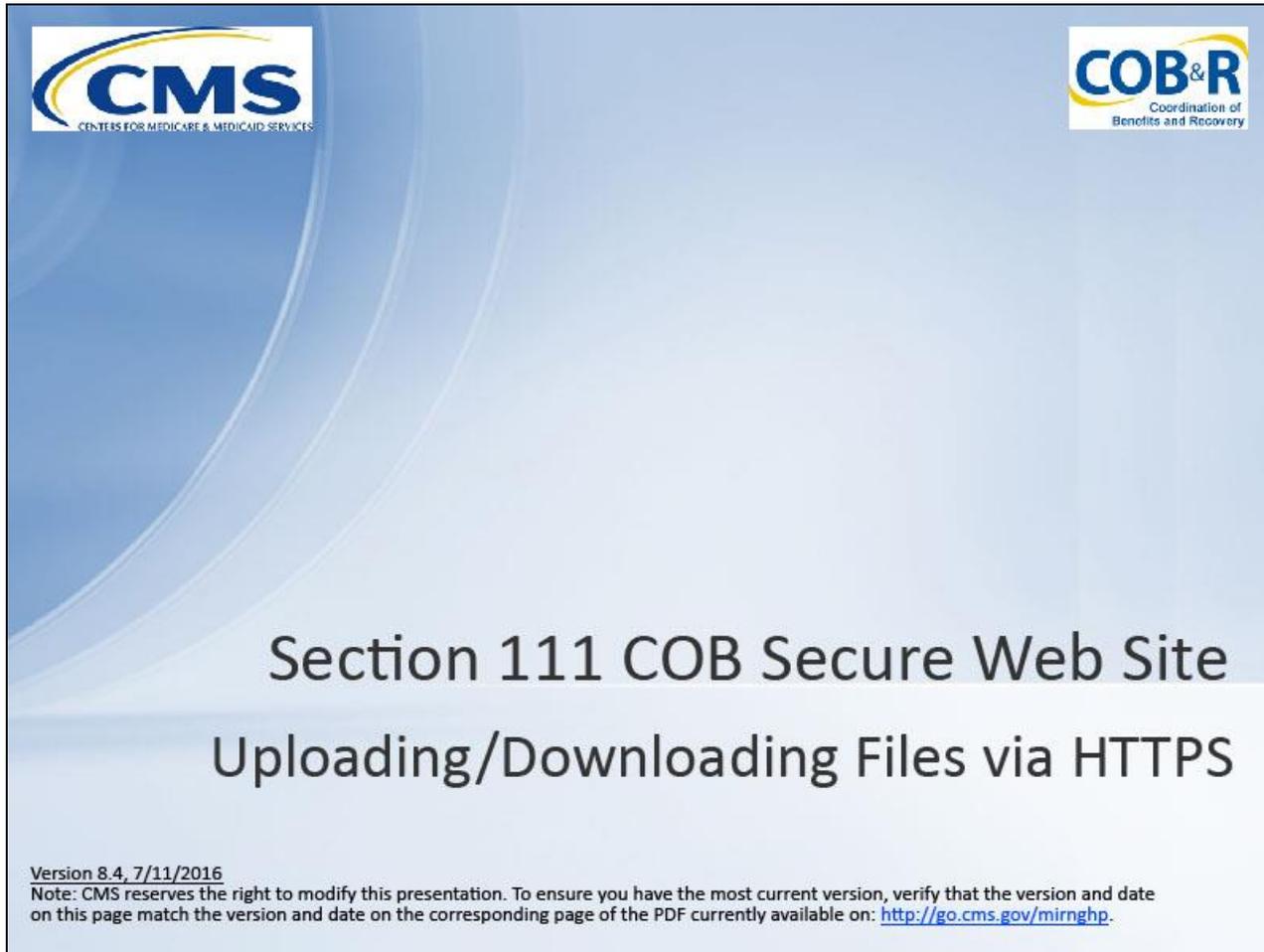


Slide 1 - of 41



The slide features a light blue background with a white horizontal band across the middle. In the top left corner is the CMS logo (Centers for Medicare & Medicaid Services). In the top right corner is the COB&R logo (Coordination of Benefits and Recovery). The main title is centered in the white band. At the bottom left, there is a version number and a note about the presentation's currency.

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

**COB&R**  
Coordination of  
Benefits and Recovery

## Section 111 COB Secure Web Site Uploading/Downloading Files via HTTPS

Version 8.4, 7/11/2016  
Note: CMS reserves the right to modify this presentation. To ensure you have the most current version, verify that the version and date on this page match the version and date on the corresponding page of the PDF currently available on: <http://go.cms.gov/mirnghp>.

**Slide notes**

Welcome to the Section 111 Coordination of Benefits Secure Web Site (COBSW) Uploading/Downloading Files via HTTPS course.

Slide 2 - of 41

## Disclaimer

While all information in this document is believed to be correct at the time of writing, this Computer Based Training (CBT) is for educational purposes only and does not constitute official Centers for Medicare and Medicaid Services (CMS) instructions for the MMSEA Section 111 implementation. All affected entities are responsible for following the instructions found at:

<http://go.cms.gov/mirnghp>.

### Slide notes

While all information in this document is believed to be correct at the time of writing, this Computer Based Training (CBT) is for educational purposes only and does not constitute official Centers for Medicare and Medicaid Services (CMS) instructions for the MMSEA Section 111 implementation.

All affected entities are responsible for following the instructions found at: <http://go.cms.gov/mirnghp>.

Slide 3 - of 41

## Course Overview

- Uploading Input Files
  - Submission File Overview
  - File Upload Guidelines
  - Uploading File via HTTPS
  - Severe/Threshold File Submission Errors
- Download Response File

### Slide notes

Topics in this course include Uploading Input Files, which includes Input Submission File Overview, File Upload Guidelines, Uploading Files via Hypertext Transfer Protocol (HTTPS), and Severe/Threshold File Submission Errors, and Downloading Response Files.

NOTE: Liability insurance (including Self-insurance), No-Fault insurance, and Workers' Compensation are sometimes collectively referred to as "Non-Group Health Plan" or "NGHP."

Slide 4 - of 41

## Input File Submission Overview

 <p><b>Account Manager</b></p> <ul style="list-style-type: none"> <li>• Selects HTTPS</li> <li>• Completes Account Setup</li> </ul>	 <p><b>Sign and return profile report</b></p>	<div style="border: 1px solid #add8e6; border-radius: 10px; padding: 20px; background-color: #e0f0ff; margin: 0 auto; width: 80%;"> <p style="font-size: 24px; margin: 0;">Testing</p> </div> <p><b>Testing Status</b></p> <ul style="list-style-type: none"> <li>• Can Upload/Download test file submissions</li> </ul>
--	--	--

**Slide notes**

In order for a Responsible Reporting Entity (RRE) to upload or download files via HTTPS on the Section 111 COBSW, the Account Manager must select HTTPS as the file transmission method during Account Setup.

After Account Setup has been completed and the signed profile report has been returned to the Benefits Coordination & Recovery Center (BCRC), the RRE ID will be in a Testing status and they can begin uploading/downloading test file submissions.

Slide 5 - of 41

## Input Submission File Overview

### E-mail

- Sent to Authorized Representative and Account Manager
- Notifies that RRE ID is in Testing status



### Testing

- Can be uploaded after RRE ID status is changed to Testing
- Can also be submitted after RRE ID status changed to Production to test changes

#### Slide notes

An e-mail is sent to the Authorized Representative and Account Manager to notify them that the RRE ID is in a Testing status.

At this point the RRE may begin sending test file submissions.

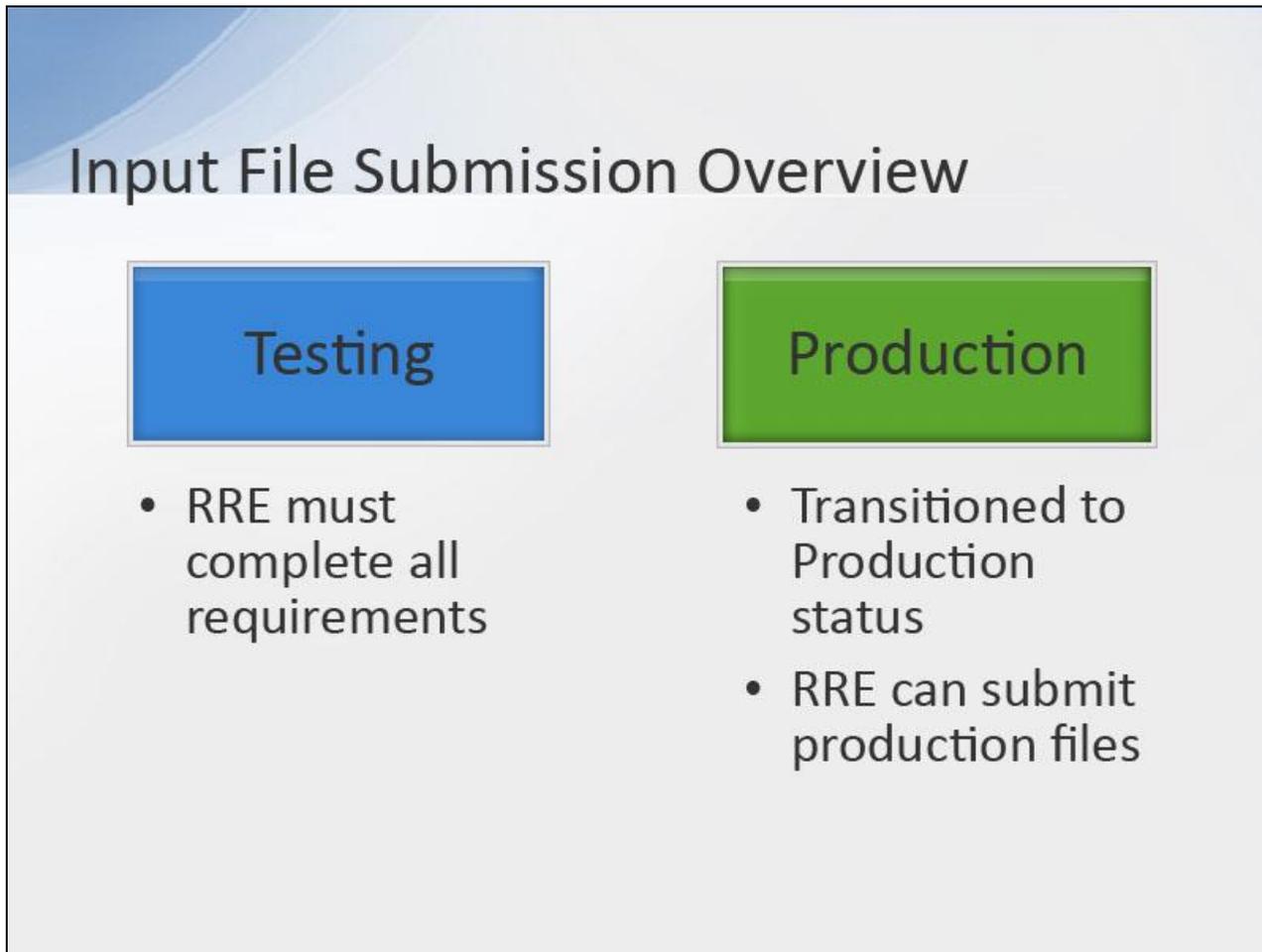
Test files can only be uploaded after the RRE ID status has been changed to Testing status.

