



ACK Message Guidance for Common Errors in CT WiZ

April 2020

The following table details the most common ACK message warnings and errors being generated by CT WiZ. The guidance is organized alphabetically by segment and provides information on how to resolve each error, a sample message or segment that has been properly configured or valued, and suggested resources where appropriate. If you receive an error that is not included in the table below, please refer to the other resources posted under the “Getting Started” section of the CT WiZ Portal for [EHR Data Exchange-HL7](#) or submit a request to the [CT WiZ Helpdesk](#). This document may be updated periodically if additional warnings become more common.

Segment	IIS Usage	Error	Severity	Resolution	Example	Resource(s)
NK1-4 Address	RE	ERR NK1^1^4^1^5 102^DataType Error^HL70357 W 4^Invalid value^HL70533^WEBIZ-720^Invalid Format.^L NumericPath: NK1[1].4[1].5	W	Value must be a valid zip code, or this field should be null or empty.	233 Masters Dr.^Hartford^CT^06105^US^H^HARTFORD	
NK1-5 Phone Number/Email Address	RE	ERR NK1^1^5^2^4 102^DataType Error^HL70357 W 4^Invalid value^HL70533^WEBIZ-720^Invalid Format.^L NumericPath: NK1[1].5[2].4	W	Value must be a valid and properly formatted email, or this field should be null or empty.	^NET^X.400^TINKERBELL@JOYLAND.COM	

Segment	IIS Usage	Error	Severity	Resolution	Example	Resource(s)
OBX-3.1 Observation Identifier	R	ERR 999^ApplicationError^HL70357 W 4^Invalid value^HL70533^IZ-23^If RXA-20 is valued "CP" or "PA" and the first occurrence of RXA-9.1 (Administration Note code) is valued "00" then the message SHALL include an OBX segment associated with the RXA with OBX-3.1 shall equal "64994-7" . This OBX will indicate the Patient Eligibility Category for Vaccine Funding Program.^L NumericPath:	W	OBX-3.1 should be sent with a valid CT WiZ code of 64994-7 when indicating the vaccine funding program eligibility for any administered or current immunization. To review a list of all valid codes for OBX-3.1, refer to the Resource(s) column.	OBX 2 CE 64994-7^Vaccine funding program eligibility category^LN 2 V02^Medicaid /Medicare Managed^HL70064 F 20200116	https://portal.ct.gov/-/media/Departments-and-Agencies/DPH/dph/infectious_diseases/immunization/EHR-HL7/CTWIZ_DELTA_GUI_DE.pdf?la=en CT WiZ Local Delta Implementation Guide for HL7 2.5.1 Page 9 "https://portal.ct.gov/DPH/Immunizations/CVP--Information-for-Providers#Vaccine Order and Inventory" Option: CVP Patient Eligibility Screening

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OBX-5 Observation Value: General	R	<p>ERR OBX^3^5^1 101^RequiredFieldMissing^HL70357 W 6^Required observation missing^HL70533^WEBIZ-723^Required Observation Missing - Warning^L NumericPath:OBX[3].5[1]</p> <p>ERR OBX^4^5^1 101^RequiredFieldMissing^HL70357 W 6^Required observation missing^HL70533^WEBIZ-723^Required Observation Missing - Warning^L NumericPath:OBX[4].5[1]</p>	W	OBX-5 is missing a required element for a vaccination administered by the clinic. OBX-5 directly relates to the value in OBX-3. Values in OBX-3 and OBX-5 must properly correspond.	<p>OBX 1 CE 64994-7^VACCINE FUND PGM ELIG CAT^LN 1 V01^NOT VFC ELIGIBLE^HL70064 F 20160721 VXC40^PER IMM^CDCPHINVS</p> <p>OBX 2 CE 30963-3^VACCINE FUNDING SOURCE^LN 2 PHC70^PRIVATE FUNDS^CDCPHINVS F 20160721</p> <p>OBX 3 CE 30956-7^VACCINE TYPE^LN 3 33^PNEUMOCOCCAL POLYSACCHARIDE PPV23^CVX F </p> <p>OBX 4 TS 29768-9^DATE VACCINE INFORMATION STATEMENT PUBLISHED^LN 3 20091006 F </p> <p>OBX 5 TS 29769-7^DATE VACCINE INFORMATION STATEMENT PRESENTED^LN 3 20160105 F </p>	<p>https://portal.ct.gov/-/media/Departments-and-Agencies/DPH/dph/infectious_diseases/immunization/EHR-HL7/CTWIZ_DELTA_GUI_DE.pdf?la=en CT WiZ Local Delta Implementation Guide for HL7 2.5.1 Page 9</p> <p>https://repository.immregistries.org/files/resources/5bef530428317/hl7_2_5_1_release_1_5_2_018_update.pdf HL7 Version 2.5.1 Implementation Guide for Immunization Messaging Page 92</p>

