



APPRISE HEALTH INSIGHTS SERVICES OVERVIEW

Updated March, 2022



A subsidiary of the Oregon Association
of Hospitals & Health Systems

QUICK REFERENCE

DATA SYSTEMS

AMERICAN HOSPITAL ASSOCIATION ANNUAL SURVEY

- Annual survey to collect facility and services, utilization, financial, and personnel data
- Allows for comparison between hospitals
Contact: Jerry Nemer
jerry.nemer@apprisehealthinsights.com

DATABANK

- Web-based monthly data collection and reporting system of hospital financial and utilization data.
Contact: Jerry Nemer
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INFORMATION NETWORK FOR OREGON HOSPITALS ((INFOH))

- Quarterly discharge data collection and reporting system
- Includes Inpatient, Outpatient Surgery, Emergency Department, and Other Outpatient records
- Collects over seven million records per year
Contact: Jerry Nemer
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HOSPITAL CAPACITY SYSTEM

- Web-based real-time dashboard tracking bed capacity at the unit level and critical resources in Oregon's hospitals.
Contact: Andy Van Pelt
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REPORTS AND DASHBOARDS

EMERGENCY DEPARTMENT INFORMATION EXCHANGE (EDIE) REPORT

- Quarterly, annual, and multi-year reports to the Oregon Health Leadership Council (OHL) to understand the patterns and usage of high utilizers of the emergency department
- Sources include INFOH discharge data and Collective Medical Technology real-time data
Contact: Chris Potter
christopher.potter@apprisehealthinsights.com

HOSPITAL UTILIZATION AND FINANCIAL (HUFA) REPORT

- Quarterly analysis of hospital financial and utilization data
- Uses DATABANK data
Contact: Aaron Qualls
aaron.qualls@apprisehealthinsights.com

KEY PERFORMANCE INDICATORS (KPI) DASHBOARD

- Quarterly dashboard comparing hospitals to peers for Payer Mix, Utilization, Uncompensated Care, and Operating Margin
- Uses DATABANK data
Contact: Chris Potter
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MEDICARE IMPACT MODELING REPORT & DASHBOARD

- Proposed and final rule analyses of federal policy changes
- Analyses are from DataGen
Contact: Wendell Whitehouse
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OREGON BEHAVIORAL HEALTH IN THE EMERGENCY DEPARTMENT SETTING REPORT & DASHBOARD

- Annual report and quarterly dashboard of behavioral health in the emergency department setting, with visits info, ED boarding, average length of stay by payer, by hospital type, and by age.
- Data is from INFOH data collection
Contact: Chris Potter
christopher.potter@apprisehealthinsights.com

OREGON COMMUNITY BENEFIT REPORT & DASHBOARD

- Annual report and dashboard of Oregon's hospitals' measurable benefits to the communities they serve.
- Data is from hospitals' fiscal year filing documents with the Oregon Health Authority
Contact: Aaron Qualls
aaron.qualls@apprisehealthinsights.com

OREGON COMMUNITY HOSPITAL DASHBOARD

- Five-year hospital utilization and financial trends dashboard, with margins, payer mix, and uncompensated care breakdown. Can be viewed at various levels from statewide to individual hospital
- Uses DATABANK data
Contact: Chris Potter
christopher.potter@apprisehealthinsights.com

OREGON HOSPITAL AHA SURVEY DASHBOARD

- Annual dashboard of survey data reflecting hospital organizational structure, facility and services, utilization data, physician arrangements, and staffing
- Uses American Hospital Association annual survey data
Contact: Jerry Nemer
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TRIPLE AIM DASHBOARD

- Quarterly dashboard report for rural hospitals
- Includes sections for finance, quality, and utilization
- Sources include INFOH, DATABANK, Community Benefit Reports, and CMS Hospital Compare
Contact: Chris Potter
christopher.potter@apprisehealthinsights.com

OTHER SERVICES

DISPROPORTIONATE SHARE HOSPITAL PROGRAM

- State-federal program to assist hospitals that serve Medicaid and uninsured patients
- Managed by Apprise in collaboration with the OHA
- **Contact: Jeff Winkley**
jeff.winkley@apprisehealthinsights.com

PROVIDER TAX

- Assessment on community hospitals that helps fund Oregon's Medicaid program
- Contribute to the state's total Medicaid budget, covering 1.4 million Oregonians
Contact: Wendell Whitehouse
wendell.whitehouse@apprisehealthinsights.com

APPRISE STAFF

Apprise is the most reliable and complete source of Oregon's hospital and health systems data. Since 1985, Apprise has worked with hospitals directly to collect information on patients for state mandatory reporting. Apprise analyzes data about Oregon hospitals and health systems for policy and advocacy purposes as well as creates tools and reports to help hospitals understand their communities and the healthcare landscape in the Pacific Northwest.

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OREGON HOSPITAL DATA COLLECTION

Apprise is the most reliable and complete source of Oregon's hospital and health systems data. Since 1985, Apprise has worked with hospitals directly to collect information on patients for state mandatory reporting. Apprise augments its direct data collection described below with data purchases and downloads from various sources to provide a comprehensive database for hospital analysis and reporting.

INFORMATION NETWORK FOR OREGON HOSPITALS (INFOH)

Since 1985, Apprise Health Insights has been offering member hospitals information to support their decision-making needs. Apprise collects inpatient discharges and outpatient visits data from member and non-member hospitals, within Oregon and SW Washington. This data initiative, the Information Network for Oregon Hospitals (INFOH), relies on the accurate and timely submission of around ten million records a year.