Test files can still be submitted after the RRE ID status has been changed to Production status, if they need to test internal changes.

Refer to the Section 111 COBSW Monitor Test File Processing course for more information about test file processing.

Slide 6 - of 41

## Input File Submission Overview

The slide features a light blue header with the title 'Input File Submission Overview'. Below the title, there are two columns. The left column has a blue box labeled 'Testing' with a bulleted list below it. The right column has a green box labeled 'Production' with a bulleted list below it.

Testing	Production
<ul style="list-style-type: none"><li>• RRE must complete all requirements</li></ul>	<ul style="list-style-type: none"><li>• Transitioned to Production status</li><li>• RRE can submit production files</li></ul>

**Slide notes**

The RRE ID will remain in a Testing status until all Testing requirements have been completed.

Please review the Testing requirements documented in the Section 111 NGHP User Guide.

Once testing has been satisfactorily completed, the RRE ID will be transitioned from a Testing to a Production status and the RRE can begin submitting production files.

Slide 7 - of 41

## Input File Submission Overview

- File uploads can be performed through the Section 111 COBSW
  - Available to RREs that selected HTTPS
  - By Account Managers/Account Designees

### Slide notes

File uploads can be performed directly through the Section 111 COBSW using HTTPS protocol.

This option is only available to RREs that selected HTTPS during registration.

Both Account Managers and Account Designees can upload submission files.

Slide 8 - of 41

## File Upload Guidelines

- NGHP submitters:
  - Claim Input File
  - TIN Reference File
  - Query Only File (which can only be submitted once per quarter)

### Slide notes

NGHP submitters who have chosen HTTPS as their file submission method can upload the following Test and Production files:

the Claim Input File, the TIN Reference File and the Query Only File.

Note: The Query Only File can only be submitted once per quarter

Slide 9 - of 41

## Upload/Download Section 111 Files

- Enter Login ID and Password
- <https://cob.cms.hhs.gov/Section111/>



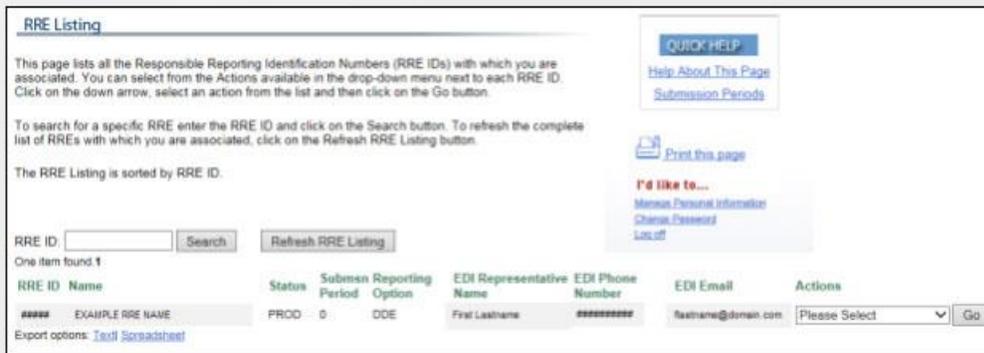
### Slide notes

Users associated with the RRE's account will login to the Section 111 application on the COBSW at <https://cob.cms.hhs.gov/Section111/>.

Slide 10 - of 41

## Upload/Download Section 111 Files

- RRE Listing page will display
  - Functions as the main processing screen or Home page
  - It lists all of the RRE IDs to which you are associated



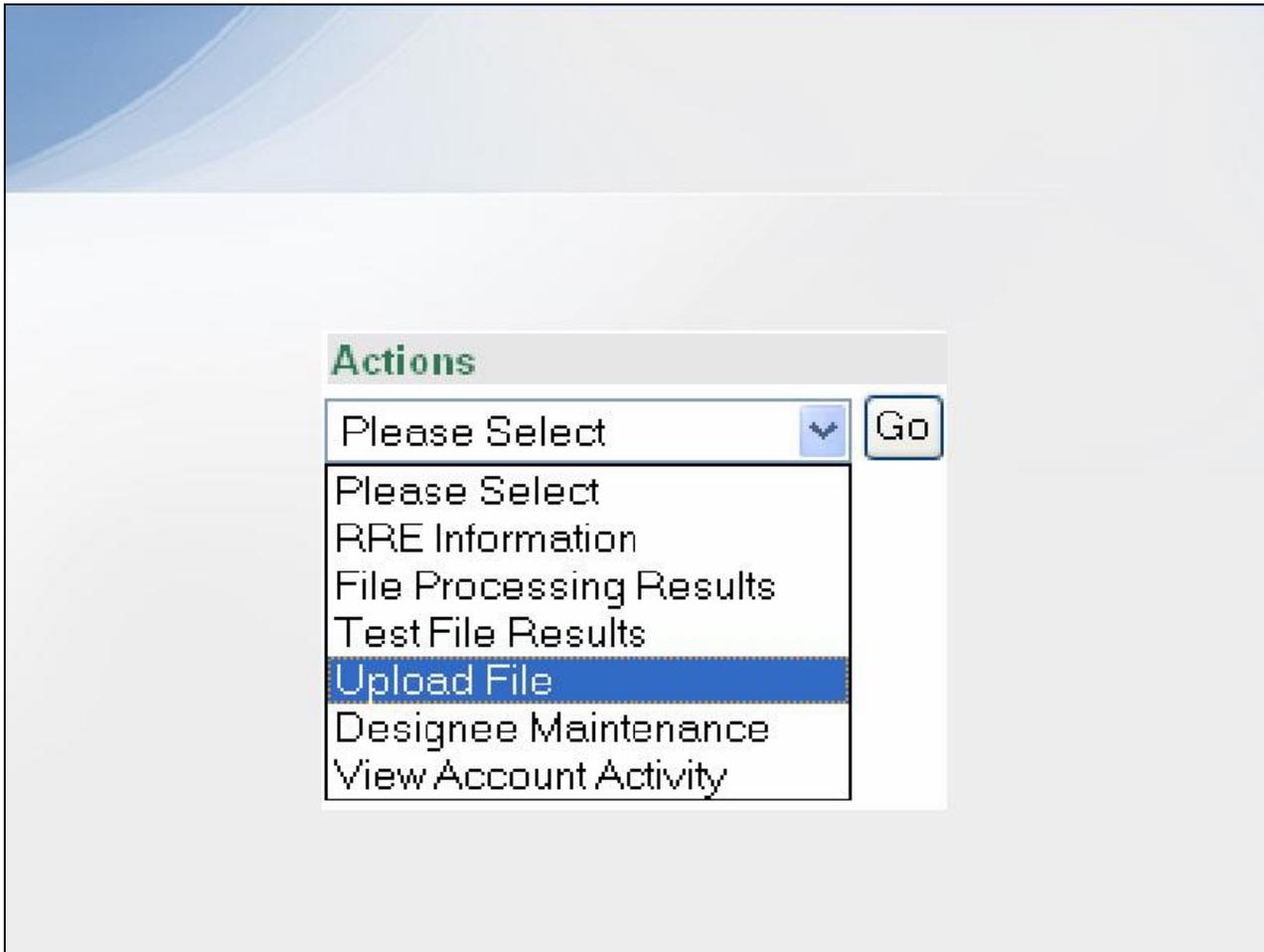
### Slide notes

After a successful login, the RRE Listing page will display.

This page functions as the main processing screen or Home page to initiate any of the Section 111 COBSW processes.

It lists all of the RRE IDs to which you are associated.

Slide 11 - of 41



**Slide notes**

From the RRE Listing page select Upload File from the Actions dropdown box for the applicable RRE ID and click Go.

