



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Contract Health Services/ Management Information System

(ACHS)

Installation Guide and Release Notes

Version 3.1 Patch 21 May 2012

Office of Information Technology (OIT)
Division of Information Resource Management
Albuquerque, New Mexico

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1.0 Release Notes

This patch is NOT cumulative of previous patches to this version. It is required to be installed at the Area and patch 20 be installed prior.

Patch 18 is cumulative, so if patches have not been kept up to date, install patch 18 then install patch 19, 20 and 21.

1.1 Description of changes:

- Area office changes:
 - Combined Area options for EOBR FI processing and splitout
 - Combined Area options for Facility processing and splitout
 - Updated parameter option to reflect new fields
 - Added testing for consolidation and splitout, if splitout was not completed will request confirmation of running consolidation
 - Added new path fields for processing files for UFMS, EOBR's and Facilities.
 - New Field: 301 IMPORT PATH-FACILITY FILES –Enter directory to import files from, default is RPMS site file import file path field
 - New Field: 302 EXPORT PATH UFMS FILES Enter directory to create UFMS file default is /usr/spool/chsdata OR c:\usr\spool\chsdata
 - New Field: 303 EXPORT PATH-FAC EOBR FILES Enter directory to export Facility EOBR files, default is RPMS site file export file path field
 - New field for sending files to the facilities. Some facilities reside on the Area server and will not be sent anywhere.
 - Added a prompt to allow re-processing a file if already processed.
 - Removed all references to tape back-ups
- Displaying a PO, added space after blood quantum
- SCC are not required for tribal sites, added test for parameter
- Duplicate document removal, added test for dangling indexes to be removed.
- In Denial Add option the Insurance Display will now only display based on the DOS.
- Denial Reason if Alt Resource entered twice caused an error
- Denial Reason edit multiple changes on editing reasons
- Print Denial Letters pulling the wrong pointer, now using plan name instead of insurer and printing suffix for Medicare number.

2.0 Installation Notes

Prefix: ACHS
Current Version: 3.1

2.1 Contents of Distribution

File	Description		
achs0310.21k	KIDS file		
achs0310.21n	Notes file		
achs0310.21o.pdf	User Guide Addendum		
achs0310.21i.pdf	Installation instructions		
achs0310.21_AreaOffice.zip	Files for Area Office Installation of Windows Scripts Contents include: achs0310.21_MakeDirs.bat achs0310.21_MoveEOBRFile.bat achs0310.21_winchsdata.vbs achs0310.21_winchseobrdata.vbs achs0310.21_winchsftpepo_fi.bat BCBSTEST.ini		

2.2 Required Resources

- CONTRACT HEALTH MGMT SYSTEM v 3.1 Patch 20
- VA FileMan 22 or higher
- VA Kernel 8 patch 1017
- IHS Dictionaries (Patient) AUPN V 99.1 patch 16
- IHS Dictionaries (Pointers) AUT V98.1 patch 20
- Taxonomy ATX V5.1

AREA only requirement:

- Version 3.1 SENDTO SCRIPT
- SecureFX Version 6.5 or higher

Facility only requirements:

- Lexicon 2.0
- AICD 3.51 patch 7

Note: Referred Care Information system V4 patch 2 if using CHS/RCIS link

3.0 RPMS Installation Instructions

3.1 KIDS Installation

- 1. This is a KIDS Install. Use the Installation options on the KIDS menu.
- 2. Load the Distribution into KIDS using option 1 on the KIDS Installation menu. The distribution was released in a file named achs0310.21k.
- 3. Verify the load using option 2 on the KIDS Installation menu.
- 4. Consider using options 3 and 4 on the KIDS Installation menu to print and compare the Transport.
- 5. Install the distribution using option 6 on the Installation menu.
- 6. For results, read the generated MailMan message, or use the KIDS "Install File Print" option to view/print the "ACHS*3.1*21" entry.
- 7. The post-install routine, ACHS3121, will deliver a patch installation mail message to local users that hold the ACHSZMENU, XUMGR, XUPROG, or XUPROGMODE security key.
- 8. For Area Offices and Tribes that are sending FI files directly:
 - a. Use the Edit Area Office CHS Parameters menu option to update the new parameters for detailed description. See the *User Guide Addendum achs0310.21o.pdf*.
- 9. For Area Offices with Windows operating, review Section 4.0 for additional information.

