WVHIN Panel Processor Overview

v2.1.2026

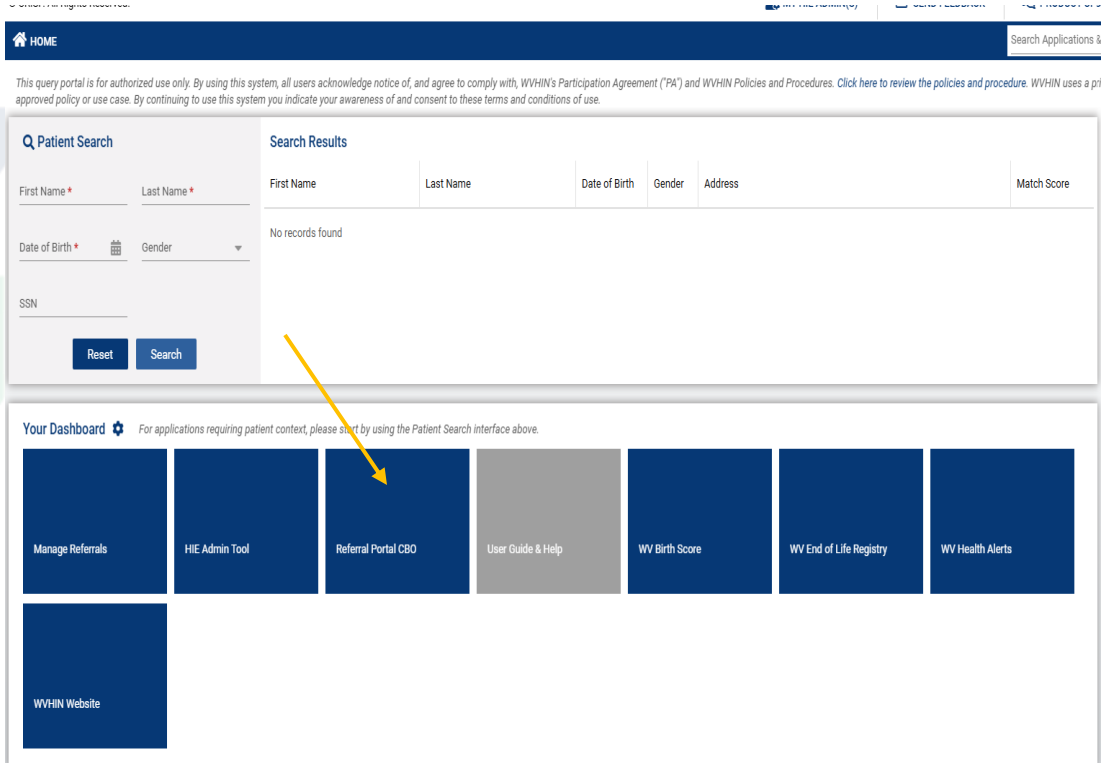
WEST VIRGINIA HEALTH INFORMATION NETWORK

Overview

- The Panel Processor application allows organizations to upload panels to the WVHIN. The application allows users to upload panels for various services, like the CSS Encounter Notification Delivery (CEND).
- Panels are lists or rosters of patients with whom you or your organization has a treatment relationship.
- CEND is a service that enables subscribers to receive real-time alerts when patients on their panel have a hospital encounter. Contact your Account Executive or email info@wvhin.org to learn more.