Slide 12 - of 41

**File Upload**

RRE ID: [blurred]  
RRE Name: [blurred]

**Upload a file**

Enter the full file path name or click 'Browse' to select your file.  
Click 'Continue' to upload the file.

\* Required

Please select file type: \*  Test  Production

File to Upload:\*

Slide notes

The File Upload page displays for the selected RRE.

Slide 13 - of 41

**File Upload**

RRE ID:

RRE Name:

**Upload a file**

Enter the full file path name or click 'Browse' to select your file.  
Click 'Continue' to upload the file.

**\* Required**

Please select file type: \*  Test  Production

File to Upload:\*

Slide notes

Specify the type of file to be uploaded, Test or Production.

## Slide 14 - of 41

### File Upload

RRE ID:

RRE Name:

#### Upload a file

Enter the full file path name or click 'Browse' to select your file.  
Click 'Continue' to upload the file.

**\* Required**

Please select file type: \*  Test  Production

File to Upload:\*

**Slide notes**

Click Browse to specify the file location and file name to be uploaded, or type in the file path and name, if you know it.

## Slide 15 - of 41

### File Upload

RRE ID:

RRE Name:

#### Upload a file

Enter the full file path name or click 'Browse' to select your file.  
Click 'Continue' to upload the file.

**\* Required**

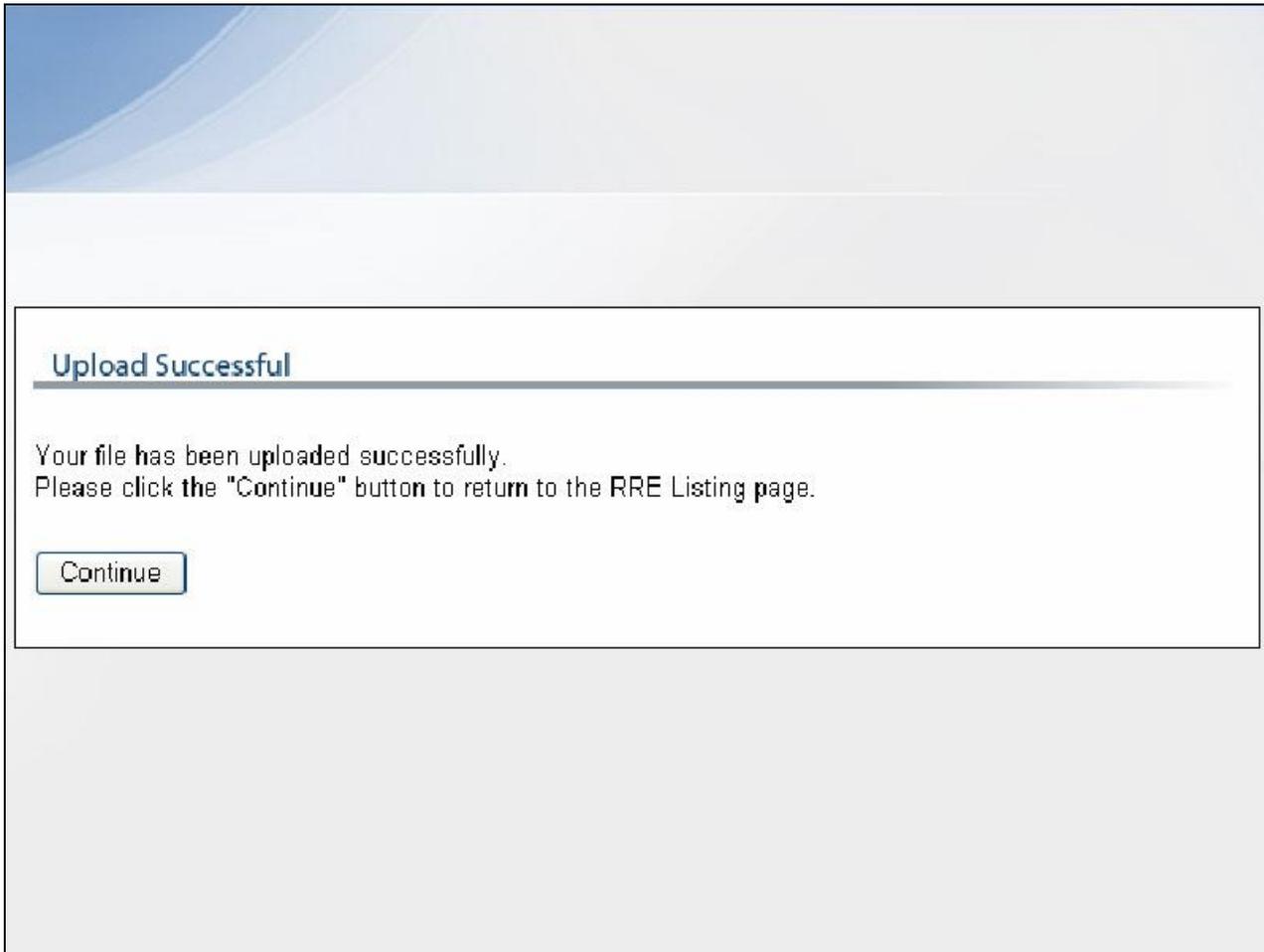
Please select file type: \*  Test  Production

File to Upload:\*

**Slide notes**

Click Continue. Do not logoff of the Section 111 COBSW or close any associated browser window until the file upload is complete.

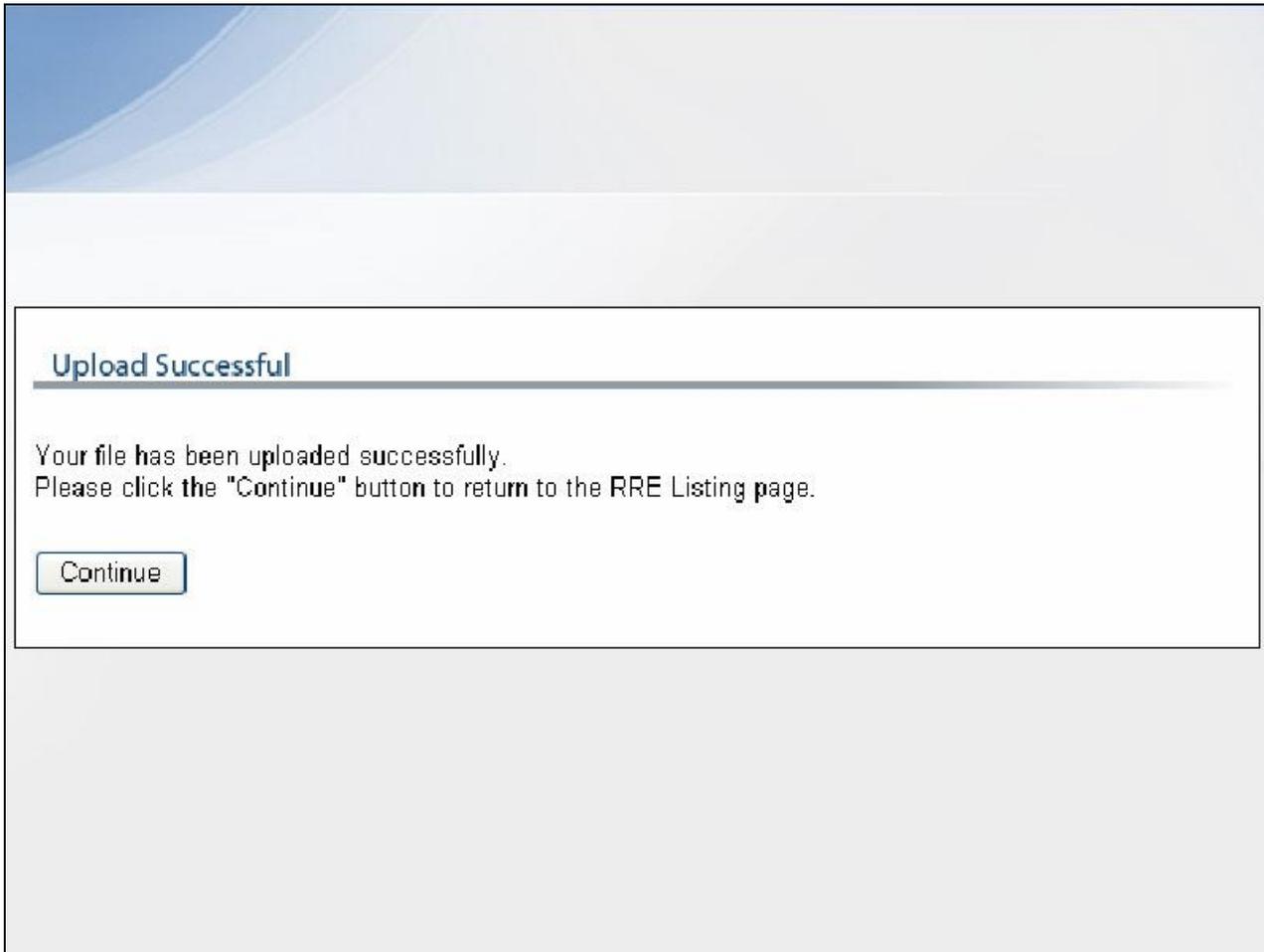
Slide 16 - of 41



Slide notes

If the file has been uploaded successfully, the Upload Successful page displays.

Slide 17 - of 41



Slide notes

Click Continue.

Slide 18 - of 41

**RRE Listing**

This page lists all the Responsible Reporting Identification Numbers (RRE IDs) with which you are associated. You can select from the Actions available in the drop-down menu next to each RRE ID. Click on the down arrow, select an action from the list and then click on the Go button.

