

REPORTS

The Duplicate Claims System (*DCS*) includes an integrated reporting system that generates standard and custom reports. These reports facilitate resolution activities and support contractor and *the TRICARE Management Activity (TMA)* auditing and management functions. In addition to the range of user-defined reports and graphs provided by the **R**eport function on the menu bar, the system provides the capability to download data to local tables. This capability, which is accessed through the **U**tility function on the menu bar, enables users to load *DCS* data into other database management or reporting software and subsequently generate a variety of ad hoc queries and reports. See *Addendum E*, for report descriptions and sample reports.

There are 41 predefined and semi ad hoc reports and *two* graphs available to *DCS* users. Each report/graph has one or two parameter screens which allow the user to refine the report by choosing specific criteria to report on. The following is a list of “standard” parameters/criteria available for each report.

The “standard” parameters (available on most reports) are:

Claim Set Status	(All, C, O, P, V)
Adjustments	(All, Non-adjusted Sets, Adjusted Sets)
Set Owner Type	(All, Multi FI, Single FI)
Claim Type	(All, Institutional, Non-institutional)
Match Type	(All, C, D, E, N, O)
Date Type	(Initial Load Date, Current Load Date, Last (Update) Date)
Set Range	(beginning and ending set numbers)
FI	(Select one from the list of available)
Region	(If FI selected, select one or more of available)
<i>Exclude Base Claims</i>	<i>(Check to exclude, leave blank to include)</i>
<i>Solicited</i>	<i>(Yes, No, Blank)</i>
<i>Dupe Flag</i>	<i>(Yes, No, Blank)</i>
<i>Set User Codes</i>	<i>(Select one or many by pressing CTRL and clicking)</i>
<i>Claim User Codes</i>	<i>(Select one or many by pressing CTRL and clicking)</i>

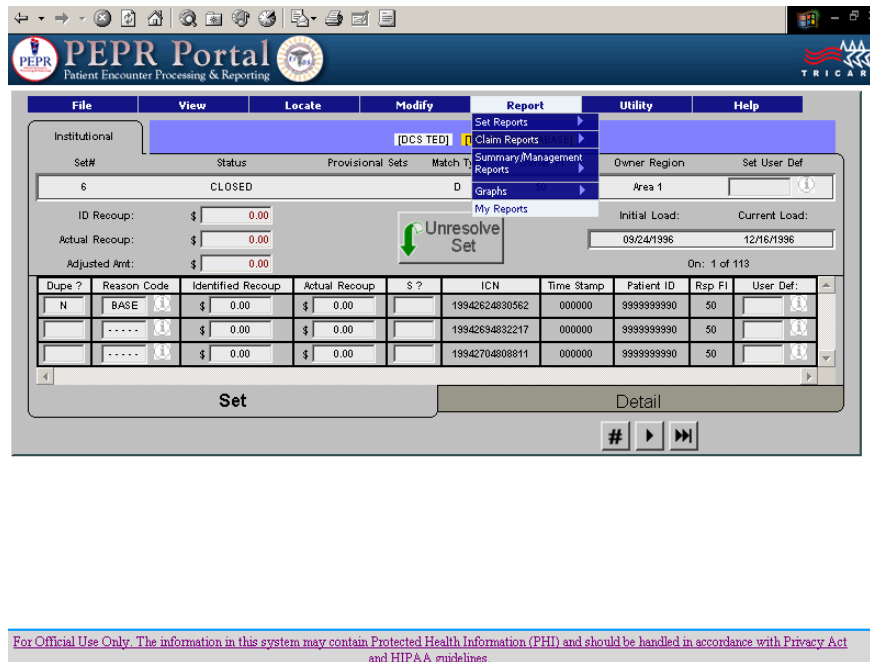
Some reports have other “special” parameters/criteria that may be selected depending on the report. (See *Addendum E*, for report descriptions and available parameters.)

When a user selects a report, a Report Parameter Screen will appear. Every Report Parameter Screen will contain a **Most Common** tab on which the available “standard” parameters applicable for the selected report will be displayed. If the report has associated “special”

parameters available, a second **Special** tab will be visible. Users may further refine their report criteria from the additional parameters on the **Special** tab.

1.0. USING THE REPORT FUNCTION

FIGURE 9-8-1 REPORT CATEGORIES MENU



The menu bar on the top of every screen in the *DCS* includes a **R**eport function with a pull-down menu. When a user selects **R**eport from the menu bar, a report categories menu appears (Figure 9-8-1), to display the four selections available to the user:

- Set Reports
- Claim Reports
- Summary/Management Reports
- Graphs
- *My Reports*

When a user selects one of the report categories, a list of the available report formats for that category appears. When a report format is selected, a parameter screen appears and presents the user with available options for limiting the sets and claims to be included in the report. The report parameter screen resembles the **V**iew screen. A number of options are presented from which the user can define the data to be included in the report. Figure 9-8-2, shows an example of options available for selecting data to be included in a report.

