



Shortage Designation Management System (SDMS)

Provider Management Import Tool User Guide

Associated Resources:
Facility Form User Guide
PCO Portal User Guide
Mapping Tool User Guide
Provider Management

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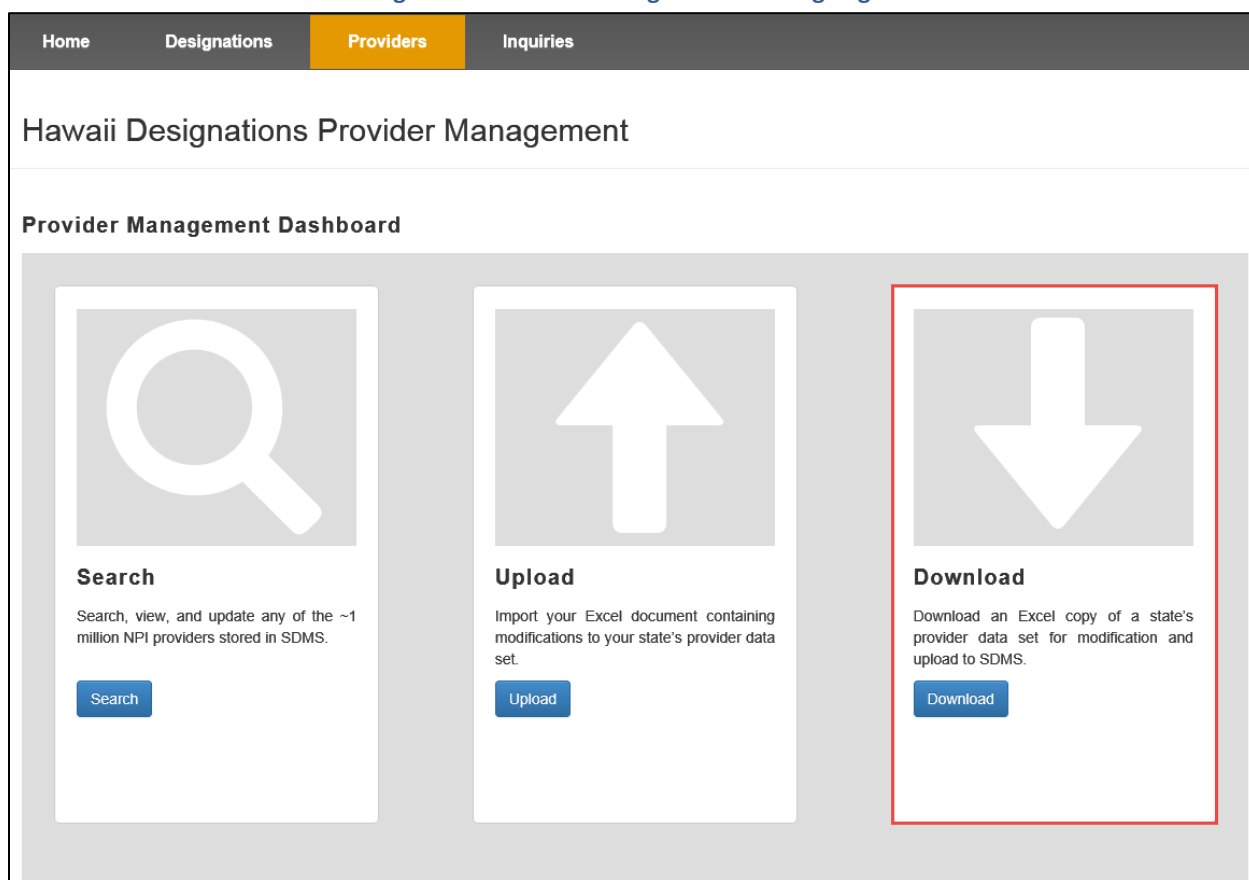


1. IMPORT TOOL INTRODUCTION

The import tool will provide PCOs the capability to add, update, or deactivate Provider location data in bulk by modifying system generated excel files. The modified files can then be uploaded through the User Interface where the system will validate the attempted modifications. The system will generate files with the most current provider data for each state on a nightly basis at 12:00 AM EST.

Figure 1 illustrates the Provider Management landing page, where users will be able to reach the Search, Upload, or Download pages by clicking on the desired tile. Clicking on the “Download” button will direct the user to the Excel file repository where users can download the desired state’s data.

Figure 1 - Provider Management Landing Page



2. DOWNLOAD

The first step in modifying provider data in bulk is to download the system generated file. The system will provide a dropdown listing all states available for download. PCOs will have the ability to download any state’s data, but the system will only accept records with addresses that are in the same state as the PCO who is logged into the system.



To download the file, click on the ‘Select a State’ dropdown, select the desired state, and click download as illustrated in Figure 2 and Figure 3 below.

