How to Upload Data

This document briefly describes the procedure for uploading data in LTC Trend Tracker. Data that can be uploaded in LTC Trend Tracker include: Assisted Living measures, CoreQ, turnover and retention data and RUGS. CoreQ data can be uploaded by your customer satisfaction company. You can find a list of vendors at the CoreQ website. For turnover, retention, AL measures, and RUGS, LTC Trend Tracker allows data to be entered **only** via the provided Excel spreadsheet. **Note:** Your organization's account administrator sets user permissions, including access to upload AL quality measures data. If you do not have user permission for this task and need it, please contact your account administrator.

Jump to:

Before You Begin…

You should know:

1. Your Excel file must be saved in either XLS or XLSX format.
2. Where the saved file is located on your hard drive or server.
3. The file name.
4. You may upload more than one building and more than one year at a time.
5. Users must be granted permission from the organization's account administrator in order to upload data. If you do not know who your account administrator is please email help@ltctrendtracker.com.
6. Your data will be updated immediately – you can see it in your dashboard or by running the report for the data you just updated.

I.   How to find upload templates

All Excel file upload documents can be found in LTC Trend Tracker. Please make sure you are using the most current upload file.

1. Download the upload template you are looking from www.LTCTrendTracker.com
   a. Login into the system
   b. Click on the "Upload Data" tab on the left-hand side menu (see picture below

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c. Once you have clicked on "Upload data" you will see a menu of upload options. Select appropriate upload (see picture below)

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II. Assisted Living Measures (NCAL Measures Upload)

	A	B	C	D	E	F	G	H	I	J
1	**LTC Trend Tracker: Quality Measure Data Upload for Assisted Living**									
2	1. Each row should represent one month's worth of data. Enter the month as a number (e.g. Enter "05" to represent May) and the year as four digits (e.g. "2016")									
3	2. If you have multiple communities, complete one row per community per month.									
4	3. For each assisted living community, enter its NCAL ID and enter the community's name. The NCAL ID can be found at https://www.ahcancal.org/research_data/trendtracker/Pages/Register.aspx									
5	4. This is for Assisted Living Residents only									
6	5. Enter your data:									
7		The number of residents in the community on the last day of the month								
8		Hospital Admissions Data: the number of residents who spent the night in a hospital								
9		Off-Label Antipsychotic Drug Use: the number of residents with off-label antipsychotic drug use								
10		Hospital Readmissions: the number of residents admitted to AL directly from a hospital and the number of those residents sent back to the hospital within 30 days.								
11										
12							Hospital Admissions	Off-Label Antipsychotic Drug Use	Hospital Readmissions	
13	NCAL ID	Community Name	Vendor Name	Year	Month	# of residents in the community on the last day of the month	# of residents who spent the night in a hospital	# of residents with off-label antipsychotic drug use	# of residents admitted to AL directly from a hospital	# of residents sent back the hospital within the next 30 days
14										
15										
16										

1. Click on the "Upload Data" tab on the left hand side menu, and select the "NCAL Measures Upload".
2. Download the template by clicking the "Download NCAL Measures Template" button.
3. Only one community and one month/year of data may be entered per row. For multiple communities complete one row per community, per month/year.
   a. For each AL community, enter the NCAL ID. Find your NCAL ID here.
   b. Enter the community name
   c. Select the year from the drop down menu the year for which year you are reporting data for.
   d. Select the month from drop down menu for which data are from.
4. Enter the number of residents in the community on the last day of the month you are entering data for. Do not include residents not in the building for the 24 hours including SNF stay or hospital stay. Include residents if they are just out of the building for short period like going to a doctor's appointment that day.
5. **Hospital Admissions**: enter the number of residents who spent the night in a hospital (either admitted or observation stay). This is a subset of the residents who were in the community on the last day of the month.

