

NWX-HQE ADMINISTRATION & MANAGEMENT

Moderator: Sharon Folgar
March 19, 2019
12:30 pm CT

Coordinator: Welcome and thank you for standing by. At this time, all participants are in a listen-only mode until the question-and-answer session. This call is being recorded. If you have any objections, you may disconnect now. Now I will turn the call over to Brenda Jeanotte-Smith. You can go ahead, Brenda.

Brenda Jeanotte-Smith: Thank you, Operator. Good afternoon, everyone and welcome to the CHEF Online Tool Webinar. This is geared mainly for our area and tribal Information Technology (IT) staff to support our Purchased/Referred Care (PRC) Officers out in the field and the service unit staff. The Director's Workgroup on Improving PRC has been meeting since 2010, and this is one of the agenda items that they typically talk about.

I think maybe two, three years ago, they asked us to develop the Catastrophic Health Emergency Fund (CHEF) Online Tool from a demonstration that Oklahoma City area staff had provided to them. So I'd like to thank the PRC Director's Workgroup for making this recommendation and making this happen and we were very gracious to have the Oklahoma area staff, Kevin Rogers, Taveah George and her staff, develop this tool for us.

Last fall, we sent Tribal Leader letters and Area Director letters, letting them know of the Webinars that we had for a total of four (4), for the PRC Officers, staff and service unit staff that want to use the tool. The tool is mandatory for all federal programs, and it is optional for Tribal programs. But tribes that we've heard from thus far are thrilled with the tool and are anxious to use it.

One thing I want to mention before we get started is that this is an educational Webinar and off the record and not for press purposes. Questions should be sent to the IHS headquarters Public Affairs Office. And we have Kevin Rogers on the telephone that will be doing the presentation and the Webinar for us. We will have a question and answer session after Kevin has completed his presentation.

The agenda again is just a welcome, again the CHEF Online Tool demonstration, Q&A and then closing and/or adjourn. But all of the documents that Sharon has put out there for you all, they are available on the screen here. And we do have an evaluation form that we'd like you to fill out and send in, to Sharon Folgar's attention once the Webinar is completed.

With that, Terri Schmidt had another meeting to attend, so I'm filling in for her, but she will be joining us shortly. So perhaps, she'll have additional comments that she'd like to make when Kevin has finished his presentation. So with that, Kevin, I will turn it over to you.

Kevin Rogers: All righty, Brenda. Thank you. All right.

Sharon Folgar: Kevin, do you want to ask the question about who - how many staff use RPMS and how many don't?

Kevin Rogers: Oh, okay. Yes, let me go ahead and do that.

Brenda Jeanotte-Smith: Thank you. I'm sorry. I forgot to ask that.

Kevin Rogers: Right. So it looks like we have about 42 participants on the call from what I'm seeing. And we were working on trying to get a poll posted for the session here. If it's working, it should - you all are more than welcome to go ahead and answer this for us. But in the meantime, I'll just kind of take like a voice survey.

One of the primary things with getting this tool implemented revolves around whether or not you use the RPMS CHS/MIS software or not. So I guess what I'll ask is, any of you out there, if you are not using the RPMS CHS software, can you speak up so I know - so I have a feeling for how many of you are out there?

Brenda Jeanotte-Smith: Kevin, before we do that, this is Brenda. Can you speak up a little bit? You're kind of faint.

Kevin Rogers: I'll do my best.

Brenda Jeanotte-Smith: There you go. That's better.

Kevin Rogers: Is that better? Okay. All right. Any non-RPMS CHS software users?

Sharon Folgar: I'm sorry, Kevin. I think the operator has everyone on mute. So we have to tell - Operator?

Coordinator: Yes, ma'am.

Sharon Folgar: Can you unmute everyone? So we have a question to ask everybody?

Coordinator: We've just done that. Everybody's on talk and listen.

Sharon Folgar: Okay, thank you.

Coordinator: Kevin, did you have a question?

Kevin Rogers: Any of our participants, if you do not use the RPMS CHS software, can you speak up and give us an idea who you are?

Woman 1: The Seminole Tribe does not use RPMS. Seminole Tribe of Florida.

Woman 2: Tuba City Regional Healthcare Care Corporation.

Kevin Rogers: Anyone else at this time? Okay, so it sounds like the vast majority of today's participants anyway are RPMS users, using the CHS software. But I'll definitely make sure to go over the information necessary for these two tribal groups. They just gave me an idea of what to focus on.

