

FREQUENTLY ASKED QUESTIONS

1. Q: What is ImmTrac?

A:

- It is a statewide immunization registry developed jointly by Texas Department of State Health Services (DSHS) and Electronic Data Systems (EDS).
- It is part of a DSHS initiative to increase vaccination coverage for children across Texas.
- A relational database able to accept data from many sources.

ImmTrac is not

- A state-mandated software application.
- Integrated Client Encounter System (ICES).
- Clinic Assessment Software Application (CASA).
- An electronic medical record.

2. Q: Why have an immunization registry?

A:

- The American Academy of Pediatrics, in its role as advocate for children, supports public and private cooperation in the development of immunization registry systems insofar as they benefit children.
- CDC's National Vaccine Advisory Committee - October 1994 Conclusion regarding state-based immunization systems: "An immunization information system is essential for reaching and sustaining coverage levels."
- The immunization schedule is confusing. Parents often do not realize that their child is due for an immunization.
- Many children are over-immunized because parents cannot locate shot records.
- One survey indicates that 39% of all children see more than one immunization provider by the time they are two years of age.
- Texas Department of State Health (DSHS) will be able to identify areas in Texas with low immunization rates and target those communities with special outreach projects without conducting expensive surveys.

3. Q: What are the benefits to me as a provider for enrolling in ImmTrac?

A: The benefits to providers are

- Offers fast and secure online access to your patients' immunization histories.
- Consolidates patients' immunization records from multiple providers.
- Enables you to generate Reminder and Recall notices to inform your patients of due or overdue vaccines.
- Enables providers to generate other useful reports directly from ImmTrac.
- Interprets complex immunization schedule and recommends vaccines due.
- Helps prevent over-and under-immunization.
- Enables you to instantly print an official shot record to give to parents.
- Offers immunization records on a large client population (>94% of Texas newborns are registered for Imm Trac participation during the birth registration process)

- Offers easy Internet access and a user-friendly application.
- Offers improved data quality and easier client searches.
- Saves staff time and cost in immunization records management.
- Enables school to access students' immunization records, saving provider staff time.
- Easy to use

4. Q. I submit information for immunization services through billing, insurance, and other third-party payors who also report to ImmTrac. Does this satisfy my requirement to report to ImmTrac?

A. No. Texas Health and Safety Code Sec. 161.007 (d) (2005) states that it is the responsibility of the provider to report information to ImmTrac within 30 days of vaccine administration. Reporting from insurance companies and other payors does not meet the requirement for an individual provider to report.

5. Q. Do I need to submit data to both the HHCIR and ImmTrac?

A. No. If you are currently reporting to:

- ImmTrac only, no change in the way you submit your data.
- ImmTrac and HHCIR you will only need to submit data to ImmTrac.
- HHCIR only, you will continue submitting data to HHCIR until our staff has successfully transitioned your practice to ImmTrac.

6. Q: What will happen to the data in HHCIR on clients for whom consents to were not obtained for ImmTrac before December 1, 2008?

A: HDHHS will ensure that the providers for any clients who have not been transferred to ImmTrac on or before December 1, 2008, receive a copy of all the immunization histories on their clients.

7. Q: How will the transition affect the way I currently report?

A: If providers report via an electronic interface from their patient management system, HDHHS will work to ensure that those providers continue to have that capability. If providers are entering data via the internet they will continue to do the same with ImmTrac.

8. Q: Can I expect the same level of customer service?

A: Absolutely! The HDHHS Immunization Program staff, along with support from DSHS will ensure that you experience the same level of professional and timely customer service as you are accustomed to receiving.

9. Q: How can I report to ImmTrac?

A: ImmTrac accepts reporting in a number of different ways including:

- Electronic interfaces with patient management software - in flat file and delimited text formats as well as others
- Direct reporting via the internet and
- Paper reporting - use form F11-11241.

HDHHS staff can assist you in determining which option would be best for you.

- 10. Q: How do I enroll in ImmTrac?**
A: HDHHS will contact you and provide information on enrolling. After you get your ID# and password, the HDHHS will provide training on the system.
- 11. Q: Who will train my staff on ImmTrac?**
A: HDHHS staff will provide on-site training and periodic general training sessions during the transition phase. DSHS has also published online training modules at (<http://www.vaccineeducationonline.org/>) as well as an online user's manual (<http://www.immtrac.tdh.state.tx.us/info/ImmtracWebmanual.pdf>).
- 12. Q: When can I expect to see the changes?**
A: The full transition is expected to be completed by December 2008. We are in the process of making the schedule for the visits and we will contact you soon to set up a date and time for ImmTrac training.
- 13. Q: Who should I contact for routine operational questions and technical support?**
A: Until your practice has been transitioned to ImmTrac, please contact HDHHS for technical support and questions. After your site has been transitioned to ImmTrac, you will contact your respective local health department. HDHHS staff will provide contact and follow up information as part of the training.
- 14. Q: Is there a cost associated with enrollment in ImmTrac?**
A: No. ImmTrac is a free confidential statewide repository for immunization information for Texas children.
- 15. Q: What are the requirements needed to send data electronically to ImmTrac?**
A: The minimum computer system requirements are:
- T1 line, DSL, or an Internet Service Provider
 - Monitor set at 800 x 600 resolution or greater
 - Windows 95 or greater
 - Internet Explorer 5.5 or greater with 128 bit encryption
 - Internet Explorer set to accept and retain cookies
 - Internet Explorer text option set to "Medium" or "small"
 - Adobe Acrobat Reader 4.05 or later
 - E-mail contact required
 - Macintosh and Netscape are not supported.
- 16. Q: Who would be authorized to enter and retrieve data from Imm Trac?**
A:
- Public and private providers
 - Public health districts
 - Local health departments
 - Schools
 - Licensed childcare facilities
 - Payors (health plan, HMO, insurers)
 - State agencies having legal custody of a child

17. **Q: Is there a maximum age for reporting immunization information to ImmTrac?**
A: Yes. The maximum age is 17 years.
18. **Q: What happens to the immunization history of persons who have reached the maximum age?**
A: The immunization histories are purged from the system and would no longer be available.
19. **Q: My practice has a high immunization coverage level; do I still need to submit my immunization data to ImmTrac?**
A: Yes, since 1999, state law required that
- All providers and payors must report to ImmTrac all vaccines administered to any child,
 - All vaccines administered are reported, regardless of knowledge of ImmTrac consent and
 - All vaccines must be reported within 30 days of administration or receipt of claims information from the provider.
20. **Q: How is confidentiality of the immunization database maintained?**
A:
- Adding new records requires written parental consent.
 - Computer access is limited to providers of immunizations or those with a legal mandate to review records.
 - Security privileges are controlled by a Database Administrator at DSHS.
 - Each user of the system is given an identification name and password.
 - Demographic information is not released with immunization histories.

For questions about this transition, please contact: webadmin@cityofhouston.net, or 713-794-9267.

More information on ImmTrac is available online at <http://www.dshs.state.tx.us/immunize/immtrac/immtrac2.shtm#faq2list>