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OBX-5 Observation Value: Vaccine Funding Program Eligibility	R	ERR OBX^2^5^1 999^Application Error^HL70357 E 3^Illogical Value error^HL70533^WEBIZ-730^Financial Eligibility Age Limit Exceeded at the Immunization Level^L NumericPath: OBX[2].5[1]	E	HL7 vaccine program eligibility code V23 (317) should be sent for patients over 19 years of age that received a dose of publicly supplied vaccine. <i>Note: publicly supplied vaccine for patients 19+ are only offered at Local Health Departments and Federally Qualified Health Centers.</i>	OBX 2 CE 64994-7^Vaccine funding program eligibility category^LN 2 V23^317^HL70064 F 20200116	https://portal.ct.gov/-/media/Departments-and-Agencies/DPH/dph/infectious_diseases/immunization/EHR-HL7/CTWIZ_DELTA_GUI_DE.pdf?la=en CT WiZ Local Delta Implementation Guide for HL7 2.5.1 Page 13 “ https://portal.ct.gov/DPH/Immunizations/CVP--Information-for-Providers#Vaccine_Order_and_Inventory ” Option: CVP Patient Eligibility Screening
OBX-5 Observation Value: Vaccine Information Statement document type	R	ERR OBX^3^5^1 999^Application Error^HL70357 W 3^Illogical Value error^HL70533^IZ-36^If OBX-3.1 is 69764-9 and OBX-2 is CE then the value set for OBX-5 shall be PHVS_VISBarcodes_IIS. Note that PHVS_VISBarcodes_IIS uses values from the cdcgs1vis Coding System.^L NumericPath: OBX[3].5[1]	W	When OBX-2 is valued as “CE”, and OBX-3.1 is valued as “69764-9” (VIS Document Type), then OBX-5.3 must have a value of CDCGS1VIS.	OBX 1 CE 69764-9^Vaccine Information Statement Document Type^LN 1 253088698300005911120202^Hepatitis B VIS^cdcgs1vis F	https://repository.immregistries.org/files/resources/5bef530428317/hl7_2_5_1_release_1_5_2_018_update.pdf HL7 Version 2.5.1 Implementation Guide for Immunization Messaging Page 63

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OBX-5 Observation Value: Vaccine Information Statement Dates	R	ERR OBX^3^5^1 102^DataTypeError^HL70357 W 4^Invalid value^HL70533^WEBIZ-720^Invalid Format.^L NumericPath: OBX[3].5[1]	W	Date errors in OBX-5 relate directly to Vaccine Information Statements in OBX-3. When OBX-3 is either 29768-9 or 29769-7, OBX-5 must be populated with a valid, properly formatted date (YYYY[MM[DD[HHMM[SS[.S[S[S[S]]]]]]]]][+/-ZZZZ]).	OBX 4 TS 29768-9^DATE VACCINE INFORMATION STATEMENT PUBLISHED^LN 3 20091006 F OBX 5 TS 29769-7^DATE VACCINE INFORMATION STATEMENT PRESENTED^LN 3 20160105 F	https://www.cdc.gov/vaccines/hcp/vis/vis-dates.html Dates of Current and Past Vaccine Information Materials
OBX-5 Observation Value: Vaccine Information Statement Dates	R	ERR OBX^3^5^1 999^Application Error^HL70357 W 1^Illogical Date error^HL70533^WEBIZ-725^Illogical Date error^L NumericPath: OBX[3].5[1] ERR OBX^13^5^1 999^Application Error^HL70357 W 1^Illogical Date error^HL70533^WEBIZ-725^Illogical Date error^L NumericPath: OBX[13].5[1]	W	Date errors in OBX-5 relate to Vaccine Information Statements in OBX-3. OBX-5 date must not be in the future or too far in the past (before Jan 1, 1950).	OBX 2 DT 29768-9^Date Vaccine Information Statement Published^LN 1 20120202 F	
ORC-12 Ordering Provider	RE	ERR ORC^3^12^1^1 102^DataTypeError^HL70357 W 4^Invalid value^HL70533^WEBIZ-720^Invalid Format.^L NumericPath: ORC[3].12[1].1	W	When the “Identifier Type Code” or “Assigning Authority” is set to NPI, ORC-12 must be populated with a valid 10 digit NPI that exists in the table of known NPIs, otherwise this field should be null or empty.	1234567890^SMITH^ELLIOTT^J^^^^^CMS_NPPES^^^^NPI^ ^^^^^^MD	