So I'll go ahead and start the presentation. I have about a dozen slides or so to go through just as an orientation of what the application is about and how it approaches implementing the infrastructure that's needed to support the use of the application itself.

So with that, let me get on the slide. There we go. I see discussion objectives. One, it's a very brief description of what this tool is and who the users are that can use the tool. Operational modes for using the application. Basically we already kind of talked about that. It makes a difference whether you use RPMS or if you don't use RPMS.

Everyone can use the application, but how we go about setting it up and implementing it for you, is very dependent upon the answer to that question. And then we're going to look at what some of the support issues are with actually getting your systems installed and implemented to support the application.

CHEF Online Tool - Timer: 8:43

So very briefly, CHEF Online Tool is a Web browser based application that is intended to automate in a paperless form, the process for identifying, documenting and submitting CHEF requests for reimbursing out of the CHEF fund.

The current process that's been in place for a number of years, is very paper intensive, and takes a lot of time to put the cases together. Hopefully this application will streamline that process as best we can. Who can use the tool? As I have already said, RPMS programs, federal programs, those are the programs that Rear Admiral Weahkee, a number of months ago had issued a statement about, will be required to use the tool.

But those tribal programs that are also using RPMS, definitely can use it just as easily in most cases as any federal program. Non-RPMS programs, the two programs we heard about at the beginning of the discussion here, can also use the tool. However, the data source will take a little bit of work. Both programs, you will need to provide - either provide the data in either a SQL database format or a comma separated text file.

Working with your IT staff such as locally or your contracted IT that supports whatever application it is you are using for your referral and purchased care

activity. We can work with them. I have all the documentation laid out in the implementation guide. And I'm going to be referring to that implementation guide a few times through this presentation and we'll take a quick look at that as well.

The implementation guide, along with this slide (presentation) deck, are two of the documents that are available for download on this particular Adobe connect session. So if you haven't downloaded those yet, I strongly encourage you to go ahead and download those so you can start reviewing those more closely.

A third way of interfacing with the application would be, - maybe it's a program that really doesn't have a large volume of activity in the purchase care arena. They occasionally may have something that fits the requirements for a set CHEF case.

The three (3) Operational Modes – Timers: 12:35

In that case, if they wanted to, they can just connect to the application and manually enter all of the appropriate data, rather than having the application interface with the data source directly. So that is always an option. So based on that, we come up with the three operational modes. The first being programs that are using RPMS. It sounded like that is the vast majority of the participants on today's call.

If you are using RPMS, this application will use a special subset of the existing CHS/MIS data as the CHEF dataset, that subset will be created by a nightly scheduled task. And that data will actually be put into a fileman (file manager) formatted in (IHS) global. Now, there isn't actually a fileman (file manager) to go with it, but there is an object class that will be installed that

knows how to read that particular dataset and that's what makes the data available to the application.

So in this case, a program running RPMS will require - the Web browser will require connectivity to the Oklahoma City Area Web server that I have running here in our office, as well as a data connector between that Web server and your RPMS server. The implementation guide will have the load instructions and specifications of how we set that data connector up.

What we call operational mode 2 is for those programs not using RPMS, but they wish to and they are able to provide an alternate data source. Like I said, this will take some work, either with your IT staff that you have available there, if they have the skills necessary or working with your - whatever contracted IT staff you may use for external database services or whatever, in support of your purchased care activities.

Microsoft SQL database or a comma separated flat text file – audio timer: 15:08

As we mentioned earlier, a couple of slides ago, the supported alternative data sources are going to be either a Microsoft SQL database or a comma separated flat text file. And again, the instructions and specifications for creating these data sources are in the implementation guide. And either of these notes are going to provide a full data interface, full data integration with the application, with the CHEF online application the exact same way as if there was an RPMS database.

And again, just as before, this will require the users - the end user's Web browser to be able to connect to the Oklahoma City Web server, as well as if it's a SQL database with the RPMS system between the Web servers here in

Oklahoma City and wherever that SQL Server is that is providing the CHEF data.

Third way of interfacing with the application – audio timer: 17:00

Comma separated files are linked when the user logs in and begins using the application. They're not pre-defined data connections. And lastly, like I said, we have a third way of interfacing with the application. And that would be programs that just want to log onto the application, enter all of the data manually, and proceed with submitting the requests in electronic form. In this case, it's only going to require that their Web browser can connect to the Web server here in Oklahoma City.

