

CRGC Transmit File Policy

The Cancer Registry of Greater California developed the following policy to clarify the receipt of transmit files.

Mandatory Requirements

Transmit files must be received via our GoAnywhere Secure website. If we receive transmit files via email, they will be rejected and the submitter will be reminded to send them through our secure website.

Password protected transmit files will be rejected. The submitter will be given a grace period to deliver an unencrypted transmit file to us. We do not provide technical support to assist with unencrypting files.

Transmit File Best Practices

Compressing or Zipping: Transmit files are compressed (“Zipped”). Compressing, or Zipping, transmit files has the benefit of providing a single, smaller package to upload to the secure server.

Naming Convention: Transmit files are named according to the California Cancer Registry’s (CCR) [Volume II](#), Section II.4 Data Transmittal Format file naming guidelines. This includes having the year in the file name.

Frequency: Create the largest transmit file 1 or 2 business days *before the end of the month*. There is not a limit to the number of transmit files a facility can send each month. If your facility has more than 100 cases a month then we recommend that files are submitted weekly or bi-monthly.

File Verification of Receipt

Summary Reports: The CRGC currently sends out a *Transmit File Summary Report* via email within the first 5 business days of the month to the person known to send transmit files. The CRGC uses this report as a *written verification of receipt of New Case file(s)*. A facility has **3 business days** to review the *Transmit File Summary Report* and advise the CRGC of any discrepancies. If we receive an “Out of Office” reply from our email, then we expect the recipient to review the report 3 business days after their message shows they are returning.

Missing files or Incorrect Case Counts: *If there are missing files or incorrect counts, you must notify us via email. Do not resend a missing file until instructed to do so.* You are welcome to check the secure folder where you uploaded the file to see if it is still on our secure server (transmit files are purged after 6 months so if it is already there then we missed uploading it).

If identified in a timely manner, the CRGC will use the date the file was created as the date of receipt.

Important Reminders When Creating Files: There are 2 important factors to understand when a problem arises when creating a transmit file.

1. If a file is created but the submitter is unable to send it, communicate the issue to the CRGC as soon as you can. Send an email to the contacts listed on the CRGC Transmit File Policy website and wait. **Do not send the file until you receive a response with instructions from us.** We need

to perform certain functions outside of our normal processing routine to process the file with the proper receipt date. If you send the file without telling us then it will become part of our regular processing and be loaded with the actual date received.

2. If you encounter a problem with your software and cannot create a file, communicate the issue to the CRGC as soon as you can. Send an email to contacts listed on the CRGC Transmit File Policy website with an explanation of the action you are taking to resolve the issue. You are more likely to be granted Timeliness clemency if you keep us apprised of the resolution progress. We may ask your software vendor representative to provide a short explanation of the problem if they were involved with the resolution.

Timeliness

The CCR has a timeliness metric that it uses to determine whether a facility is reporting their cases according to the facility's reporting caseload. This metric uses the number of months between the date the patient was first seen at the facility (Date of First Contact) and the Date Received by the CRGC. This calculation is not dependent upon the actual day of receipt. According to the CCR Timeliness calculation, a file received on the first of the month will result in the same count of timeliness months as a file received during the middle of the month, or on the last day of the month.