

CLIA MSA Viewer User's Guide



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INTRODUCTION

Congress passed the Clinical Laboratory Improvement Amendments (CLIA) in 1988 establishing quality standards for all laboratory testing to ensure the accuracy, reliability, and timeliness of patient test results regardless of where the test was performed. The final CLIA regulations were published in the Federal Register on February 28, 1992. The requirements are based on the complexity of the test and not the type of laboratory where the testing is performed. On January 24, 2003, the Centers for Disease Control and Prevention (CDC) and the Centers for Medicare & Medicaid Services (CMS) published final CLIA Quality Systems laboratory regulations that became effective April, 24, 2003.

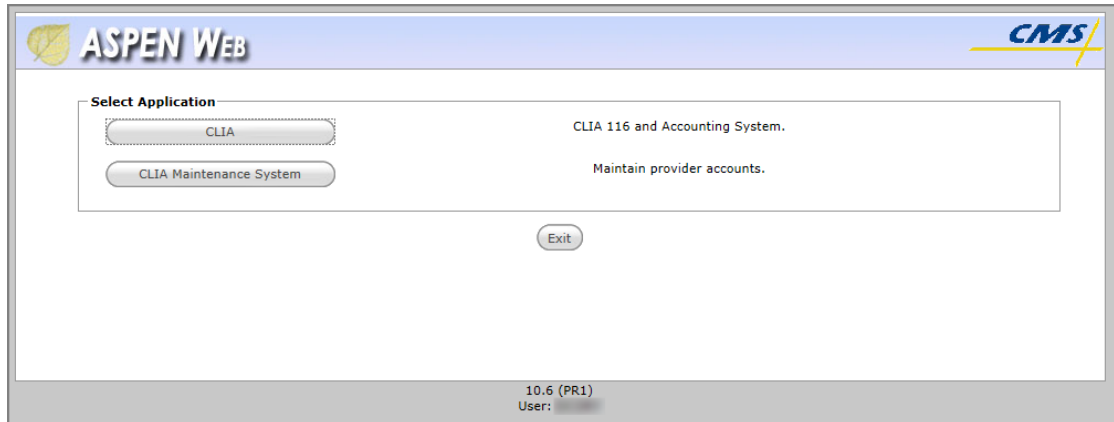
CLIA Medicaid State Agency (MSA) extract files are used to scrutinize Medicaid claims to ensure that billed laboratory services are authorized under a provider's CLIA certificate. MSA files are created weekly on Saturday mornings.

This *CLIA MSA Viewer User's Guide* describes how CMS Central Office CLIA personnel can use the MSA Viewer features of the ASPEN Web CLIA system to view and download MSA files. This guide is intended for use primarily by CMS CLIA personnel.