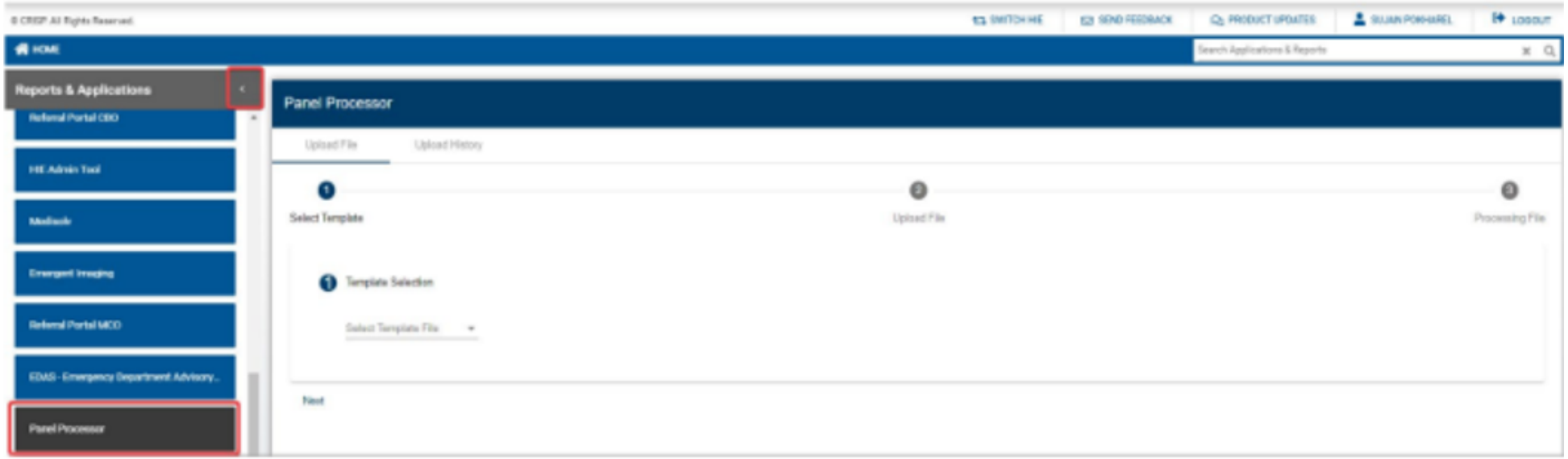
ACCESSING PANEL PROCESSOR

- Users access the Panel Processor application within the WVHIN Portal. To access the Panel Processor, users must:
  - Log into the WVHIN Portal with their username, password, and two-factor authentication credentials.
  - Click the ‘Panel Processor’ service tile from your dashboard to launch the application. Your dashboard will consist of all the services you have available to access. Each service displays on a tile.



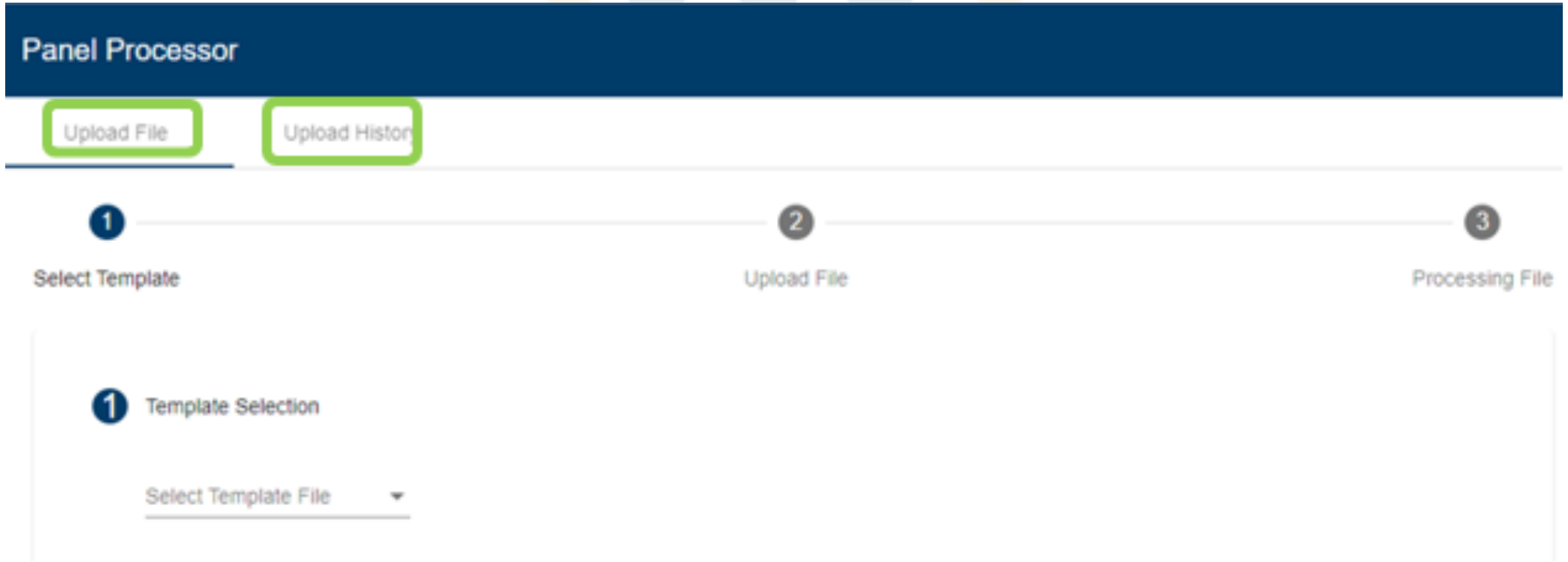
PANEL PROCESSOR HOME SCREEN

- The Panel Processor will display within a frame with the Menu toolbar on the left side and the Portal toolbar at the top of the screen.
- You can expand the screen by clicking the arrow next to ‘Reports & Applications’ to collapse the side toolbar.