Issues that will be involved are our networks. We'll see that here in a little bit when we look at the implementation guide a little closer. As I said, (unintelligible) the documentation for the CHEF case will still be electronically submitted for review and approval. So any one of these three ways of interfacing with the application - these three different ways of operating, all allow your CHEF cases to be fully submitted, reviewed and approved in electronic form.

We do not want to continue passing paper back and forth. For some of the other things, the Area installation implementation, which is what this call is really about. So some of the possible implementation scenarios I could think of anyway was one, we're in a federal setting and we're on the net, meaning the IHS D1 network, and we're using RPMS.

That is a quite straightforward installation and implementation process. There should be no network connectivity issues to be overcome. We have instructions for that particular implementation. And here it says non-tribal setting, non-RPMS setting, although it could be a tribal setting - I've got it

broken down into on-net, off-net using RPMS, on-net, off-net using an alternate data source, on-net, off-net wanting to just log into the application and manually enter data.

What we're going to see is that the off-net situations, if your program is not directly connected to just the IHS D1 network, then we've got to deal with the network connectivity issues of being able to get to the Web server here in the Oklahoma City Area Office.

And depending upon your choice of data sources, again doing the network configuration that will be necessary to make that network - that data connectivity possible. These are all doable. I've done them here in Oklahoma with our tribes; both on net, off net, and it actually passed some of my network descriptions that we're going to see in the implementation guide. We've discussed those with the Network Operations Support Center (NOSC). They're aware of what we're trying to accomplish, and I have no reason to believe that we can't make the necessary connection with any program that we need to or is wanting to.

Sharon Folgar: Kevin, we have some questions. Do you want to address those now or later?

Kevin Rogers: So what are they? Because I'm actually not looking at the chat screen.

How much bandwidth is needed? – audio timer: 22:00

Sharon Folgar: So the first question, how much bandwidth is needed? Then the second question, some cases contain a large amount of medical records. How would we transfer those records? And that pertains to manually submitting.

Kevin Rogers: Okay. First question, bandwidth. I don't have a specific response to that. The application itself is not very resource intensive. It's a Web page passing or translating very, very little data at the page level. The primary activity really is going to be the acquiring of data, depending upon your data source. I wish I had a better answer for you. I don't really have any specifics on that at the moment, but we'll keep that question in mind and see if we can come up with a better response to that.

The second question, we haven't actually talked about the process yet, but in a very simplified manner, case summaries are built basically like a spreadsheet. This kind of identifies the documents that are being submitted for reimbursement.

And then as the questioner asked, then you have all documentation that's needed to support that, which are the medical records and payment documentation, et cetera. Those are all uploaded and attached in electronic form. So the requirement actually would be to be able to scan that documentation into some electronic form so that it could be uploaded as an attachment to the request. I hope that answers the question, or the question was asked anyway. Was that it, Sharon?

Sharon Folgar: Those are the two questions right now. Thank you.

Kevin Rogers: Okay. All righty. So we were starting to look at the issues involved in the actual installation implementation. The first scenario I laid out was federal PRC programs using RPMS. Like I said, this is a fairly straight forward process and works very similar to other application solutions that over the last few years, have been going on and being put into place.

CHS online tool data manager – audio timer: 25:58

What we have is what I call a CHS online tool data manager. And we'll see - specific instructions for that are going to begin on page 9 of the implementation guide. But again, in simplified terms, there's a routine to install. There's an object class file to install. There is a step for testing, just to make sure that the routine runs as expected.

And then the kernel option to create so that you can schedule it using task man. That would be the job that sets up the datasets that the application would use. Recommendation is that we run that every night so we have fresh data every day. The other thing we have to do here is create an ensemble user, SQL enabled user. This is like a service account.

Basically it's used by the application in order to be able to access your data. And when you finish getting that all set up, you document it so that I can - on my side of the equation, I can set up the data connector on this side to use the account and the information where your dataset is going to reside.

Tribal PRC programs – audio timer: 27:42

Now, for tribal PRC programs and particularly that's what I was meaning here is, programs that are not using RPMS, although actually I guess it does apply even to those programs that may still be using RPMS. You have to follow your own local area procedures for assisting and facilitating those tribes in the successful implementation of this tool.