4.0 Area Office - Windows Scripts Installation

4.1 CHS Files transfer preparation and testing

Before you begin installation, you will need to do the following:

- 1. Acquire account information from the FI. This could take 3 or 4 days.
- 2. Download the SecureFX installation file (SFX674_IHS.msi for 32 bit systems, SFX674-x64_IHS.msi for 64-bit systems).
- 3. Uninstall any previous version of SecureFX by selecting **Control Panel** and then selecting **Add/Remove Programs** option.
- 4. Then use these steps to install SecureFX on a client workstation.
 - a. You can either perform a silent install as follows:

Msiexec /qn /I "<full_path_to_sfx674_xxx-IHS.msi>" /lvoicewarmup "C:\temp\installlog.txt"

- b. Or you can follow the instructions provided in this document to perform a manual install (see Appendix A:)
- 5. Prepare the session file to connect to the FI
 - a. Open a command prompt and navigate to the following location: %Appdata%\Vandyke\Config\sessions.
 - b. Copy the BCBSTest.ini file to this location and modify the username and password as mentioned in the section below.

4.2 Preparing the directories for CHS files

1. Run the following command from a command prompt.

achs0310.21 MakeDirs.bat

- 2. This script creates the following directories
 - C:\usr\spool\chsdata\EOBR **All EOBR files received
 - C:\usr\spool\chsdata\EPO **All EPO files merged into one file for transfer
 - C:\usr\spool\chsdata\EPOV **All EPOV files received
 - C:\usr\spool\chsdata\xmitted **All EPO files transmitted and renamed, all EOBR files received and renamed.
 - C:\usr\spool\chsdata\ufms *UFMS files

- C:\IHS\ACHS ** All CHS command transfer files and log files
- 3. Copy the following files to the C:\IHS\ACHS directory:
 - achs0310.21_winchsftpepo_fi.bat
 - achs0310.21_winchsdata.vbs
 - achs0310.21 winchseobrdata.vbs
 - achs0310.21_MakeDirs.bat
 - achs0310.21_MoveEOBRFile.bat
- 4. Schedule tasks to check for extracts Windows 2008 and Windows 2003
- 5. Copy the session file to %AppData%\VanDyke\Config\Sessions directory. Further instructions on settings are available below.

4.3 Information on files and contents

By default, these scripts will be installed on the C: drive under the 'C:\IHS\ACHS' directory. Modify the following fields outlined and in red within the scripts below to your specific site.

4.3.1 File: achs0310.21_winchsftpepo_fi.bat

Each time this script runs, it first checks to see if there is a file starting with chsbcs* in the C:\usr\spool\chsdata directory. These are files that are prepared and consolidate data from all extracts created prior to transfer as an EPO. If such a file exists, it will be deleted. The next step it runs is to check if there are any extracts. If there are extracts in the C:\usr\spool\chsdata directory, the script creates a listing in the datasetlist.txt file and then begins to remove the header and footer in the file(s). Then the achs0310.21_winchsdata.vbs file is launched. It should be scheduled to run every 30 minutes. For additional information on the command line syntax, please review Section 4.4.2.

Be sure to change any account references (U2.A99) to the new account for the site receiving this installation. Also, be sure to make necessary changes in the Session file, such as username and password, in order to connect to the appropriate account at the FI. These session files names are shown below using the file name BCBSTest.

```
rem This script renames chsfi data and then uses secure ftp to send the data files
to bcbs
rem Written by Robert D. Sierra for IHS 5/1/2011 Modified by Fernando Weber
7/28/2011
C:
IF EXIST C:\usr\spool\chsdata\chsbcs* goto processdata
ELSE
exit
:processdata
dir /w /b C:\usr\spool\chsdata\chsbcs* > C:\IHS\ACHS\datasetlist.txt
```

```
C:
cd \usr\spool\chsdata

rem This loop removes the header and footer.
FOR /F %%c in (C:\IHS\ACHS\datasetlist.txt) DO (
   findstr /V " / " %%c > c:\IHS\ACHS\newname.txt
        copy c:\IHS\ACHS\newname.txt C:\usr\spool\chsdata\%%c
   )

C:\IHS\ACHS\achs0310.21_winchsdata.vbs
exit
```

Figure 4-1: Sample of winchsftpepo_fi.bat file

4.3.2 File: achs0310.21_winchsdata.vbs

This script sets the variables at the top of the script and then sets the variable for running SecureFX and transferring a file to the FI. There are special settings needed because the FI uses an operating system called MVS. The connection is made to the FI and places the EPO file in the directory. Once the connection is closed, the files in the achs0310.21_winchsdata.vbs are only launched by achs0310.21 winchsftpepo fi.bat.