Figure 2 – Download: Select State

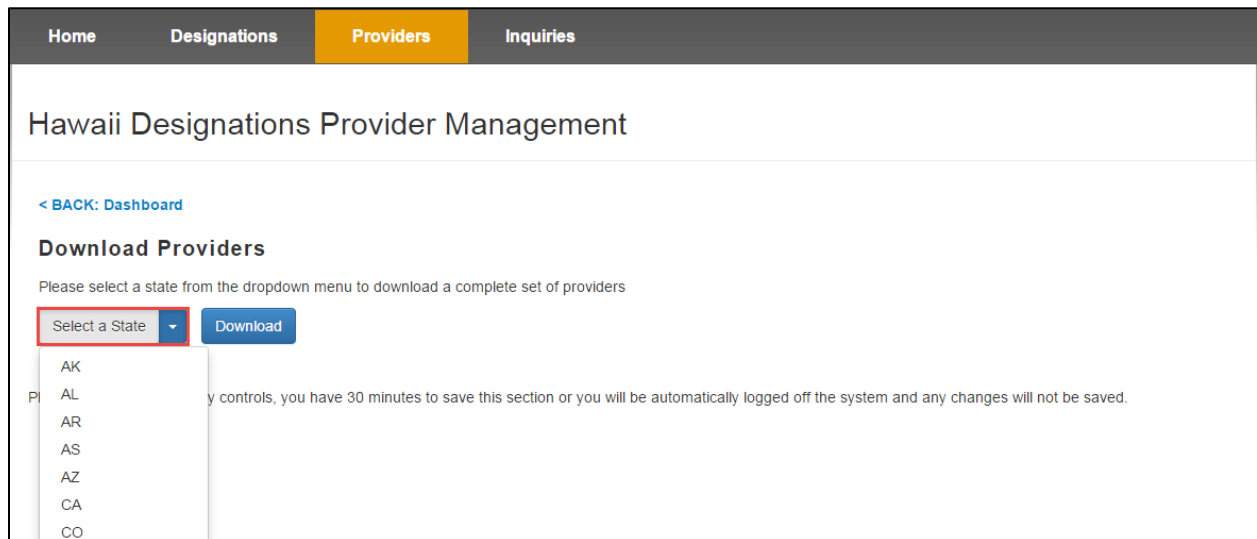
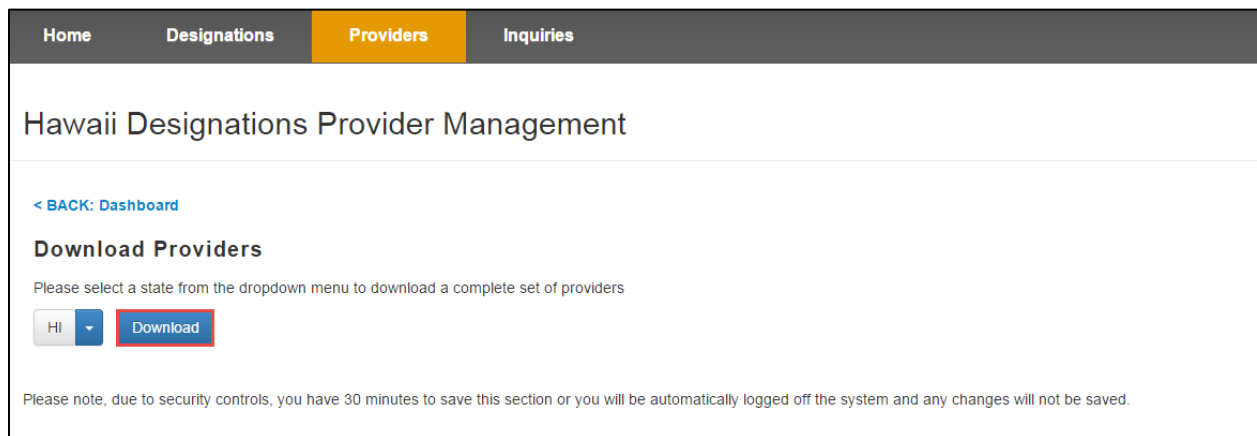


Figure 3 – Download: Download Button



The file will be downloaded as a zipped folder that will contain the downloaded states’ provider information.

2.1 EXPORT FILE

The system generated provider data file, Export file, will only have provider locations with an “Included” status. The file will have a Provider Locations tab and a Metadata tab, as illustrated in Figure 4. The Provider Locations tab has all providers’ information which can be edited to modify provider data through the Import tool. The Metadata tab has a creation date that informs the system when the file was generated. If an update is made to a record through the user interface after the file was generated and an update is being attempted to that same record through the Export file, the system will reject the attempted update. The Metadata tab also provides the reason code values. The Metadata tab should not be modified or deleted, otherwise the system will reject the file when attempting to upload and throw an “Invalid File” error message.



Figure 4 – Export File Tabs

	A	B	C
1	Action	NPI	First Name
2		1992979397	JENNIFER
3		1992958664	MAUREEN
4		1992957245	JENNY
5		1992927628	TINA
6		1992925234	SUZANNA
7		1992921746	CLAY

Provider Locations Metadata

The Export file will contain the following columns and be populated with data for each location if the data exists for those records:

1. Action	11. Address Line 2	21. Reason Code	31. Resident/Intern
2. NPI	12. City	22. Serves at Correctional Facility?	32. J1 Visa Holder
3. First Name	13. State	23. Serves at State/County Mental Hospital?	33. Federal Provider?
4. Middle Name	14. Postal Code	24. Annual Medicaid Claims	34. NHSC Provider?
5. Last Name	15. County Name	25. Medicaid Patient %	35. SDMS Last Modified Date
6. Suffix	16. Latitude	26. Homeless %	36. SDMS Last Modified By
7. Discipline	17. Longitude	27. Migrant Farmworker %	37. *License Number
8. Specialty	18. Age	28. Native American %	38. *License State
9. Status	19. Dental Auxiliaries	29. Sliding Fee %	
10. Address Line 1	20. Direct Tour Hours	30. Migrant Seasonal Farmworker %	

*License Number and License State will have 15 columns each to accommodate providers with multiple licenses.