Note that the system recognizes if the user is a TMA or contractor user and will display the appropriate options. For example, a contractor is able to print only their own data (i.e., sets assigned to this contractor or region) and not data of other contractors. TMA users are able to generate reports containing data from all contractors.

FIGURE 9-8-2 REPORT PARAMETER SCREEN

The report parameter screen presents available options for data selection criteria based on the user type and the type of report format selected. For example, some report formats permit users to include institutional data, non-institutional data, or both in a report. Other formats are exclusively dedicated to either institutional or non-institutional data. Some report formats permit users to include data based on a range of dates while others do not.

The parameter screen detects the user type and the report format selected and displays only those data selection criteria options available for the user and the selected format.

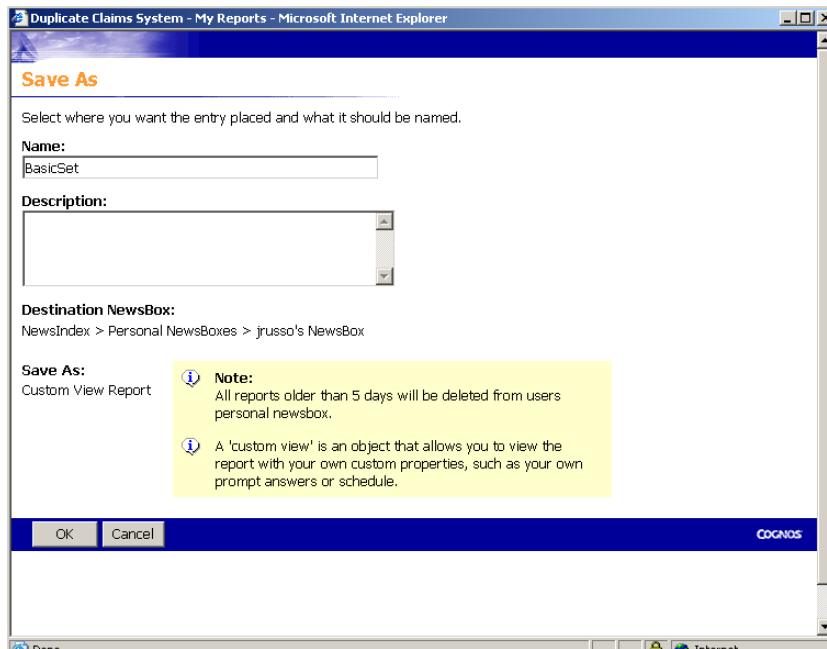
The date range options on the report parameter screen allow a user to specify a selection of sets or claims based on a range of different dates such as:

- Processed-to-Completion (*PTC*) Date - the date when the claim was *PTC*.
- Initial Load Date - the date when the set was initially loaded into the *DCS*.
- Current Load Date - the date when the set was loaded into the Duplicate Claims *d*atabase or when a claim was appended to the set or when set ownership was changed as a result of a mass change or a change in the **Owner FI** field.
- Last Update Date - the date when the set was last updated by a user or by the system.

After a user selects a report format and data parameters and *selecting the SUBMIT button*. *The system displays the SAVE AS screen (Figure 9-8-3). At this time the user can enter a*