ACCESS THE MSA VIEWER

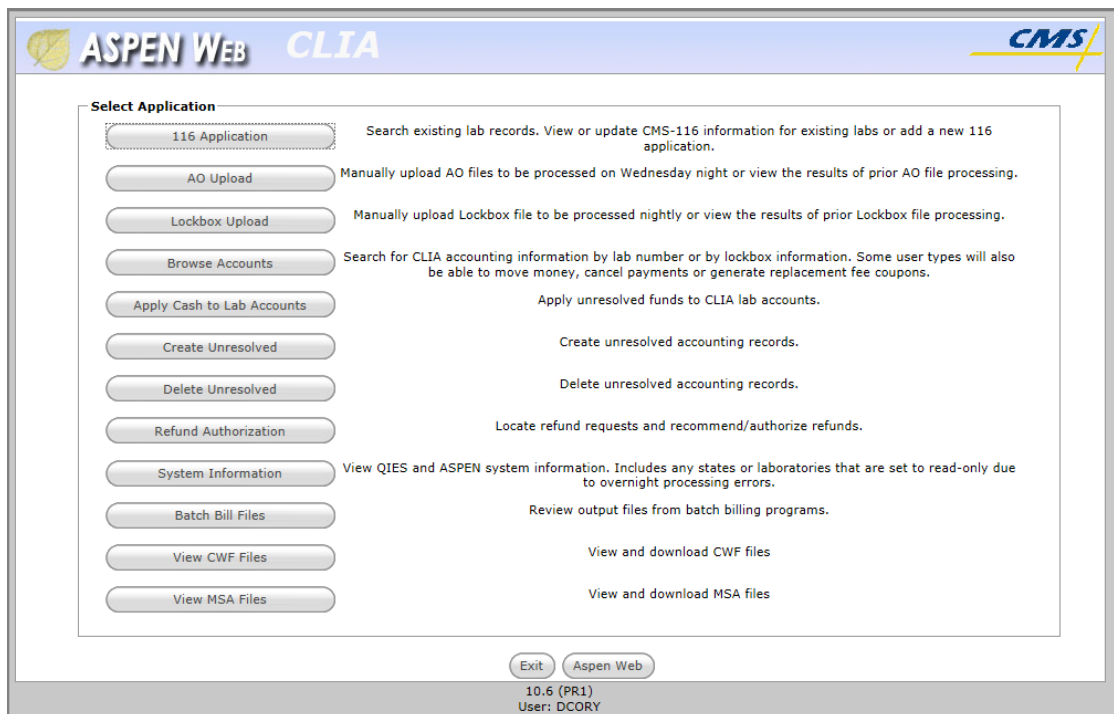
The MSA Viewer is available as part of the ASPEN Web CLIA system. To access the MSA Viewer you must first log into ASPEN Web. Upon successful login to ASPEN Web, the ASPEN Web **Select Application** page (Figure 1) is presented.

Figure 1. ASPEN Web Select Application Page



The ASPEN Web **Select Application** page presents *CLIA* and *CLIA Maintenance System* options. Select the *CLIA* item. The *CLIA Select Application* page (Figure 2) is presented.

Figure 2. CLIA Maintenance Select Application Page



The CLIA **Select Application** page presents the following options:

- 116 Application
- AO Upload
- Lockbox Upload
- Browse Accounts
- Apply Cash to Lab Accounts
- Create Unresolved
- Delete Unresolved
- Refund Authorization
- System Information
- Batch Bill Files
- View CWF Files
- View MSA Files

Select the *View MSA Files* option. The CLIA View MSA Files **List of Files for Download** page (Figure 3) is presented.

Figure 3. CLIA Viewer List of Files for Download Page

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CLIA View MSA Files

[File Download](#) [Help](#) [Exit](#) [Logout](#)

List of Files for Download

Process Date (mm/dd/yyyy): Prior Days:

File Description	Process Date	Last Download Date	Extract File Download
MSA Extract File	2016-12-31 04:00:43		<input type="button" value="Download"/>
MSA Extract File	2016-12-24 04:00:45		<input type="button" value="Download"/>
MSA Extract File	2016-12-17 06:00:46		<input type="button" value="Download"/>
MSA Extract File	2016-12-16 06:00:43	2016-12-16 09:51:53	<input type="button" value="Download"/>
MSA Extract File	2016-12-10 04:00:44	2016-12-13 12:20:05	<input type="button" value="Download"/>

The other options available on the CLIA **Select Application** page are described elsewhere in ASPEN Web CLIA training materials and guides.

MSA VIEWER NAVIGATION

Each page of the MSA Viewer includes a menu bar (Figure 4) that provides access to the features of the MSA Viewer.

Figure 4. MSA Viewer Menu Bar



The MSA Viewer menu bar offers the following links:

Link Name	Action
File Download	Select the File Download link to access the MSA Viewer List of Files for Download page to view the available MSA files and download one or more as needed.
Help	Select the Help link to access the MSA Viewer Help options page.
Exit	Select the Exit link to return to the CLIA Select Application page.
Logout	Select the Logout link to log out of ASPEN Web.

For those users who wish to navigate the MSA Viewer features without a mouse, the following keyboard shortcut keys are available to bring focus to items on the MSA Viewer menu bar:

Shortcut Keys	To Access
Alt + 1	CLIA Maintenance Select Application page
Alt + x	List of Files for Download page
Alt + p	Help page
Alt + o	Logout

With focus on one of these items, press the Enter key to access the associated page or activate the function.