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ORC 17 Entering Organization	X	ERR ORC^1^17^1^3 103^TableValueNotFound^HL70357 W 5^Table value not found^HL70533^WEBIZ-701^Table value not found^L NumericPath: ORC[1].17[1].3	W	CT WiZ will not load this field if it is included in the ORC segment of any incoming messages. This field should be sent null or empty.	N/A	
PD1-13 Protection Indicator Effective Date	X	ERR PD1^1^13^1 101^RequiredFieldMissing^HL70357 W 6^Required observation missing^HL70533^WEBIZ-738^Conditionally Required Observation Missing - Warning (Data Not Loading)^L NumericPath: PD1[1].13[1]	W	CT WiZ does not leverage the PD1 segment. PD1 should not be sent. If PD1 is sent, all fields should be sent null or empty.	N/A	
PID-11 Patient Address	RE	ERR PID^1^11^1 101^RequiredFieldMissing^HL70357 W 6^Required observation missing^HL70533^WEBIZ-737^Required Observation Missing - Warning (Data Not Loading)^L NumericPath: PID[1].11[1]	W	An incomplete address will not be loaded into CT WiZ. An address must contain at least Street Address and City to be considered valid.	233 Masters Drive^^Hartford^CT^06105^US^H^^HARTFORD	
PID-13 Phone Number - Home	RE	ERR PID^1^13^4 102^DataTypeError^HL70357 W 4^Invalid value^HL70533^WEBIZ-720^Invalid Format.^L NumericPath: PID[1].13[4]	W	A valid telephone number must include both a 3 digit number for the area code and a 7 digit number for the local number.	^PRN^PH^^^219^7562555~^NET^X.400^TINKERBELL@JOYLAND.COM	

Segment	IIS Usage	Error	Severity	Resolution	Example	Resource(s)
PID-15 Primary Language	O	ERR PID^1^15^1^1 101^Required FieldMissing^HL70357 W 6^Required observation missing^HL70533^WEBIZ-721^Conditionally Required Observation Missing - Warning^L NumericPath: PID[1].15[1].1	W	PID-15 is an optional coded value. This field should either be sent null or empty, or use a proper code from the HL7 User-defined Table 0296 – Language. PID-15.1, 15.2, and 15.3 must be properly valued when PID-15 is used.	PID 1 CHI^Chinese^HL70296 N	https://repository.immregistries.org/files/resources/5bef530428317/hl7_2_5_1_release_1_5_2_018_update.pdf HL7 Version 2.5.1 Implementation Guide for Immunization Messaging - Appendix A Page 38
RXA-3 Date/Time Start of Administration	R	ERR RXA^1^3^1^1 999^ApplicationError^HL70357 W 2001^Conflicting Administration Date and Expiration Date^HL70533^AIRA-DV-BR-118^Vaccination Encounter Date should not be after the lot number expiration date^L NumericPath: RXA[1].3[1].1	W	Vaccination Encounter Date should not be after the lot number expiration date. On very rare occasions this may reflect what actually happened during the clinical encounter. This should be an exception to the rule. If this error is seen repeatedly, it may indicate that the Vaccination Encounter Date and Expiration Date are not being transmitted in the correct fields.	N/A	