To search for a specific RRE enter the RRE ID and click on the Search button. To refresh the complete list of RREs with which you are associated, click on the Refresh RRE Listing button.

The RRE Listing is sorted by RRE ID.

RRE ID:

One item found ↓

RRE ID	Name	Status	Submsn Period	Reporting Option	EDI Representative Name	EDI Phone Number	EDI Email	Actions
#####	EXAMPLE RRE NAME	PROD	0	DDE	First Lastname	#####	lastname@domain.com	Please Select. <input type="button" value="Go"/>

Export options: [Text](#) [Spreadsheet](#)

**QUICK HELP**

[Help About This Page](#)

[Submission Periods](#)

[Print this page](#)

**I'd like to...**

[Manage Personal Information](#)

[Change Password](#)

[Logout](#)

Slide notes

The RRE Listing page displays.

Slide 19 - of 41

## HTTPS Uploaded Files

- Cannot be viewed/deleted
- If uploaded in error, Electronic Data Interchange (EDI) Representative must be contacted

### Slide notes

Once a file has been successfully uploaded to the Section 111 COBSW, it cannot be viewed or deleted.

If a file is uploaded in error, the RRE does not have the ability to delete it.

They must contact their Electronic Data Interchange (EDI) Representative for assistance.

Slide 20 - of 41

# File Status

**File Listing**  [Print this page](#)

RRE ID: 30520  
RRE Name: MY BIG RRE

Files submitted for this RRE ID are listed below.

After files have been processed by the BCRC, they are separated into components depending on the File Type and record identifiers.

To see file processing details, click on the Record Type link associated with the file.

To download a response file via HTTPS, click on the response file name link that appears on the right.

Links for response files displayed on this site for more than 180 days will be deactivated. Should you require a copy of a response file that is not available on this page, please contact your assigned ED Representative for assistance.

**Record Types:**

**GHP**

- MS – MSP Input File
- NM – Non-MSP Input File
- QY – Query Only Input File
- UN – Unsolicited Alert File
- TR – TR Reference File

**Liability/No-Fault/Workers' Compensation**

- CM – Claim Input File
- QY – Query Input File
- TR – TR Reference File

File ID	Record Type	Receipt DT	Process DT	Record Cnt	Status	Same Match	Same No-Match
111220907	MS	5/5/14	5/5/14	25	Complete	15	10
		Response DT: 5/7/14					
		Response File: >>PCOB.SA.MR.GHPMSP.RESP.D20140507.T14290758.TXT<<					
110810999	TR	4/23/14	4/23/14	301	Complete	49	252
		Response DT: 4/25/14					
		Response File: >>PCOB.SA.MR.GHPTRN.RESP.D20140425.T14307912.TXT<<					
110990999	UN	10/23/13	10/23/13	25	Complete	15	10
		Response DT: 10/24/13					
		Response File: >>PCOB.SA.MR.GHPUNRS.RESP.D20131024.T12232123.TXT<<					

Return to RRE Listing

**Slide notes**

As files are received by the application, file information is saved and stored on a database, and a status code is used to track the file as it processes through the system.

This file status is displayed on the File Listing page under the associated RRE ID.

For more information on how to monitor file processing results, please view the Monitor File Processing Results CBT and the Section 111 COBSW User Guide.

Slide 21 - of 41

## Threshold and Severe File Submission Errors

- File may be rejected/suspended from processing due to severe errors
  - File received without header record
  - File header record does not contain a valid RRE ID
  - Threshold checks

### Slide notes

Submitted files may be rejected or suspended from processing due to severe errors (such as, file received without header record or file header record does not contain a valid Section 111 RRE ID) or if they meet certain threshold checks.

Please refer to the Section 111 GHP User Guide and the Monitor Test File Processing and Monitor File Processing CBT's for more information on these edits.

Slide 22 - of 41

## HTTPS Response Files

- Sent using same transmission method as uploaded files
- Available on File Listing page
  - Displays results after the BCRC has processed
- E-mail sent to Account Manager when a response file is ready

### Slide notes

Response files are sent to the RRE using the same transmission method that was selected for input files.

Files transmitted using the HTTPS method will have response files available for download on the File Listing page.

This page displays the results after the BCRC has processed your input files.

The system will send an e-mail to the Account Manager assigned to the RRE ID when a response file is ready on the Section 111 COBSW.

Slide 23 - of 41

## Download Response Files

- File downloads can be performed through Section 111 COBSW
  - Available to RREs that selected HTTPS
- RRE has option to change file submission method
  - Contact EDI Representative

### Slide notes

Test and Production Response file downloads can be performed directly through the Section 111 COBSW user interface using HTTPS protocol.

This option is only available to RREs that selected HTTPS during Account Setup.

The RRE has the option of changing the electronic file submission methodology; however, you must contact your EDI Representative to make this change for you.

Slide 24 - of 41

## Download Response Files

- Account Managers/Designees can download
- RREs or agents must develop software
  - Process response files
  - Take Actions on disposition codes and other information

### Slide notes

Both Account Managers and Account Designees associated with the RRE ID can download response files.

RREs or their agents must develop software to process response files and take Actions on the disposition codes and other information provided.

For guidance on interpreting response files, refer to the Section 111 NGHP User Guide.

Slide 25 - of 41

## Download Response Files

- NGHP submitters:
  - Claim Response File
  - Query Response File
  - TIN Reference Response File

### Slide notes

NGHP submitters who have chosen HTTPS as their file submission method can download the following Test and Production files:

Claim Response File, Query Response File and TIN Reference Response File.

Slide 26 - of 41

## HTTPS File Download Using Section 111 COBSW

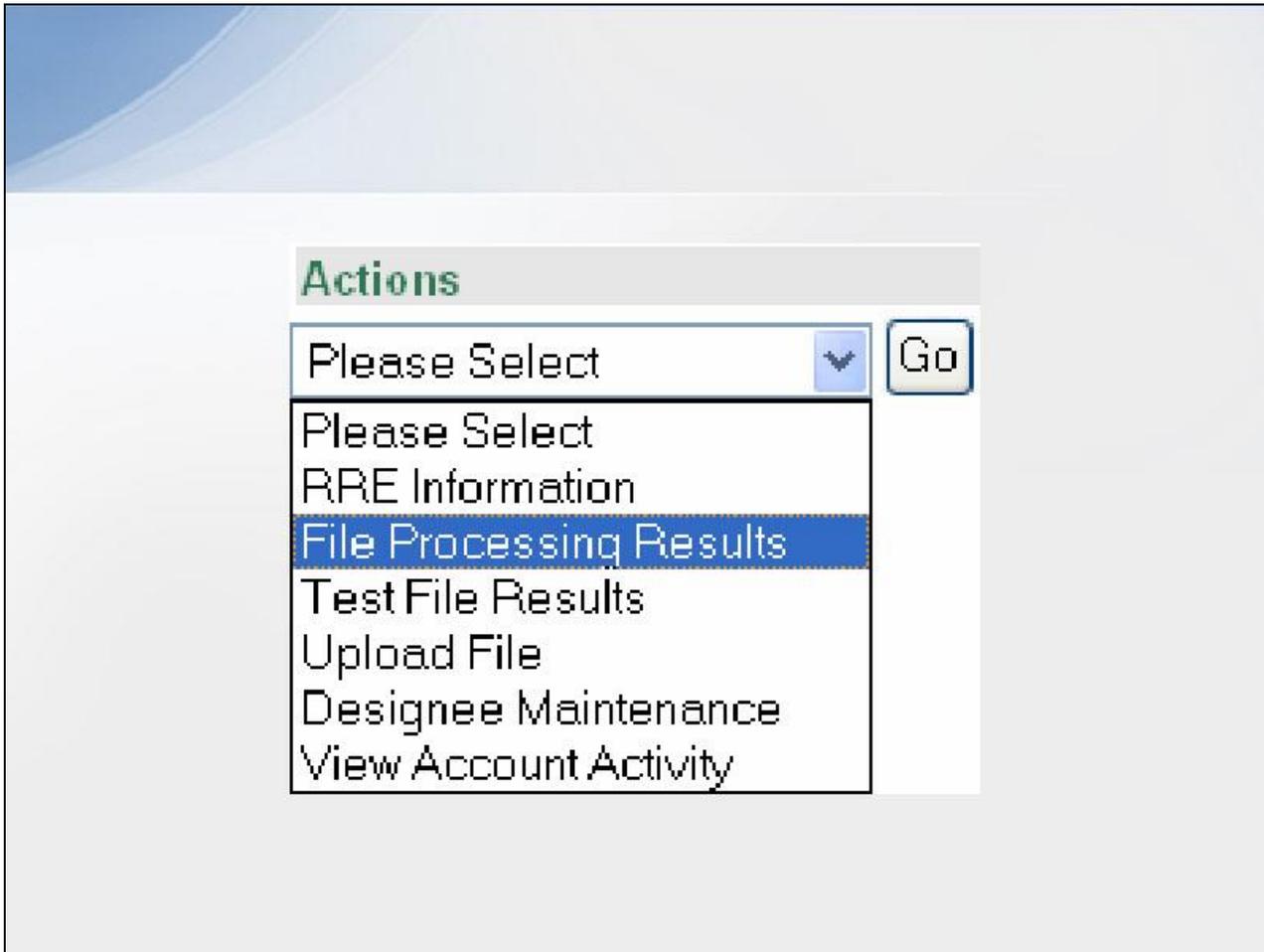
- Login ID and Password
- <https://cob.cms.hhs.gov/Section111/>



### Slide notes

To begin the download process for production files, the RRE must successfully login to the Section 111 application on the COBSW at <https://cob.cms.hhs.gov/Section111/>.