When utilizing the keyboard to navigate the system, use Alt + n if you wish to bypass the MSA Viewer menu bar and go directly to the first field on a page.

NOTE: Shortcut keys utilizing numbers function only with the numeric keys along the top of the keyboard. They do not function with the numeric keys in the “10-key” pad of the keyboard.

LIST OF FILES FOR DOWNLOAD PAGE FUNCTIONALITY

The MSA Viewer **List of Files for Download** page includes functionality with which you may search for and view a list of the available MSA files and download those of interest. The **List of Files for Download** page (Figure 5) is presented by default when the MSA Viewer option is accessed from the CLIA **Select Application** page. You may return to the **List of Files for Download** page at any time by selecting the *File Download* item on the MSA Viewer menu bar.

Figure 5. MSA Viewer List of Files for Download Page

File Description	Process Date	Last Download Date	Extract File Download
MSA Extract File	2017-01-07 04:00:43		Download
MSA Extract File	2016-12-31 04:00:43		Download
MSA Extract File	2016-12-24 04:00:45		Download
MSA Extract File	2016-12-17 06:00:46		Download
MSA Extract File	2016-12-16 06:00:43	2016-12-16 09:51:53	Download
MSA Extract File	2016-12-10 04:00:44	2016-12-13 12:20:05	Download

The **List of Files for Download** page displays, in tabular format, one record (row) for each MSA weekly extract file. By default, the **List of Files for Download** page lists the MSA files that were uploaded in the last 30 days in descending Process Date order (most recent first).

The table displaying the available file records includes the following column headings:

- File Description – “MSA Extract File”
- Process Date – the date and time the file was created
- Last Download Date – the date MSA file was last downloaded
- Extract File Download – contains a **Download** button with which you may download and review the associated MSA file.

The **List of Files for Download** page includes the following elements with which you may specify alternate criteria for selecting the CWF files to list:

- Field (text box): *Process Date (mm/dd/yyyy)*

- Field (drop-down list): *Prior Days*
- Button: **Refresh**

The *Process Date* field value defaults to the current date and the *Prior Days* field value initially defaults to 30. With these criteria, the MSA file(s) processed today and for the last 30 days display. Change the *Process Date* and/or the *Prior Days* field values to limit or expand the list. *Prior Days* options include 0, 1, 2, 5, 10, and 30. After changing the criteria, select the **Refresh** button to perform the new query for available MSA files.

For example, if you wish to view a list of the uploaded files for yesterday and today, leave the current date in the *Process Date* field and change the *Prior Days* field value to 1. If the *Prior Days* field value is 0, only MSA files processed today display.

NOTE: MSA files are retained for 234 weeks.

The following keyboard shortcut keys are available to bring focus to items on the MSA Viewer **File Download** page:

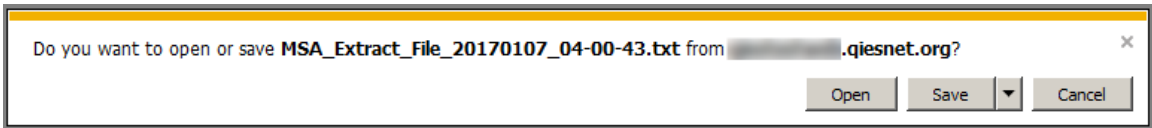
Shortcut Keys	To Access
Alt + 2	<i>Process Date</i> field
Alt + 3	<i>Prior Days</i> field
Alt + s	Refresh button

NOTE: Shortcut keys utilizing numbers function only with the numeric keys along the top of the keyboard. They do not function with the numeric keys in the “10-key” pad of the keyboard.

To download and view an MSA file, Select the **Download** button associated with the MSA file of interest. A **File Open or Save** dialog box (Figure 6) opens.

NOTE: The appearance of the **File Open or Save** dialog box varies depending upon the version of the browser you are using.

Figure 6. File Open or Save Dialog Box



When you select the **Open** button, the file opens your computer’s default text editor (Figure 7).

