

## **Data Quality Issues Experienced by MCOs via Texas Immunization Registry**

### 1. Outdated Form of Data Exchange

IHQs are an outdated format to exchange data that impacts the MCOs and the registry.

Impacts to MCOs:

- Don't receive data back in a timely fashion
  - IHQ files often take 2-4 weeks to process
- Data returned on members may contain data gaps
  - Due to the outdated format of requesting data the IHR files are returned with a vaccine code set (CPT) which may result in gaps of missing data
  - The registry utilizes a vaccine code set (CVX) for recording its immunization data and not every CVX code is mapped to a designated CPT code
  - This results in vaccination histories containing no vaccine code
- Data cannot be corrected to fill in the gaps
  - The vaccinations histories that contain no vaccine code cannot be corrected as the CPT mapping to the CVX codes are set by the CDC

Impacts to Registry:

- Texas Department of State Health Services (DSHS) servers cannot handle the volume submitted by MCOs
  - IHQ files are submitted in large quantities by MCOs which causes strain on the systems and impacts other data exchange submissions
- Long processing times
  - Due to the large number of IHQ files and their sizes, the system get bogged down for long periods of time which slows down the overall file processing

### 2. Gaps in Data

MCOs often ask why the vaccination information for their members is incomplete or does not contain data. Below is a summary of factors that account for those issues:

- The registry is opt-in, requiring individuals to sign an official DSHS consent form to have their information stored in the registry (i.e. not all MCO members are registry clients)
- The registry contains only immunization data reported to it (i.e. not all health care providers report to the registry)
- Data quality issues prevent the immunization data from being imported to the registry (i.e. patient and vaccination information errors or provider location information errors)