Be sure to change any account references (U2.A99) to the new account for the site receiving this installation. Be sure to make necessary changes in the Session file, such as username and password, in order to connect to the appropriate account at the FI. These session files names are shown below using the file name BCBSTest.

```
Dim strLine, objFSO, objFile, strTmp, WshShell, CHSFile, EPOLoc
set WshShell = WScript.CreateObject("WScript.Shell")
Set objFSO=CreateObject("Scripting.FileSystemObject")
Set objFile=objFSO.OpenTextFile("C:\IHS\ACHS\achs0310.21_datasetlist.txt",1)
Do While Not objFile.AtEndOfStream
  strLine=objFile.ReadLine
       ChsFile="C:\usr\spool\chsdata\"& strLine
  EPOLoc="C:\usr\spool\chsdata\EPO\IHS.U2.A99.EPO.G0001V00"
  objFSO.CopyFile "C:\usr\spool\chsdata\"& strLine,
"C:\usr\spool\chsdata\EPO\IHS.U2.A99.EPO.G0001V00"
  strTmp = "SFXCL.exe /Command " & """SITE DCBDSN='MODEL.DSCB'""" & " /Command " &
"""SITE RECFM=FB LRECL=80 BLKSIZE=0""" & " /Log
C:\IHS\ACHS\achs0310.21_winchssenddata.log /DefaultType ascii
C:\usr\spool\chsdata\EPO\IHS.U2.A99.EPO.G0001V00 /S:type=a /BCBSTUCS
""'IHS.U2.A99.EPO(+1)'"""
    ' file should be named IHS.U2.A99.EPO(+1) <-- The U2.A99 is the site number and
the (+1) means the bcbs server will increment and append a value.
     WshShell.Run strTmp
    WScript.Sleep(50000)'waiting for transfer to complete.
     objFSO.MoveFile "C:\usr\spool\chsdata\"&strLine&"",
"C:\usr\spool\chsdata\xmitted\"
```

```
loop
objFile.Close
```

Figure 4-2: Sample of achs0310.21_winchsdata.vbs file

4.3.3 File: achs0310.21_winchseobrdata.vbs

This script sets the variables at the top of the script and then sets the connection variables. This script is scheduled to run every hour.

The first connection is made and tries to pick up an EOBR file. If an EOBR is picked up, the script will run again to pick up any remaining EOBRs until there are no more. With each connection, the files are renamed and an ACK file is placed on the FI server acknowledging receipt. Once all EOBRs have been received, another Connection is made to pick up an EPOV file. The same function is performed to check for multiple EPOVs and then acknowledging receipt to the FI. There will be as many as four connections or more made per hour.