NOTE: An MSA file is large and may take several moments to open. You may elect to save the file to your computer before attempting to open and view it.

Figure 7. Example Statistics File

```
OCLIA HEADER - MSA 20170107
A
101D0301489          Y631070245          W L LENAHAN MD OB/GYN CLIPO BOX 1230
WINFIELD            AL355941230U20170103      20170103000000    D
301D030148942012017020320190802U20170103
20170103000000001D
301D030148942022015020320170202U20170103
20170103000000002D
301D030148942032013020320150202U20170103
20170103000000003D
301D030148942042011020320130202U20170103
20170103000000004D
301D030148942052009020320110202U20170103
20170103000000005D
301D030148942062007020320090202U20170103
20170103000000006D
301D030148942072005020320070202U20170103
20170103000000007D
301D030148912082001073020030729U20170103
20170103000000008D
301D030148912091999073020010729U20170103
20170103000000009D
301D030148992101999020319990729U20170103
20170103000000010D
501D0301489110199907302003072912019990730200307291301999073020030729
2017010300000001D
```

HELP

The MSA Viewer **Help** page (Figure 8) provides links to the following Help items associated with the MSA Viewer:

- Accessibility Policy
- Contact Us
- Privacy Policy

Figure 8. MSA Viewer Help Page



The following keyboard shortcut keys are available to bring focus to the links on the MSA Viewer **Help** page:

Shortcut Keys	To Access
Alt + 7	Accessibility Policy link
Alt + 8	Contact Us link
Alt + 9	Privacy Policy link

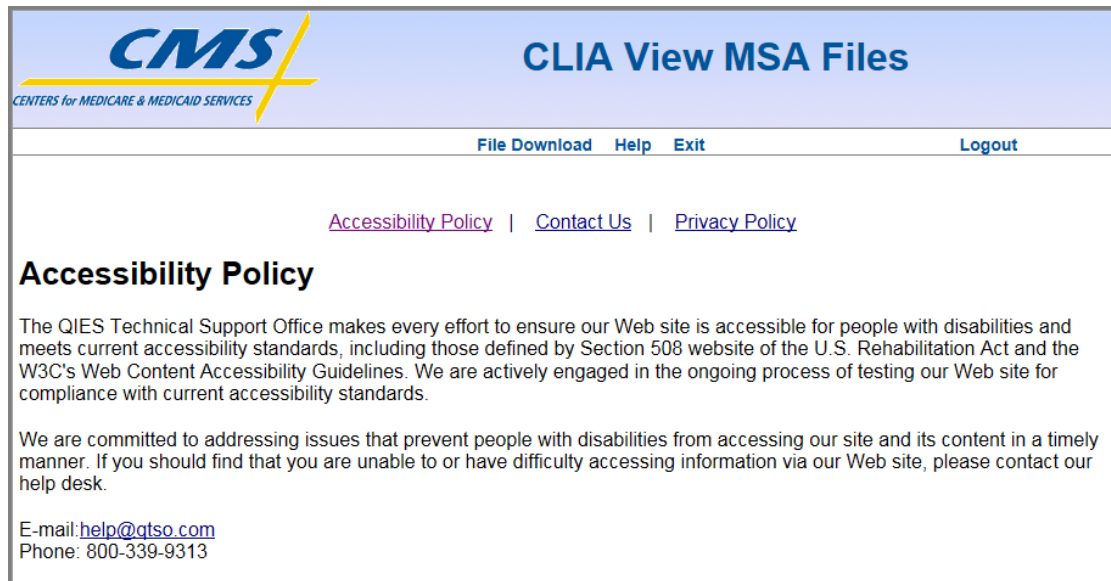
With focus on one of these links, press the Enter key to activate the link and access the associated page.

NOTE: Shortcut keys utilizing numbers function only with the numeric keys along the top of the keyboard. They do not function with the numeric keys in the “10-key” pad of the keyboard.

Accessibility Policy

The MSA Viewer **Accessibility Policy** page (Figure 9) outlines the MSA Viewer’s accessibility policy in regards to compliance with Section 508 of the U.S. Rehabilitation Act and the W3C’s Web Content Accessibility Guidelines.