   Include: This includes **both admitted and observation stays**. This includes **new residents admitted from the hospital and current residents** who were admitted to the hospital or were on observation stays.
   Exclude: ER visits that do not result in an observation stay or admission.

   How this measure is calculated:
   Numerator: Number of residents who spent the night in the hospital
   DIVIDED BY
   Denominator: Number of residents in AL on the last day of the month

   TIP:
   i. Number of residents spending at least one night in the hospital must be less than the number of residents in the community on the last day of the month

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6. **Off-Label Antipsychotic drug use**: Enter the number of residents with an off-label antipsychotic drug prescribed. This is a subset of the number of residents who were in the community on the last day of the month. Off-label use of antipsychotics is determined by the table below - if a resident is prescribed (includes PRN) an antipsychotic and does not have one of the approved diagnoses, they should be included.

> **How this is calculated:**
> **Numerator**: Number of residents prescribed an off-label antipsychotic
> **DIVIDED BY**
> **Denominator**: Number of residents in the AL on the last day of the month
>
> **TIP**:
> i. The number of residents with off-label antipsychotic drug use indicated must be less than number of residents in the community on the last day of the month.

Conventional Antipsychotics (Generic name)	FDA Approved Uses
Haldol (Haloperidol)	Schizophrenia, Tourette's Disorder
Loxitane (Loxapine)	Schizophrenia
Navane (Thiothixene)	Schizophrenia
Orap (Pimozide)	Tourette's Disorder
Atypical Antipsychotics (Generic name)	**FDA Approved Uses**
Abilify (Aripiprazole)	Schizophrenia, Bipolar Disorder, Major Depressive Disorder, Irritability associated with autistic disorder
Saphris (Asenapine)	Schizophrenia, Bipolar Disorder
Clozaril or Fazaclo (Clozapine)	Schizophrenia
Fanapt (Iloperidon)	Schizophrenia
Zyprexa (Olanzapine)	Schizophrenia, Bipolar Disorder, Treatment of resistant depression
Invega (Paliperidone)	Schizophrenia, Schizoaffective disorder
Seroquel (Quetiapine)	Schizophrenia, Bipolar Disorder, Major Depressive Disorder
Risperdal (Risperidone)	Schizophrenia, Bipolar Disorder, Irritability associated with autistic disorder
Geodon (Ziprasidone)	Schizophrenia, Bipolar Disorder

7. **Hospital Readmissions**: Enter the number of residents admitted to the assisted living directly from the hospital. This includes both residents admitted to the hospital and on observation stay. Enter the number of residents from (h) that were sent back to the hospital within 30 days of admission to the assisted living from the hospital.

> **Include:** This includes admission and observation stays for any reason to any hospital.
> **Exclude**: Planned admissions back to the hospital and ER visits that do not result in an observation stay or admission.

How this measure is calculated:

Numerator: Number of residents sent back to the hospital within 30 days of being admitted to AL directly from Hospital

DIVIDED BY

Denominator: Number of residents admitted directly from the hospital to AL

TIPS:

  i.   Number of residents being readmitted must be less than or equal to the number who were admitted to the AL directly from the hospital.
  ii. Example of how to track hospital readmissions:

Resident	Transfer Date from Hospital to AL	Hospital Readmission Date	
Resident 1	January 1		
Resident 2	January 3		
Resident 3	January 4	January 31	
Resident 4	January 8		
Resident 5	January 10		Residents included in readmissions
Resident 6	January 15	February 5	
Resident 7	January 19		
Resident 8	January 25		
Resident 9	January 31	March 1	
Resident 10	January 31	March 15	Resident not included in readmissions – admitted after 30 days of initial discharge