Be sure to change any account references (U2.A99) to the new account for the site receiving this installation. Also, be sure to make necessary changes in the Session file, such as username and password, in order to connect to the appropriate account at the FI. These session files names are shown below using the file name BCBSTUCS.

```
'AUTHOR: Robert D. Sierra for IHS 6/15/2011
'Modified by Fernando Weber 4/4/2012
' Original Verion: 1.0 Robert Sierra 6/15/2011 -
          Version 1.1 Fernando Weber -
          Version 1.2 Fernando Weber - 4/4/2012 - Added ability to check for
multiple files at FI.
'This script logs into the bcbs MVS server and copies down the latest IHS dataset
'Note BCBS must be contacted first for account creation before a site will be
active.
'Option Explicit
'On error resume next
Dim strEOBR, strEPOV, objStdOut, WshShell, objFSO, curDT, curTM, SysDate, ackEOBR,
ackEPOV
Dim GN, OrigEOBR, OrigEPOV, EOBRExist, EPOVExist, EOBRPath, EPOVPath, LoopCheck,
EOBRFileExist, EPOVFileExist
Set objStdOut = WScript.StdOut
Set WshShell = WScript.CreateObject("WScript.Shell")
Set objFSO = CreateObject("Scripting.FileSystemObject")
'Run the if statement here to check for the next generation
OrigEOBR="'IHS.U2.A99.EOBR.G000"&GN&"V00'"
OrigEPOV="'IHS.U2.A99.EPOV.G000"&GN&"V00'"
ShEOBR="U2.A99.EOBR.G000"&GN&"V00"
ShEPOV="U2.A99.EPOV.G000"&GN&"V00"
```

```
EOBRPath="C:\usr\spool\chsdata\EOBR\" & ShEOBR
EPOVPath="C:\usr\spool\chsdata\EPOV\" & ShEPOV
EOBRExist="C:\usr\spool\chsdata\EOBR\U2.A99.EOBR.G"&GN&"V00"
strEOBR = "SFXCL.exe" & " /Log C:\IHS\ACHS\achs0310.21_winchseobrdata"&GN&".log
/DefaultType ascii /S:type=a /BCBSTEST "& OrigEOBR & " C:\usr\spool\chsdata\EOBR\"
strEPOV = "SFXCL.exe" & " /Log C:\IHS\ACHS\achs0310.21_winchseobrdata"&GN&".log
/DefaultType ascii /S:type=a /BCBSTEST "& OrigEPOV & " C:\usr\spool\chsdata\EPOV\"
ackEOBR = "SFXCL.exe /Log C:\IHS\ACHS\achs0310.21_winchseobrdata"&GN&".log" & "
/Rename /S /BCBSTEST " & OrigEOBR & " 'IHS.U2.A99.EOBR.R"&curDT&".T"&curTM&"'"
acKEPOV = "SFXCL.exe /Log C:\IHS\ACHS\achs0310.21_winchseobrdata"&GN&".log" & "
/Rename /S /BCBSTEST " & OrigEPOV & " 'IHS.U2.A99.EPOV.R"&curDT&".T"&curTM&"'"
EOBRFileExist="N"
LoopCheck=1
Do While LoopCheck < 9
   OrigEOBR="'IHS.U2.A99.EOBR.G000"&GN&"V00'"
    ShEOBR="U2.A99.EOBR.G000"&GN&"V00"
    EOBRPath="C:\usr\spool\chsdata\EOBR\" & ShEOBR
    EOBRExist="C:\usr\spool\chsdata\EOBR\U2.A99.EOBR.G"&GN&"V00"
    strEOBR = "SFXCL.exe" & " /Log C:\IHS\ACHS\achs0310.21_winchseobrdata"&GN&".log
/DefaultType ascii /S:type=a /BCBSTEST "& OrigEOBR & " C:\usr\spool\chsdata\EOBR\"
    ackEOBR = "SFXCL.exe /Log C:\IHS\ACHS\achs0310.21_winchseobrdata"&GN&".log" & "
/Rename /S /BCBSTEST " & OrigEOBR & " 'IHS.U2.A99.EOBR.R"&curDT&".T"&curTM&"'"
    WshShell.Run strEOBR
    WScript.Sleep(40000)
    if objFSO.FileExists(EOBRPath) then
         SysDate = NOW()
         curDT = ToJulian(SysDate)
          curTM = TimeHHMMSS
          EOBRFileExist = "Y"
          objFSO.MoveFile EOBRPath,
"C:\usr\spool\chsdata\EOBR\bcbseob.001."&curDT&""&curTM&""
          ackEOBR = "SFXCL.exe / Log C:\IHS\ACHS\achs0310.21_winchseobrdata" \&GN\&".log" \& "SFXCL.exe / Log C:\IHS\ACHS\achs0310.21_winchseobrdata" &GN\&".log" & "SFXCL.exe / Log C:\IHS\ACHS\achs0310.21_winchseobrdata" & "SFXCL.exe / Log C:\IHS\A
/Rename /S /BCBSTEST " & OrigEOBR & " 'IHS.U2.A99.EOBR.R"&curDT&".T"&curTM&"'"
          wshShell.Run ackEOBR
          WshShell.Run ("C:\IHS\ACHS\achs0310.21_MoveEOBRFile.bat")
          WScript.Sleep(40000)
          GN=GN+1
         LoopCheck=LoopCheck+1
          else
          Exit Do
    end if
loop
'=====EPOV section=====
GN=1
LoopCheck=1
Do While LoopCheck < 9
    OrigEPOV="'IHS.U2.A99.EPOV.G000"&GN&"V00'"
    Shepov="U2.A99.Epov.G000"&GN&"V00"
    EPOVPath="C:\usr\spool\chsdata\EPOV\" & ShEPOV
    EPOVExist="C:\usr\spool\chsdata\EPOV\U2.A99.EPOV.G"&GN&"V00"
    strEPOV = "SFXCL.exe" & " /Log C:\IHS\ACHS\achs0310.21_winchseobrdata"&GN&".log
/DefaultType ascii /S:type=a /BCBSTEST "& OrigEPOV & " C:\usr\spool\chsdata\EPOV\"
    ackEPOV = "SFXCL.exe /Log C:\IHS\ACHS\achs0310.21_winchsepovdata"&GN&".log" & "
/Rename /S /BCBSTEST " & OrigEPOV & " 'IHS.U2.A99.EPOV.R"&curDT&".T"&curTM&"'"
    WshShell.Run strEPOV
```

```
WScript.Sleep(40000)
  if objFSO.FileExists(EPOVPath) then
    SysDate = NOW()
    curDT = ToJulian(SysDate)
    curTM = TimeHHMMSS
     EPOVFileExist = "Y'
     objFSO.MoveFile EPOVPath,
"C:\usr\spool\chsdata\EPOV\bcbsepov.001."&curDT&""&curTM&""
    ackEPOV = "SFXCL.exe /Log C:\IHS\ACHS\achs0310.21_winchsepovdata"&GN&".log" & "
/Rename /S /BCBSTEST " & OrigEPOV & " 'IHS.U2.A99.EPOV.R"&curDT&".T"&curTM&"'"
    WshShell.Run ackEPOV
    WScript.Sleep(40000)
    GN=GN+1
    LoopCheck=LoopCheck+1
    else
    Exit Do
  end if
loop
'=====date and time
Function GetFormattedDate
 strDate = CDate(Date)
 strDay = DatePart("d", strDate)
 strMonth = DatePart("m", strDate)
 strYear = DatePart("yyyy", strDate)
 If strDay < 10 Then
  strDay = "0" & strDay
 End If
 If strMonth < 10 Then
   strMonth = "0" & strMonth
 GetFormattedDate = strYear & strMonth & strDay
End Function
Function TimeHHMMSS()
   Dim retv, d
   d = Now
   retv = Right("00" & Hour(d), 2) & Right("00" & Minute(d), 2) & Right("00" &
Second(d), 2)
   TimeHHMMSS = retv
End Function
'======julian date function
Function ToJulian(SysDate)
  If Not IsDate(SysDate) Then
      ToJulian = "0000000"
       Exit Function
  End If
Dim strResult, strDays
  strResult = CStr(Year(SysDate))
  strDays = DateDiff("d", "1/1/" & strResult, SysDate) + 1
  strDays = Right("000" & strDays, 3)
ToJulian = strResult & strDays
End Function
```