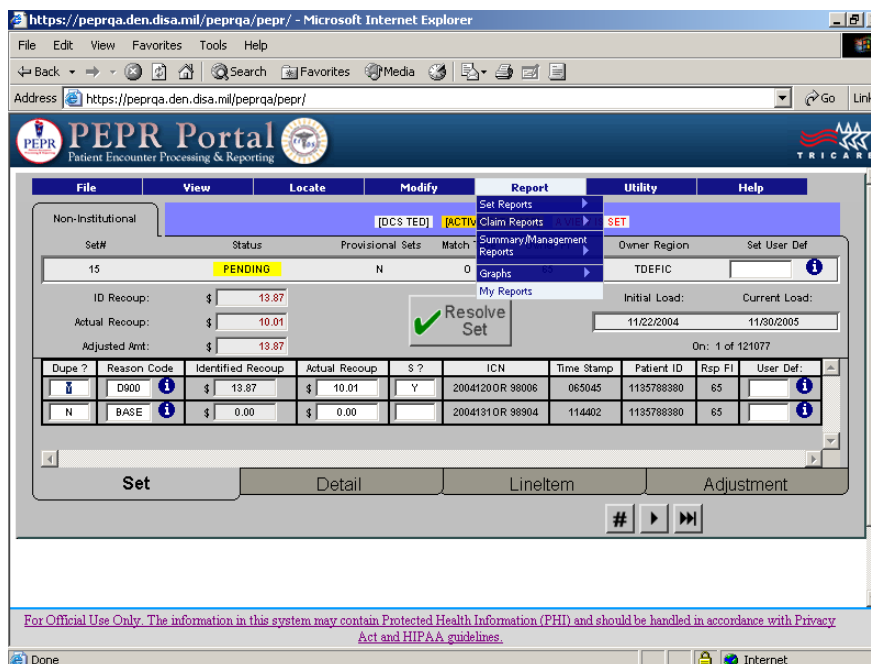
*name for the report and may also add a description. This screen allows the user to continue and produce the requested report by selecting the **OK** button or cancel the request and return to the set by selecting the **CANCEL** button.*

FIGURE 9-8-3 SAVE AS SCREEN



*If the user selects the **OK** button, the system brings the user to the **MY REPORTS** screen (Figure 9-8-4) that lists all the reports that have been run or requested. The reports that have not been reviewed, will display the caption "New." After five days, the reports on this menu will be deleted automatically. To review and/or print a report, select the report name.*

FIGURE 9-8-4 MY REPORTS SCREEN



An optional way of getting previously submitted or completed reports is to select the **Reports** function and then select the **MY REPORTS** option from the pull-down menu (Figure 9-8-4). The following screen (Figure 9-8-5) will be displayed.

FIGURE 9-8-5 REPORTING LISTING



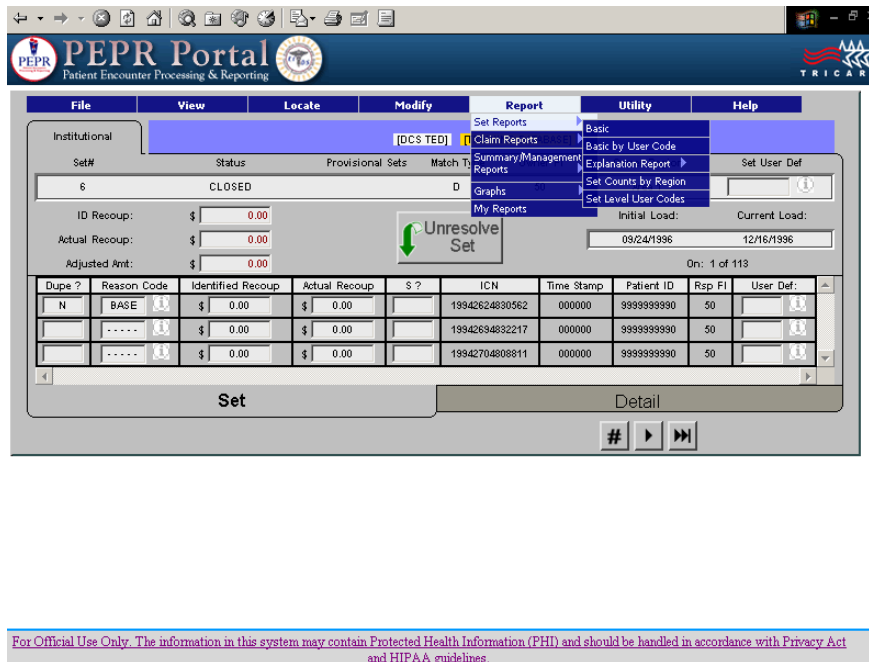
2.0. DESCRIPTION OF REPORTS

Addendum E contains a description and a sample of all available reports. The system groups reports into four categories, which are described briefly below. The first two categories of reports are based on set characteristics and claim characteristics. The other two categories of reports provide a range of summary and management analyses as well as graphical presentations of data. Each of the four categories of reports are further defined by menus to specify report formats and screens on which report parameters can be specified.

2.1. Set Reports

Set reports contain set information based on selection criteria established by the user. In other words, if a set has met the selection criteria for a report, all claims in the set will be included. Set reports are defined through menu(s) of set report formats and report parameter screens. A sample of set report menus are shown in *Figure 9-8-6*.