And again, as I'm thinking about it, I anticipate that areas of opportunities provide this assistance would be in the network connectivity. If they happen to be a program that's off-net, RPMS programs would - in this case, they

install the same CHEF data manager that we would put on our federal systems
The non-RPMS programs, I anticipate you would provide all the reasonable
guidance in the creation of this alternate data source as dictated by your own
local area policy and practice of working with whatever Tribe may be asking
for assistance. The instructions for what they're trying to accomplish are all
going to be in the implementation guide.

Other assistance that may be needed – 29:51

And then lastly, other assistance that may be needed or at least from my
standpoint would be useful and helpful to know, would be, if you're at the
area level, if you could provide a list of all the known active PRC programs in
your area. And if you listed them by ASUFAC number, that would be great.
But that will just help me develop a master list of sites that I know we're
needing to keep track of during the installation and implementation process.

(ITAC) request processing – audio timer: 30:51

(ITAC) request processing. This applies to any user that is going to want to
use the application. So access to the application, and in this case, I refer to
what we call the Oklahoma Area Web PRC toolbox, of which the CHEF
Online Tool is just one of a few tools we have in our toolbox.

But your users will actually be requesting access to the Oklahoma PRC
toolbox. And that access is controlled via an active directory security group
membership that we will do all the processing on this side of adding users to
those groups. But the (ITAC) requests will initiate at the local level.

So down towards the bottom of the (ITAC) form, I believe it's at the bottom,
there is an Oklahoma area PRC toolbox listed in the applications that can be

requested. So we just need to pass the word that users need to request access via an (ITAC) modification.

And then we'll be notified in the office here of that user's request and we'll do the processing, and grant access. And once the user is placed in that group they go to the Web site link and successfully log in. The PRC toolbox will be displayed on their list of available Web applications, when they log in to the application portal.

So that's the summary of where we're going, what we're trying to accomplish, and some of the things that are needed, an introduction to the things that are needed to get the installation and implementation accomplished.

Do we have any other questions Sharon?

Sharon Folgar: No, just a comment or feedback. The Nashville Area, they have installed two tribal sites in the Nashville Area for about four months, it wasn't hard to setup and no one has reported any issues.

Kevin Rogers: Yes, I was going to kind of hold my comments on that. But just for the groups in general - first of all, thank you Nashville for providing that feedback. And kind of giving me a segue, I guess to talk about that.

Yes, we have worked with Nashville on a couple of their sites and (in fact, I worked, reviewed), something I hadn't seen before here in the Oklahoma City Area anyway so we changed that process and without too much further trouble got the Nashville sites configured and operational, at least as far as Datacom activities goes, without too much trouble.

I've also worked with the Phoenix Area back a number of months ago and have the majority - at least the federal sites that I know that went through. So we have their installation and implementation pretty far along as well.

And as I mentioned earlier, here in Oklahoma City, of course we definitely have, you know, all of our federal sites up and running but I also have a number of different tribal sites up and connected as well.

I have tribal sites that are using the manual data entry process. I have tribal sites that are using the standard RPMS data - as their data source but they're not on net, so we had to go through that process of network configuration so that their network (connected) to our network properly.

And I also have some tribes that are using an alternate data source, a SQL database. So I feel pretty confident that regardless of what other whatever individual situation your program is in. We have the methodologies in place to make this tool work for you.

All right. So the other thing I want to do here today is also - any questions.

Brenda Jeanotte-Smith: Yes, this is Brenda. Real quickly, since we've had additional people join the call, the Webinar, do you want to do the poll? We have figured out how to do it online.

Kevin Rogers: Sure.

Brenda Jeanotte-Smith: Okay. One of the questions that we asked, that Kevin Rogers asked earlier on was, how many of you all out there use the RPMS CHS/MIS and how many don't? Sharon Folgar is setting up a poll that you can go to and you can put in your response. You should be seeing it on the screen.

Implementation date – audio timer: 37:44

And while that's happening, I want to make mention too which I forgot to do up front is that we have a new implementation date for the tool. That's going to be Wednesday, May 1, 2019. And again, it is mandatory for federal programs.

Kevin Rogers: Yes, thank you Brenda.

Brenda Jeanotte-Smith: You're welcome.

Kevin Rogers Yes, we have a start-up date identified as she just mentioned. Processing of requests for reimbursement from the CHEF fund is an ongoing business as hopefully you're aware of. Your (PRC) folks are obviously definitely aware of that.