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RXA-3 Date/Time Start of Administration	R	<p>ERR RXA^1^3^1^1 999^Application Error^HL70357 W 3^Illogical Value error^HL70533^AIRA-DV-BR-130^Vaccine dose given before the minimum patient age or after the maximum patient age^L NumericPath: RXA[1].3[1].1</p> <p>ERR RXA^2^3^1^1 999^Application Error^HL70357 W 3^Illogical Value error^HL70533^AIRA-DV-BR-130^Vaccine dose given before the minimum patient age or after the maximum patient age^L NumericPath: RXA[2].3[1].1</p>	W	<p>Vaccine doses should not be given before the minimum patient age or after the maximum patient age. On rare occasions this may reflect what actually happened during the clinical encounter. This should be an exception to the rule.</p> <p>If this error is seen repeatedly, it may indicate that training is needed for those in the clinic who prescribe and/or administer.</p>	N/A	<p>https://www.cdc.gov/vaccines/schedules/index.html ACIP Immunization Schedules</p>
RXA-5 Administered Code	R	<p>ERR RXA^1^5^1 999^Application Error^HL70357 W 3^Illogical Value error^HL70533^AIRA-DV-BR-121^Administered vaccinations coded with an unspecified CVX code^L NumericPath: RXA[1].5[1]</p>	W	<p>Administered vaccinations must be coded with a currently supported CVX code. Unspecified CVX codes should never be used when RXA-9 is 00^NEW IMMUNIZATION RECORD.</p>	<p>RXA 0 1 20140301 20140301 08^Hep B, ped/adol^CVX 999 00^NEW IMMUNIZATION RECORD^NIP001 PR^^PR CP A 20141120</p>	<p>IIS: Current HL7 Standard Code Set CVX – Vaccines Administered https://www2a.cdc.gov/vaccines/IIS/IISStandard/s/vaccines.asp?rpt=cvx</p>

Segment	IIS Usage	Error	Severity	Resolution	Example	Resource(s)
RXA-6 Administered Amount	R	<p>ERR RXA^1^6^1 999^Application Error^HL70357 W 3^Illogical Value error^HL70533^WEBIZ-501^Internal Parser Conformance Violation Occured^L NumericPath: RXA[1].6[1]</p> <p>ERR RXA^2^6^1 999^Application Error^HL70357 W 3^Illogical Value error^HL70533^WEBIZ-501^Internal Parser Conformance Violation Occured^L NumericPath: RXA[2].6[1]</p> <p>ERR RXA^2^6^1 999^Application Error^HL70357 W 4^Invalid value^HL70533^WEBIZ-904^Dosage must be a positive number. Data will not be stored.^L NumericPath: RXA[2].6[1]</p>	W	<p>RXA-6 is a required field and must be properly valued. RXA-6 is the volume of vaccine that was administered. Use “999” if the amount is not recorded or unknown. Do not use a zero or send null/empty. Value must be a positive number.</p>	<p> 2.0 </p> <p>Or</p> <p> 999 </p>	