Figure 4-3: Sample of winchseobrdata.vbs file

4.4 Scheduling the scripts

4.4.1 Windows Version 2008:

- 1. Ensure that the user is logged in under the Windows Systems Administrator account.
- 2. Open **Scheduled Tasks** located in the **Control Panel**.

(Click the **Start** Menu, select **Control Panel**, select **Administrative Tools**, and double click **Task Scheduler**).

3. Under the **General** tab, enter the Name and description of the task.

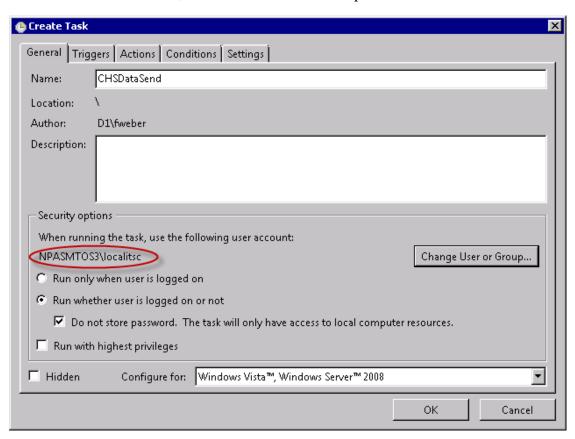


Figure 4-4: Task Scheduler screen

- 4. Make sure to change the user or Group to a local system account (System).
- 5. Under the **Triggers** tab, create a new trigger (be sure to create the trigger for a future time).