FIGURE 9-8-6 SET REPORT MENU

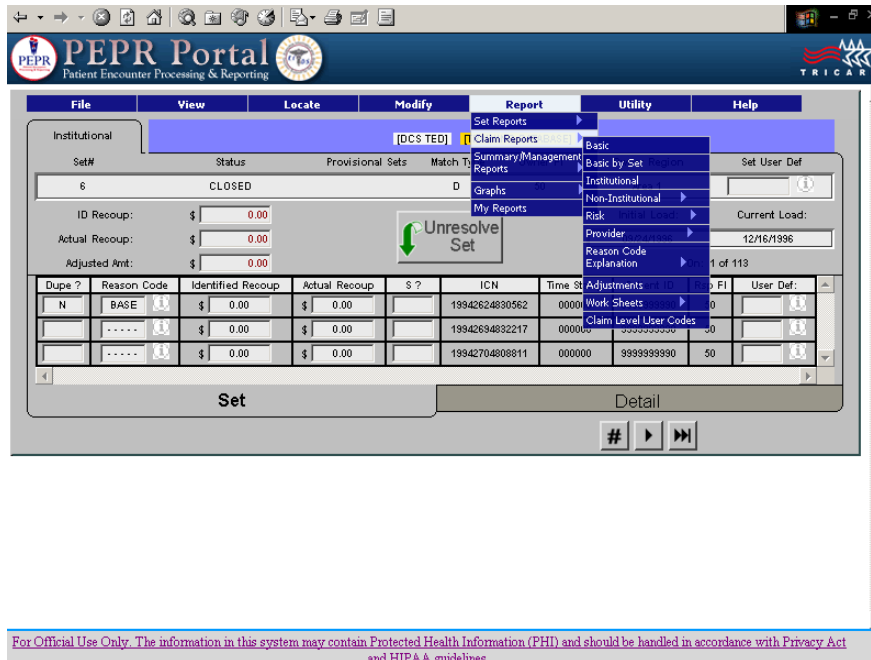


2.2. Claim Reports

As the name suggests, claim reports contain listings of individual claims that meet specific criteria based on the report format selected and the filters applied by the user on the report parameter screen(s). Sample claim report menus are shown in [Figure 9-8-7](#). Examples of claim reports are:

- 2.2.1. All institutional claims in sets assigned to a particular region grouped by set status.
- 2.2.2. All claims in multi-contractor sets for a particular region by set status and within a specified initial load date time frame.
- 2.2.3. All claims identified as an actual duplicate in a set with Pending status and with a last update date between a specified date range.
- 2.2.4. All non-duplicates for a specified region which are not BASE claims.
- 2.2.5. Special report formats for Claim Reports have been developed for use by a contractor during the various stages of the claim set life cycle. For example, there is a report format that lists the claims identified as actual duplicates for which recoupment should be initiated. This report could be generated by a person researching potential duplicates and sent to the recoupment unit daily. Another report format lists those claims for which recoupments have been received. This report could be generated by a contractor finance unit and sent to the adjustment unit when adjustments/cancellation HCSRs need to be submitted.

FIGURE 9-8-7 CLAIM REPORT MENU



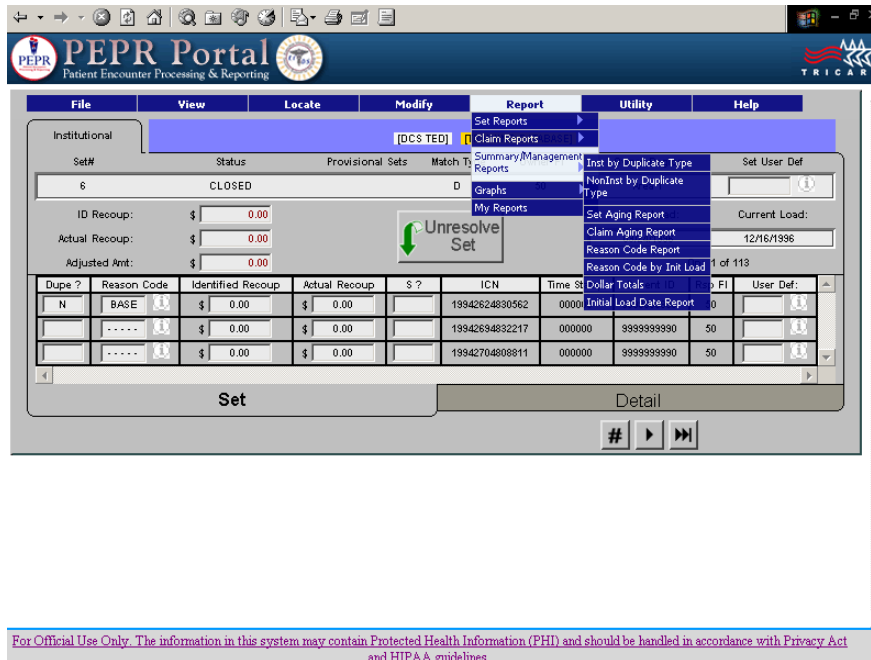
For Official Use Only. The information in this system may contain Protected Health Information (PHI) and should be handled in accordance with Privacy Act and HIPAA guidelines.