Figure 9. MSA Viewer Accessibility Policy Page



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Accessibility Policy

The QIES Technical Support Office makes every effort to ensure our Web site is accessible for people with disabilities and meets current accessibility standards, including those defined by Section 508 website of the U.S. Rehabilitation Act and the W3C’s Web Content Accessibility Guidelines. We are actively engaged in the ongoing process of testing our Web site for compliance with current accessibility standards.

We are committed to addressing issues that prevent people with disabilities from accessing our site and its content in a timely manner. If you should find that you are unable to or have difficulty accessing information via our Web site, please contact our help desk.

E-mail: help@qtso.com
Phone: 800-339-9313

The **Accessibility Policy** page states the following:

“The QIES Technical Support Office makes every effort to ensure our Web site is accessible for people with disabilities and meets current accessibility standards, including those defined by Section 508 of the U.S. Rehabilitation Act and the W3C’s Web Content Accessibility Guidelines. We are actively engaged in the ongoing process of testing our Web site for compliance with current accessibility standards.

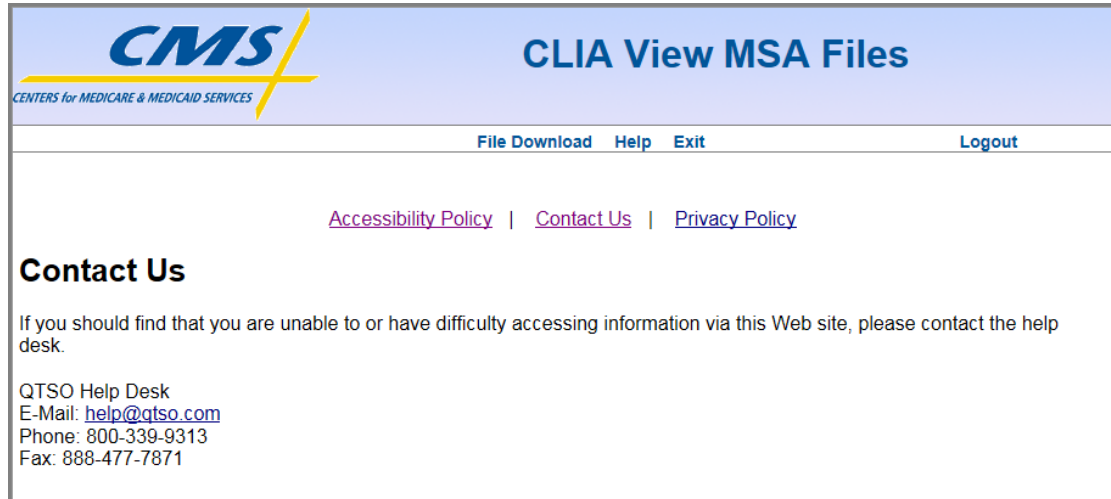
We are committed to addressing issues that prevent people with disabilities from accessing our site and its content in a timely manner. If you should find that you are unable to or have difficulty accessing information via our Web site, please contact our help desk.

E-mail: help@qtso.com
Phone: 800-339-9313”

Contact Us

The MSA Viewer **Contact Us** page (Figure 10) provides e-mail and telephone contact information for the QIES Technical Support Office (QTSO) Help Desk.

Figure 10. MSA Viewer Contact Us Page



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Contact Us

If you should find that you are unable to or have difficulty accessing information via this Web site, please contact the help desk.