There is no real start and stop to any particular funding period, well there is but it's not clean-cut, to any particular funding period of CHEF. So even though we have a start-up date of May 1, this is definitely going to be a transitioning process.

So just be aware that your programs are going to be - they're going to have some CHEF cases in process that are not in the system and then they'll have CHEF cases that are in the system the first year or so will definitely be a hybrid.

So it will take some time before operationally we can say that everything regarding a CHEF funding period is being done through the system. I kind of feel that there will be some growing pains. I fully anticipate growing pains as we go through this process.

With the time we have left, I kept referring back to the implementation guide and so I have that on my screen. Now ...

Sharon Folgar: Kevin, do you see the results on the screen or you don't? Can you see it?

Kevin Rogers: Well I don't but only because I think we're still kind of focused on my slide show there. There we go. Okay. Yes, I got it now.

Sharon Folgar: Okay, so those are the answers that came back.

Kevin Rogers: Okay, so, we have essentially 84% of you are RPMS. So we have seven programs or seven users. How many programs does that represent? I guess we didn't quite get it down that way.

Sharon Folgar: Thirty-eight did and 7.

Kevin Rogers: Yes, we have 38 and 7 from a participant basis. Anyway, 38 RPMS users and 7 non-RPMS users. Like I said, I'm not exactly sure how many programs that represents but that's ...

Sharon Folgar: Okay. So now we have an idea. I'm going to end the poll now.

Kevin Rogers: Right.

Sharon Folgar: Thank you.

Implementation Guide – audio timer: 41:50

Kevin Rogers: All right. So we go back - with the time we have left, taking a quick look at the implementation guide, I said this guide is on the far left (on the screen) for

you to download, if you haven't already done so, so you're looking at your own copy.

I made some very minor updates to it just last night. Mostly spelling and clarification type things. For the rest of our time (webinar), I want to concentrate on the general requirements versus the specific requirements.

We've done pretty well thus far - we've talked quite a bit already about the different operational modes, RPMS versus no-RPMS and you see that the instructions are laid out here, page 9 through 18 for RPMS programs. Pages 19 through 25 for non-RPMS programs who maybe want to provide an alternate data source.

General requirements on page 4 – audio timer: 43:10

If we go and look at these general requirements on page 4 to start with, we see that these are general requirements. These requirements will apply to every program - your basic network configuration. A user's client browser will need to be able to look to the application host server meaning the Web server in Oklahoma City

But you see I have it laid out here that the host name, preferred host name, here's the link. Now that link, you know consists of a technical group. We see that is a non-secure call but what it does really is, it will reconnect itself over to the secure call, the alternate host name.

So the application does run in a secured environment. It's on an encrypted connection. The router pool IP address that you are needing to be able to talk to is listed there at 161-323-52.162. So if you are not actually the network

people, I'm trying to give you the information here that you need to take to your network people.

And you can begin testing whether or not these work. Like I said, if you are on net, part of the IHS D1 network, you should have absolutely no problem with this connectivity. I'd be surprised if it didn't work, quite honestly.

Like I said, the host service is located behind the IHS firewall so depending on your local network configuration; you may or may not have issues with making the connection.

I expect most of the challenges to be for programs that are not on the IHS network, what I describe here as off net. You know, user desktops and the server or the data source being used, are not hosted on the IHS network.

In all likelihood, we need to get the local IT network people in touch with the IHS NOSC and work out the details of whatever needs to be put into place to make that network connectivity happen.

Like I said, it's something that's been done multiple times with the NOSC so it shouldn't be overly challenging. And once that connectivity is in place, it should function no differently then as if you're on the IHS network.

So, general requirements. These apply to every program. You need to be able to have this up and running and functioning before we can expect any of the rest of the functions to work. I do have a few schematics for those that prefer the graphics.

Differences in the network – audio timer: 47:15

The first one is what it looks like on net. Again, it could be the 38 people who responded that I assume, first of all, all RPMS programs. We didn't ask the question as to whether or not you are on net or off net but there's a good chance that most RPMS programs are on net.

And this will be the network scheme you're following and I expect no problems with that particular implementation but I like to show it so that we know the difference between how the network setup works in this case versus the next one which is for programs that are not on the IHS network.

And now we see, let's assume that you're off net. It's going to be a tribal program so that's why I do indicate here that oh, well we have a tribal desktop out there someplace and we possibly have a tribal data server. And they are behind their tribal firewall in most cases, likely should be.

