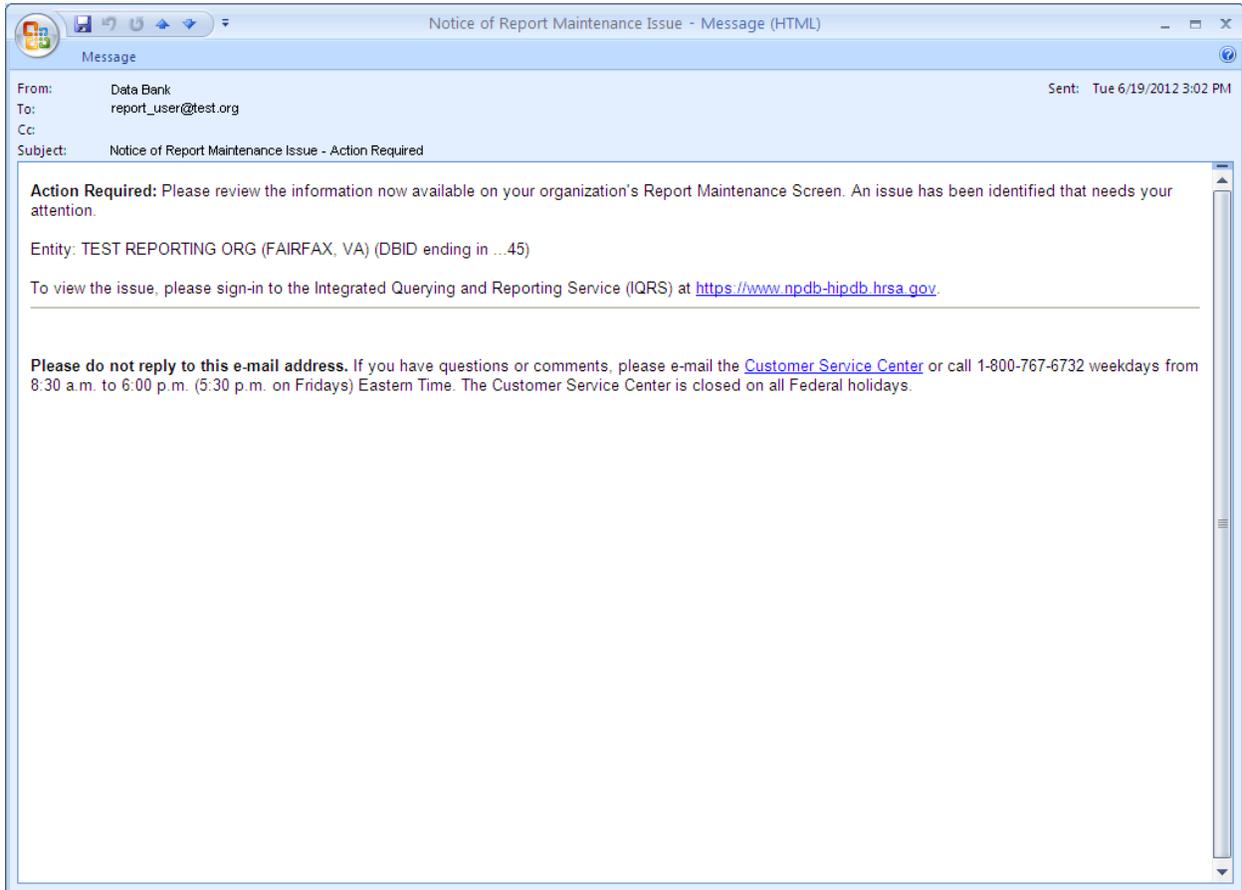# REPORT MAINTENANCE: *A Tutorial for Data Bank Reporters*

The Report Maintenance feature allows the Data Bank to highlight reports that appear to have problems and provides the reporter with a consistent interface for resolving them. There are several general types of issues that you may see on the Report Maintenance screen including:

- Potential Correction Required
- Potential Duplicate Report
- Potential Revision
- Potential Missing Report

The options presented for resolving each type of issue will vary slightly but the process for dealing with a Report Maintenance issue will remain the same regardless of issue type.

