



# COVID-19 Provider Portal User Guide

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## Introduction

The COVID-19 Provider Portal is a secure web survey that allows you to upload csv or excel files to fulfill your facility’s COVID-19 reporting requirements to the Minnesota Department of Health. We prefer a daily batch file for all types of reporting. You do not need login credentials to submit a file.

The data provided is important to help Minnesota Department of Health and the State of Minnesota understand the impact and trajectory of the COVID-19 pandemic and how best to allocate resources to mitigate the impacts on the health and wellbeing of Minnesotans.

## Directions for submitting COVID-19 reports

1. Open the survey: [COVID-19 Provider Portal \(https://redcap-c19.web.health.state.mn.us/redcap/surveys/?s=J3AH4M7W7D\)](https://redcap-c19.web.health.state.mn.us/redcap/surveys/?s=J3AH4M7W7D)
2. The following “Method of COVID-19 Reporting” options will display. Review the options and choose what best describes the file you are uploading by clicking the radio button.

**Method of COVID-19 Reporting**

**Select what best describes your method of COVID-19 Case Reporting:**

- Upload a daily batch of COVID-19 test results from your laboratory in a csv or excel file. (LAB reporting)
- Upload a daily batch of positive COVID-19 cases in a csv or excel file. (CASE reporting)
- Upload a daily batch of COVID-19 hospitalization information in a csv or excel file. (CASE reporting)
- Report positive COVID-19 case(s) individually. This option takes the form of a brief survey that allows you to directly report a new COVID-19 patient. (CASE reporting)
- Long-term care facilities: report individual cases in residents and staff. This option takes the form of a brief survey that allows you to directly report a new COVID-19 patient. (CASE reporting)

To help you identify the proper selection please review the following:

- a. If you are a laboratory submitting a daily batch file of all positive and negative COVID-19 test results, select “Upload a daily batch of COVID-19 test results from your laboratory in a csv or excel file.”
  - b. If you are a provider or hospital submitting a daily batch file with more information on positive cases, select “Upload a daily batch of positive COVID-19 cases in csv or excel file.” If you would like to provide information on positive cases individually, select “Reporting positive COVID-19 case(s) individually. This option takes the form of a brief survey that allows you to directly report a new COVID-19 patient.”
  - c. If you are a hospital submitting a daily batch file of hospitalization counts, select “Upload a daily batch of COVID-19 hospitalization information in a csv or excel file.”
  - d. If you are a long-term care facility submitting more information on positive cases, select “Long-term care facilities: report individual cases in residents and staff. This option takes the form of a brief survey that allows you to directly report a new COVID-19 patient.”
3. Depending on the type of data and information being submitted you may be prompted to complete the following fields, please type the following contact information, which may be used to notify the facility with any follow-up regarding the submitted report:
    - a. **Facility Name** – Type in the name of the facility submitting results. Please include the name of the health care system and specific location.
    - b. **Reporter Name** – Type in your first and last name.

- c. **Reporter Phone** – Type in a phone number where you can be reached. If we have questions about the data or formatting of the file, we will contact you.
  - d. **Report Email**– Type in the email address where you can be reached. If we have questions about the data or formatting of the file, we will contact you.
  - e. **Resubmission** – For a lab report that is a resubmission or correction to a previous report, select “Yes” and follow the prompt on text box that opens to give MDH information on the original file being resubmitted. (See more detailed instructions for this question under the section “Directions for submitting corrected COVID-19 LAB reports”). If the lab report submission is an original report, select “No.”
4. Depending on the type of report (e.g., below is for case reporting) you are submitting an example template and reporting key may display. Please review the template and reporting key to make sure your file is formatted correctly. The file must be a csv or excel file type. PDF files will be rejected

**Provider Batch Case Reporting**

**Before uploading your file, review the COVID-19 Patient Reporting Import Template and COVID-19 Patient Reporting Form key for correct file formatting.**

Attachment:  [COVID19PatientReporting\\_ImportTemplate\\_20201105.xlsm](#) (0.02 MB)

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**COVID-19 Patient Reporting Form Key**

Attachment:  [COVID-19 Case Reporting File Key\\_20201105.pdf](#) (0.83 MB)

5. Click **Upload file**. Locate the file by clicking **Browse** and searching for the file. Click **Upload file**.

**Upload a csv or excel file** [Upload file](#)  
\* must provide value

6. Click **Submit**.

**Submit**

7. You will be brought to the final screen that says, "Thank you for taking the survey."

**Close survey**

**Thank you for taking the survey.**


Have a nice day!

