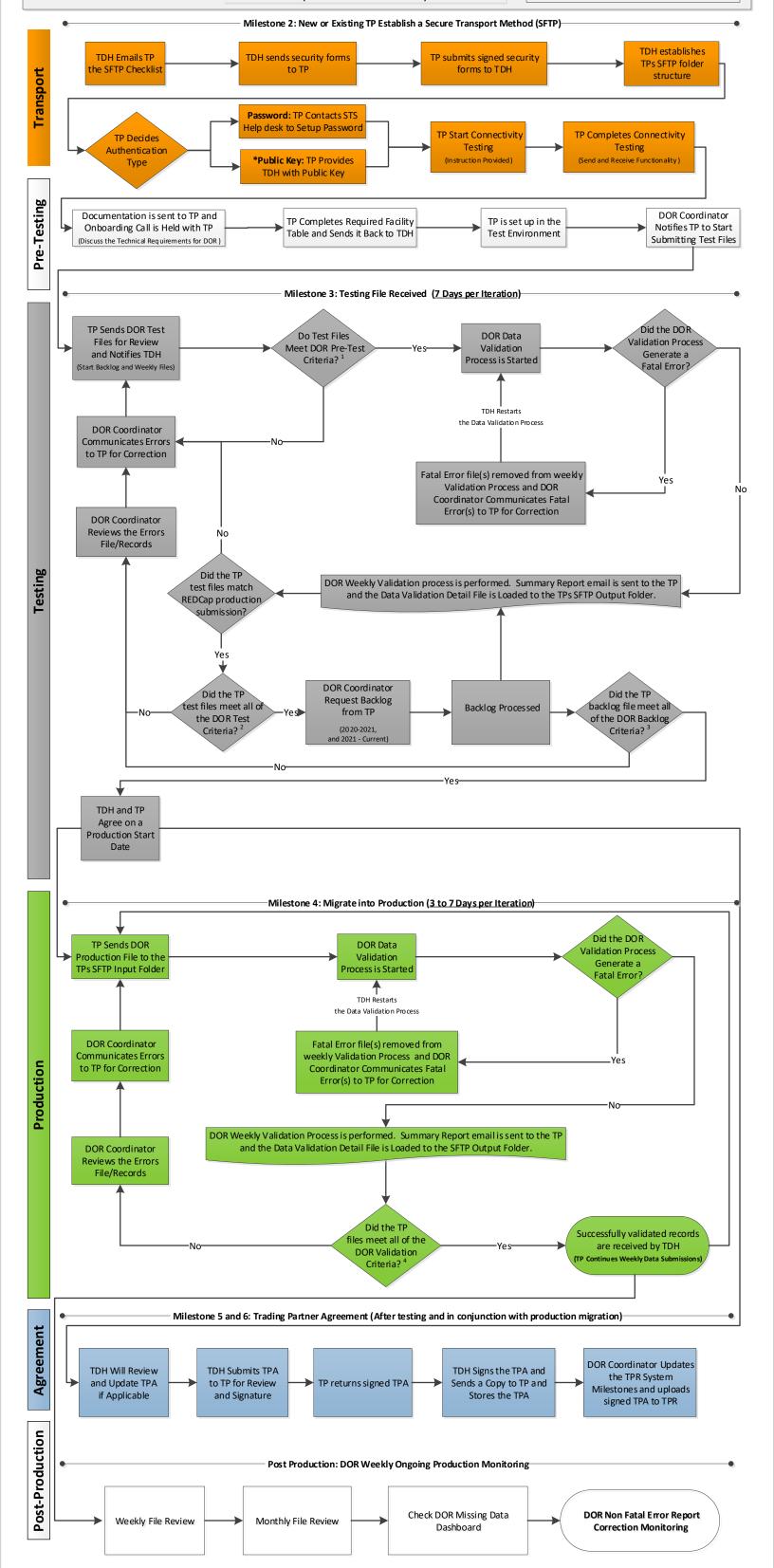# Tennessee Department of Health (TDH) Drug Overdose Reporting (DOR) - External Onboarding Workflow (Transition Partners)

TN Department of Health

Acronyms:
TP – Trading Partner
TPR – Trading Partner Registration (System)
TDH – Tennessee Department of Health
DOR – Non-Fatal Opioid Drug Overdose Reporting
TPA – Trading Partner Agreement

Transport

Milestone 2: New or Existing TP Establish a Secure Transport Method (SFTP)

- TDH Emails TP the SFTP Checklist
- TDH sends security forms to TP
- TP submits signed security forms to TDH
- TDH establishes TPs SFTP folder structure

- TP Decides Authentication Type
  - **Password:** TP Contacts STS Help desk to Setup Password
  - ***Public Key:** TP Provides TDH with Public Key
- TP Start Connectivity Testing (Instruction Provided)
- TP Completes Connectivity Testing (Send and Receive Functionality)