1. Notification - Action Required

When the Data Bank adds an issue to an organization's *Report Maintenance* page, all users who have agreed to receive notifications about Responses Available will receive an email notification. (You can change your Responses Available notification preference by clicking the **Update User Account** button on the *Options* page.)

(**Note**: Any active agents who have reporting authority on behalf of your organization will also receive notification about new Report Maintenance issues.)

2. Data Bank Report Maintenance Alert

After signing in to the Data Bank and proceeding to the *Options* page you will see the new **Report Maintenance** button. If any Report Maintenance issues are unresolved, an alert will appear around the button. The only way to clear this alert is to resolve all of your organization's Report Maintenance issues.
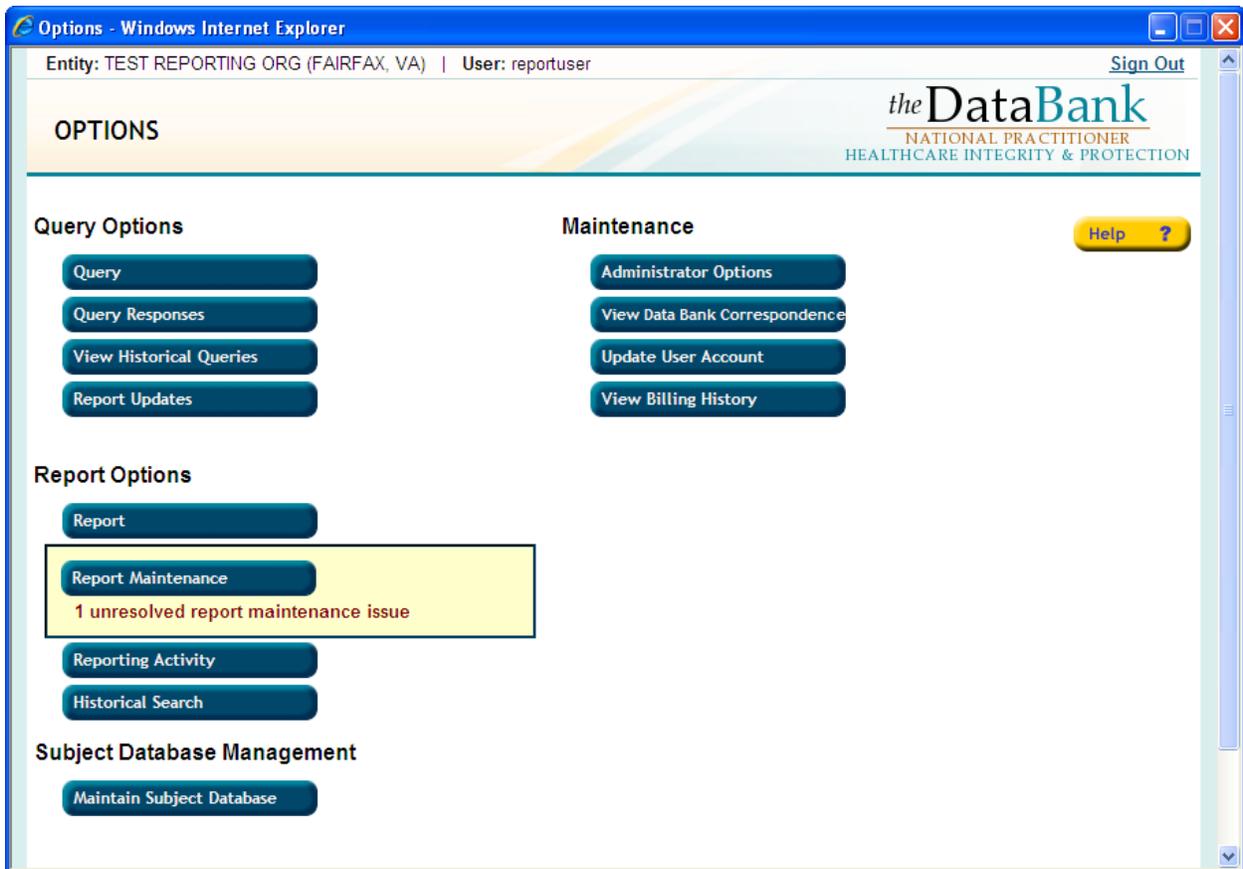
3. Report Maintenance