QTSO Help Desk
E-Mail: help@qtso.com
Phone: 800-339-9313
Fax: 888-477-7871

The **Contact Us** page states the following:

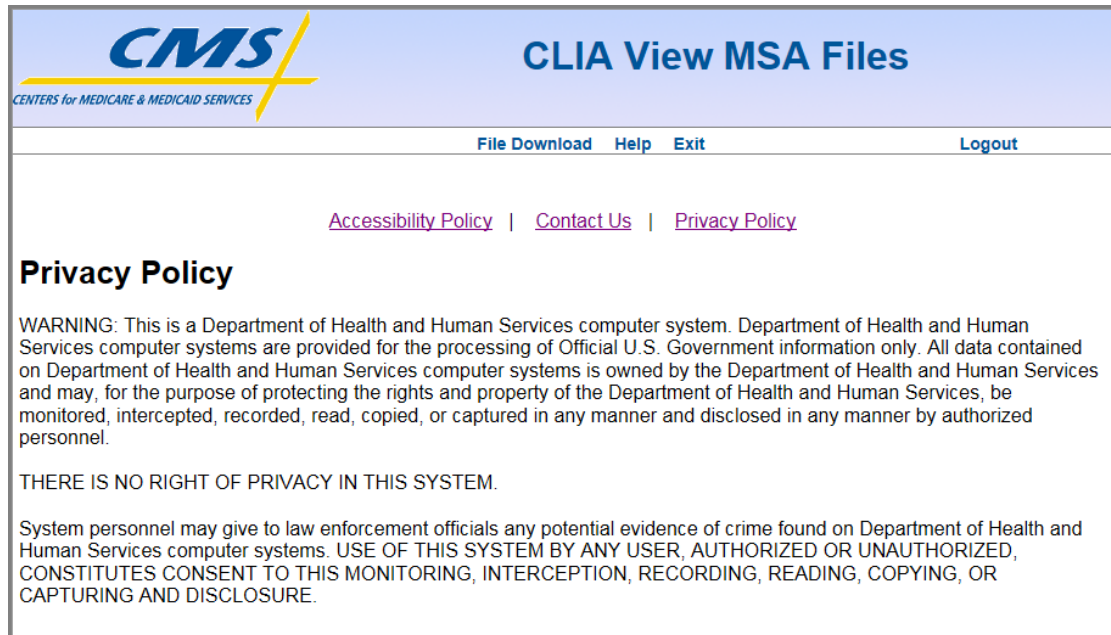
“If you should find that you are unable to or have difficulty accessing information via this Web site, please contact the help desk.

QTSO Help Desk
E-Mail: help@qtso.com
Phone: 800-339-9313
Fax: 888-477-7871”

Privacy Policy

The MSA Viewer Privacy Policy page (Figure 17) outlines the MSA Viewer's privacy policy.

Figure 11. CLIA MSA Viewer Privacy Policy Page



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Privacy Policy

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THERE IS NO RIGHT OF PRIVACY IN THIS SYSTEM.

System personnel may give to law enforcement officials any potential evidence of crime found on Department of Health and Human Services computer systems. USE OF THIS SYSTEM BY ANY USER, AUTHORIZED OR UNAUTHORIZED, CONSTITUTES CONSENT TO THIS MONITORING, INTERCEPTION, RECORDING, READING, COPYING, OR CAPTURING AND DISCLOSURE.

The **Privacy Policy** page states the following:

“WARNING: This is a Department of Health and Human Services computer system. Department of Health and Human Services computer systems are provided for the processing of Official U.S. Government information only. All data contained on Department of Health and Human Services computer systems is owned by the Department of Health and Human Services and may, for the purpose of protecting the rights and property of the Department of Health and Human Services, be monitored, intercepted, recorded, read, copied, or captured in any manner and disclosed in any manner by authorized personnel.

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TERMINOLOGY

Term	Acronym	Description / Definition
Automated Survey Processing Environment	ASPEN	The ASPEN Automated Survey Processing Environment system providing state-level secure data collection of healthcare provider demographic, surveillance, and certification information, with timely replication of required information into the national repository.
Clinical Laboratory Improvement Amendments	CLIA	Legislation establishing quality standards for laboratory testing.
Centers for Medicare and Medicaid Services	CMS	CMS provides direction and technical guidance for the administration of the Federal effort to plan, develop, manage, and evaluate health care financing programs and policies.
Central Office	CO	CMS Central Office.
Medicaid State Agency	MSA	CLIA Medicaid State Agency extract files are used to scrutinize Medicaid claims to ensure that billed laboratory services are authorized under a provider's CLIA certificate. MSA files are created weekly on Saturday mornings.