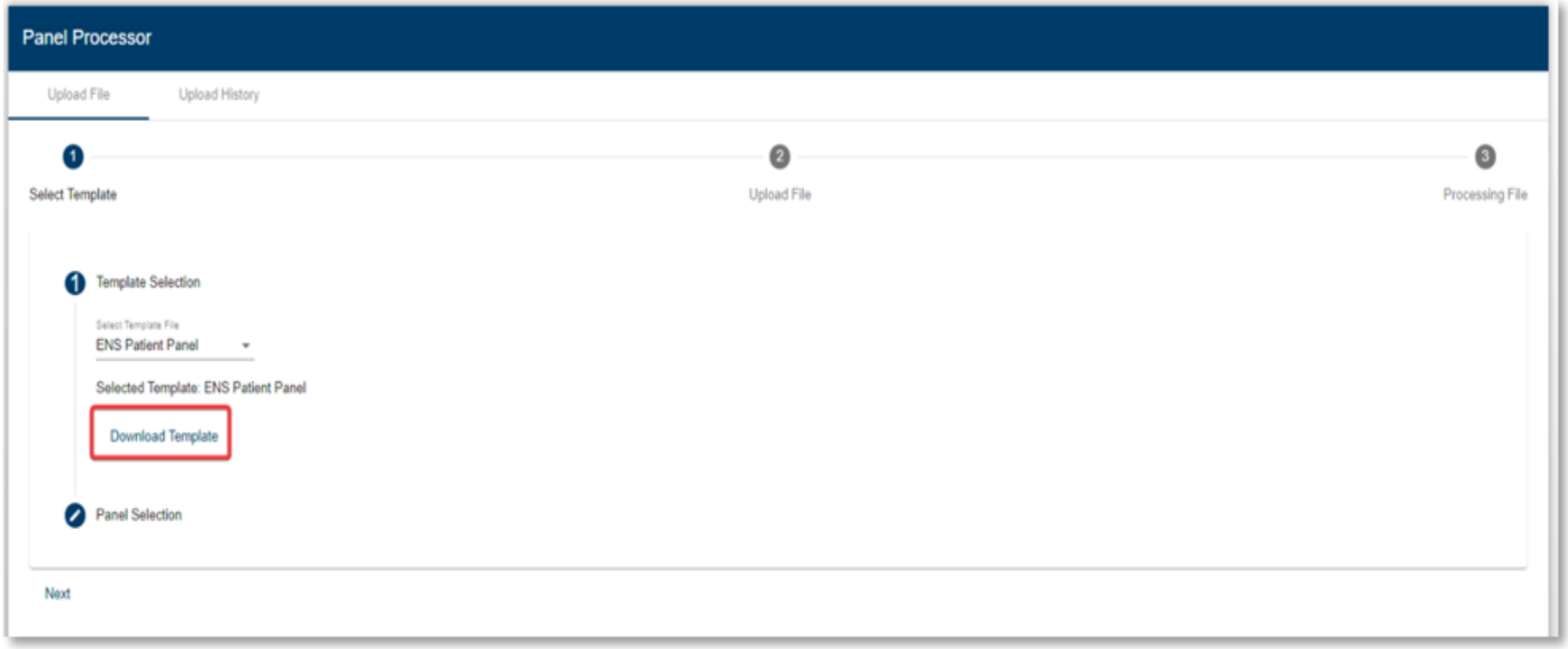
PANEL PROCESSOR HOME SCREEN

- There are two tabs within the Panel Processor Application – '**Upload File**' and '**Upload History**'. The 'Upload File' tab is where users can submit a panel following the process prompts. Users can view the results of Previous successful and unsuccessful upload attempts in the 'Upload History' tab.