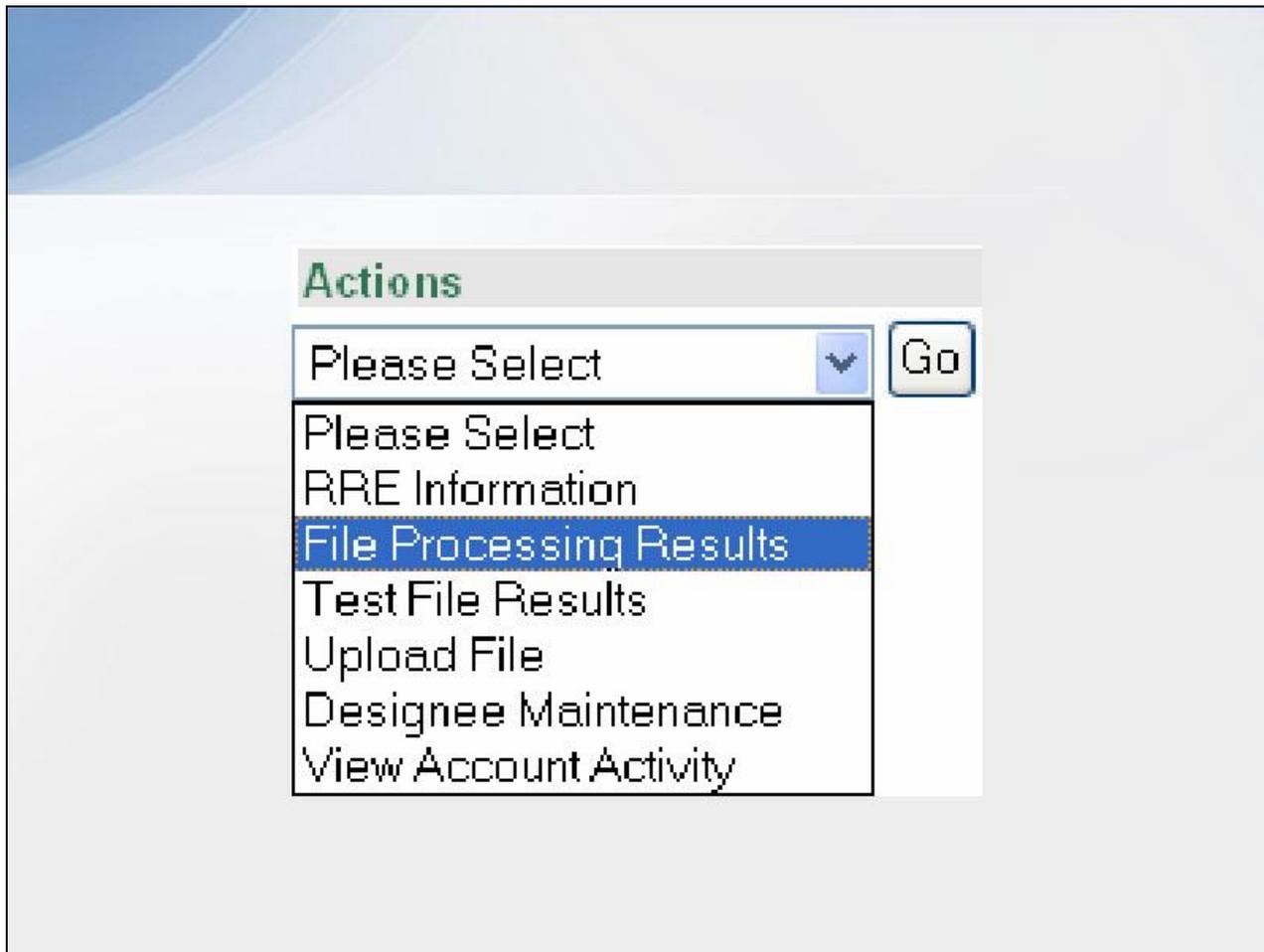
Slide 27 - of 41



**Slide notes**

Once the RRE Listing Page displays, select File Processing Results from the Actions dropdown box for the applicable RRE ID and click Go.

Slide 28 - of 41

**Slide notes**

If the RRE is downloading test files, select Test File Results from the Actions dropdown box for the applicable RRE ID and click Go.

Slide 29 - of 41

File Listing
 [Print this page](#)

RRE ID: 30620  
RRE Name: NY BIG RRE

Files submitted for this RRE ID are listed below.

After files have been processed by the BCRG, they are separated into components depending on the File Type and record identifiers.

To see file processing details, click on the Record Type link associated with the file.

To download a response file via HTTPS, click on the response file name link that appears on the right.

Links for response files displayed on this site for more than 100 days will be deactivated. Should you require a copy of a response file that is not available on this page, please contact your assigned EDI Representative for assistance.

**Record Types:**

**GHP**

- MS - MSP Input File
- NM - Non-MSP Input File
- QY - Query Only Input File
- UN - Unsolicited Alert File
- TR - TR Reference File

**Liability/No-Fault/Workers' Compensation**

- CM - Claim Input File
- QY - Query Input File
- TR - TR Reference File

File ID	Record Type	Receipt DT	Process DT	Record Cnt	Status	Base Match	Base No-Match
111220007	MS	5/5/14	5/5/14	25	Complete	15	10
	Response DT:	5/7/14					
	Response File:	<a href="#">-&gt;PCOB.SA.MR.GHP.MSP.RESP.D20140507.T14180718.TXT&lt;-&gt;</a>					
110910999	TR	4/23/14	4/23/14	301	Complete	43	252
	Response DT:	4/23/14					
	Response File:	<a href="#">-&gt;PCOB.SA.MR.GHP.TR.RESP.D20140423.T14180712.TXT&lt;-&gt;</a>					
118990999	UN	10/23/13	10/23/13	25	Complete	15	10
	Response DT:	10/24/13					
	Response File:	<a href="#">-&gt;PCOB.SA.MR.GHP.UNS.RESP.D20131024.T12232123.TXT&lt;-&gt;</a>					

Return to RRE Listing

Slide notes

If File Processing Results was selected, the File Listing page of production files previously submitted and their corresponding response files will display for the RRE ID.

Slide 30 - of 41

File Listing
 [Print this page](#)

RRE ID: 30620  
RRE Name: NY SIG RRE

Files submitted for this RRE ID are listed below.

After files have been processed by the BCRG, they are separated into components depending on the File Type and record identifiers.

To see file processing details, click on the Record Type link associated with the file.

To download a response file via HTTPS, click on the response file name link that appears on the right.

Links for response files displayed on this site for more than 100 days will be deactivated. Should you require a copy of a response file that is not available on this page, please contact your assigned EDI Representative for assistance.

**Record Types:**

**GHP**

- MS - MSP Input File
- NM - Non-MSP Input File
- QY - Query Only Input File
- UN - Unsolicited Alert File
- TR - TR Reference File

**Liability/No-Fault/Workers' Compensation**

- CM - Claim Input File
- QY - Query Input File
- TR - TR Reference File

File ID	Record Type	Receipt DT	Process DT	Record Cnt	Status	Base Match	Base No-Match
111220007	MS	5/5/14	5/5/14	25	Complete	15	10
	Response DT:	5/7/14					
	Response File:	<a href="#">-&gt;PCOB.SA.MR.GHP.MSP.RESP.D20140507.T14180718.TXT&lt;-&gt;</a>					
110910999	TR	4/23/14	4/23/14	301	Complete	49	252
	Response DT:	4/23/14					
	Response File:	<a href="#">-&gt;PCOB.SA.MR.GHPTIN.RESP.D20140423.T14180712.TXT&lt;-&gt;</a>					
118990999	UN	10/23/13	10/23/13	25	Complete	15	10
	Response DT:	10/24/13					
	Response File:	<a href="#">-&gt;PCOB.SA.MR.GHP.UNS.RESP.D20131024.T12232123.TXT&lt;-&gt;</a>					

Return to RRE Listing

Slide notes

If Test File Results was selected, the File Listing page of test files previously submitted and their corresponding response files will display for the RRE ID.

Slide 31 - of 41

File Listing
 [Print this page](#)

RRE ID: 30620  
RRE Name: NY SIG RRE

Files submitted for this RRE ID are listed below.

After files have been processed by the BCRG, they are separated into components depending on the File Type and record identifiers.

To see file processing details, click on the Record Type link associated with the file.

To download a response file via HTTPS, click on the response file name link that appears on the right.

Links for response files displayed on this site for more than 100 days will be deactivated. Should you require a copy of a response file that is not available on this page, please contact your assigned EDI Representative for assistance.