8. To retain a record of your submission, select **Download** at the bottom of the page, underneath "Have a nice day!".

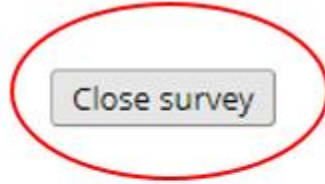
**Close survey**

**Thank you for taking the survey.**

Have a nice day!

**Download your survey response (PDF):**  **Download**

9. Click **Close survey**.



**Thank you for taking the survey.**

Have a nice day!

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## Checklist for provider portal users

To reduce errors and the need to resubmit corrected data or format, please review the following when submitting reports:

- Check that the template used is for the appropriate report
- Review the columns in the original template and check they are showing in file being submitted
- Ensure all required fields are complete
- Check the dates reflect test results being submitted and are updated

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## Directions for submitting corrected COVID-19 lab reports

**Note this is only for lab reporting and not case reporting**

Occasionally, a lab report may need to be resubmitted through the COVID-19 Provider Portal. MDH staff may reach out to a submitter when a REDCap survey was missing an uploaded file, an uploaded file could not be opened, or the file is missing critical data or contains incorrect data. It is important for data to be corrected and complete so that the appropriate follow up is done, if needed. Other times the submitting facility, not MDH, notices that an entire file or certain records within a file needs to be corrected and resubmitted to MDH. The guidance below covers both situations.

1. If **MDH staff** identifies a lab report that needs to be resubmitted: MDH staff will notify the reporting facility contact of the needed corrections via email or phone. A REDCap Record ID, and submission date of the original file or REDCap survey will be provided with steps to correct the report.
2. If the **reporting facility** identifies a lab report with incorrect or incomplete data needs to be resubmitted, they will notify MDH that a resubmitted file will be coming by sending an email to [Health.ELRmeaningfuluse@state.mn.us](mailto:Health.ELRmeaningfuluse@state.mn.us). The email should include the reporting facility name,

the name and date of the previous file submission with incorrect data, and the date corrected information will be submitted.

3. After making the needed corrections to patient records, please resubmit only the corrected records (and not the entire file) in a csv or excel file using the instructions in the “Directions for submitting COVID-19 reports” section above. **Files cannot be submitted through email for security purposes.** Under the Facility and Submitter Information, select “Yes” in response to “Is this lab report a resubmission or correction?” and enter the REDCap file or record ID information received from MDH staff if MDH alerted you to the need for resubmission:

Is this lab report a resubmission or correction?

Yes  
 No

A previous submission was identified as entirely inaccurate or partially inaccurate and needing to provide correct information

Enter REDCap file ID (record ID) if known, or original filename and submission date

21680

If you know the REDCap record ID of the previous submission, enter it here. If you do not know the record ID, enter the name of the original file being replaced and date it was submitted.

Figure 1. An example of a lab report resubmission or correction with the REDCap file ID listed.

If the submitter (and not MDH) originally noticed that some patient records need correction, you may not have a REDCap file ID for the original file. Please enter the name of the original file to be replaced and original submission date in the text box that opens when you select “yes.” Only include patient records that needed correcting in the resubmitted file.

Is this lab report a resubmission or correction?

Yes  
 No

A previous submission was identified as entirely inaccurate or partially inaccurate and needing to provide correct information

Enter REDCap file ID (record ID) if known, or original filename and submission date

Binax 1-25-21 submitted 1-25-21

If you know the REDCap record ID of the previous submission, enter it here. If you do not know the record ID, enter the name of the original file being replaced and date it was submitted.

Figure 2. An example of a lab report resubmission or correction with the original filename and submission date listed.

## Directions for retaining a copy of your submission

Some facilities are required or want to retain a record of the submissions they send to the Minnesota Department of Health. For this reason, there is an option after your submission has been submitted to download your response, which includes a date and time stamp. Please retain a copy for your records.

The option will display on the second page, next to “download your survey response (PDF).”

Close survey

**Thank you for taking the survey.**

Have a nice day!

Download your survey response (PDF):

 Download

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## Questions on submitting COVID-19 reports?

Minnesota Department of Health

MEDSS Operations

651-201-5414

[Health.ELRmeaningfuluse@state.mn.us](mailto:Health.ELRmeaningfuluse@state.mn.us)

[www.health.state.mn.us](http://www.health.state.mn.us)



Minnesota Department of Health | [health.mn.gov](http://health.mn.gov) | 651-201-5000

625 Robert Street North PO Box 64975, St. Paul, MN 55164-0975

Contact [health.communications@state.mn.us](mailto:health.communications@state.mn.us) to request an alternate format.