TEMPLATES

- Templates are defined file formats with specific column fields and field data types. Users can download the required template here:



CSS Encounter Notification Delivery (CEND)

- CEND allows users to receive real-time alerts when patients on their panel have a hospital encounter.
- The CEND panel template contains the required and optional fields to submit for processing. The CEND panel template is titled ‘CEND Patient Panel’ and will download in .xlsx or excel workbook format.
- **However, each panel submission must be in a .csv file format.**

The file name of each submission must be in the following format:

[subscriber code]-1-z-MM-dd-yyyy

(i.e: Panel_DEMO-1-z-08-05-2022)

CEND PANEL TEMPLATE VALUES

Field Name	Required	Example Value	Notes
Group			
Member_Status		ADD	Values required for delta panels only
Patient_ID	x	999999	
First_Name	x	John	
Middle_Name		K	
Last_Name	x	Doe	
Name_Suffix		Mr.	
Address_1	x	33 main st	
Address_2		apt 45	Provide these values if available
City	x	baltimore	

CEND PANEL TEMPLATE VALUES

Field Name	Required	Example Value	Notes
State	x	MD	
Zip	x	21230	
Birthdate	x	12/31/1900	
Gender	x	M	
SSN		999-99-9999	Provide these values if available
Home_Phone		3025551212	
Work_Phone		3025551212	
Cell_Phone		3025551212	
Practice		Practice A	
Location		555 Healthy Way	
PCP		Dr. Smith	
NPI		1111111111	
TaxID		1111111111	
Insurance		Carefirst BCBS	

CEND PANEL TEMPLATE VALUES

ACO		ACO 1	
Account_Number		8888888	
CEND_Startdate		9/27/2015	
Care_Program		Healthy Care	
Care_Program_StartDt		10/1/2014	
Care_Program_EndDt		9/1/2015	
Care_Manager		John Doe	
Care_Manager_Phone		111-111-1111	
Care_Manager_Email		john.doe@practicea.com	
RiskScore1		20	
RiskMethodology1		HCC	
RiskScore2		24	
RiskMethodology2		Risk Score A	
Region		Montgomery County	
DirectEmail		abc@ainq.direct.org	
DocHaloID		123456	
Follow Up Date		9/20/2015	
Appointment Missed Date		9/5/2015	
Care_Alert		Patient may have experienced a controlled substance event on 9/6/2015 at hospital 4.	Values required for care alert panels
Assigning_Authority_Code		CEND Code	Values required for care alert panels