**Record Types:**

**GRP**

- MS - MSP Input File
- NM - Non-MSP Input File
- QY - Query Only Input File
- UN - Unsolicited Alert File
- TR - TR Reference File

**Liability/No-Fault/Workers' Compensation**

- CM - Claim Input File
- QY - Query Input File
- TR - TR Reference File

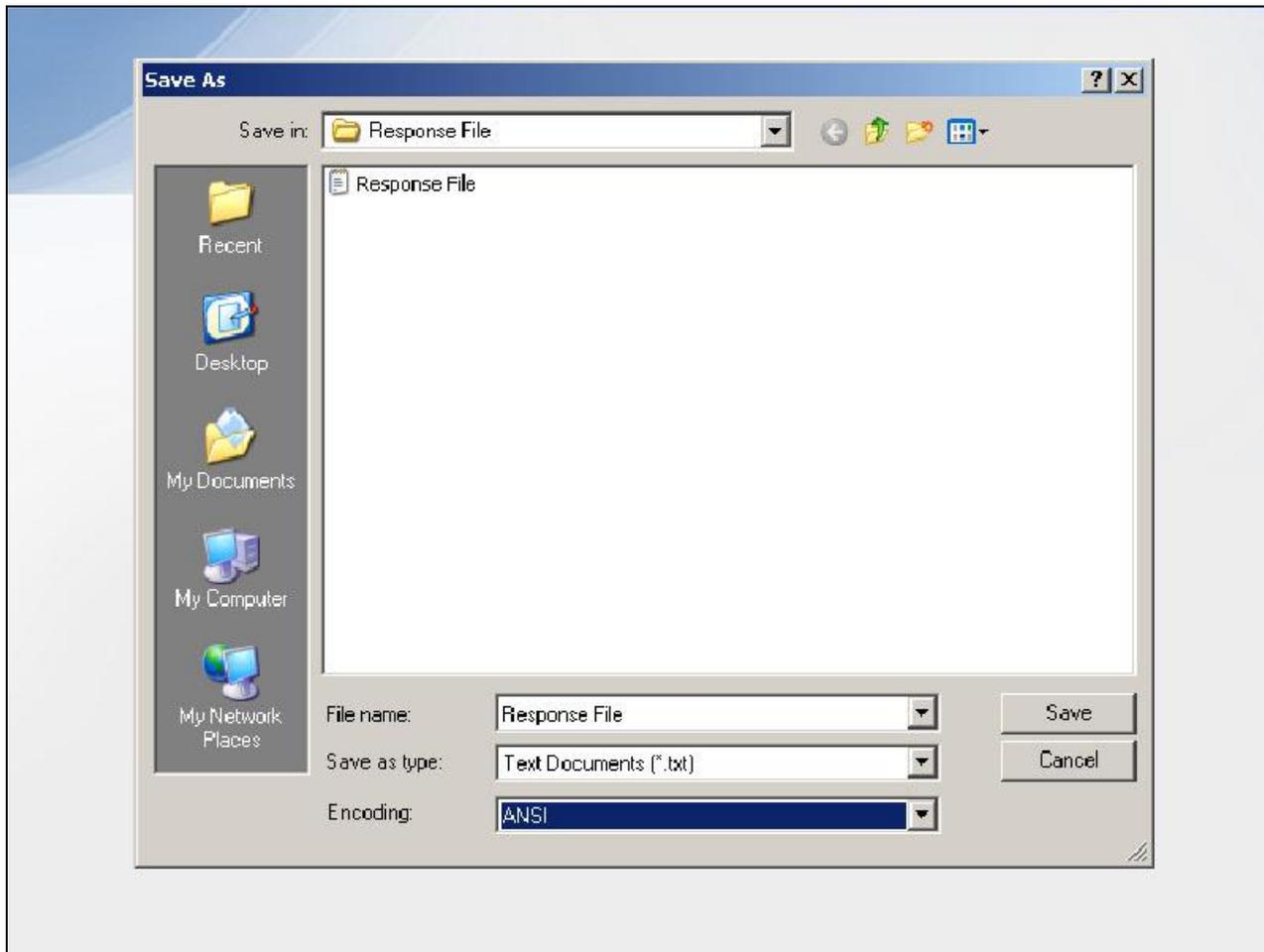
File ID	Record Type	Receipt DT	Process DT	Record Cnt	Status	Base Match	Base No-Match
111220007	MS	5/5/14	5/5/14	25	Complete	15	10
		Response DT: 5/7/14					
		Response File: >>PCOB.SA.MR.GHPMSP.RESP.D20140507.T14180718.TXT<<					
110910999	TR	4/23/14	4/23/14	301	Complete	49	252
		Response DT: 4/23/14					
		Response File: >>PCOB.SA.MR.GHPTIN.RESP.D20140423.T14180712.TXT<<					
118990999	UN	10/23/13	10/23/13	25	Complete	15	10
		Response DT: 10/24/13					
		Response File: >>PCOB.SA.MR.GHPUNS.RESP.D20131024.T12232123.TXT<>					

Return to RRE Listing

Slide notes

Click the link formed by the response file name inside the double arrows (>> <<) associated with the completed file.

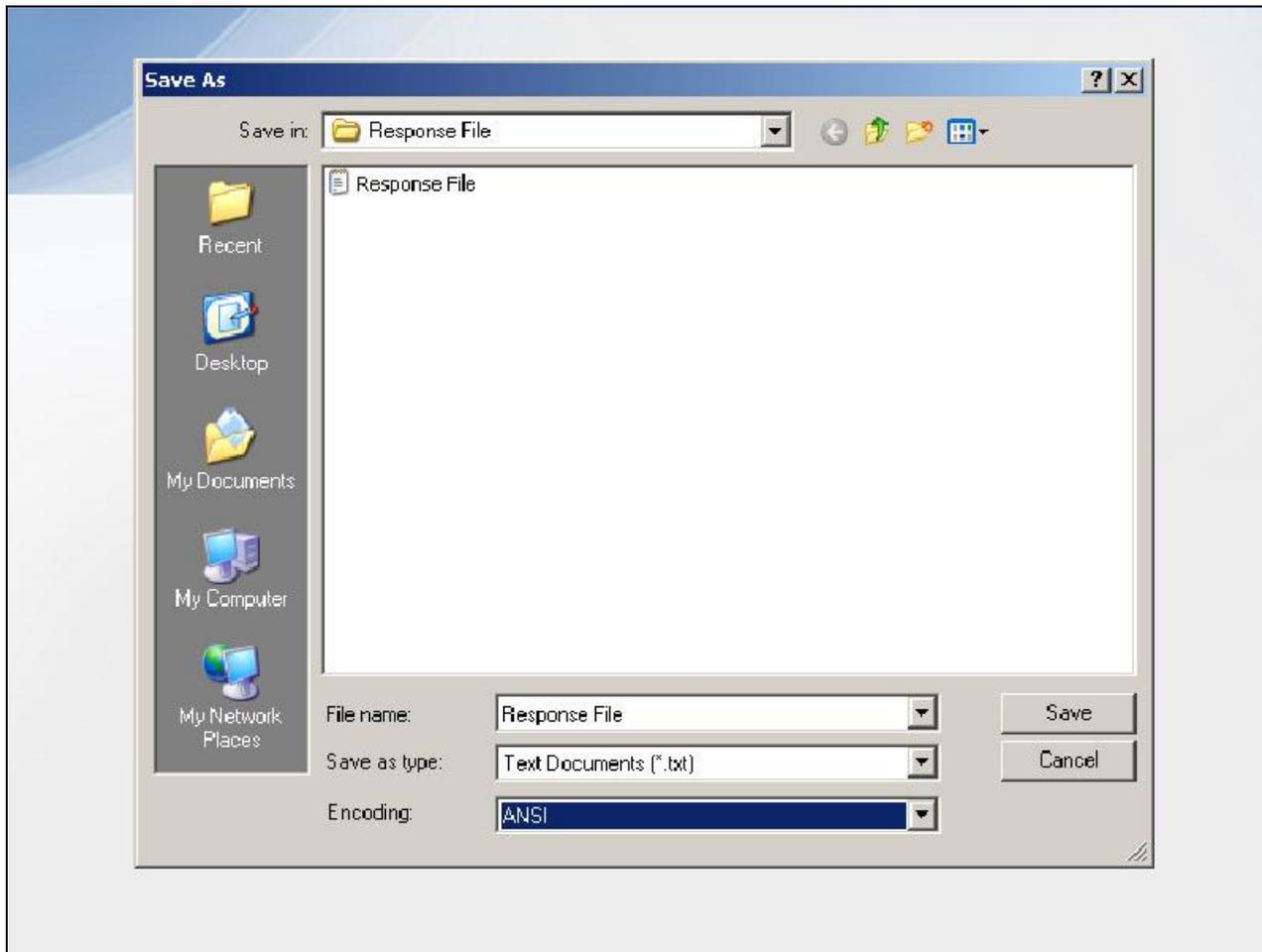
Slide 32 - of 41



Slide notes

The Save dialog box displays.