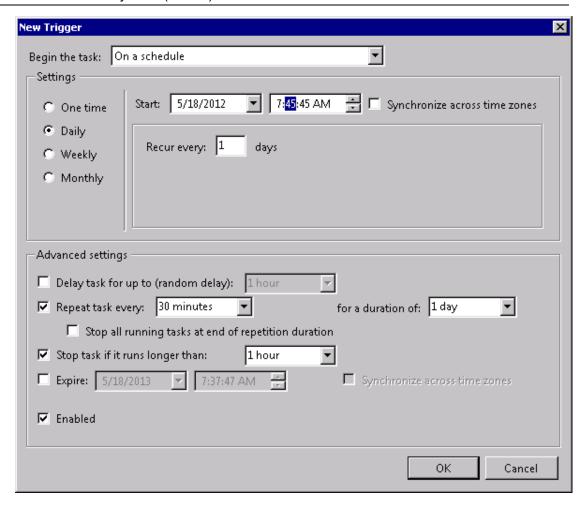


Figure 4-5: Task Scheduler – Create New Trigger Screen

6. Under the **Actions** tab, create a new action as shown in Figure 4-6.

Be sure to use the path where the program actually resides on your system:

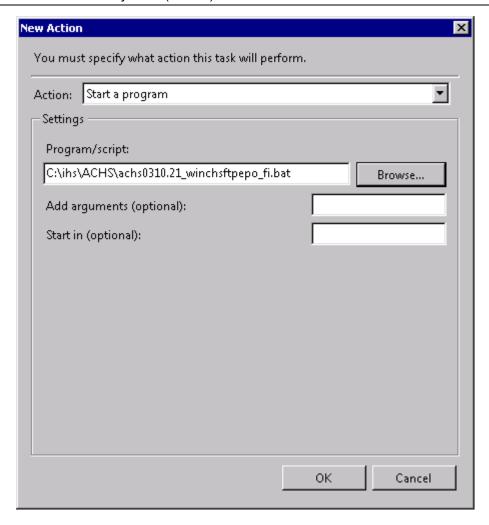


Figure 4-6: Task Scheduler – Create New Action Screen

7. Click **OK**

4.4.2 Windows Version 2003

(This procedure can also be used in Windows 2008)

- 1. Ensure that the user is logged in under the Windows Systems Administrator account.
- 2. Open the Command Prompt located under the **Start** menu: **Accessories** option.
- 3. At the prompt, type in:

schtasks /create /sc minute /mo 30 /tn CHSdataSend /ru "System" /tr "C:\IHS\Winchbcbsxfer\ achs0310.21_winchsftpepo_fi.bat"

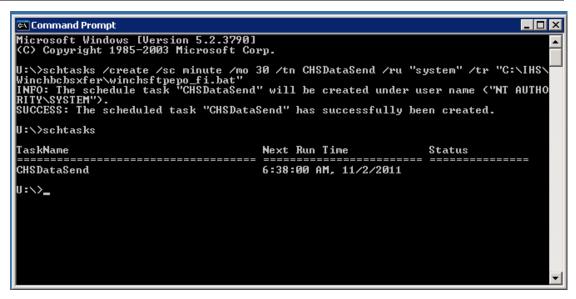


Figure 4-7: Command Prompt - Create New Scheduled Task

4. If the task needs to be deleted, use the following command:

Schtasks /delete /tn CHSDataSend

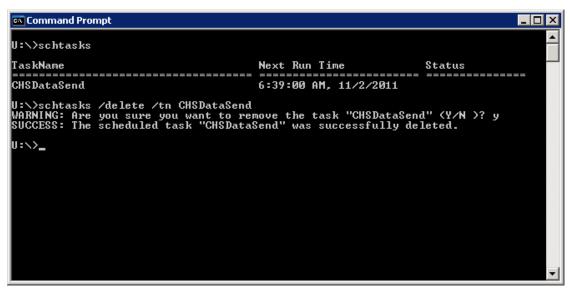


Figure 4-8: Command Prompt – Delete Scheduled Task

4.5 Modify SecureFX Username and Password

Use the following settings to make changes or to verify settings for future connections to the FI.

1. Open SecureFX and if you are prompted with the **Connect** dialog box, select the session file to make changes. If the **Connect** dialog box does not automatically open, select **File**, select **Connect**, and select your session.