And they very rarely are able to, you know, talk through the IHS firewall but working with NOSC, there's ways to make that happen. So those are the differences in the networks and what we're trying to accomplish. Again, this is just a graphical display of all that we are trying to accomplish.

In the end, we see down at the bottom left hand side here. What we're trying to accomplish is to have an off net user - say tribal user sitting at their desktop being able to communicate with the Oklahoma City IHS server sitting at this IP address and being able to resolve some domain services using http code on either port 80 or port 443.

This is techy (technology) stuff but you guys are part of the techy (technology) group. It's specifically network stuff. I'm not really a network person per se. I just know enough about what I'm trying to accomplish. And

another thing we'll see in the implementation guide, is that (the site setter) is it going to be implemented?

If you could pass the word on to a site, particularly you area staff. They're going to be working with your area sites. If you could fill out your site profile and either email or fax that back to me. Again, it just helps me document what the list of sites are that were needing and wanting to get implemented.

And does help me setup the table for that site. Answers to this question like the classification of whether they're IHS or Tribal site? What type of data source are they using? Is it RPMS database or a SQL database? Do they use the fiscal intermediary yes or no?

The answer to every one of those questions is setup in a table so that when a user logs into the application will actually function differently depending upon how those questions are answered. So it's really kind of important that we get this filled out and submit it back when a site is being implemented.

((Crosstalk))

Brenda Jeanotte-Smith: Kevin, its Brenda. Randall has a question for you.

ITAC Request – audio timer: 52:00

(Randall): I'm sorry to interrupt you. Remember the last time we talked, on how we were going to do the structure and the roles and stuff from all the way down to the tribal or services units, areas, and down to me?

There's a question from Chinle Service Unit. What option should the supervisor request in the ITAC form?

Brenda Jeanotte-Smith: (ITAC).

(Randall): (ITAC) for their staff shift submitter? I'm assuming they're asking, how do they do the structure at their level?

Kevin Rogers: Okay, good question and it was very timely too because it's right here on this site profile form. It's been a while since I've looked at the ITAC form and one of the OKC Area ITAC staff has security duties in addition to his regular job.

If I remember correctly associated with that, it asks whether or not the person is going to be a local administrator or not. There may be more. Now, on the ITAC form, I believe it is a local administrator. If you look at the screens here now on the site profile form it says, primary Chef Administrator.

I didn't use the same terminology. I didn't say local administrator but that's what it meant or means. That level of access is at the local level, there are actually two roles to be performed. There's a case manager, the person who is putting the CHEF request together.

They have identified the case and has collected the documentation, which supports the case and they've got the case built in the application. When they've done all that, they can then submit it for approval and the first place it goes is to the local CHEF Administrator for approval.

And discussions to this point have led me to believe that that is typically going to be either the federal site, the service unit CEO or the Facility Director, is the way we defined it up to this point. But it is somebody at the local level who is approving the actual submission of this request to the Area Office for further processing.

And that's what that's referring to. On the site profile name, on this site profile form, CHEF Administrator is referring to that and on the ITAC form, that checkbox for Local Administrator, that's what that is referring to. Who is going to sign off on the request at the local level?

There are other roles at the area level. I'm going to have to follow-up on that. We know what they are. We're going to be working directly with the Area PRCOs for those but we will be needing to identify the users that will be performing certification at each local level as well as the Area Approval, which we know is the Area PRCO. But then there needs to be alternates for those roles as well. The Headquarters' role, we've kind of already identified but thank you for reminding me about that (Randall) at the local level. We're getting very close, if we haven't reached the end of our time.

Installing inter-operational modes – audio timer: 56: 52

The rest of this document goes into the specific instructions about installing inter-operational modes of implementation. There are four steps to it - to import your routine and your object class, schedule the execution of that routine, create the ensemble user, we already talked about this, and then document it. Those instructions are all online here.

Sharon Folgar: I see some people raising their hands and they're all on mute.

Kevin Rogers: Okay. Well the rest of this document is step-by-step instructions about how to do the installation and the implementation depending upon your choice of operation. The majority of today's users are going to start right here on page 10. So what other questions do we have then with the rest of our time?

I guess, let's go ahead and call this the question and answer period.

Brenda Jeanotte-Smith: Okay, this is Brenda, question from a person attending the call asking how many IT staff were on the call so can we quickly just do another poll that are IT that are on the call?

Kevin Rogers: Yes.