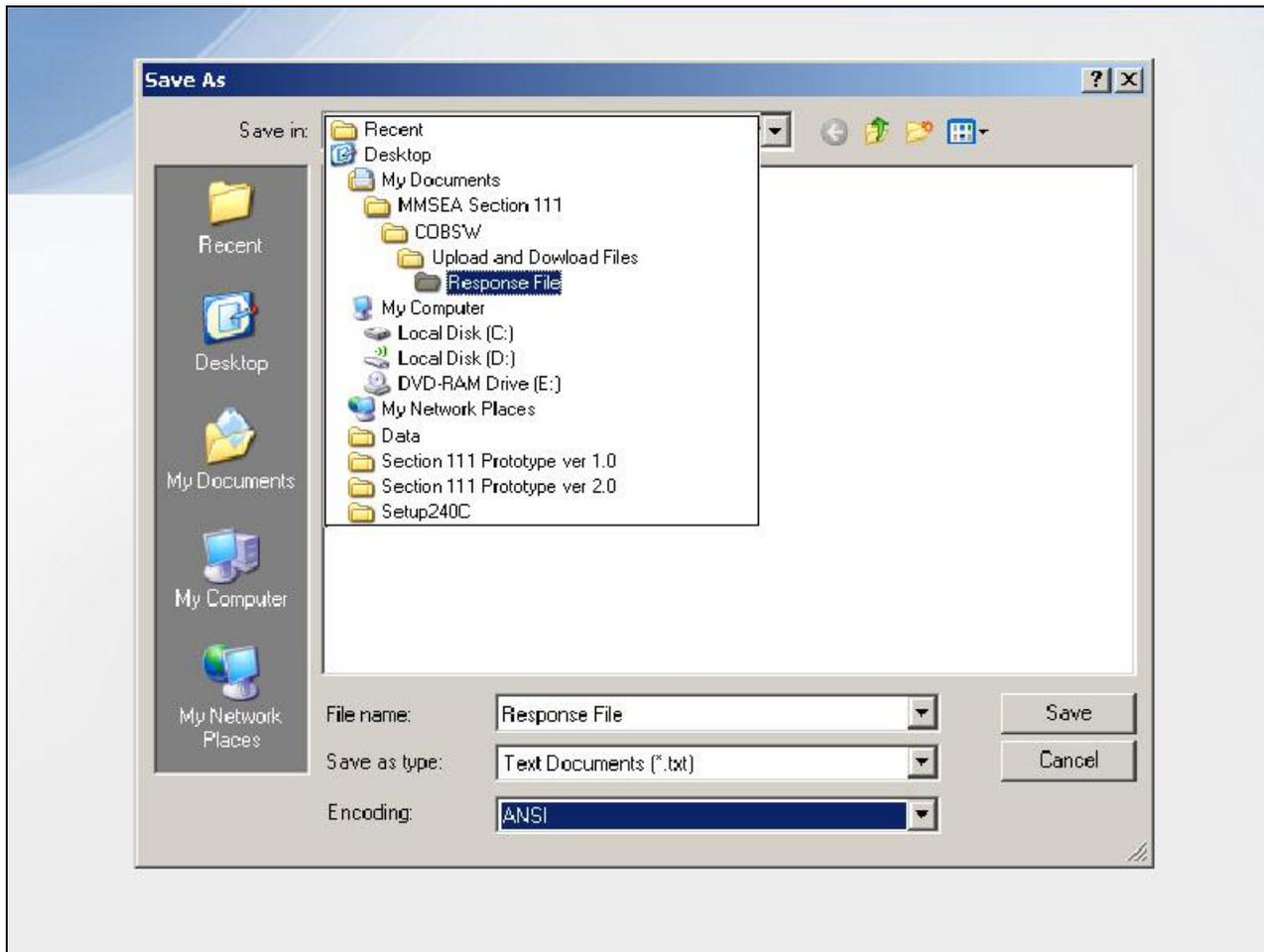
## Slide 33 - of 41



## Slide notes

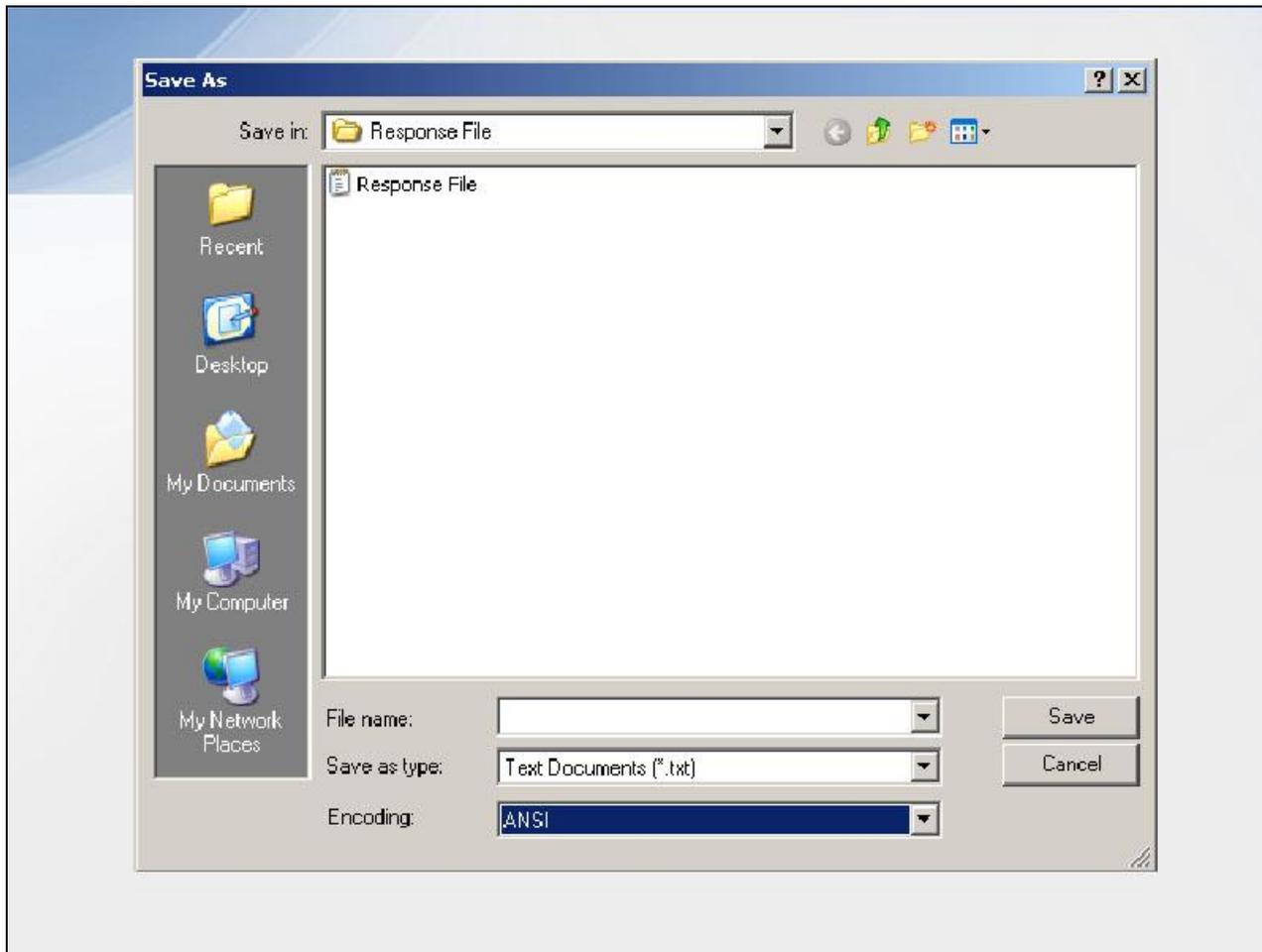
Select a location on your computer or network from the Save In field at the top of the Save dialog box.

Slide 34 - of 41



Slide notes

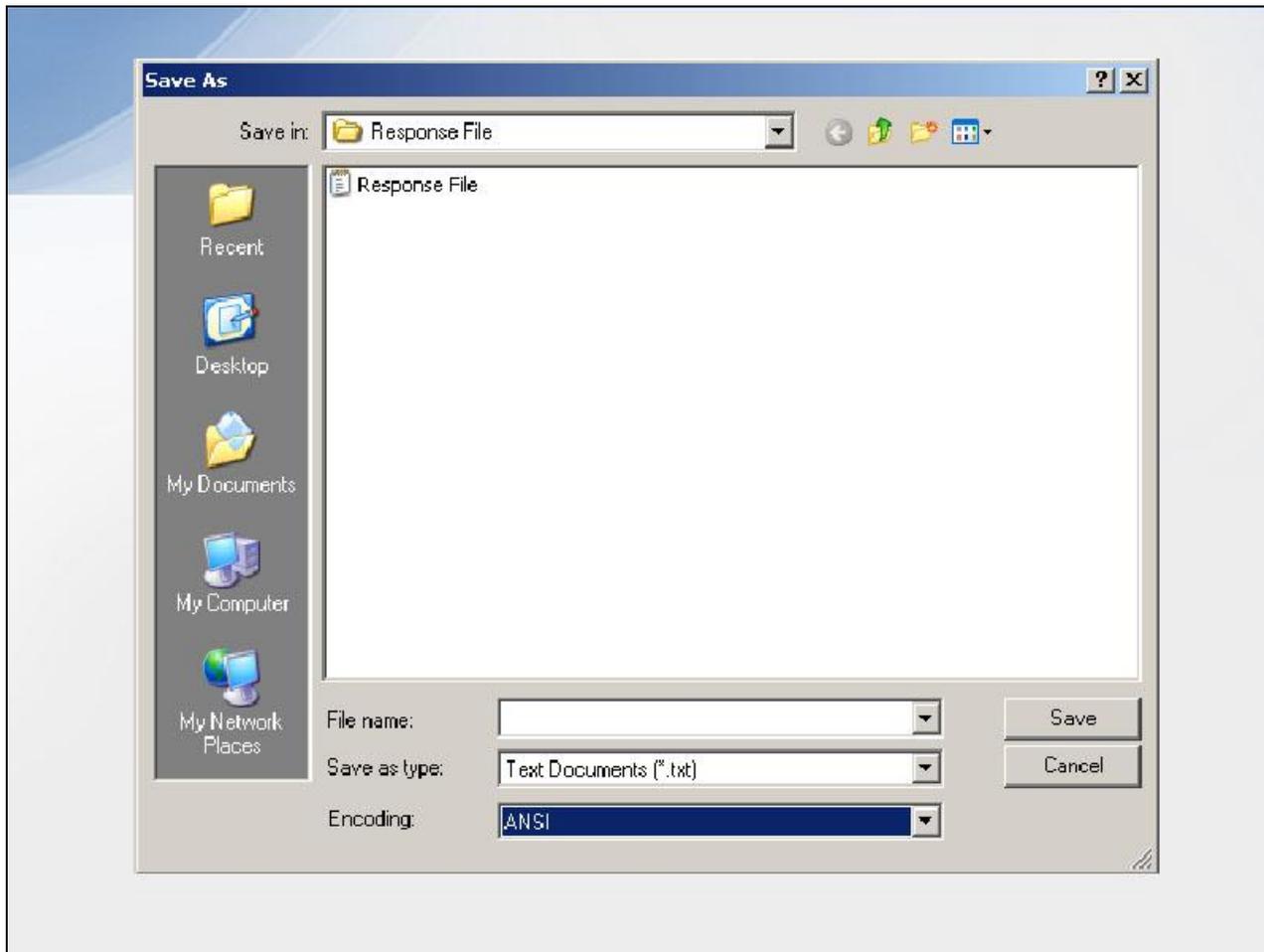
Slide 35 - of 41



Slide notes

Enter a file name of your choosing in the File Name field.