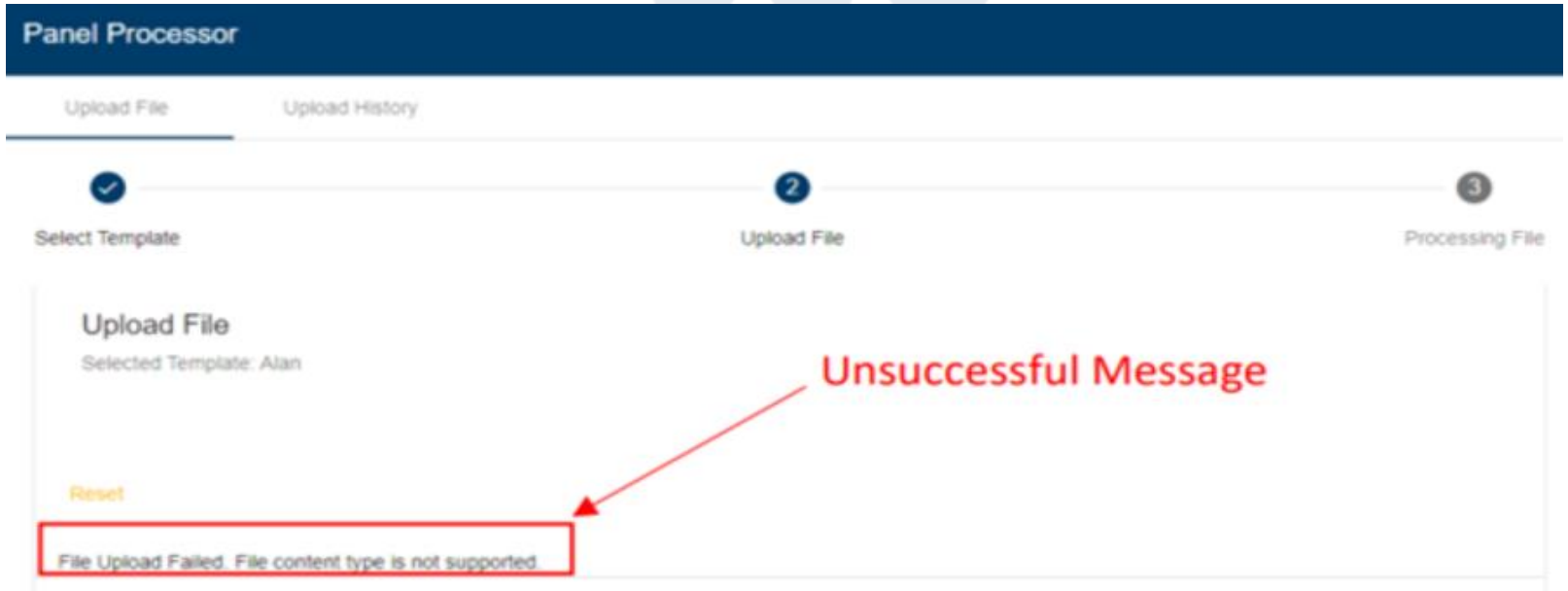
SUBMITTING A PANEL

To submit a panel through the Panel Processor a user must:

- **Select the template** titled ‘CEND Patient Panel’
- Panel Processor will prompt you to **select a panel** by name and source code
- Navigate to the ‘Upload File’ step by clicking ‘**Next**’, ‘**Upload File**’, or directly on the number two icon
- **Upload the completed file** by dragging or clicking the grey box on the screen
- Click ‘**Submit**’ to load the panel to the processor

Validation of Panel File

- The processor will now preform an initial check to validate the file type and file size. These checks take only a few seconds. File type must be csv, txt, or tsv. File size can be no larger than 100 MB.
- A successful file upload will advance the user to the ‘Processing File’ tab. While a failed upload will display an unsuccessful message on the screen.



Validation of Panel File

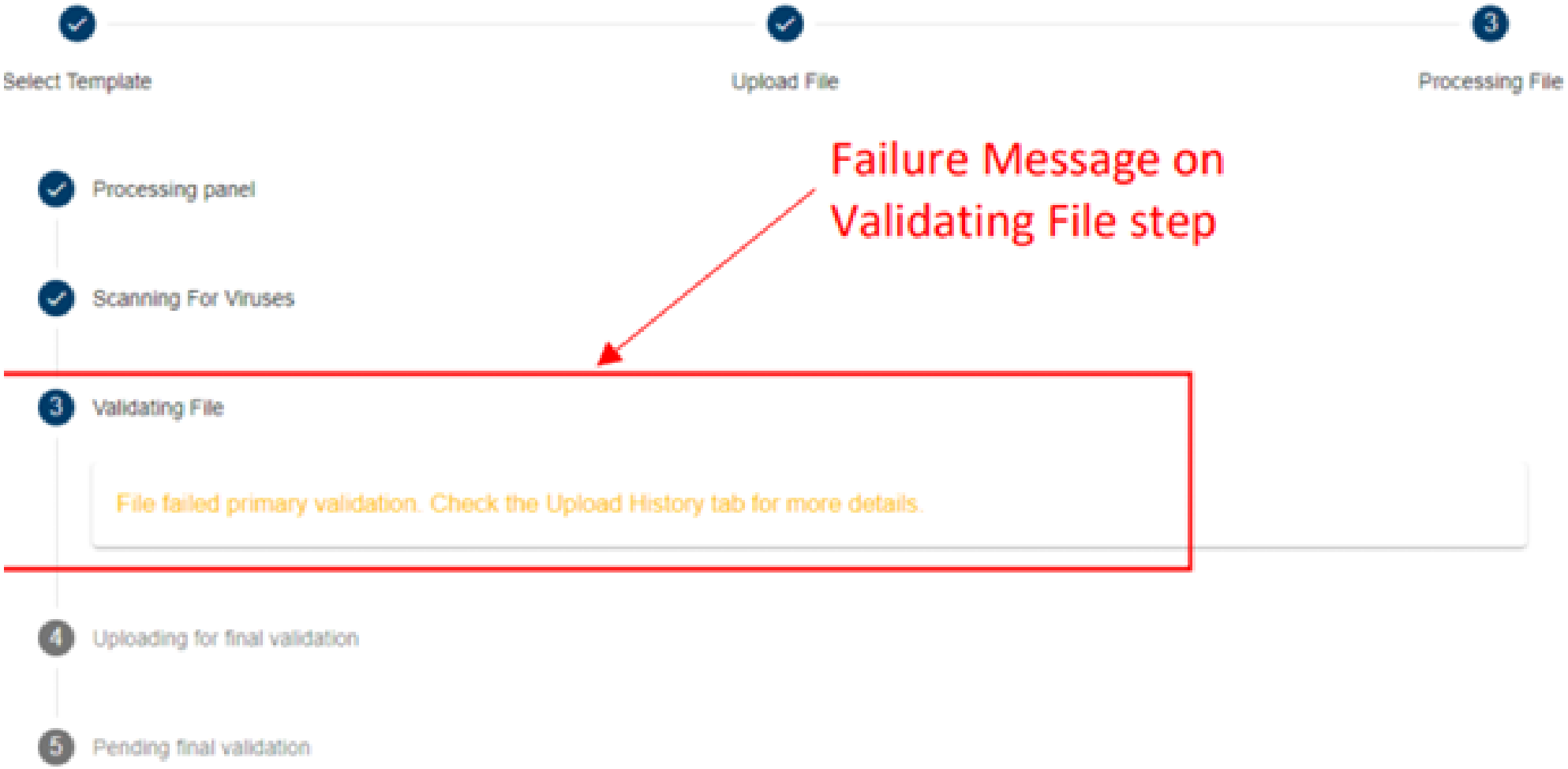
The steps the Panel Processor will take are the following:

1. Processing File – the processor will check to validate file type and file size
2. Scanning for Viruses – the processor will check for any viruses in the file
3. Validating File – the processor will confirm data within the file are correct to the template specifications

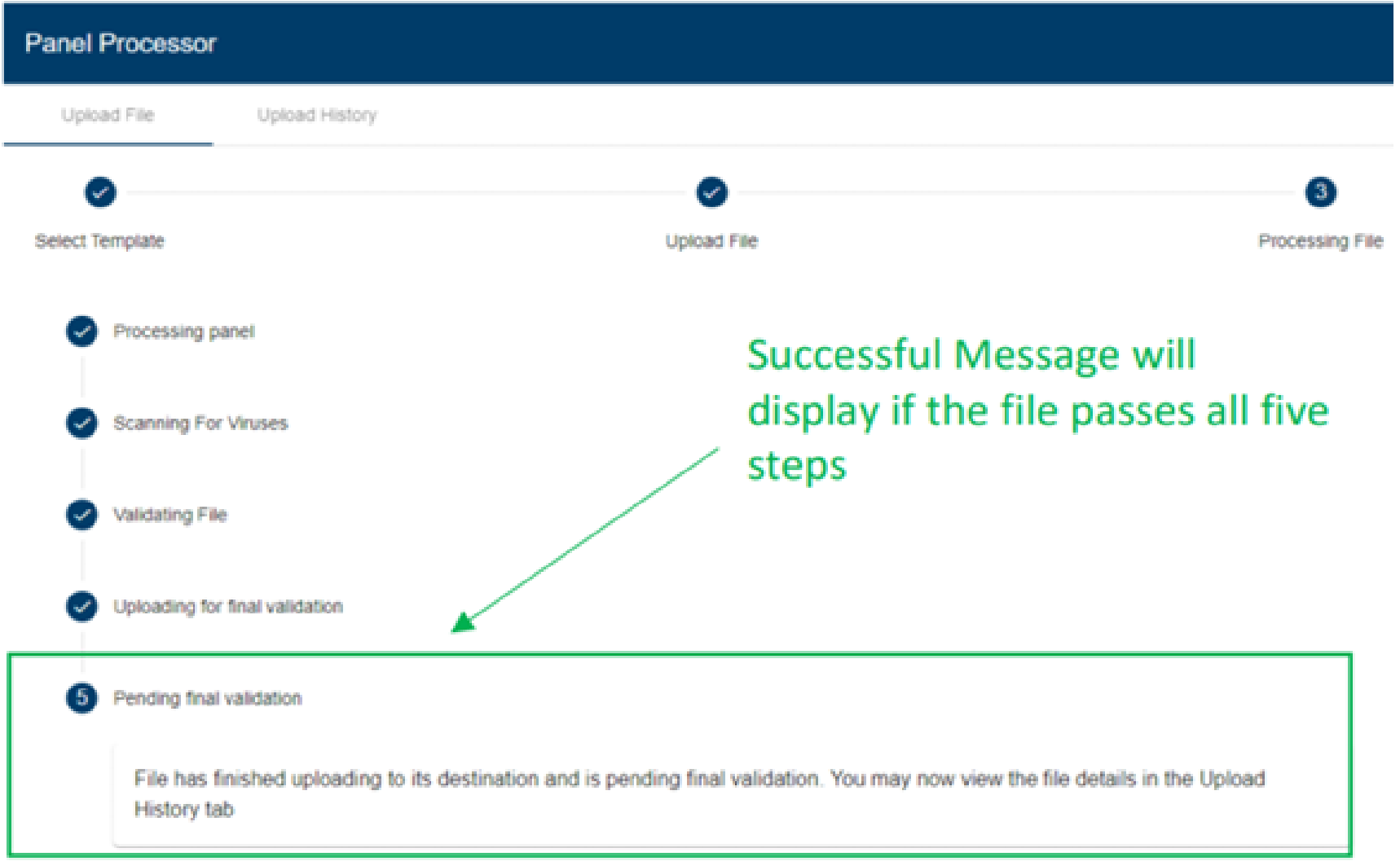
    a. If a file fails this step, users can view the error details in the 'Upload History' tab
    b. Even if one row fails out of one hundred rows, the whole file will fail to process