Brenda Jeanotte-Smith: Okay. Sharon do you want to set that up?

Sharon Folgar: I see people raising their hands.

Brenda Jeanotte-Smith: Operator.

Coordinator: Yes, go ahead.

Kevin Rogers: We'd like to start the question-and-answer session.

Coordinator: Okay.

Kevin Rogers: So can we open up the lines.

Coordinator: Yes, absolutely. Hold on just one moment. You want all the lines open at one time?

Kevin Rogers: Yes, for this I think that's fine.

Coordinator: Okay will do.

Brenda Jeanotte-Smith: We're now going to do the question and answer session so if you have questions just please let us know. State your name please first.

Coordinator: All right. Everybody's line is open.

Kevin (attendee): I just walked in. This is Kevin. So we're doing a question and answer session in the beginning? I was told this was going to start at 1:30?

Brenda Jeanotte-Smith: We kind of went over but we are going ahead and doing the question-and-answer session now.

Kevin (attendee): I was like five minutes late.

Sharon Folgar: Well, we started at 1:30 p.m. Eastern so we're ending the session.

Kevin (attendee): I'm sorry, I got here like five minutes - seven minutes ago and so I'm an hour behind then.

Sharon Folgar: Well there's another session on the 29th.

Woman 1: Twenty-sixth.

Sharon Folgar: Oh, I'm sorry, the 26th, next week, so you can participate on that call. And that again is 1:30 to 2:30 Eastern Standard Time.

Kevin (attendee): Okay. Thank you.

Brenda Jeanotte-Smith: You're welcome. Next question.

(Edward): Hello, this is (Edward) from Shiprock. So we're supposed to install this new package? I got on late too.

Brenda Jeanotte-Smith: Yes, this is something new that was developed for the Oklahoma City Area staff at the request of the Director's Workgroup on Improving PRC, which is made up of federal and tribal leaders.

Oklahoma (Area) City has been working on it for quite some time. We did explain earlier, (Kevin Rogers) is a programmer out of Oklahoma City. He did explain earlier that they did install it at two sites, two tribal sites in the Nashville Area and they didn't experience any problems with the installation or the implementation and that was going well.

We do have as we stated earlier another session on March 26th, again 1:30 p.m. to 2:30 p.m. that's Eastern Daylight Savings Time. If you want to sit in on that one, you can also.

(Edward): So this CHEF Online implementation session will explain everything on the install?

Brenda Jeanotte-Smith: Yes, it will.

Randall Fatt: Kevin Rogers, if you have time, the booklet that you can download is on the screen, it explains how, you know, in general how you can download/start the CHEF online.

Sharon Folgar: So the presentation documents, they're in the top left - I'm sorry, top right pod so if you can download all of those documents, I think that will be helpful.

(Edward): Okay.

Man 1: Yes, in particular the CHEF online implementation guide.

(Edward): Okay. Thank you.

Sharon Folgar: Seventeen said yes and then 13 said no.

Woman 1: Okay, I can't see that.

Brenda Jeanotte-Smith: Fourteen said no?

Woman 1: So it just posted - are you IT staff? Yes or no?

((Crosstalk))

Brenda Jeanotte-Smith: (61.6) and then 38.4. Twenty-four people abstained. Do you have another question?

Sharon Folgar: Do we have any more questions?

Man 1: Kayenta Health Center. On that voting thing, we have three IT staff attending the session here but in our notes or in our chat, we did list the names that were in attendance.

Brenda Jeanotte-Smith: Thank you so much.

((Crosstalk))

Brenda Jeanotte-Smith: Any other questions in the chat box?

Brenda Jeanotte-Smith: All right. Okay. Since we're past the hour, I think we're going to go ahead and end the session here. And again, I'm going to repeat, March

26th, 1:30 p.m. to 2:30 p.m. Eastern Daylight Savings Time is our next Webinar.

Any questions or comments that you might have should be directed to (Randall) from the CHEF point of view and any IT questions you have should be directed to (Kevin Rogers).

With that, I thank you for your time. And again, remember that early on I had said that we also have an evaluation form up in the top right-hand corner of the presentation.

Please remember to fill that out and send that to the attention of Sharon Folgar so we can see how well we did on today's call and Webinar and where we need to make improvements. Again, thank you so much and we'll talk again next week.

Coordinator: Thank you for attending today's conference. It is now concluded. You may disconnect your lines.

END