2.3. Summary/Management Reports

Summary/Management Reports display claims and other system data in formats which facilitate analyses and management functions. Sample summary/management report menus are shown in *Figure 9-8-8*. Examples of Summary/Management reports are:

- Set aging reports.
- Claim aging reports.
- Performance reports.

FIGURE 9-8-8 SUMMARY/MANAGEMENT REPORT MENU



2.4. Graphs

The Graphs category of reports displays data in graphical presentations that are useful in management analysis. For example, there is a graph that displays data regarding user activity. Another provides a graphical representation of actual versus potential duplicates. *Sample of the Graphs menu are shown in Figure 9-8-9.*

FIGURE 9-8-9 GRAPHS MENU



The categories of report formats, in concert with report parameter screen options, provide users with flexible reporting tools to generate a wide range of reports. If a desired report cannot be devised through the use of the available report formats and the parameter screen options, users have the ability to download their data to their local hard drives, perform their own queries, and generate customized reports using their own database management spreadsheet, or report generation software.

See *Addendum E* for available report formats.

3.0. USING THE UTILITY FUNCTION TO DOWNLOAD DATA FOR ADDITIONAL ANALYSIS

Users have the capability to download duplicate claims data to their local system for additional analyses and reporting. This feature permits downloading of a contractor's data to a local PC, where it can be accessed from a PC-based database management program (e.g., Paradox®, Access®, dBase®, etc.) or a spreadsheet program or query/report generator. This feature permits the user to perform analyses and develop reports not available in the *DCS*. Depending on the volume of data associated with a particular contractor, the process of downloading data could take some time.

3.1. How To Download Data

To initiate a download, a user should first select Utility from the menu bar at the top of the screen, *select **DOWNLOAD** and then select **NEW REQUEST** to start a new download or **MY DOWNLOADS** to see the status of past download requests. If the user selects **NEW REQUEST** then a pop-up menu appears explaining that the user can download the current "View" to local ASCII fixed length tables and save them to a directory of the user's choice by clicking the **OK** button. A **CANCEL** button is also provided to cancel or change the request. If the user clicks "Yes", a matrix is displayed showing the names and brief descriptions of tables that can be downloaded. The user should follow the directions provided and click on the table(s) to be downloaded. A checkmark (✓) will appear to indicate the table(s) that have been selected. The user also can change the default directory to specify another directory to which the download should be saved. Tables available for downloading are:*

dcset	set level data
dcclm	claim level data
dcutlzn	line item data
dcutladj	adjustment data
dcsetcmt	set level comments
dccmnt	claim level comments
dcsetlog	set log
dcsetusr	set level user defined codes
dcclmusr	claim level user defined codes
dccount	set counts
dccontract	region table
dcfi	FI/Contractor table
dcreas	reason codes
<i>dcenroll</i>	<i>enrollment codes</i>

While the download is being processed, the system will display the message: “Accessing Database....Working....Please Wait.” This process can take several minutes or hours, depending on the number of claims/sets to be downloaded. The download will create ASCII *fixed-length* text files (files with extension of “txt”).

The downloaded ASCII fixed-length files to generate reports, tables have to be defined in the database management software selected (dBase®, Access®, etc.) and the ASCII files imported. *Addendum F*, contains all of the information necessary to create the files, including the key or index fields.

It should be noted that downloaded files cannot be uploaded to TMA systems. This is a security feature to prevent corruption of the Duplicate Claims database.

*From the Utility menu, the **Download** pull-down menu allows the user to request a new download or preview previously requested downloads (Figure 9-8-10).*

FIGURE 9-8-10 DOWNLOAD MENU



3.2. Specifying Data To Be Downloaded

Data to be downloaded may be specified in two ways. First, users should set a view through the View function of the menu bar to select specific claim types, set statuses, FIs/regions, match criteria, load dates, PTC dates, owner types, etc. Then, through the Download feature of the Utility function users may specify the data tables to include in the download.

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 CHAPTER 9, SECTION 8
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FIGURE 9-8-11 NEW REQUEST PROMPT



To view download requests, select the MY DOWNLOAD from the **Utility** function. A screen showing the current pending and completed downloads will be displayed (Figure 9-8-12).

FIGURE 9-8-12 MY DOWNLOADS