4. Uploading for Final Validation – the processor will send the file to database location
5. Pending Final Validation – the processor will confirm the file is received by the correct database successfully

Failure Message



Successful Message



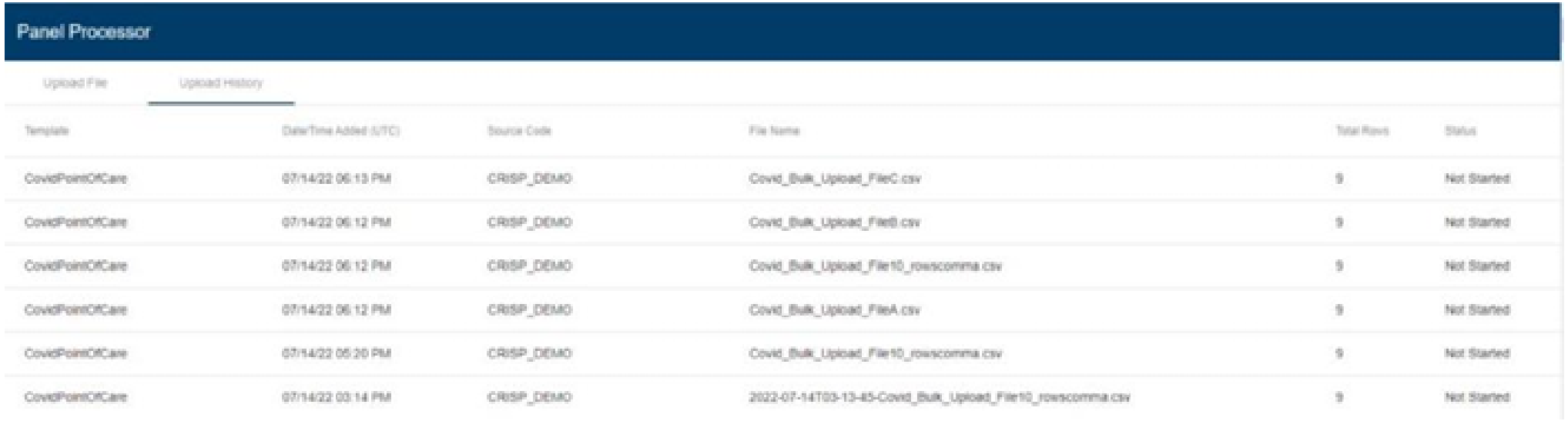
Upload History

- The ‘Upload History’ tab displays all file upload attempts which passed the initial check to validate the file type and size. In other words, the results of any attempt to upload a file where a user could view the ‘Processing File’ step will appear here.

- Users will primarily use the ‘Upload History’ tab to understand why a panel file failed the ‘Validating File’ step. However, this tab can also be helpful to view when you last uploaded a panel to a particular source code.

- The table on the ‘Upload History’ tab will contain a row for each file upload attempt. Each row contains the template used, the date and time of the attempted upload, the source code, the file name, the number of rows within the file, and file status.

