

Minutes of the  
DESY Customer Meeting  
Held at CMS, July 27, 2004

Attendees: Phone/Video: Debra Caldwell (ResDAC), Amy Zambrowski (Mathematica Policy Research Inc.), Lynn Walker (EDS), Sandy Callard (University of Michigan), Mike Thomas (Washington GAO), Claudia Bullock (Kansas City Regional Office)

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

VIPS: Don Flohr, Cheryl Mitchell and Michelle Berman

#### Opening Statement

Jack Fletcher opened the monthly meeting by welcoming everyone. Please pay attention to your email when it comes out for next month's meeting. There may be changes to the dial-in number or room. This meeting was recorded for note taking purposes.

#### Operations

- o Jack gave a status on the backlog within DESY. We continue to make improvements in reducing the backlog by making changes in our policy and procedures. We are using the limited resources as efficiently as possible. We are also working with customers to make sure everyone is receiving what is needed.
- o There are less than 1000 NCH requests in process.
- o Robyn Thomas and Jack identified requests that were in the system that were not structured most efficiently. Users were notified and asked to cancel their current requests and resubmit using HICAN finder files with a View output. The closer you can formulate requests in the form of a HICAN finder file request using a DESY output view with a restriction on the number of fields that you require in that view, the more rapidly the requests will complete.
- o Jack would like to thank the many users who complied with the request and have helped to shift the workload into areas where data is processing more efficiently.
- o There are certain business requirements that do not lend to using a HICAN finder file. Robyn's area has contacted users who have already submitted their non-HICAN requests. They are researching other resources to pull information or queries to create a HICAN finder file.
- o There are some businesses who identify conditions and those are the claims that are needed. For those that have that legitimate requirement, it will take much longer to turn around your data.
- o The older years cycle is now completing within three to four months.

#### Questions

Q: I used the new SSN to HICAN conversion process with the 18-byte finder file that includes the social security number, date of birth and sex. I did not get the finder back in my output, only the SSN part. I cannot relate it back to my original record. The same number can occur on more than one record.

A: DESY is returning a 30-byte file which has your original number in position one plus the found HICAN. It is a one to one match only. By privacy law, we are not allowed to give back family information. The output should be in the exact same sequence as the input.

Q: Is it more efficient to use a HIC finder file with a DESY view request and does that rule apply to SAF as well as NCH?

A: HIC finder files are easier for us to process for both NCH and SAF. SAF files are still on tape, so choosing a view for efficiency is not as pertinent with SAF at this time.

Q: Explain the use of fewer tables by selections made in a request.

A: The fewer number of fields you wish to put into a view, the better. Chances increase that additional tables are accessed to bring back requested data when more and more fields are selected for views. The real 'cost' is accessing those additional tables to pull back data for your view. Using three tables or less gives faster process time.