## Slide 36 - of 41

**Slide notes**

Note: Leave the File Download dialog box and all browser pages open during the download.

Do not log off or close your browser.

You must stay logged on to the Section 111 COBSW with an active session during the download process.

Slide 37 - of 41

File Listing
 [Print this page](#)

RRE ID: 30620  
RRE Name: NY SIG RRE

Files submitted for this RRE ID are listed below.

After files have been processed by the BCRG, they are separated into components depending on the File Type and record identifiers.

To see file processing details, click on the Record Type link associated with the file.

To download a response file via HTTPS, click on the response file name link that appears on the right.

Links for response files displayed on this site for more than 100 days will be deactivated. Should you require a copy of a response file that is not available on this page, please contact your assigned EDI Representative for assistance.

**Record Types:**

**GRP**

- MS - MSP Input File
- NM - Non-MSP Input File
- QY - Query Only Input File
- UN - Unsolicited Alert File
- TR - TR Reference File

**Liability/No-Fault/Workers' Compensation**

- CM - Claim Input File
- QY - Query Input File
- TR - TR Reference File

File ID	Record Type	Receipt DT	Process DT	Record Cnt	Status	Base Match	Base No-Match
111220007	MS	5/5/14	5/5/14	25	Complete	15	10
Response DT: 5/7/14 Response File: >>PCOB.SA.MR.GHPMSP.RESP.D20140507.T14180718.TXT<<							
110910999	TR	4/23/14	4/23/14	301	Complete	49	252
Response DT: 4/23/14 Response File: >>PCOB.SA.MR.GHPTIN.RESP.D20140423.T14180712.TXT<<							
118990999	UN	10/23/13	10/23/13	25	Complete	15	10
Response DT: 10/24/13 Response File: >>PCOB.SA.MR.GHPUNS.RESP.D20131024.T12232123.TXT<<							

Return to RRE Listing

Slide notes

After completing your download, click the Return to RRE Listing button at the bottom of the page.

Slide 38 - of 41

**RRE Listing**

This page lists all the Responsible Reporting Identification Numbers (RRE IDs) with which you are associated. You can select from the Actions available in the drop-down menu next to each RRE ID. Click on the down arrow, select an action from the list and then click on the Go button.

To search for a specific RRE enter the RRE ID and click on the Search button. To refresh the complete list of RREs with which you are associated, click on the Refresh RRE Listing button.

The RRE Listing is sorted by RRE ID.

RRE ID:

One item found ↓

RRE ID	Name	Status	Submsn Period	Reporting Option	EDI Representative Name	EDI Phone Number	EDI Email	Actions
#####	EXAMPLE RRE NAME	PROD	0	OOE	First Lastname	#####	lastname@domain.com	Please Select <input type="button" value="Go"/>

Export options: [Text](#) [Spreadsheet](#)

**QUICK HELP**  
[Help About This Page](#)  
[Submission Periods](#)

[Print this page](#)

**I'd like to...**  
[Message Personal Information](#)  
[Change Password](#)  
[Log off](#)

Slide notes

The system then displays the RRE Listing page.

Slide 39 - of 41

The slide features a light blue header with the title "HTTPS Response Files". Below the title, four light blue rounded rectangular boxes are stacked vertically, each containing a key point about the files. The background of the slide is a light gray gradient.

## HTTPS Response Files

- Available for 180 days
- May be downloaded more than once
- Cannot be deleted by RRE
- Removed by the BCRC after 180 days

**Slide notes**

HTTPS Response files will remain available for downloading for 180 days.  
There is no limit to the number of times a file can be downloaded in that time.  
The RRE cannot delete response files from the Section 111 COBSW.  
The BCRC will remove these files automatically after 180 days.

Slide 40 - of 41

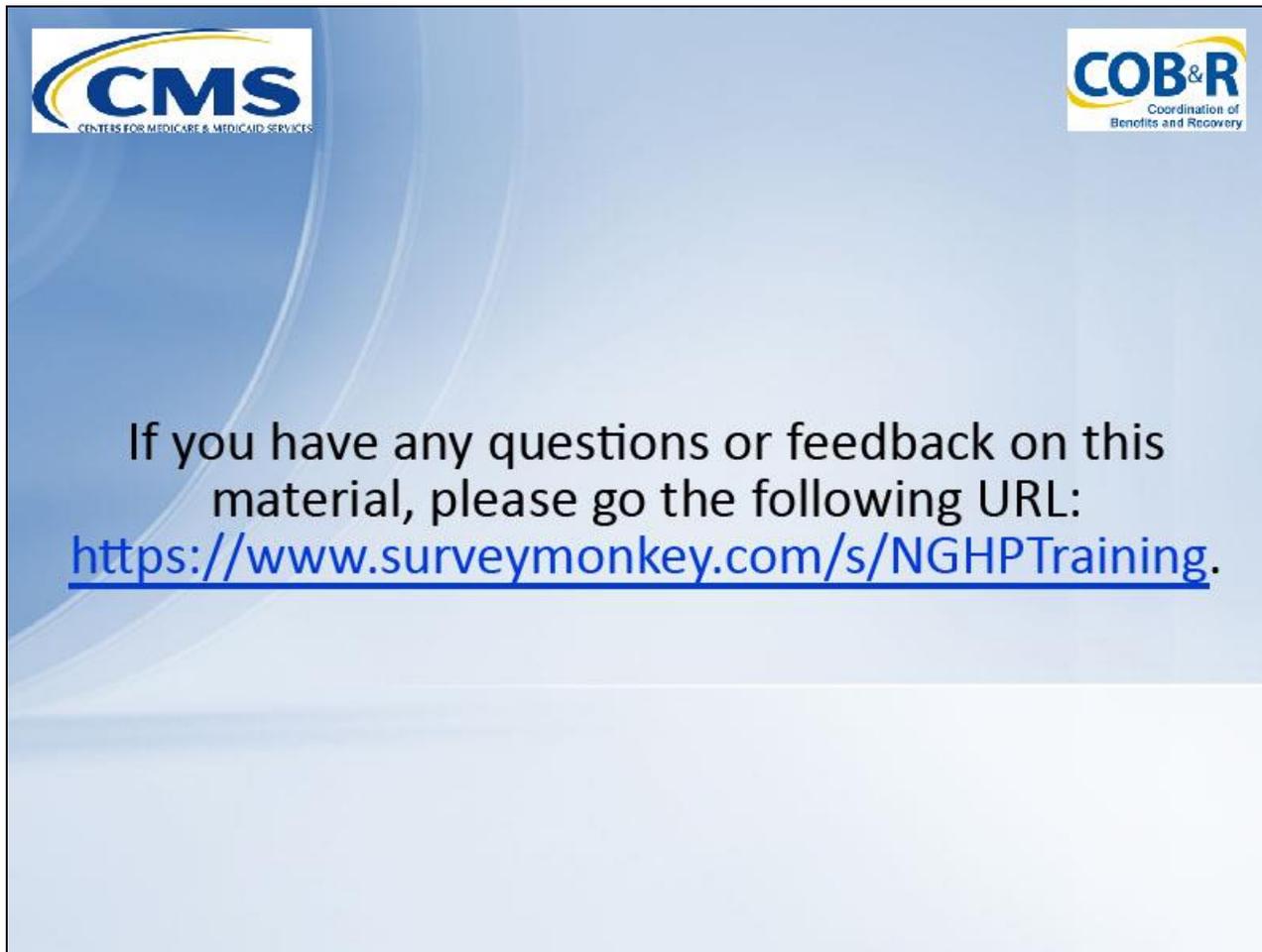


You have completed the Section 111 COBSW Uploading/Downloading Files via HTTPS course. Information in this presentation can be referenced by using the Section 111 COBSW User Guide's table of contents which can be accessed after logging in to the Section 111 COBSW.

**Slide notes**

You have completed the Section 111 COBSW Uploading/Downloading Files via HTTPS course. Information in this presentation can be referenced by using the Section 111 COBSW User Guide's table of contents which can be accessed after logging in to the Section 111 COBSW.

Slide 41 - of 41



The slide features a light blue background with a white box in the top left containing the CMS logo (Centers for Medicare & Medicaid Services) and a white box in the top right containing the COB&R logo (Coordination of Benefits and Recovery). The main text is centered and reads: "If you have any questions or feedback on this material, please go the following URL: <https://www.surveymonkey.com/s/NGHPTraining>."

**Slide notes**

If you have any questions or feedback on this material, please go the following URL:  
<https://www.surveymonkey.com/s/NGHPTraining>.