Upload History

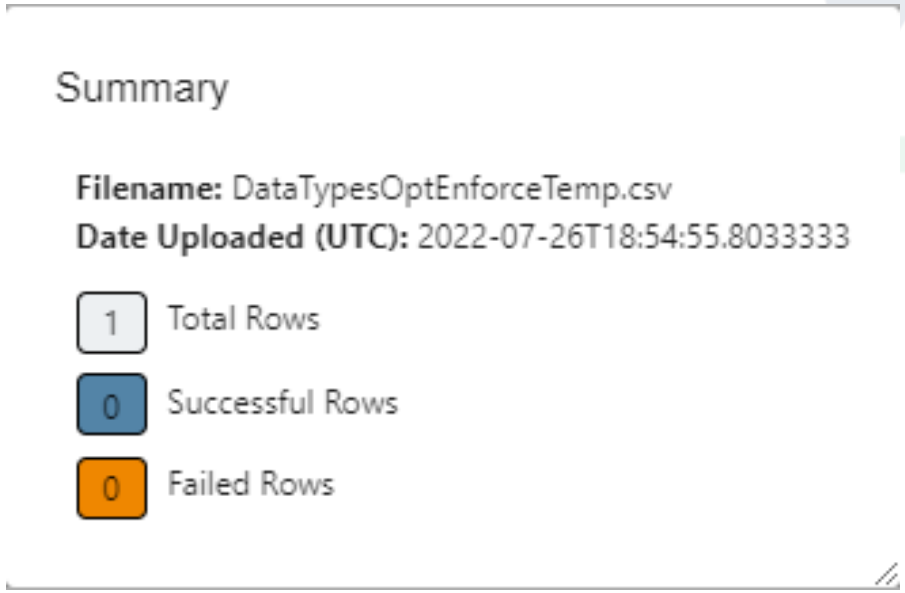


Status	Description
Not Started	Target service has not started processing the file
Processing	Processing of the file is underway
Error	There is an issue with the file. A support team member will reach out to explain and resolve the error.
Succeeded	Panel is now in use in the desired service

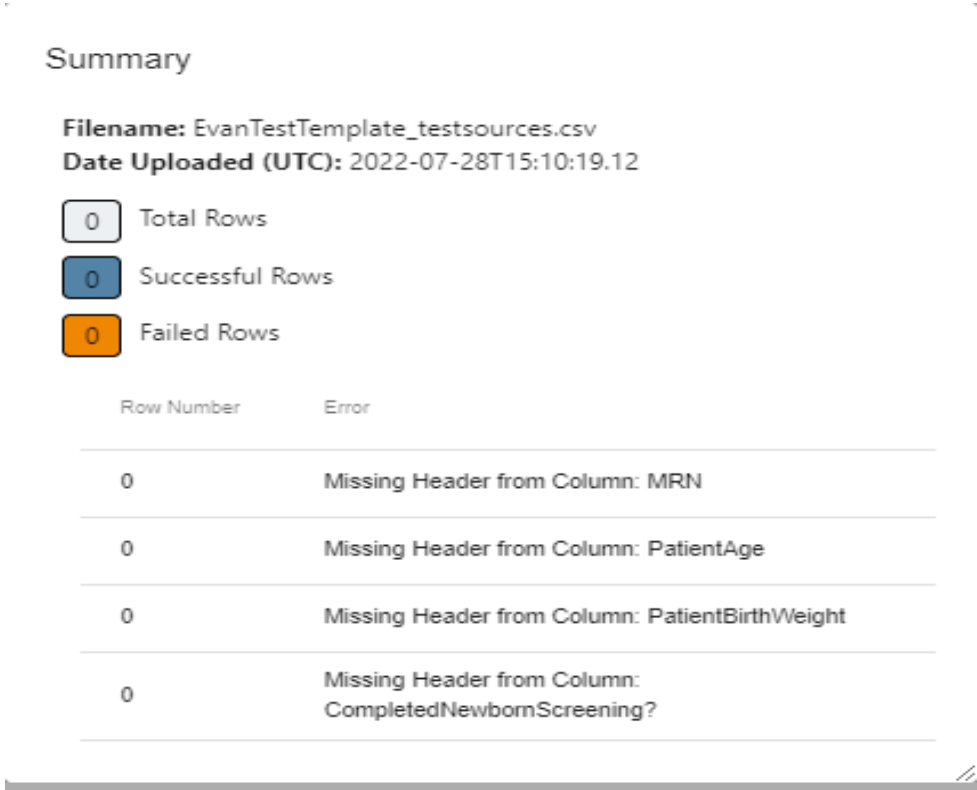
Upload History

►Users can click anywhere within a row to view additional details on the upload attempt. A popup box will appear displaying the number of total, successful, and unsuccessful rows. Failed rows will include an error message to assist the user in correcting for future submission attempts.

Successful:



Unsuccessful:



WVHIN Technical User Support :

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