Pre-Testing

- Documentation is sent to TP and Onboarding Call is Held with TP (Discuss the Technical Requirements for DOR)
- TP Completes Required Facility Table and Sends it Back to TDH
- TP is set up in the Test Environment
- DOR Coordinator Notifies TP to Start Submitting Test Files

Testing

Milestone 3: Testing File Received (7 Days per Iteration)

- TP Sends DOR Test Files for Review and Notifies TDH (Start Backlog and Weekly Files)
- Do Test Files Meet DOR Pre-Test Criteria? [1]
  - **Yes** → DOR Data Validation Process is Started
    - Did the DOR Validation Process Generate a Fatal Error?
      - **Yes** → Fatal Error file(s) removed from weekly Validation Process and DOR Coordinator Communicates Fatal Error(s) to TP for Correction (TDH Restarts the Data Validation Process)
      - **No** → DOR Weekly Validation process is performed. Summary Report email is sent to the TP and the Data Validation Detail File is Loaded to the TPs SFTP Output Folder.
  - **No** → DOR Coordinator Communicates Errors to TP for Correction

- DOR Coordinator Reviews the Errors File/Records

- Did the TP test files match REDCap production submission?
  - **No** → DOR Coordinator Communicates Errors to TP for Correction
  - **Yes** → Did the TP test files meet all of the DOR Test Criteria? [2]
    - **Yes** → DOR Coordinator Request Backlog from TP (2020-2021, and 2021 - Current) → Backlog Processed → Did the TP backlog file meet all of the DOR Backlog Criteria? [3]
      - **No** → DOR Coordinator Reviews the Errors File/Records
      - **Yes** → TDH and TP Agree on a Production Start Date
    - **No** → (returns to Errors)

Production

Milestone 4: Migrate into Production (3 to 7 Days per Iteration)

- TP Sends DOR Production File to the TPs SFTP Input Folder
- DOR Data Validation Process is Started
- Did the DOR Validation Process Generate a Fatal Error?
  - **Yes** → Fatal Error file(s) removed from weekly Validation Process and DOR Coordinator Communicates Fatal Error(s) to TP for Correction (TDH Restarts the Data Validation Process)
  - **No** → DOR Weekly Validation Process is performed. Summary Report email is sent to the TP and the Data Validation Detail File is Loaded to the SFTP Output Folder.

- DOR Coordinator Communicates Errors to TP for Correction
- DOR Coordinator Reviews the Errors File/Records
- Did the TP files meet all of the DOR Validation Criteria? [4]
  - **No** → DOR Coordinator Reviews the Errors File/Records
  - **Yes** → Successfully validated records are received by TDH (TP Continues Weekly Data Submissions)

Agreement

Milestone 5 and 6: Trading Partner Agreement (After testing and in conjunction with production migration)

- TDH Will Review and Update TPA if Applicable
- TDH Submits TPA to TP for Review and Signature
- TP returns signed TPA
- TDH Signs the TPA and Sends a Copy to TP and Stores the TPA
- DOR Coordinator Updates the TPR System Milestones and uploads signed TPA to TPR

Post-Production

Post Production: DOR Weekly Ongoing Production Monitoring

- Weekly File Review
- Monthly File Review
- Check DOR Missing Data Dashboard
- **DOR Non Fatal Error Report Correction Monitoring**

Appendix

1. DOR Pre-Test Criteria: The file submitted to TDH has no issues that would result in a fatal error** occurring during the DOR Data Validation Process and it follows the DOR file naming convention as described in the DOR Manual

2. DOR Test Criteria: A TP has completed the following requirements:

    A. Parallel Testing
        i. Must continue submitting production records in REDCap during the testing process
        ii. All patient records submitted in REDCap production must be submitted in SFTP test
        iii. Patient records submitted in SFTP test must match patient records in REDCap production
    C. Reliability
        i. At least 6 consecutive weeks of successful submissions with NO errors (either fatal or non-fatal errors)
        ii. Contains at least 1 zero submission record
        iii. Contains at least 3 files with patient records
    D. For TPs with more than one facility, all facilities need to have records for the 6 consecutive weeks
    E. Successful Patient Record (with no fatal or non-fatal errors)
        i. If TP does not have three files containing patient records in the testing process dummy records will be provided by TDH. Dummy records must be submitted with all fields complete as if they were real records
        ii. New diagnosis codes represented in patient records
    F. TP has demonstrated ability to correct and resubmit records during testing process

3. DOR Backlog Criteria: The TP's submitted backlog has met the following criteria:

    A. There are no errors (fatal or non-fatal) in the backlog
    B. All submission weeks in the backlog for each facility are accounted for
    C. DOR diagnosis codes submitted reflect the submitted period's required DOR diagnosis codes
    D. Patient records submitted in SFTP match patient records submitted in REDCap production
    E. All patient records submitted in REDCap production are accounted for in SFTP test

4. DOR Validation Criteria: Each record has no error, fatal or non-fatal

*Public Key is TDH's preferred authentication type
**Fatal errors occur when a file is unable to be processed.   For more information on fatal and non-fatal errors please reference the DOR Error Handling Guide