DHSS MODROP
Frequently Asked Questions
Updated April 4, 2022

1. **Should Local Public Health Agencies (LPHAs) enter positive COVID-19 cases into MODROP?**

   No, LPHAs should enter COVID-19 case data directly into EpiTrax. For more information on the EpiTrax disease surveillance system, visit the EpiTrax website.

2. **Does MODROP send case information to my local public health agency?**

   Designated staff at LPHAs are able to access EpiTrax. Information from MODROP is ingested into EpiTrax. MODROP reports without any issues will immediately load into the EpiTrax system. Validations are in place within MODROP to minimize reporting issues. If a record does have issues that require staff review, it will typically be processed within 24 hours. There may be slight delays over weekends, holidays, times of extremely high volume, or during occurrence of technical issues.

   DHSS encourages LPHAs that are currently asking providers in their community to notify them separately to reach out and let them know this is no longer necessary because of the upgraded system.

3. **Will the COVID-19 cases submitted to MODROP be assigned by jurisdiction?**
   Case data submitted through MODROP will flow into EpiTrax which assign cases by jurisdiction according to the patient county identified in the submission.

4. **Where do I report a positive COVID-19 case?**

   - All entities performing their own COVID-19 testing should enter positive case information into MODROP unless they are reporting using one of the alternative methods listed below.
     - Reporting laboratory tests via the National Healthcare Safety Network (NHSN) or the Association of Public Health Laboratories (APHL) Informatics Messaging Services (AIMS) Platform
     - Reporting laboratory tests to Missouri DHSS via HL7
     - Reporting laboratory tests to Missouri DHSS via CSV
   - All entities ordering COVID-19 tests from an external laboratory should enter positive case information into MODROP.

Submitters preferring to send records in bulk via HL7 or CSV should contact the EpiTrax Help Desk at EpiTrax@health.mo.gov in order to be onboarded for bulk reporting. The EpiTrax Help Desk e-mail account is monitored from 8AM-5PM CST Monday-Friday.

5. **What happened to the congregate facility reporting system?**

   The congregate facility reporting system was removed and replaced by the Electronic COVID-19 Case Reporting system, which now utilizes MODROP.

6. **I currently fax/email a copy of the CD-1 to my LPHA after sending it to DHSS. Will I now have to do both?**

   LPHAs and Regional Epidemiologists will have access to the information submitted in MODROP by using EpiTrax (see question 1). Providers may wish to contact their LPHA to ensure this is sufficient to fulfill any local reporting requirements.

7. **What data elements are required to submit a case report in MODROP?**

   Required elements are identified with an asterisk (*). All other data elements are not required or allow an "unknown" option. MODROP will display error messages and will not allow the report to be submitted until all required fields are completed.

8. **Is there a way to print or save what I have submitted?**

   - Once the report has been submitted, a PRINT REPORT button will appear near the top of the screen. This button allows the user to print the form or save it as a PDF.
   - Once a user is logged in, the Dashboard button in the upper left provides a line list of submitted records.
     - The user may click on the patient name to view the report.
     - The user may use the search criteria near the top of the screen to narrow the list to reports of interest.

9. **Is there a user guide available for the system?**

   A step-by-step user guide is available at
   https://modropdev.health.mo.gov//files/Online_Reporting_Portal_User_Guide.pdf or by clicking the Online Reporting Portal User Guide link at the top of the MODROP screen.

10. **How do I submit reports of conditions other than COVID-19?**

    Reports of other reportable conditions may be faxed to 573-751-6417.

11. **My organization runs a large number of COVID-19 tests, so it is very time-consuming for us to enter cases one-by-one in MODROP. Is there a way I can submit a bulk file of cases?**

    Data submitters wishing to transition to bulk reporting of COVID-19 cases via HL7 or CSV should reach out to the EpiTrax Help Desk at epitrax@health.mo.gov. The EpiTrax Help Desk e-mail account is monitored from 8AM-5PM CST Monday-Friday.

12. **I am having issues logging into MODROP. How can I get assistance?**

    Please reach out to the EpiTrax Help Desk at epitrax@health.mo.gov. The EpiTrax Help Desk e-mail account is monitored from 8AM-5PM CST Monday-Friday.

13. **I forgot my password. How can I reset it?**

    Please reach out to the EpiTrax Help Desk at epitrax@health.mo.gov. The EpiTrax Help Desk e-mail account is monitored from 8AM-5PM CST Monday-Friday.

14. **I need to report a COVID-19 case in which the person was not tested but meets the probable case definition due to symptoms and exposure. MODROP will not allow me to submit the case without a test result. How can I report this case?**

    Please complete a CD-1 form and fax it to 573-751-6417. Links to CD-1 forms in Adobe PDF and Microsoft Word formats are available at https://health.mo.gov/living/healthcondiseases/communicable/communicabledisease/index.php.

15. **My entity sends COVID-19 data to NHSN. Do I need to submit cases through MODROP?**

    No. Organizations performing COVID-19 testing that are reporting lab tests via the National Healthcare Safety Network (NHSN) do not need to submit data to DHSS. NHSN sends Missouri data to DHSS.

16. **My entity sends COVID-19 data to AIMS. Do I need to submit cases through MODROP?**

    No. Organizations performing COVID-19 testing that are reporting lab tests via the Association of Public Health Laboratories (APHL) Informatics Messaging Services (AIMS) Platform do not need to submit data to DHSS. AIMS sends Missouri data to DHSS.

17. **I accessed the MODROP website for the first time and need to register, but I do not see a registration button.**

   The recommended browser for use of MODROP is Google Chrome. Other browsers may cause issues with MODROP.