The Report Maintenance page lists all of the issues the Data Bank has added for your organization to resolve. As the Data Bank is continually examining historical report data, the issues you see on this page could relate to reports submitted at any time during your organization's reporting history. The issues shown on this page can be sorted by clicking on the **Date Notified** or **Name** links. By default, all unviewed issues will be listed first, followed by the viewed but still-unresolved issues. Also by default, only unresolved Report Maintenance issues are displayed. To display all issues, including any you may have already resolved, select **All** near the top of the page.
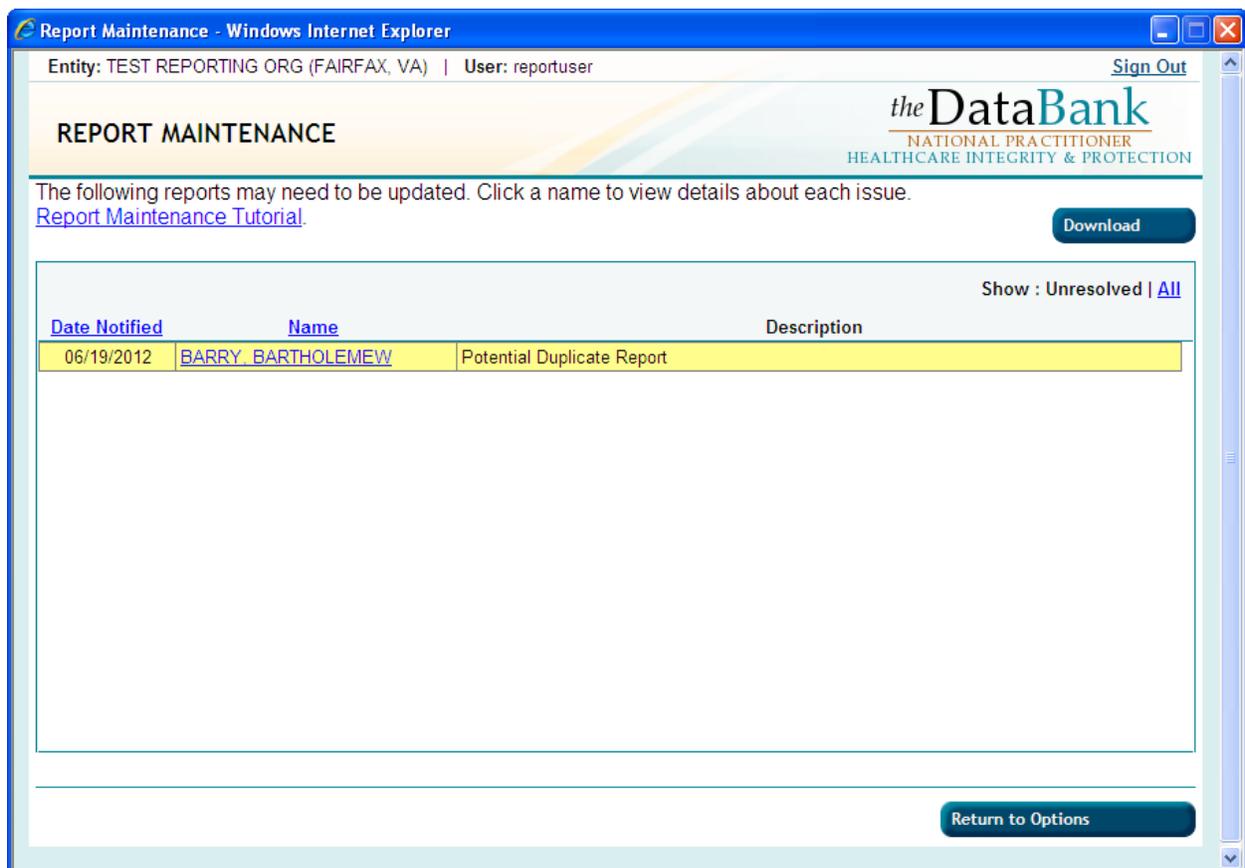
If you wish to download an Excel or CSV file containing information about all the issues shown on the *Report Maintenance* page, click the **Download** button and follow the prompts.