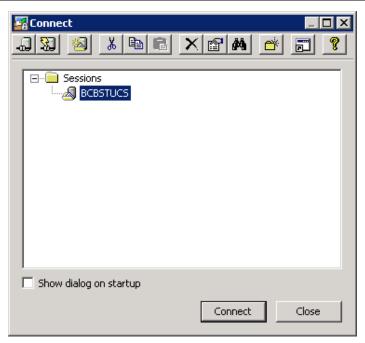


Figure 4-9: SecureFX - Connect dialog box

2. Once the session is selected, right click on the session and select **Properties.**

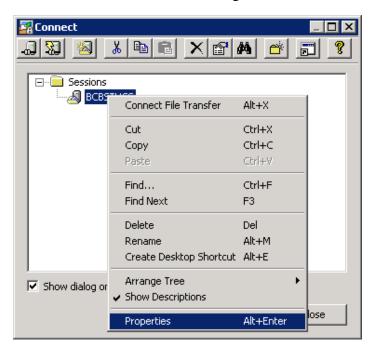


Figure 4-10: SecureFX - Properties Option

3. In the **Session Options** dialog box, check each of the settings as shown in the following screens (Figures 4-11 through 4-14). Be sure that only the Username and password (red arrows) are changed to contain the settings needed to connect to the directory for the site to the FI. The Hostname should never change (black arrow).

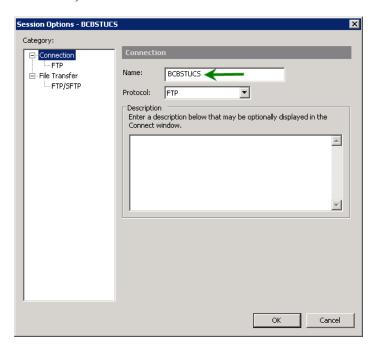


Figure 4-11: SecureFX - Session Options

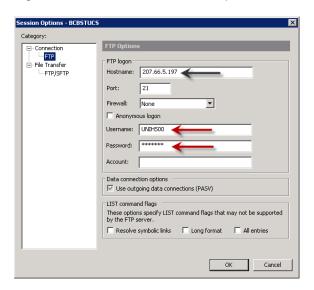


Figure 4-12: SecureFX - Session Options

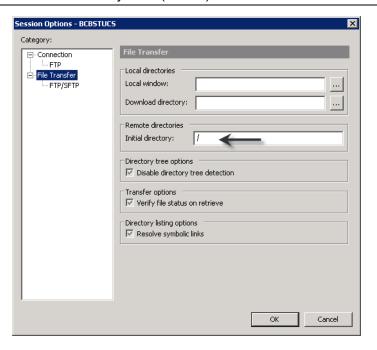


Figure 4-13: SecureFX – Session Options

4. Once the configuration has been verified, save these settings by clicking **OK**.

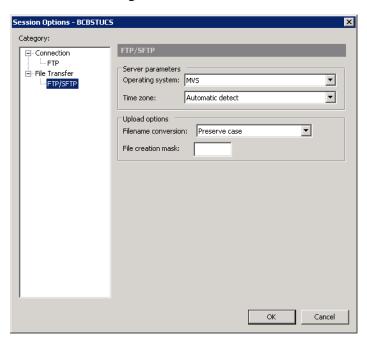


Figure 4-14: SecureFX - Session Options

5. Then click **Connect**.



Figure 4-15: SecureFX - Connect dialog box

It will take about two minutes to complete the connection. Once the connection is made, you should see a message regarding Determining Directory Tree Failed. This is not an issue and has been set by the FI. You are now ready to begin modifying the CHS scripts.



Figure 4-16: SecureFX – Directory Tree Error Message

Appendix A: Installation of SecureFX

1. Navigate to the location of the Installation Package at your site, and double-click the **sfx674 ihs.msi** file to start the **InstallShield Wizard**.

If you get a warning about running a program from an unknown publisher, click **Run**.

When the system displays the Welcome screen, click Next.



Figure A-1: Welcome screen

The system displays the End User License Agreement, also called the EULA.