  iii. For additional information and examples for hospital readmissions please see the ahcancalED course: *How do I use LTC Trend Tracker as an Assisted Living*?
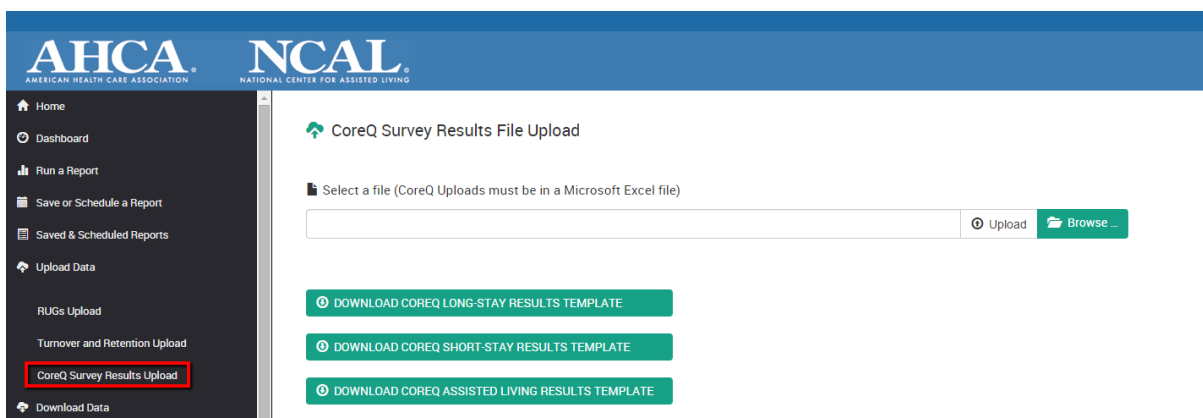
8. Click "**Upload**" then click "**Submit**" if you have no errors. If you have errors, see below.
   a. Your file will upload successfully only if it contains no errors (see details on error messages below).
   b. If you select the wrong file, use the "**Remove**" button to clear the file from the upload box.
   c. Use the "**Clear**" button to remove the file from the upload screen before uploading the corrected file.
   d. You must select **"Submit as Final"** or your file will not be added.
9. Error messages will be displayed under the upload box when errors are detected. All messages will identify a location within the Excel file where there is an error. **A file cannot be uploaded until all errors are corrected**.
10. To Fix Errors: You must return to your spreadsheet on your computer or server, fix the value(s) or information indicated as an error and repeat the process to upload the entire file. **Please note that a file must have all rows corrected before the file can be uploaded to the system**.
11. Types of Error Messages:
    a. NCAL ID
       a. Make sure the community name matches the NCAL ID look-up your NCAL ID here.

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  b. All NCAL IDs must be 6 characters in length, begin with an "A", and have 5 remaining numeric characters.

 b. Date is not valid

  a. Make sure Month value is between 1 and 12

  b. Make sure you are entering data for previous month or before

  c. Date cannot be prior to January 2015

 c. Data is not valid

  a. The number of residents spending at least one night in the hospital must be less than the number of residents in the community on the last day of the month.

  b. The number of residents being readmitted to the hospital must be less than or equal to the number who were admitted directly to the AL from the hospital.

  c. The number of residents with off-label antipsychotic drug use indicated must be less than number of residents in the community on the last day of the month.

  d. The number of residents who spent the night in the hospital must be less than or equal to the number of residents in the community on the last day of the month.

  e. The number of residents in the community on the last day of the month must be less than or equal to the number of beds in CRM (AHCA/NCAL's internal membership database) – contact help@ltctrendtracker with what number of beds your community has and what date that should be changed back to (month/year – as early as January 2015).

III. CoreQ

1. Click on "Upload Data" tab on the left-hand side menu, and select the "CoreQ Survey Results Upload."
2. Select one of the three (CoreQ Long-Stay, CoreQ Short-Stay, and CoreQ Assisted Living) and download the CoreQ survey results upload template.