4. Resolution Options

To view and resolve a Report Maintenance issue, click the **Name** link for the issue you want to resolve. Issue details will display on the *Report Maintenance Resolution Options* page.

At the top of the *Report Maintenance Resolution Options* page you will see a description of the problem along with information about the subject of the report:

The page also shows all of the reports your organization has ever submitted on this subject. The report(s) that exhibit the problem are highlighted with an asterisk and include a **Modify** button in case the report needs to be corrected, revised, or voided in order to resolve the issue.

At the bottom of the page you will see other options available to you for this particular issue, besides modifying the report:

Possible options you may see include the following:

- Keep this issue open - I will resolve it later.
  Choosing this option and clicking **Continue** will return you to the *Report Maintenance* page. The issue will remain unresolved.
- Ask a question about this report or process.
  Choosing this option will display a text box where you may type your question. When you click **Continue**, your message will be routed to the Data Bank. You will receive a response from one of our Customer Service representatives.
- Close this issue - I have verified that these are not duplicate reports.
  This option is only available for a Potential Duplicate Report issue. You may choose this option

and click **Continue** if you have examined the reports in question and have confirmed that each is distinct.

- Close this issue - I have completely resolved it.
  Choosing this option and clicking **Continue** marks this issue as resolved. In some cases this option will not be available until you modify or submit one or more reports.

- Remind me about a revision after the following date.
  This option is only available for a Potential Revision issue. Entering a date and choosing this option will resolve the issue for now, but it will be added to your *Report Maintenance* page again after the date you specify.

- Submit a new report.
  This option is only available for a Potential Missing Report issue. Choosing this option starts the report submission process.

- Close this issue - this action has already been reported.
  This option is only available for a Potential Missing Report issue. Choosing this option will display an input field for the existing report DCN and a text field for additional comments. When you choose this option the Data Bank requires that at least one of these fields is completed. If you do not know the DCN of the report that this issue refers to, and choose to enter additional comments instead, you should provide detailed information that will help us locate the existing report in the Data Bank.

- Close this issue - this action is not reportable.
  This option is only available for a Potential Missing Report issue. Choosing this option will display a text field where you can describe why you feel this action is not reportable.

5. Issue Resolution

Based on the type of issue, you must decide how best to resolve it. For example, a Potential Duplicate Report issue may require you to void or correct one of the reports. A Potential Missing Report may require you to submit a new report. However you resolve the issue, clicking **Continue** at the end of the process will return you to the *Report Maintenance Resolution Options* page.

Following resolution of an issue, this page will appear somewhat differently than it did before the issue was resolved.

- First, the page will display a detailed activity log of all actions ever taken to resolve this Report Maintenance issue.

Maintenance Activity
- 06/19/2012 - Report DCNs 7910000074121349, 7910000074121350 were identified as potential duplicate reports.
- 06/19/2012 - The Report with DCN: 7910000074121350 was voided.

- Second, the report history for this subject will reflect the changes you made.

Your organization has submitted the following report(s) on this practitioner:

TITLE IV CLINICAL PRIVILEGES

* UNAUTHORIZED DISPENSING OF MEDICATION

✱ **Initial Action(s) :** • REVOCATION OF CLINICAL PRIVILEGES Date of Action: 06/15/2012
Date Submitted: 06/19/2012

Report Type: Initial

[Modify]

Report DCN: 7910000074121349
Submitter: JOHN DOE

Voided Reports
Hide Voided Reports

Once a report has been voided, its content is no longer available. However, the reason for the void is shown to the reporting organization.

Voided Report Date Submitted: 06/19/2012

Void Reason: The report was erroneously submitted (e.g., wrong practitioner named; duplicate report, payment not delivered; action never finalized).

DCN: 7910000074121352
Previous DCN: 7910000074121350

- Finally, the resolution options at the bottom of the page will have changed. Some options may no longer be available and there should be a new option to **Close this issue**.


What do you want to do?
Use the **Modify** button(s) to correct, revise, or void a report. Otherwise, select an option from the list below.

○ Keep this issue open - I will resolve it later.
◉ Close this issue - I have completely resolved it.