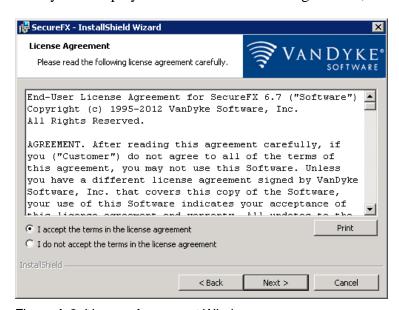


Figure A-2: License Agreement Window

2. Review the EULA, and select the **I accept** ... option. Then click **Next**.

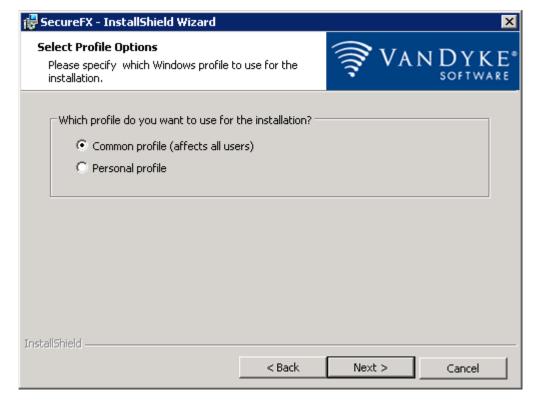


Figure A-3: Select Profile Options Window

- 3. On the **Select Profile Options** window, select the profile that is appropriate for this workstation:
 - Common profile This option enables access to the SecureFX program to anyone who logs on to this workstation. Select this if the workstation is used by more than one person to access RPMS.
 - **Personal Profile** This option restricts access to SecureFX to only the user who is currently logged on to the workstation.
- 4. Click **Next** to display the **Setup Type** window.

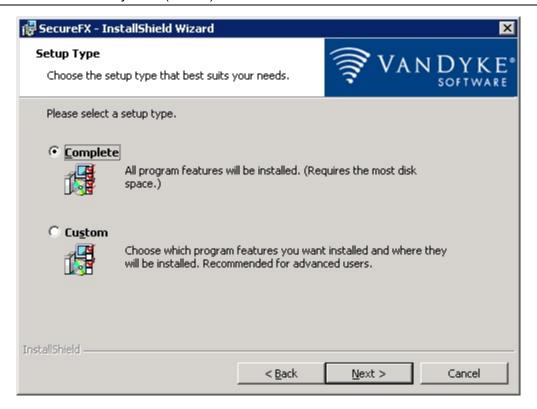


Figure A-4: Setup Type window

5. Select the **Complete** option.

The **Complete** setup installs all necessary files in the appropriate locations and minimizes issues with the program at a later time. Selecting the **Custom** setup is not recommended.

6. Click **Next** to display the **Application Icon Options**.

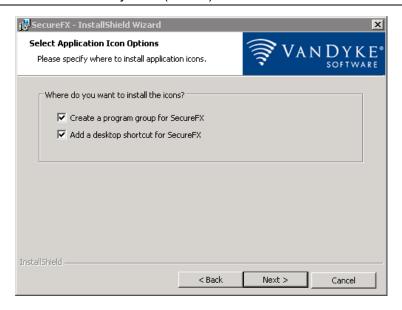


Figure A-5: Application Icon selection window

7. Select both options:

- Create a program group for SecureFX Allows for ease of use and execution. Without it, the subsequent location and use of VanDyke could become difficult.
- Add a desktop shortcut for SecureFX Facilitates the launch of the VanDyke program.
- 8. Click **Next** to display the **Ready to Install** window.

This window displays the installation location and other parameters based on the choices made in previous windows.

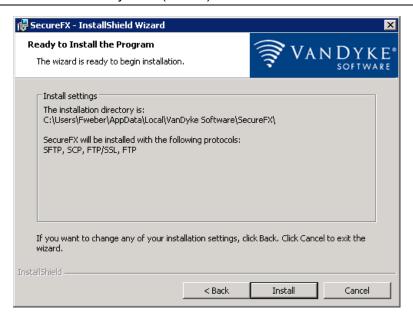


Figure A-6: Ready to Install Window

9. Review the settings to ensure that they are correct.

To change any settings, click Back.

10. When ready, click **Install**.

The system installs the software and then displays the **Completed** window.



Figure A-7: InstallShield Wizard completion window

11. Click **Finish** to exit the **InstallShield Wizard**.

Contact Information

If you have any questions or comments regarding this distribution, please contact the OIT Help Desk (IHS).

Phone: (505) 248-4371 or (888) 830-7280 (toll free)

Fax: (505) 248-4363

Web: http://www.ihs.gov/GeneralWeb/HelpCenter/Helpdesk/index.cfm

Email: support@ihs.gov