates are acceptable for smaller practices. Frequent data updates are important to help avoid duplication of vaccinations if patients have more than one provider.

III. Message Transport Methods

The provider agrees to choose a message transport method from the options provided below.

- a. **Secure File Transport Protocol (SFTP) Options:** If the provider chooses an SFTP option, they will be assigned a folder to upload immunization data in the form of Health Level 7 (HL7) messages. You will upload to the “in” folder and acknowledgements will be placed in the “out” folder.
 - **SFTP using Login/Password** – This SFTP account utilizes a Login/Password authentication process for file transmission. The expiring password **MUST** be changed at a designated interval (90 days) in accordance with the State of Tennessee SFTP Password Policy. TDH does not provide scripting development services or support for automated scripting.
 - **SFTP using Public/Private Key Pair (PKI)** – This SFTP account utilizes a PKI authentication process to allow for the use of automated scripting for file transmission.
- b. **Web Services:** A Web Services account allows one computer to access functions in another computer through the internet utilizing a unique URL, login and password.

IV. Message Transport Frequency

The provider agrees to define their interval of message submission to the IIS. This may be daily, weekly, monthly, or other.

V. Record Updates in IIS

Records will only show up immediately in the IIS if there is a real-time connection. This real-time connection is only available with the Web Services message transport option. If the transport method is based on batch messaging (SFTP), the frequency in which records are updated in the IIS is dependent on the frequency in which batch files are sent from the EHR/EMR vendor to the IIS.

Messages that are received successfully do not necessarily indicate that the IIS has been updated. Other factors involved in the processing of patient records could prevent the IIS from immediately updating patient information. The main cause for such a delay is the creation of duplicate records. The IIS de-duplicates patient records based on demographic information prior to accepting the record into the registry. Although most of these records are automatically de-duplicated, some incoming records have patient information that is so similar to an already existing patient that they require manual review to determine whether or not the records need to be merged into one or remain separated as two different patients. This process can take several hours depending on the number of records requiring manual review.

VI. Message Format and Vocabulary

Technical specifications are contained in the following documents:

- a. For querying: 2.5.1 QBP Technical Specifications for the Tennessee Department of Health Immunization Registry, dated September 2016 (bidirectional partners only).
- b. For updates: 2.5.1 VXU Technical Specifications for the Tennessee Department of Health Immunization Registry, dated August 2016 (unidirectional and bidirectional partners).

VII. Supporting Standards and Specifications

This agreement is an implementation of the Centers for Disease Control and Prevention (CDC) Health Level Seven (HL7) Version 2.5.1 Implementation Guide for Immunization Messaging Release 1.5, 10/01/2014 (CDC IG) as well as constraints placed on the CDC IG. The parties agree that the priorities of these documents are (1) The Trade Partner Agreement with the associated technical specifications, (2) The CDC IG, and (3) the HL7 Messaging Standard Version 2.5.1.

VIII. Definition and Reporting of Organization and Facility Information

The IIS supports a 2-tier hierarchy of locations. Organizations are the top tier and typically identify the legal entity. Facilities are the bottom tier and typically identify physical locations of each provider office or practice. Patients, vaccinations, and the Vaccines for Children (VFC) Provider Identification Number (PIN), if applicable, are at the facility level. An organization may have one or more facilities but a facility may only be a member of one organization.

The provider must make the Tennessee Immunization Program (TIP) aware of their hierarchical structure and must notify TIP when this structure changes, for example, when new facilities are added or removed from an organization.

IX. Authorized Use for Querying

Individuals or organizations granted access to the IIS shall only make inquiries to the IIS:

- a. For the purposes of assessing a person's immunization status, or
- b. As part of an assessment of the overall immunization levels within a facility (e.g., HEDIS study), or
- c. As part of a facility's attempts to notify individuals or families whose children need vaccine or are overdue for a vaccine (recall or reminder system), or
- d. To comply with laws and regulations regarding the reporting and control of communicable diseases.

Users are required to keep information confidential in accordance with laws and regulations regarding the confidentiality of medical records. Failure to abide by the terms of this Agreement by your user will result in the termination of an individual's access to the IIS.

X. Modifications

TDH reserves the right to update this TPA at any time as needed.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their authorized representatives and made effective as of the Effective Date. If this Agreement is executed on behalf of a practice, the person signing the Agreement warrants that he/she has authority to sign on behalf of the practice.

Tennessee Department of Health

Trading Partner Authorized Signature

Name: Nathalie Hartert
Title: Immunization Registry Director
TN Immunization Program

Name: _____
Title: _____

Date: _____

Date: _____

Trading Partner Agreement Change History Details

Effective Date	Description of Revision
May 2012	TPA model changed to enact the CDC Implementation Guide for Immunization Data Transactions using Version 2.5.1 of the Health Level 7 (HL7) Standard Version 2.5.1 Release 1.3
December 2012	TPA model changed to implement the Implementation Guide for Immunization Messaging Release 1.4
March 2015	Updated TPA for Immunization Information System (IIS)
August 2016	TPA has been separated from the technical specifications and model changed to implement the Implementation Guide for Immunization Messaging Release 1.5, 10/01/2014
September 2018	Removed TPA Renew Date field, Introduction for Health Care Providers section, References/Important Documents section, and Contact section. Edited language throughout. Sections have been added on Authorized Use for Querying and Modifications.