Users will have the ability to add additional columns, the system will ignore all but the original columns. Should any of the original columns be modified or deleted, the system will reject the file and throw an “Invalid file” error message under the Report Detail portion of the upload page and no updates will be made to provider data.

The first time the file is opened, users may encounter one or both of the following firewall warnings (depending on the excel version and firewall settings) as illustrated in Figure 5 and Figure 6 below.



Figure 5 – Enabling Editing Capability

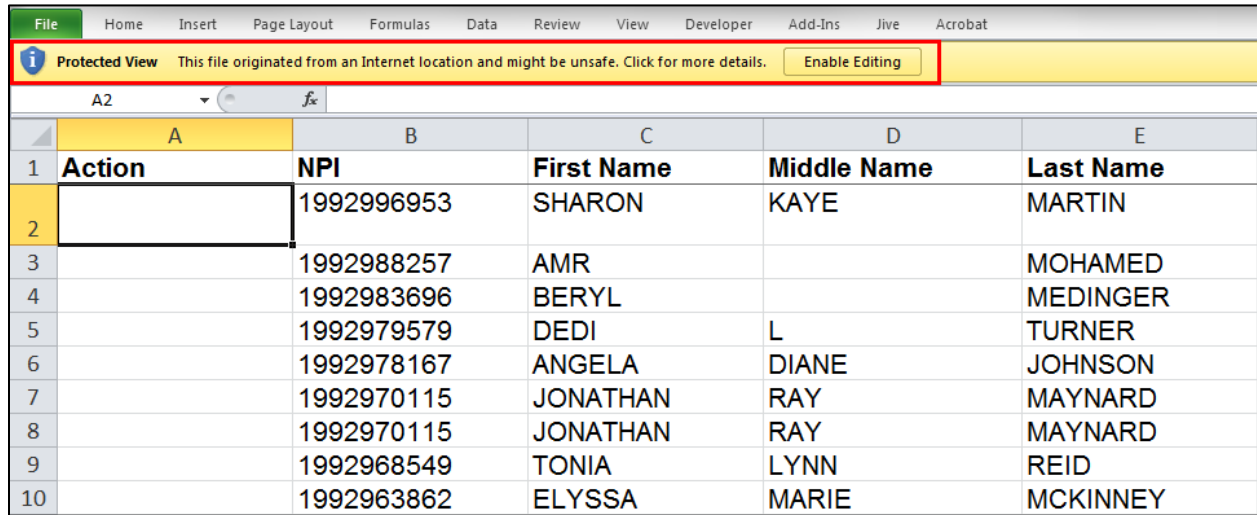
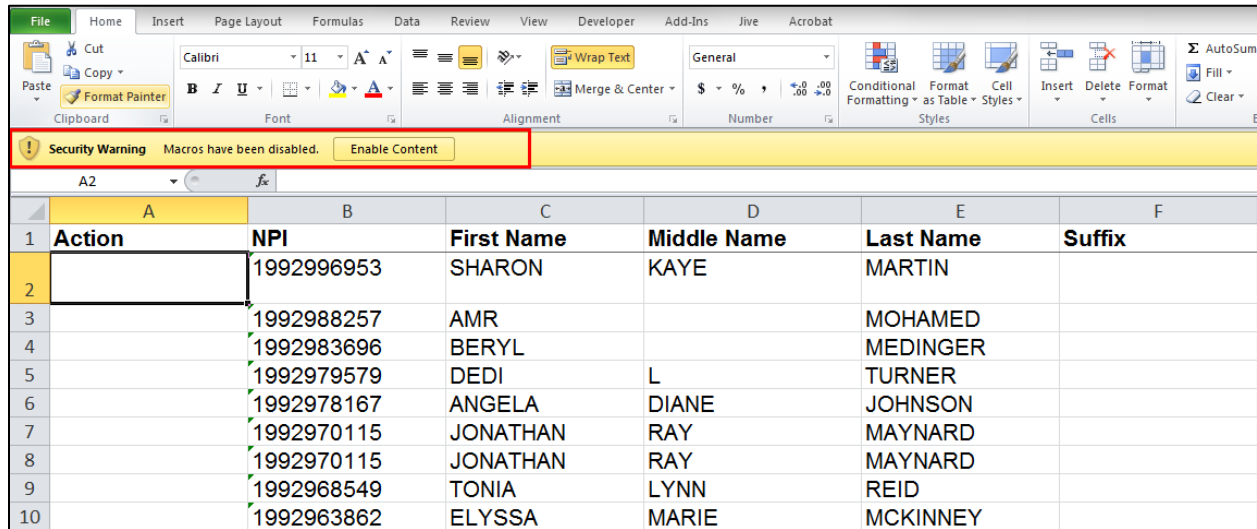


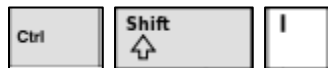
Figure 6 – Enabling Macro Capability



To use the Export file, users may need to click Enable Editing and Enable Content buttons if prompted by Excel.

