

Address Cleansing User Group

January 17th, 2018
2:00pm – 3:00pm ET

Welcome

Steve Murchie, Envision

Roll Call: Tina Scott (MI), Jennifer Bednar (DXC), Steve Murchie (Envision), Josh Hull (MI), Sydney Kuramoto (MN), Scott Jeffries (OR), Kim Salisbury-Keith (RI), Kevin Allen (TX), Mike Dougherty (TX), Matt Davis (TX), Brittany Ersery (KS), Megan Mojica (CA), Alejandra Martinez (CT) **AIRA Staff:** Mary Beth Kurilo

Updates

Mary Beth Kurilo, AIRA

Vendor/Implementer Involvement:

- 17 programs
- 3 vendors
 - Both DXC and Envision attending regularly
 - We may need to clarify the STC Contact – Mary Beth will follow up

Processing Large Batches of Records

Kevin Allen and
Matthew Davis, Texas
ImmTrac

- Texas – Mike Dougherty shared on Texas' plans
- Still in the planning/implementation phase, but working on it –
- Thanks to whoever mentioned the Command Line tool – this is working well for us
- The limiting factor is the size of files allowed by Excel
 - Nothing larger than 500K lines
 - Trying to problem-solve this issue...
 - Being able to get the output files, are able to match up the output and input files. Crosswalk is completed.
- Putting large batches through is not a problem on the SmartyStreets side
 - Looking at how to bring it back in without impacting the normal uploads
 - Exploring batch, or real-time
- As we build in the business rules, everything we put in will slow things down a little bit... Have not put live data back in yet.
- Texas – Kevin
 - Just had second internal meeting today with their contractors, preplanning their approaches
 - Three phases:
 - Batch process – provider organization data
 - Data exchange may be held off and doing a nightly job instead
 - Assessing impact on servers, concerned about timing
 - Michigan - 200 milliseconds, but threshold at 1 second to bypass if it takes longer...
 - Implementing SS through the UI

minutes

Discerning when to accept SmartyStreets changes, when not

Josh Hull, Michigan
All

Oregon mentioned they had seen examples of when they disagreed with SS. Michigan has not experienced this, but it would be helpful to hear more about this from Oregon.

Michigan – accepts standardization and “mailable” changes.

If SmartyStreets does not know where the address should be, Michigan does NOT take the information that SmartyStreets “guesses at”.

Example:

- Public Affairs office used the same address as the individual - 4th Ave NE
- But Google Maps and SmartyStreets used 4th Ave N
- Street sign said 4th Ave No.
- USPS said “Use whatever the person wants” – they should be the local expert

Note: in general, we should accept the user’s opinion over SmartyStreets opinion (The term opinion is used intentionally)

Time comes into play as well

Cleansed data over the summer, sent email in the winter, and some had changed

Yellow sticker marked “insufficient address”, but SmartyStreets had said they were sufficient. Continuing to investigate. May also be some employee error. We can only do our best effort but there may be some human error involved.

DPV Match Code – determines whether Michigan takes this or not

- Delivery Point Validation/Verification

Steve – Envision captures both a mailing and physical address. Has anyone had experiences with running physical addresses through?

- Michigan does not distinguish between mailing

Tina – also looking at returns

- Both patient status and address status
- This, too, needs to be represented in our guidance document
- What do we advise our IIS to do?
- Sent out 50,000 reminder/recalls in December, still calculating return rate
 - Estimating 5-10%, but returns are still coming in
 - Reasons:
 - Stale data
 - Person changed addresses, but hadn’t told IIS
 - Others are unknown
- MIROW chapters will help
 - R/R, PAIS, Consolidating records

minutes

- Steve – should we use return receipt on mailings? That drives up cost
 - Tina – we didn't use that – just standard returns...
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Wrap Up

Steve Murchie

What should we talk about during our next meeting?

- How did processing 20 million addresses go?
 - Check in with Texas for part 2
- Demo of integrated UI base - Envision
- More about Oregon's experience, and their experience of evaluating returned data – Scott Jeffries, Oregon

Next meeting: Wednesday, 2/14 at 2pm ET