   TIP: Be sure to download the appropriate template, since Assisted Living and Long-Stay survey templates have additional fields for family survey responses

3. After finishing entering your data, save the file and make note of the file location on your computer.
4. In the upload portal, click the "**Browse**" button, to find the file on your computer or server.
5. Find your saved Excel file and click "**Open**."
6. After you have selected your upload file, click, "**Upload**."

  a. The pop-up window should close and you should be on the "CoreQ Survey Results Upload" screen with the name of the file displayed on the screen.

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b. If you select the wrong file, use the "**Remove**" button to clear the file from the upload.

c. You must select "**Submit as Final"** or your file will not be added.

7. If your file has error messaged, they will be displayed under the upload box. All messaged will identify a location within the Excel file, by line and cell number. **A file cannot be uploaded until all errors are corrected.**

8. To correct errors, you must return to your spreadsheet on your computer or server, fix the value(s) or information indicated as an error and repeat the process to upload the entire file.

9. Types of Error Messages:

   a. Check for Valid FPN Sizes

      i. *SNF FPNs must be 6 characters in length, with no more than one alpha character*

         1. <u>Error Message Example:</u> Line Number <x>: <Medicare Provider Number OR NCAL ID Number> '<value>' is invalid and must be 6 characters in length.

      ii. *AL NCAL IDs must be 6 characters in length, begin with an "A", and have 5 remaining numeric characters*

         1. <u>Error Message Example:</u> Line Number <x>: <Medicare Provider Number OR NCAL ID Number> '<value>' is invalid and must be 6 characters in length.

   b. If all FPN sizes are valid, then check for valid FPN (matches demographics) and check for user permissions.

      i. *The FPN must exist in the demographics file*

         1. <u>Error Message Example:</u> Line Number <x>: The value '<value>' in <Medicare Provider Number OR NCAL ID Number> does not match a value in the system. Please confirm the value and re-upload the file. If the value you entered is correct but generates this error, please contact help@ltctrendtracker.com for assistance.

      ii. *The Center or Community specified by the FPN/NCAL ID must be accessible to the user performing the upload (check if the org for the center matches the org for the loading user)*

         1. <u>Error Message Example:</u> Line Number <x>: The value '<value>' in <Medicare Provider Number OR NCAL ID Number> is not currently attached to your organization. Please confirm the value and re-upload the file. If the value you entered is correct but generates this error, please contact help@ltctrendtracker.com for assistance.

      iii. *The Center or Community specified by the FPN/NCAL ID must be accessible to the user performing the upload (check if the user has access rights to the center)*

         1. <u>Error Message Example:</u> Line Number <x>: The value '<value>' in <Medicare Provider Number OR NCAL ID Number> is not currently attached to your user account. Please confirm the value and re-upload the file. If the value you entered is correct but generates this error, please contact help@ltctrendtracker.com for assistance.

   c. If valid FPNs and valid permissions valid, then confirm center types

      i. *For an SS or LS upload, only SNFs to be provided, for an AL upload, only ALs provided*

      ii. <u>Error Message Example:</u> Line Number <x>: The value '<value>' in <Medicare Provider Number OR NCAL ID Number> is not the correct type for this file. Please either confirm the value and re-upload the file, or apply this row and upload with another type of file. If

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the value you entered is correct but generates this error, please contact help@ltctrendtracker.com for assistance.

d. Check dates

    i. *Month value must be a whole number between 1 and 12*

        1. <u>Error Message Example:</u> Line Number <x>: Column <Report Month> has an invalid month '<value>'. Please correct the calendar month for each community/center and resubmit the Excel file.

    ii. *Must not be more recent than the current month*

        1. <u>Error Message Example:</u> Line Number <x>: Column <Report Month> has an invalid month '<value>' for the current year. It cannot be in the future. Please correct the calendar month for each community/center and resubmit the Excel file.

    iii. *Reference date cannot be prior to January, 2015*

        1. <u>Error Message Example:</u> Line Number <x>: Column <Report Year> has an invalid year '<value>'. Please correct the calendar year for each community/center and resubmit the Excel file.