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RXA-10 Administering Provider	RE	<p>ERR RXA^1^10^1^1 103^TableValueNotFound^HL70357 5^Table value not found^HL70533^WEBIZ-701^Table value not found^L NumericPath: RXA[1].10[1].1</p> <p>ERR RXA^2^10^1^1 103^TableValueNotFound^HL70357 5^Table value not found^HL70533^WEBIZ-701^Table value not found^L NumericPath: RXA[2].10[1].1</p>	I	<p>RXA-10 is the provider who administered the immunization. When RXA-9 is 00^NEW IMMUNIZATION RECORD, RXA-10 is required. When the “Identifier Type Code” or “Assigning Authority” is set to NPI, RXA-10.1 must be populated with a valid 10 digit NPI that exists in the table of known NPIs.</p> <p>Note: this field should be empty if the immunization record is transcribed from a historical record.</p>	<p>RXA 0 1 20140730 08^HEPB-PEDIATRIC/ADOLESCENT^CVX .5 mL^mL^UCUM 00^NEW IMMUNIZATION RECORD^NIP001 1234567890^Smith^Janet^^^^^^NPPES^^^NPI^^^^^^^^^MD ^^^DE000001 0039F 20200531 MSD^MERCK^MVX CP A</p>	
RXA-11 Administered At Location	RE	<p>ERR RXA^2^11^1^4^1 999^ApplicationError^HL70357 3^Illogical Value error^HL70533^WEBIZ-708^Take Ownership Of Patient Will Not Occur - RXA-11^L RXA-11 (AdministeredAtLocation): Take Ownership of Patient set to false for facility [CT0037]. Vaccination will be created/updated but owning facility/clinic for the patient will not be changed.</p>	I	<p>The ability for a facility to assume ownership of a patient is determined by an administrative setting that must be configured by CT WiZ staff/administrators. This is an informational error that 1) acknowledges the receipt of the patient/vaccination(s) reported, and 2) informs that ownership will not be transferred to the reporting facility.</p>	N/A	

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RXA-21 Action Code	RE	<p>ERR RXA^1^21^1 103^TableValue NotFound^HL70357 W 5^Table value not found^HL70533^WEBIZ-701^Table value not found^L NumericPath: RXA[1].21[1]</p> <p>ERR RXA^1^21^1 999^ApplicationError^HL70357 W 3^Illogical Value error^HL70533^WEBIZ-501^Internal Parser Conformance Violation Occured^L NumericPath: RXA[1].21[1] Internal Parser Error: Field too long</p>	W	<p>There are only three possible values that can be used in RXA-21: A (Add) D (Delete) U (Update)</p> <p>The field must contain one of these acceptable values or be sent null or empty.</p>	<p>RXA 0 1 20140730 08^HEP B- PEDIATRIC/ADOLESCENT^CVX .5 mL^mL^UCUM 00^NEW IMMUNIZATION RECORD^NIP001 1234567890^Smith^Janet^^^^^^NPPES^^^NPI^^^^^^^MD ^^^DE000001 0039F 20200531 MSD^MERCK^MVX CP A</p>	<p>https://repository.immregistries.org/files/resources/5bef530428317/hl7_2_5_1_release_1_5_2_018_update.pdf HL7 Version 2.5.1 Implementation Guide for Immunization Messaging - Table 0323, Appendix A Page 40</p>
RXR-1 Route of Administration	R	<p>ERR 999^ApplicationError^HL70357 W 3^Illogical Value error^HL70533^WEBIZ-501^Internal Parser Conformance Violation Occured^L NumericPath:</p>	W	<p>RXR-1 is required when RXA-9 is 00^NEW IMMUNIZATION RECORD. RXR-1 should be populated with a proper code from HL7 Table 0162. RXR-1.1, 1.2, and 1.3 must be properly valued when RXR-1 is used.</p>	<p>RXR C28161^Intramuscular^NCIT LD^Left Deltoid^HL70163 </p>	<p>https://repository.immregistries.org/files/resources/5bef530428317/hl7_2_5_1_release_1_5_2_018_update.pdf HL7 Version 2.5.1 Implementation Guide for Immunization Messaging - Table 0162, Appendix A Page 9</p>
RXR-2 Administrative Site	RE	<p>ERR RXR^2 999^ApplicationError^HL70357 W 3^Illogical Value error^HL70533^AIRA-DV-BR-119^Route and Site contradiction^L NumericPath: RXR[2]</p>	W	<p>RXR-2 should be populated with a proper code from HL7 Table 0163. RXR-2.1, 2.2, and 2.3 must be properly valued when RXR-2 is used. Otherwise this field should be null or empty.</p>	<p>RXR C28161^Intramuscular^NCIT LD^Left Deltoid^HL70163 </p>	<p>https://repository.immregistries.org/files/resources/5bef530428317/hl7_2_5_1_release_1_5_2_018_update.pdf HL7 Version 2.5.1 Implementation Guide for Immunization Messaging - Table 0163, Appendix A Page 10</p>