2.1.1.1 ACTIVATING BUILT-IN MACRO

In order for the system to know the action the user is attempting to make, the user will need to select one of the options (Add, Update, or Deactivate) in the dropdown under the 'Action' column. These options have been built into a macro in the Export file to facilitate users' ability to modify the data. The macro can be activated by pressing



(Ctrl + Shift + I) on the keyboard. Activating the macro will populate the Action, Dental Auxiliaries, Reason Code, Facility Information, and Employment Status columns' options. Once the macro has been activated, all the necessary dropdowns in the file will be populated with different options as illustrated in Figure 7 and Figure 8 below.



Figure 7 – Populated Action Column

	A	B	C	D	E	F
1	Action	NPI	First Name	Middle Name	Last Name	Suffix
2	Select	992970115	JONATHAN	RAY	MAYNARD	
	Select	2963862	ELYSSA	MARIE	MCKINNEY	
	Add	2958656	MEGAN	ANNE	DEGARIS	
	Update	2955736	PURNIMA		BANSAL	
	Deactivate	1992936561	MOHAMED		EL KHEIR	
6	Select					
7	Select	1992935217	KATHERINE	A	MCCRACKEN	
8	Select	1992930820	PRIYA		VEERARAGHAVAN	
9	Select	1992914436	KAREN	NICOLE	SENN	
10	Select	1992899611	BRYAN	D	CARTER	

Figure 8 – Populated Reason Code

	R	S	T	U	
1	Age	Dental Auxiliaries	Direct Tour Hours	Reason Code	Serves at
2			40		No
3			39		No
4	39	2	40	Deceased.	No
5			40	Deceased.	No
6	38	Unknown	40	Duplicate entry	No
7			30	Faculty	No
8	41	3	40	Incorrect profession	No
9			16	Inpatient facility only	No
10	42	1	40	License suspended by state/in disciplinary	No
				Locum Tenens/PRN	No
				Non-Fed not licensed in state	No

Note: The system will only accept values from the provided options for all columns that were prepopulated by the macro. Entering any other value will cause the record to be rejected and no updates will be made to that particular record. The system will inform the user why the attempted action was rejected through the detailed report, which can be viewed through the user interface. Section 3.1 explains the Exceptions Report in more detail.

The second step in modifying provider data in bulk is to update all the necessary records by selecting one of the provided action types which are covered in sections 2.1.2, 2.1.3, and 2.1.4.

2.1.2 ADD NEW LOCATION

The Import tool will allow users to add new locations for existing providers within SDMS by selecting the 'Add' option from the dropdown under the Action column. The system will accept the following information when the Add action is selected:

- Address Line 1
- Address Line 2
- City
- State
- Zip
- Postal Code
- Dental Auxiliaries (If DH provider)
- Direct Tour Hours
- Facility Information (e.g. Serves at Correctional Facility)
- Clinical Information (e.g. Annual Medicaid Claims)



- Employment Status (e.g. Resident/Intern)

Note: There can only be one address with an “Included” address. If a user attempts to add a new location with the exact same address as an existing location, the system will throw an error message.

2.1.3 UPDATE EXISTING LOCATION

The Import tool will give users the ability to modify any provider’s location information that already has an address with the logged in PCO’s state. When attempting to update an existing location’s information, the system will accept the following information when this action is selected:

- Dental Auxiliaries (If DH provider)
- Direct Tour Hours
- Facility Information (e.g. Serves at Correctional Facility)
- Clinical Information (e.g. Annual Medicaid Claims)
- Employment Status (e.g. Resident/Intern)

Note: The system will only consider records that have an action type selected, if the selected option in the dropdown is Select, the system will ignore that row’s record and move on to the next record.

2.1.4 DEACTIVATE EXISTING LOCATION

The Import tool allows users to deactivate any provider location belonging to the logged in PCO’s state. To deactivate providers, users will need to select the ‘Deactivate’ option from the dropdown under the Action column. The user must select an option from the dropdown under the Reason Code column or the system will reject the deactivation attempt.

Note: When attempting to Update or Deactivate records using the Export file, NPI and Address information must match the system’s records 100% with the following fields:

- Address Line 1
- City
- State
- Postal Code (At least the first 5 digits)

Should there be any difference with any of those fields, the system will reject the attempted update/deactivation and throw an error message.

For examples of adding, updating, and deactivating records, please navigate to Section 5.3 in the Index.

3. UPLOAD

The last step to making bulk updates is to upload the modified file by accessing the upload page as illustrated in Figure 9 and Figure 10 below.



