

Minutes of the
DESY Customer Meeting
Held at CMS, February 24, 2004

Attendees: Phone/Video: Sandy Callard (University of Michigan), Helen Margulis (Massachusetts), Karen Walker (EDS), Barbara Frank (ResDAC), Richard Meehl (Philadelphia Regional Office), Mike Thomas (Washington GAO), Tom Bockert, Gary Thoni (Kansas City), Cecilia Prella (Seattle Regional Office), David Phillips (Albany, NY OIG), Debbie (CSA Alabama), Boston Regional Office

CMS: Jack Fletcher, Barbara Roth, Walt Dunick, Roseanne Dean, Karen McCoy, Patte Roschitz, Cheryl Morris, Brian Baranoski, Paige Gomoljak, Rosemary Thommen, Jennifer Rickrode, Tom Kornfield, Chuck Herboldsheimer, and Gary Stubbs

VIPS: Karen Garrison, Don Flohr, and Michelle Berman

Opening Statement

Jack Fletcher, DESY Project Manager, opened the monthly meeting by welcoming everyone. This meeting was recorded for note taking purposes.

Operations

- * Issues with the tape drives are impacting performance and the backlog is growing
- * New libraries were installed for QuickStart which caused the system to crash over the weekend.
- * Over a billion records of output were written for 150 different requests
- * A notice went out on the News & Info page that processing for SAF, Denominator, MEDPAR, Name & Address, and Vital Stats would be put on hold for a week in order to reduce the backlog of NCH requests. There may be another week in the future where the same processes are put on hold to deal with the backlog.
- * New merge process was implemented and continues to be deployed. Once each cycle goes through a complete turn, we will begin to see some improvement.
- * Jack has asked for engineering resources from CITIC to help us analyze our jobs to improve performance and efficiency.
- * Downward trend in CPU utilization by DESY
- * Over 30% of the CPU on the ESRV box is network traffic
- * Significant increase in the amount of requests submitted. The number of requests submitted in February 2003 was approximately 200. This number increases to 700 for February 2004.

Questions

Q: Is there a mechanism in place to prioritize requests?

A: At this time there is no mechanism available to prioritize requests.

Q: When do you anticipate having the functionality to prioritize requests?

A: As NMUD becomes more dominant, we may have the flexibility within the system to prioritize. The standard procedure for requesting priority is to call Robyn Thomas, the DESY business owner. If you are not satisfied, the escalation path is to go to the OIS front office.

Q: Can I use the DESY sort key within the 50-byte header instead of the cross

reference feature?

A: Yes with a caveat. As long as a HICAN finder file is used as part of the search criteria and the starting position for the data (header) is specified, the first 30 bytes of the header will contain the data from the finder file. When a non-HICAN search is used, the sort key will contain zeroes.

Q: Is the DESY sort key derived or linked to the EDB?

A: The DESY sort key is derived from the EDB and it is the common identifier of a beneficiary within all three systems: NMUD, MBD and EDB. It is a singular key.

Q: Will the values provided by the DESY sort key change?

A: No

Q: Can I still submit 5% requests during the SAF downtime?

A: Yes

FYI:

o A data anomaly was discovered by RDI. The tax id number field is a ten digit field. True tax id numbers are 9 digit numbers. The data on the file consists of both 9 and 10 digit numbers. RDI's analysis resulted in finding 48 carriers producing 9 digit numbers, 4 carriers producing 10 digit numbers and 11 carriers producing both 9 and 10 digit numbers. Over 40% of all tax id numbers were 10 digits. The first 9 digits appear to be good and the last digit appears to be erroneous.

o Data anomaly #2: From the CDUG meeting - Back in July, a problem was discovered with missing UPINs in Carrier claims. Those claims were reprocessed and then a problem was discovered with the adjustments. The coinsurance amount and blood deductible quantity exceeded the correct amount by 100 times. Those claims will be reprocessed again.

The schedule for the monthly meetings is on the DESY web page. Jack will send out an appointment a week before each meeting. If you have any suggestions for next month's meeting, please send Jack Fletcher an email.

The next customer meeting will be March 30, 2004 at 11 am.

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