e. If valid FPNs, valid FPN permission, valid FPN types and valid dates, then dups check

    i. *Validate there are no duplicates -- rows with the same reference date and FPN.*

        1. <u>Error Message Example:</u> Line Number <x>: Contains a duplicate FPN/NCAL ID-date combination: '<value>' in Column <Medicare Provider Number OR NCAL ID Number> and '<value>' in Column <Report Year> and '<value>' in Column <Report Month>. Please check the Excel file and resubmit it.

f. If error free to this point, numbers checks

    i. *If any cell in the Resident/Patient survey results for a row are empty, then they must all be empty*

        1. <u>Error Message Example:</u> Line Number <x>: Patient/Resident columns <Number of Respondents>, <Response Rate>, <Satisfaction Rating (%)> must all be empty or must all have a value. Please correct data and resubmit the Excel file.

    ii. *If any cell in the Family survey results for a row are empty, then they must all be empty*

        1. <u>Error Message Example:</u> Line Number <x>: Family columns <Number of Respondents>, <Response Rate>, <Satisfaction Rating (%)> must all be empty or must all have a value. Please correct data and resubmit the Excel file.

    iii. *(LS and AL) Rows must contain results for at least one of the two survey respondents (Resident/Patient or Family)*

        1. <u>Error Message Example:</u> Line Number <x>: Line is missing survey results. Please correct data and resubmit the Excel file.

    iv. *(SS) Rows must contain results for Resident/Patient*

        1. <u>Error Message Example:</u> Line Number <x>: Line is missing survey results. Please correct data and resubmit the Excel file.

    v. *Response Rates must be between 0 and 100%*

        1. <u>Error Message Example:</u> Line Number <x>: Column <Response Rate> has an invalid rate '<value>'. Response rates must be a number between 0 and 100%. Please correct data and resubmit the Excel file.

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    vi. Response Rates must be between 0 and 100%
1. <u>Error Message Example:</u> Line Number <x>: Column <Response Rate> has an invalid rate '<value>'. Response rates must be a between 0 and 100%. Please correct data and resubmit the Excel file.

    vii. Survey Ratings must be between 0 and 100%
1. <u>Error Message Example:</u> Line Number <x>: Column <Satisfaction Rating (%)> has an invalid rate '<value>'. Satisfaction ratings must be a number between 0 and 100%. Please correct data and resubmit the Excel file.

    viii. Survey Ratings must be between 0 and 100%
1. <u>Error Message Example:</u> Line Number <x>: Column <Satisfaction Rating (%)> has an invalid rate '<value>'. Satisfaction ratings must be between 0 and 100%. Please correct data and resubmit the Excel file.

    ix. Number of Respondents should be a positive whole number
1. <u>Error Message Example:</u> Line Number <x>: Column <Number of Respondents> has an invalid value '<value>'. The number of respondents should be a whole number. Please correct data and resubmit the Excel file.

    x. Number of Respondents should be a positive whole number
1. <u>Error Message Example:</u> Line Number <x>: Column <Number of Respondents> has an invalid value '<value>'. The number of respondents should be a positive whole number. Please correct data and resubmit the Excel file.

    *xi. **(Only checked if we are error free on all the previous number checks)** If the response rate is greater than 0%, the number scored needs to be > 0*
1. <u>Error Message Example:</u> Line Number <x>: Column <Number of Respondents> must have a value greater than 0 when <Satisfaction Rating (%)> is greater than 0. Please correct data and resubmit the Excel file.

  g. Vendor Collision Check
    i. Data supplied through the LTC Trend Tracker interface (user) must not override data uploaded through the API (vendor)
1. <u>Error Message Example:</u> Line Number <x>: Data cannot be overwritten for this row since it has already been vendor loaded. Please contact help@ltctrendtracker.com for further assistance.

IV.   Turnover and Retention

1. Click on the "Upload Data" tab on the left-hand side menu, and select the "Turnover and Retention Upload".
2. Download the template by clicking the "Download Turnover and Retention Upload" button.