Figure 9 – Accessing Upload Page

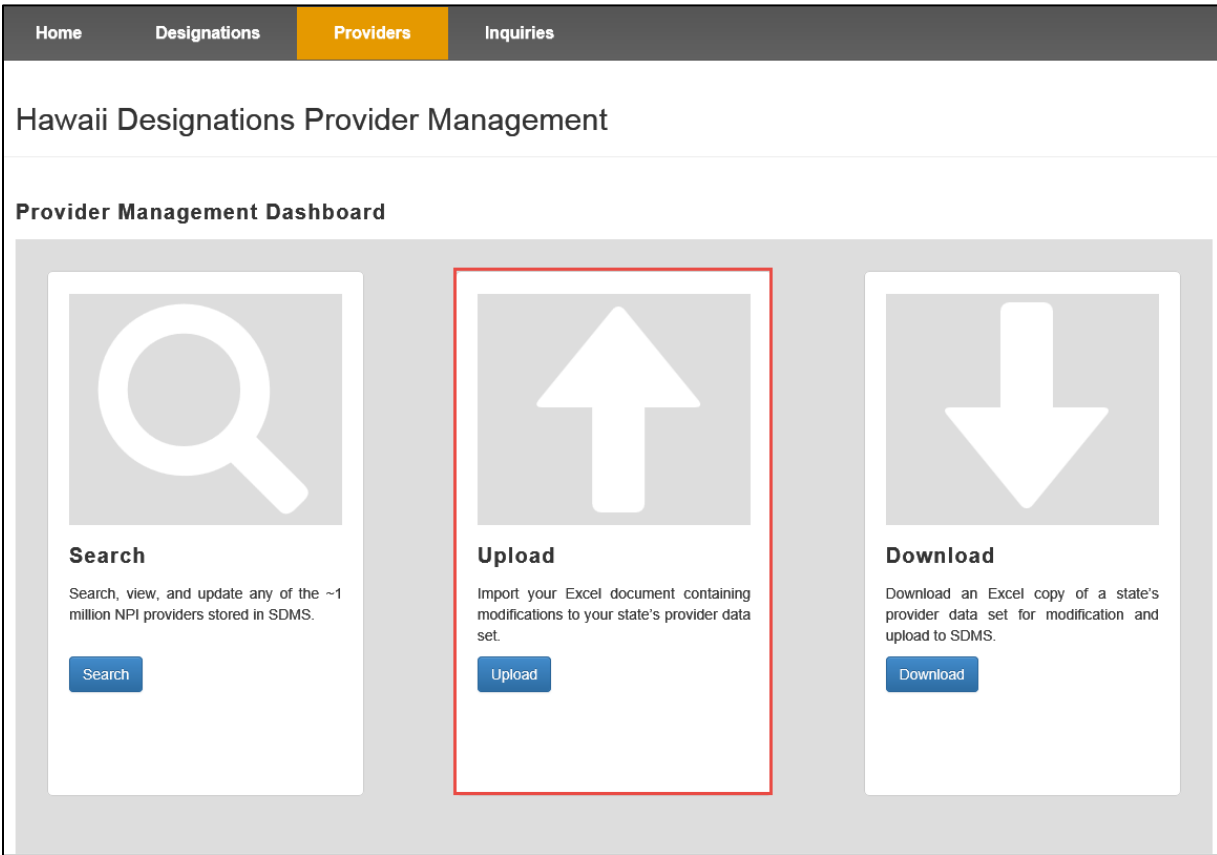
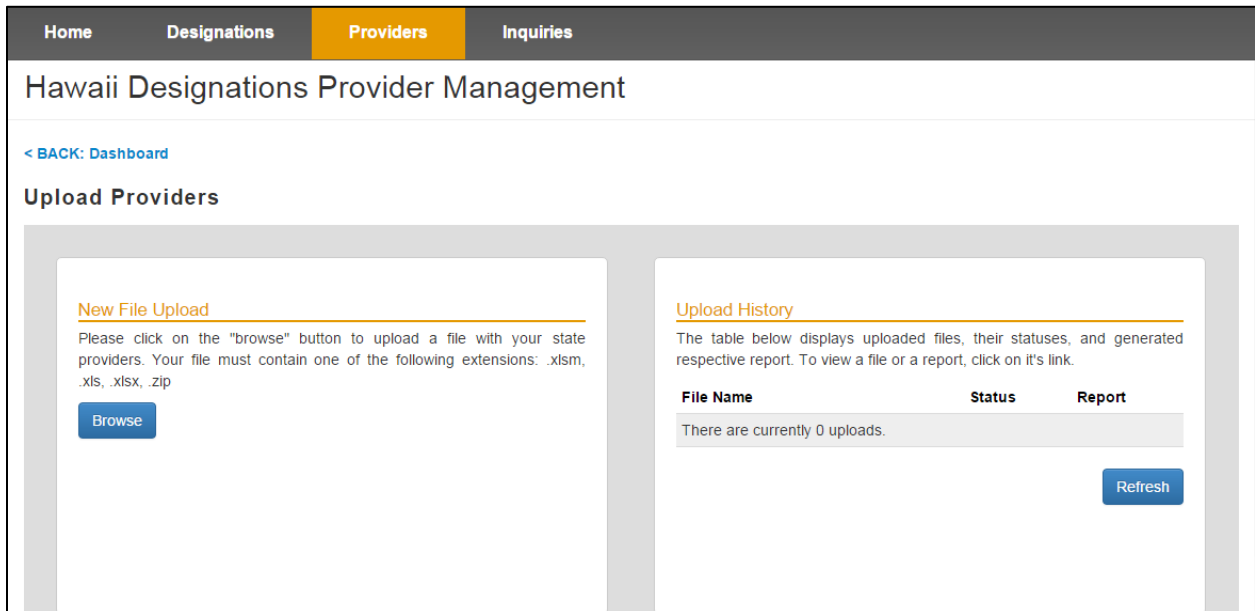


Figure 10 – Upload Page



Users will not be restricted on the number of files that can be uploaded per user, but each file should contain no more than 50,000 records. The system will notify users of a successful upload through the percentage counter under the Browse button and the green banner at the top of the page. Depending on the size of the file, the



file may be reflected immediately under the Upload History section of the page, or the user may need to click the Refresh button after a few minutes to see the file and its status.