[Continue]

If you have further changes to make, you can continue to use the **Modify** button(s) on this page to make changes to the highlighted reports. When you are satisfied that the Report Maintenance issue is completely resolved, select the option to **Close this issue - I have completely resolved it** and click **Continue** to mark the issue as resolved. You will be returned to the *Report Maintenance* page where the issue will no longer appear in the list of unresolved issues. (**Note**: You can view this issue again by selecting **All** at the top of the page.)
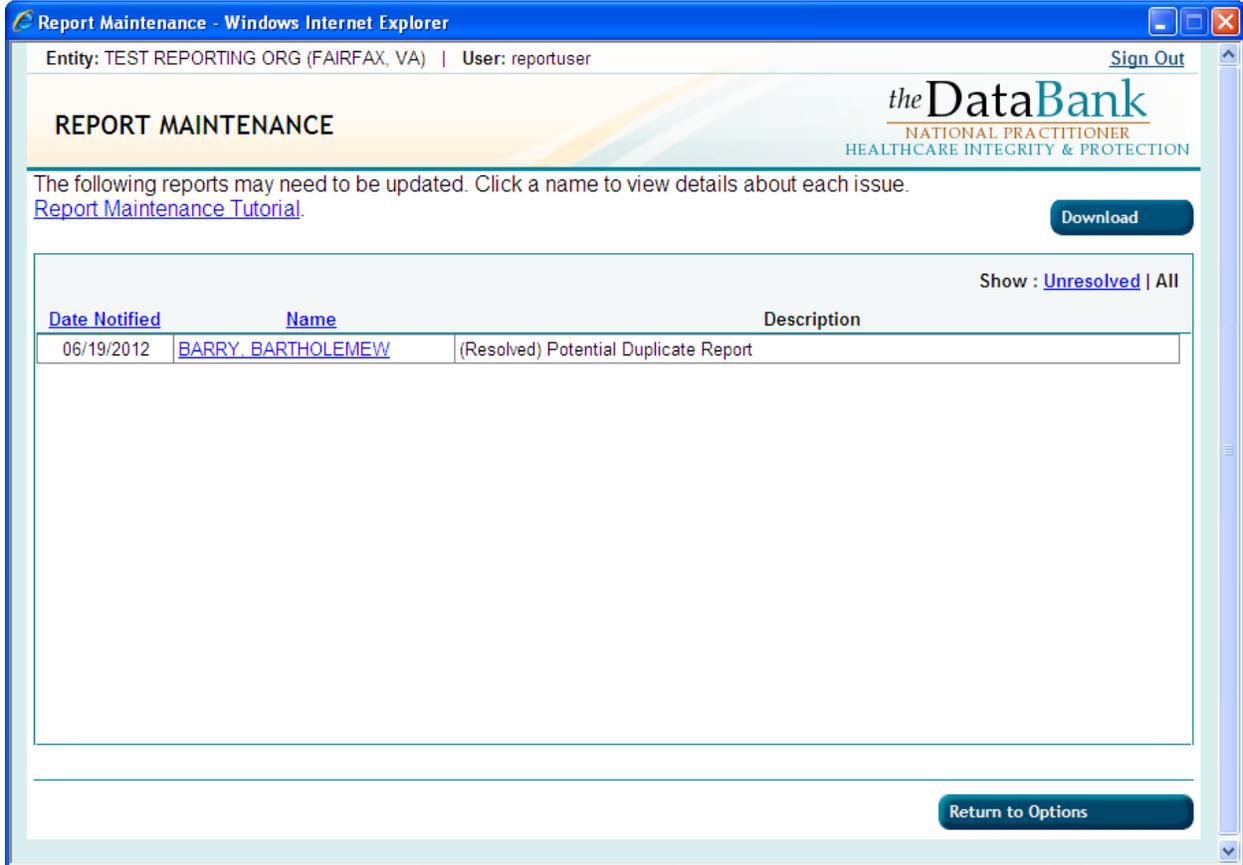
If you have questions about or need help with report maintenance, please call the NPDB-HIPDB Customer Service Center at 1-800-767-6732. The Customer Service Center is available from 8:30 a.m. to 6 p.m. (5:30 p.m. on Fridays) every weekday except Federal holidays.