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3. Only one center/community and one month/year of data may be entered per row. For multiple communities complete one row per community, per month/year. No more than one row should be in the worksheet for a particular combination of ID and Calendar Year.
    a. For each assisted living community, enter its NCAL ID (Find your NCAL ID here); for each skilled nursing center, enter its Medicare Provider Number.
    b. Enter the center/community name
    c. Select SNF or AL from the drop-down menu.
    d. Select the year from the drop-down menu the year for which year you are reporting data for.
    e. Identify if it is a SNF or AL by selecting the correct entry in the drop-down list.
    f. Enter the calendar year the row of data will reflect. Data can only be entered for years 2012 and after.

4. Enter the community/center staffing data for each of the seven staffing categories for the designated calendar year. You must enter data for at least one Direct Care Staff category position (indicated by *) and the All Staff category. **Please note**: unless the majority of the staff in the category are contract staff, only report traditional employment; otherwise you may include both contract and traditional employment.

   The staffing categories are:
    a. Staff Registered Nurse (RN)*
    b. Licensed Practical/Vocational Nurse (LPN/LVN)*
    c. Certified Nursing Assistants* (CNA) This is for **skilled nursing centers only**. Enter all SNF certified care staff workers, including CNAs, and CMAs for the center
    d. Aides* - This is only for **assisted living communities**. Please include all of the following **AL** care staff workers, including CNAs, CMAs, Universal Worker and Nursing Assistants for the community.
    e. Administrator/Executive Director
    f. Director of Nursing/Director of Residential Care Services
    g. All Staff – All Positions in the community/center (those listed above **PLUS** all other positions)

5. Within each of seven staffing positions there are four fields in which to enter data. Begin with answering "At least one employee in year?" Then, respond to the three questions regarding the number of employees. The values in these three fields <u>MUST</u> be positive, whole numbers. (**NOTE:** Negative numbers and decimals will result in an error when uploading the Excel file) Employees are to be counted as one position, **regardless of full-time or part-time status.** Payroll records can be used to determine the number of employees.

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a. At least one employee in year?
    i. This means: If there was at least one employee employed in this position, then select "Yes" from the drop-down. Otherwise, select "No". If the value entered here is "Yes" then a positive whole number should be entered in the "Total employees *any* time in year" field.

b. Total employees on Dec 31
    i. This means: Count only those employees who were employed on December 31 of the calendar year in the particular position.

c. Employees there for all of year
    i. This means: Count only those employees who were employed during every day of the calendar year in the particular position.

d. Total employees *any* time in year
    i. This means: Count all employees who were employed at any time during the calendar year in the particular position.

How these measures are calculated
Turnover: (Total employees any time in the year **DIVIDED BY** Total employees on Dec 31) minus 1 or (Any/Dec. 31) - 1
*Please note this is provides the same outcome as the equation:
(Total employees any time in year - Total employees on Dec 31) **DIVIDED BY** Total employees on Dec 31

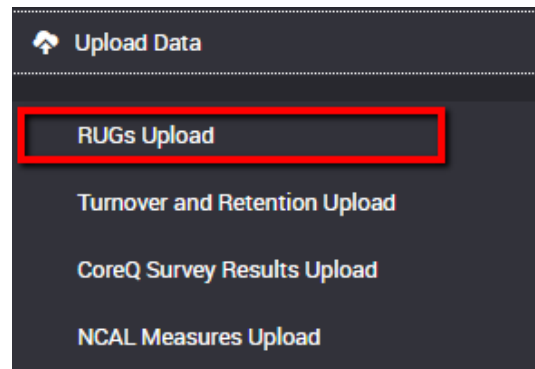**Retention**: Employees there for all of year **DIVIDED BY** Total employees on Dec 31

TIPS
    a. Employees there for all of the year" must be less than (or equal to) "Total employees on Dec 31"
    b. Total employees on Dec 31." must be less than (or equal to) "Total employees any time in year."
    c. If an edit is made to a staffing position category after the Excel spreadsheet is completed, remember to update the "All Staff" category to reflect the change as well.
    d. There must be at least one Staff Registered Nurse (RN), Licensed Practical/Vocational Nurse (LPN/LVN), Certified Nursing Assistant (CNA) or Aide employed at the center/community at some point during the calendar year.