3.1 EXCEPTIONS REPORT

Once the file makes it to the Upload History section of the page, as illustrated in Figure 11, it will display its status and provide a hyperlink under the report column. Clicking on the hyperlink will open the Report Summary section of the page that summarizes the actions attempted in the file. If a large file is uploaded, the file may remain in “Processing” status for a while. Users will have the ability to see the progress the system is making with the file by first clicking on Refresh button and then the hyperlink again. Each time the Refresh button is clicked, the system updates the number of accepted and rejected records.

Figure 11 – Uploaded File

The screenshot shows the 'Providers' tab in the 'Hawaii Designations Provider Management' system. A green notification box at the top states: 'The file has been successfully uploaded, please click the refresh button within the page to view the file's status.' Below this, the 'Upload Providers' section is visible. On the left, the 'New File Upload' area shows a 'Browse' button and a progress indicator for 'ProviderLocationExport-HI.xism' at 100%. On the right, the 'Upload History' section contains a table with the following data:

File Name	Status	Report
ProviderLocationExport-HI.xism	Complete with Errors	01/27/2016 22:32:40

A 'Refresh' button is located at the bottom right of the Upload History section.

Once the file has been successfully uploaded, the system will run the file through two validation checks prior to updating any provider records. The first system check will look at the file as a whole and the second check will validate each record’s attempted modifications against the business and system rules.

The uploaded document will fail the first system check if it encounters one of the following issues:

- The metadata tab has been deleted or modified.
- An unsupported file format has been uploaded.
- A file larger than 50 MB has been uploaded.
- One of the original columns has been deleted.
- A row has been added on top of the column headers.



- An identical file has been uploaded.

If the system encountered any of the aforementioned criteria, the system will display 0 processed records in the Report Summary section, and display an invalid file format error message in the Report Detail section of the page, as illustrated in Figure 12 below.

Figure 12 – Exceptions Report: Invalid File

Report Summary			
File Name:ProviderLocationExport-HI.xlsm Date:01/27/2016 22:32:40			
Action Type	Processed	Accepted	Rejected
Add	0	0	0
Update	0	0	0
Deactivate	0	0	0
Total	0	0	0

Report Detail			
NPI	Row Number	Action	Error Message
	0		Invalid file format.

If the uploaded file passed the first system check, individual records would then start going through the validation process. Figure 13 illustrates the Report Summary page where the file that was uploaded had a combined total of 654 add, update, and deactivate attempts. The system rejected 9 out of the 654 attempted actions because those 9 records did not meet the system or business rules.

Figure 13 – Exceptions Report: Valid File

Report Summary			
File Name:ProviderLocationExport-HI.xlsm Date:01/27/2016 22:32:40			
Action Type	Processed	Accepted	Rejected
Add	643	634	9
Update	4	4	0
Deactivate	7	7	0
Total	654	645	9

All values under the Rejected column of the report summary will have a hyperlink if the value is greater than 0 (except for total, this will always have a hyperlink). Clicking on the 9 under rejected column will prompt the user to the Report Detail page which will provide the error messages of the rejected records as illustrated in Figure 14. The Report Detail section of the page provides the user useful information about the records that were rejected. It displays the NPI, Row Number in the file, Action type, and the Error Message (describing why an attempted action was rejected).



Figure 14 – Exceptions Report: Report Detail

Report Detail			
NPI	Row Number	Action	Error Message
1831106681	92	ADD	Duplicate Included Address.
1821385081	95	ADD	NPI does not exist.
1811011810	184	ADD	Invalid Zip Code
1801938196	197	ADD	Not all address fields exist
1780884353	274	ADD	State does not match PCO state
1730137571	503	ADD	Not all address fields exist
1730100710	507	ADD	Direct Tour Hours are 0
1720193881	526	ADD	Reason code is not blank
1710074646	573	ADD	Dental Auxiliaries contains an invalid value

As mentioned before, an individual record will fail the second system check if it violates one of the system or business rules. An uploaded file can have both accepted and rejected records in one file, it can be partially successful. Section 4 covers the system and business rules in more detail.

4. SYSTEM AND BUSINESS RULES

The system will process updates to the Importer file according to the rules depicted in the table below, which describes the editable columns when certain actions are selected.

Action	Column	Business Rule	File Rule
-Add -Update -Deactivate	Action	An option must be selected if a record requires a modification. All records with the “Select” option will be ignored by the system.	Only values from the provided dropdown can be selected.
-Add -Update -Deactivate	NPI	NPI must exist in the system’s database.	Cannot be blank. Must be a numeric value containing 10 characters.
-Add	Address Line 1	Must be within the state of the PCO modifying the record.	Cannot be blank. Can be alphanumeric.
-Add	Address Line 2	May remain blank	Can be alphanumeric.
-Add	City	Must be within the state of the PCO modifying the record.	Cannot be blank. Must contain alphabetical characters.
-Add	State	Must be within the state of the PCO modifying the record.	Cannot be blank. Must be a valid state/territory abbreviation.
-Add	Postal Code	Must be within the state of the PCO modifying the record.	Cannot be blank. Must be 5 to 9 numeric characters.
-Add -Update	Dental Auxiliaries	May only be selected for DH providers	A value must be selected from the options provided.
-Add	Direct Tour	Must be a number between 1 and 168.	Must be a numeric value.



Action	Column	Business Rule	File Rule
-Update	Hours		
-Deactivate	Reason Code	A reason must be selected only if Deactivating a location.	A value must be selected from the options provided.
-Add -Update	Serves at Correctional Facility?	Select if provider serves at a correctional facility	Only values from the provided dropdown can be selected.
-Add -Update	Serves at State/County Mental Hospital?	May only be selected for MH providers. If the selected value is 'Yes', the value for Correctional Facility must be No.	Only values from the provided dropdown can be selected.
-Add -Update	Annual Medicaid Claims	Can be any number greater than or equal to 0.	Must be a numeric value
-Add -Update	Medicaid Patient %	Can be any number ranging from 0 to 100.	Must be a numeric value
-Add -Update	Homeless %	Can be any number ranging from 0 to 100.	Must be a numeric value
-Add -Update	Migrant Farmworker %	Can be any number ranging from 0 to 100.	Must be a numeric value
-Add -Update	Native American %	Can be any number ranging from 0 to 100.	Must be a numeric value
-Add -Update	Sliding Fee %	Can be any number ranging from 0 to 100.	Must be a numeric value
-Add -Update	Migrant Seasonal Farmworker %	Can be any number ranging from 0 to 100.	Must be a numeric value
-Add -Update	Resident/Intern	Select if provider is a Resident or Intern.	Only values from the provided dropdown can be selected.
-Add -Update	J1 Visa Holder	Select if provider is a J1 Visa Holder	Only values from the provided dropdown can be selected.
-Add -Update	Federal Provider?	Select if provider is a Federal Provider	Only values from the provided dropdown can be selected.
-Add -Update	NHSC Provider?	Select if provider is part of NHSC	Only values from the provided dropdown can be selected.

Note: Only the fields mentioned in the table above will be considered by the system when files are uploaded, all others will be ignored if modifications are made to the existing data.

5. APPENDICES

5.1 FAQs



- Q. How do I activate the macro or populate the dropdowns?
A. Press Ctrl+Shift+I
- Q. Can I update an address by using the update action?
A. No, an actual address cannot be modified. If an address needs to be modified, the user will need to first deactivate the address that requires address update, and then add a new location with the updated address.
- Q. How can I add a new location?
A. By selecting the Add option under the Action column and adding a new address for the record.
- Q. Can I add additional columns and/or change the order of columns?
A. Yes, the system will only check that all original columns exist in the file. The only restriction is to not modify original column titles or add new columns with the same title.
- Q. Can I modify/add different types of formatting to the file (e.g. data formatting/highlighting rows/columns)?
A. Yes, the system will ignore any formatting done to the file, but still accept the value.
- Q. Can I hide rows?
A. Yes, the system will find any data in the file as long as it has a selected action type.
- Q. Can I delete rows?
A. Yes, it is actually encouraged to delete unnecessary rows.
- Q. Do I need to upload the whole original file?
A. No, it is actually recommended that only those records that need to be updated be uploaded.
- Q. Why do most providers in the Export file have 40 hours?
A. Those are the defaulted hours provided by SDMS to all providers. If 40 hours are not accurate for all locations, then the user is encouraged to update them to reflect the correct number of hours.

5.2 BEST PRACTICES

- Save an original copy and working copy in case something goes wrong with the working copy.
- Split uploads by 'Action' type, if all action types are required, consider uploading all 'Deactivate' first, 'Add' second, and 'Update' last.
- Try to keep files smaller than 50,000 records.
- Consider deleting all unnecessary rows.

5.3 MODIFYING PROVIDER DATA EXAMPLES

The following sections will cover three basic scenarios on how to Add, Update, and Deactivate provider data using the export file.

5.3.1 ADD

To add a new location, users could either type or copy the row of an existing provider's location and update all the necessary fields. The necessary steps to adding a new location are described below:

- Step 1) (Optional) Copy an existing row, then right click and insert the copied row as a new row
- Step 2) Select 'Add' from the Action column
- Step 3) Enter new location's address information with all the required fields:
 - i. Address Line 1



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- ii. City
- iii. State (Must be within PCO's state)
- iv. Zip Code
- v. Direct Tour Hours (Must be greater than 0)

Should one of the required fields be left empty, the system will reject the request to add the new location.

The example below illustrates the process of adding a new location by copying and inserting an existing location.

		C	D	E	F	G	H	I
		First Name	Middle Name	Last Name	Suffix	Discipline	Specialty Code	Status
2	Select	1992970115	JONATHAN	RAY	MAYNARD	PC	PD	Included
3	Cut	1992963862	ELYSSA	MARIE	MCKINNEY	PC	FP	Included
4	Copy	1992958656	MEGAN	ANNE	DEGARIS	DH	GDT	Included
5	Paste Options:	1992955736	PURNIMA		BANSAL	PC	FP	Included
6	Paste Special...	1992936561	MOHAMED		EL KHEIR	PC	IM	Included
7	Insert	1992935217	KATHERINE	A	MCCRACKEN	PC	OBG	Included
8	Delete	1992930820	PRIYA		VEERARAGHAVAI	PC	PD	Included
9	Clear Contents	1992914436	KAREN	NICOLE	SENN	DH	GDT	Included
10	Format Cells...	1992899611	BRYAN	D	CARTER	MH	CPSY	Included
11	Row Height...	1992899330	ALIA		ELDAIRI	DH	GDT	Included
12	Hide	1992898456	KRISY	HOWARD	CARTY	DH	GDT	Included
13	Unhide	1992894273	WILLIAM	H	KELLER	PC	OBG	Included