6. Click "Upload" then click "Submit" if you have no errors. If you have errors, see below and see the tips above.
    a. Your file will upload successfully only if it contains no errors (see details on error messages below).
    b. If you select the wrong file, use the "Remove" button to clear the file from the upload box.

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c. Use the "**Clear**" button to remove the file from the upload screen before uploading the corrected file.

d. You must select **"Submit as Final"** or your file will not be added.

7. Types of error messages: (please note – if you continue to have errors after following steps, please contact help@ltctrendtracker.com, explaining the issue and attaching your upload excel file.)

a. **Medicare Provider Number/NCAL ID or NCAL ID:** The value in the Medicare Provider Number/NCAL ID column does not match the center associated with your organization or is not attached to your user account. This could mean that the list of your organization's centers needs to be updated by your organization's Account Administrator or that a Medicare Provider Number/NCAL ID/NCAL ID is not correct (e.g., typo) in the upload file. The Medicare Provider Number/NCAL ID/NCAL ID must be six digits long. You may look up the Medicare Provider Number or NCAL ID here.

b. **SNF or AL**: When a Medicare Provider Number is entered, the column "SNF or AL" must have a value of 'SNF' or 'AL'. Check if SNF or AL was entered in the column for rows with a Medicare Provider Number.

c. **No Staff Positions – Other Than All Staff – Indicates That There are Employees**: There is no data in the columns for individual job positions. Data must be reported for at least one direct care staff position (at minimum) and the All Staff category.

d. **Number of Employees is not Valid When Compared to All Staff Columns:** The total number of employees in the center/community – calculated using data from the individual positions – is higher than the value in the corresponding All Staff column. This error message may pertain to the "Total employees on Dec 31," "Employees there for all of year" or "Total employees any time in year" columns. Look at the error code and the line referenced in the error. Check the values entered each staffing category and compare to the values in the columns for the "All Staff" category.

e. **Facility Type is Skilled Nursing Centers, but Aides Data is Found**: Although the values in the columns for Medicare Provider Number/NCAL ID and "SNF or AL" indicate that the data is for a skilled nursing center, there is data provided in the "Aides (Assisted Living Communities Only)" columns. These columns are reserved for assisted living communities.

f. **Facility Type is Assisted Living Communities, but Certified Nursing Assistants Data is Found**: Although the values in the columns for Medicare Provider Number/NCAL ID and "SNF or AL" indicate that the data is for an assisted living community, but there is data provided in the "Certified Nursing Assistants (CNAs – Skilled Nursing Centers Only)" columns. These columns are reserved for skilled nursing centers.