		C	D	E	F	G	H	I
		First Name	Middle Name	Last Name	Suffix	Discipline	Specialty Code	Status
2	Select	1992970115	JONATHAN	RAY	MAYNARD	PC	PD	Included
3	Cut	1992963862	ELYSSA	MARIE	MCKINNEY	PC	FP	Included
4	Copy	1992958656	MEGAN	ANNE	DEGARIS	DH	GDT	Included
5	Paste Options:	1992955736	PURNIMA		BANSAL	PC	FP	Included
6	Paste Special...	1992936561	MOHAMED		EL KHEIR	PC	IM	Included
7	Insert Copied Cells	1992935217	KATHERINE	A	MCCRACKEN	PC	OBG	Included
8	Delete	1992930820	PRIYA		VEERARAGHAVAI	PC	PD	Included
9	Clear Contents	1992914436	KAREN	NICOLE	SENN	DH	GDT	Included
10	Format Cells...	1992899611	BRYAN	D	CARTER	MH	CPSY	Included
11	Row Height...	1992899330	ALIA		ELDAIRI	DH	GDT	Included
12	Hide	1992898456	KRISY	HOWARD	CARTY	DH	GDT	Included
13	Unhide	1992894273	WILLIAM	H	KELLER	PC	OBG	Included
14		1992891180	KEVIN	J	CROSSLIN	PC	OBG	Included

	A	B	C	D	E	F	G
	Action	NPI	First Name	Middle Name	Last Name	Suffix	Discipline
2	Select	1992970115	JONATHAN	RAY	MAYNARD		PC
3	Select	1992970115	JONATHAN	RAY	MAYNARD		PC
4	Select	1992963862	ELYSSA	MARIE	MCKINNEY		PC
5	Add	1992958656	MEGAN	ANNE	DEGARIS		DH
6	Update	1992955736	PURNIMA		BANSAL		PC
7	Deactivate						

	J	K	L	M	N	O	P	Q	R	S	T
	Action	NPI	Address Line 1	Address Line 2	City	State	Postal Code	County Name	Age	Dental Auxiliaries	Direct Tour Hours
2	Select	1992970115	609 N. Carol Malone Blvd.	KDMC Specialty and Pedia	Grayson	KY	41143	Carter			20
3	Add	1992970115	123 Main St		Middlesboro	KY	40965				20

Note: The Importer File will only accept NPIs known to SDMS.

5.3.2 UPDATE

The steps to updating existing locations are described below:

- Step 1) Select 'Update' from the Action column
- Step 2) Update all the necessary information
- Step 3) Make sure all business and file rules have been followed which are described in Section 4 above.

The example below illustrates the process of updating Direct Tour Hours and Correctional Facility.



	A	B	C	D	E
1	Action	NPI	First Name	Middle Name	Last Name
2	Select	1992970115	JONATHAN	RAY	MAYNARD
3	Add	1992970115	JONATHAN	RAY	MAYNARD
4	Select	1992963862	ELYSSA	MARIE	MCKINNEY
	Select	1992958656	MEGAN	ANNE	DEGARIS
	Add	1992955736	PURNIMA		BANSAL
	Update	1992936561	MOHAMED		EL KHEIR
	Deactivate				

	Q	R	S	T	U	V	W
1	Action	NPI	Dental	Direct Tour Hours	Reason Code	Serves at Correctional Facility?	Serves at State/County Mental Hospital?
2	Select	1992970115		20			
3	Add	1992970115		20			
4	Update	1992963862		30			
5	Select	1992955736		40			
6	Select	1992936561		40			

Note: NPI and Address information must match the system’s records or the attempted updates will be rejected. Should an update be required to an existing address, a new location would need to be added. If the existing address is no longer valid a deactivation action would be required.

5.3.3 DEACTIVATE

The steps to deactivating existing locations are described below:

- Step 1) Select ‘Deactivate’ from the Action column
- Step 2) Select an option from the ‘Reason Code’ column

The example below illustrates the process of deactivating an existing location.

	A	B	C	D	E	F	G
1	Action	NPI	First Name	Middle Name	Last Name	Suffix	Discipline
2	Select	1992970115	JONATHAN	RAY	MAYNARD		PC
3	Add	1992970115	JONATHAN	RAY	MAYNARD		PC
4	Update	1992963862	ELYSSA	MARIE	MCKINNEY		PC
5	Select	1992955736	PURNIMA		BANSAL		PC
	Select	1992936561	MOHAMED		EL KHEIR		PC
	Add	1992935217	KATHERINE	A	MCCRACKEN		PC
	Update	1992930820	PRIYA		VEERARAGHAVAN		PC
	Deactivate						

	R	S	T	U	V
	NPI	Dental Auxiliaries	Direct Tour Hours	Reason Code	Serves at Correctional Facility?
	1992970115		20		
	1992970115		20		
	1992963862		30		Yes
	1992955736		40		
	1992936561		40		
	1992935217		40		
	1992930820		4		
	1992914436		40		
	1992899611		40		