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V. RUGS

1. Click on the "Upload Data" tab on the left-hand side menu, and select the "RUGS Upload".

2. Download the template by clicking the "Download RUGS Template" button.
3. Only one community and one month/year of data may be entered per row. For multiple communities complete one row per community, per month/year. The spreadsheet should include the following:
   a. Federal Provider Number – this is your six-digit Medicare provider number for your facility that should be entered without hyphens in the column heading MCareProvNum
   b. National Provider Number – this is a placeholder and does not need to be populated
   c. Year – entered as a four digit number
   d. Month – entered as a number
   e. Facility Name
   f. Facility Number – this is for internal referencing and does not need to be populated
   g. Columns G through BU – these are for entering the 67 Medicare RUG – IV categories.
      i. TIP: To help ensure that the data is uploaded correctly, submit the data with zeros in the cells where no Medicare days were in a particular RUG category during a given month. If a cell is blank or contains a hyphen, a minor error message will be displayed, and the non-numeric values will be replaced with a zero. Check and confirm that the non-numeric value in fact mean 0 (zero) Medicare days in that RUG category in any given month.
4. After entering all of the data, and are ready to upload into the tool, make sure you "Save As" as a **CSV file** and make note of the file location on your computer.
5. In the upload portal, click the "**Browse**" button, to find the file on your computer or server.
6. Find the saved Excel file and click "**Open**."
7. After you have selected your upload file, click, "**Upload**."
   a. The pop-up window should close and you should be on the "CoreQ Survey Results Upload" screen with the name of the file displayed on the screen.
   b. If you select the wrong file, use the "**Remove**" button to clear the file from the upload.
   c. You must select "**Submit as Final"** or your file will not be added.
8. If your file has error messages, they will be displayed under the upload box. All messages will identify a location within the Excel file, by line and cell number. **A file cannot be uploaded until all errors are corrected.**

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9. To correct errors, you must return to your spreadsheet on your computer or server, fix the value(s) or information indicated as an error and repeat the process to upload the entire file.
10. Types of Error Messages:
    a. **FPN:** The value in the Federal Provider Number (FPN) column does not match the list of centers associated with your organization. This could mean that the list of your organization's centers needs to be updated by your organization's Account Administrator, or that a FPN is not correct (e.g., typo) in the upload file. The FPN must be six digits long.
        i. *What to Do:*
            1. Look at the error code and the line referenced in the error.
            2. Check that the FPN is correct and that the format is correct in the upload data file, correct the FPN if necessary.
            3. Check with your Account Administrator if needed to add this center to your organization's list in the LTC Trend Tracker database.
            4. Load the file with the corrected FPN or remove the center from the file.
    b. Multiple Organizations found in the Upload: That one FPN (e.g., center) may be associated with another organization in LTC Trend Tracker. This may due to error in the FPN you entered. This may also occur because the center recently changed ownership but has not yet been updated in LTC Trend Tracker. A single upload file may contain data only for centers associated with a single organization.
        i. *What to Do:*
            1. Look at the error code and the line referenced in the error.
            2. Go back to the CSV file and remove the extra FPN in the file.
            3. Load the file again.
    c. Date is Not Valid: There is typo in the date entered in the file. Dates cannot go beyond the current month. For example, if today's date is 10.4.2014, the system will not allow you to enter data for 11.1.2014. You may enter RUG data only for the current month or previous months. You may enter data for more than one month in one Excel file.
        i. *What to Do:*
            1. Look at the error code and the line referenced in the error
            2. Make sure you are entering a date that occurs in the past
            3. Check to see if the date is valid. Dates can be entered in different date formats.
    d. Missing Values (Null Values): There is a cell in the spreadsheet where the information entered is not of numeric value
        i. *What to Do:*
            1. Look at the line number and the RUGS column in the error message
            2. Make sure you are entering a value as a number.
            3. Save and load the file again.

11. If no errors are found in the file, the [✔ SUBMIT AS FINAL] button will appear.

    a. Be sure to click "**Submit As Final**" to complete the upload process.

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b. You can now run the RUG report to see data for your organization and your peer groups. **Note:** There must be at least 6 centers in a group that have uploaded data in order for you to see that group's data for this report.

c. The data that you entered will be available immediately on the report.

VI. General Troubleshooting

Issue: I don't see my data.

1. Double check your upload sheet and make sure you uploaded the correct sheet.
2. Double check your upload sheet and make sure you entered the correct month and year
3. Make sure you are using the upload excel file (See above for instructions how to access) and not the download file in LTC Trend Tracker
4. Try your upload again and check data.
5. If it is still not there. Send an email to help@ltctrendtracker.com explaining the issue and attach your upload excel file.

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