Since 2014, we have made submitting inpatient and outpatient data to INFOH even easier with the use of online submission and a real-time editing platform. Hospitals are required to submit data quarterly under a state mandate. Currently, hospitals submit and edit all data 45 days following the end of a quarter. Apprise then verifies the data and work with hospitals to address and correct errors and discrepancies.

The data is used by the state for policymaking, by Apprise and its parent organization, the Oregon Association of Hospitals & Health Systems (OAHHS) for statewide policy and advocacy purposes, and by hospitals for strategic planning, market share analyses, population health monitoring, and service line comparisons.

INFOH data also directly feeds a variety of Apprise's tools and products, including Dimensions, the Apprise Outpatient Service Line, and INFOH Flat Files. Apprise licenses the collected data to member hospitals to help support the cost of data collection. Apprise makes the data available to researchers, both directly and via the U.S. Agency for Healthcare Research and Quality/Healthcare Cost and Utilization Project (AHRQ/HCUP). Apprise also uses the INFOH data to fulfill numerous member and non-member project requests. All data usage is governed by our Data Governance Committee, represented by leaders at our member hospitals.

If you have any questions about the collection or use of INFOH data, please contact Jerry Nemer at jerry.nemer@apprisehealthinsights.com.

• INFOH: DIMENSIONS

Apprise has developed a fast and flexible online solution to allow our members to access the INFOH data platform at any time. When available, the inpatient discharge data collected by the Washington State Department of Health is also available in the platform.

Subscribers can use the Dimensions solution to easily create market share analyses, perform patient services assessments, plan hospital services, recruit and analyze physicians, benchmark with peers, and assess community needs.

Slice & Dice - Slice & Dice is a customized software package in Dimensions used to build reports and charts in a user-friendly “pivot-style” environment. This flexible reporting tool allows you to select only the elements you need to see on your report in a layout of your choosing.

Point & Click -Point & Click is an easy-to-use “wizard-style” tool in Dimensions providing multiple report templates that you can customize on the fly to analyze both inpatient and outpatient markets. An intuitive guide walks you through the process, letting you quickly produce ready-to-use reports based on your selection.

Training and software support is provided through Apprise. Staff can also produce customized reports for subscribing hospitals upon request. Contact Aaron Qualls (aaron.qualls@apprisehealthinsights.com) for more information.

● INFOH: APPRISE OUTPATIENT SERVICE LINE

Apprise Outpatient Service Line is a methodology to group outpatient claims data in a concise and detailed method. It was developed by Apprise to address the need of hospitals for a grouper for outpatient data since there is no nationally mandated grouper used for outpatient data. The proprietary tool assigns a grouper to a CCS category for HCPCS/CPT codes and organizes the results into tiers to create a manageable number of service lines for analysis.

Apprise Outpatient Service Line is available to Oregon and Iowa member hospitals via the Dimensions platform. Apprise is also working on licensing agreements with other state hospital associations to roll out this product to their hospital members.

Training and software support is provided through Apprise or its distribution partner. Apprise staff can also produce customized reports for Oregon hospital subscribers upon request. Contact Chris Potter (chris.potter@apprisehealthinsights.com) for more information.

● INFOH: FLAT FILES

The record-level flat files for all collected INFOH data are available for subscribing hospitals to be used in their own database or with approved vendors. This granular level of data is necessary for many internal projects/tools.

If you would like to talk about whether the INFOH Flat Files are needed at your facility or how to get started using them, contact Jerry Nemer at jerry.nemer@apprisehealthinsights.com.

DATABANK

For more than 40 years, Apprise Health Insights has collected utilization and financial data from Oregon hospitals. This data initiative, DATABANK, is currently a web-based data collection and reporting system. The data collected is an excellent source for timely comparable hospital data as all Oregon hospitals are required to report monthly.

DATABANK is a state-mandated program that is administered by Apprise Health Insights in collaboration with the Oregon Health Authority (OHA). All data entered in the program becomes available for public use at the end of each quarter. DATABANK offers users a variety of reports that include inpatient and outpatient utilization, charges and expenses per day and per stay, bad debt and charity care charges, profitability, financial ratios, and personnel statistics.

Training and software support is provided through Apprise. Apprise staff can also produce Excel files for member hospitals upon request. Contact Jerry Nemer (jerry.nemer@apprisehealthinsights.com) for more information.

AHA ANNUAL SURVEY

All Oregon hospitals participate in the American Hospital Association Annual Survey which collects comprehensive information about hospital organizational structure, facility and services, utilization data, physician arrangements, staffing, and community orientation. This data is then compared against other hospitals in the nation and can be linked with other data sets to provide an excellent basis for further research and decision-making.

Training and support are provided through Apprise. Apprise staff can also produce customized reports based on the collected data for member hospitals upon request. Contact Jerry Nemer (jerry.nemer@apprisehealthinsights.com) for more information.

HOSPITAL CAPACITY SYSTEM

This is a service offering Apprise provides to other states, beside Oregon.

In March 2020, the COVID-19 pandemic struck the United States and put in motion the critical need for accurate and timely data. It became apparent that much of the country's health system was going to face a significant demand for bed capacity as it responded to the COVID-19 pandemic. Data was critical in the early days of the country's response, and we had limited insight into total hospital capacity and critical resource supply within each state.

Critical Resources

The Capacity System, accessible via a gated, secure website, supports near real-time capacity management, providing hospital and regional Decision-makers with access to up-to-date hospital data on the availability of beds and ventilators as well as COVID-19 census and admission trends. It supports decision-making around patient routing, resource allocation as well as policy setting. The information on the website is updated every 5 minutes, directly from the hospitals' EMRs and without any need for manual reporting. It is designed to scale easily across multiple regions, states, etc.

It is possible to have one data source, not dependent on a single EMR system, to provide actionable data for hospital capacity that can inform health care providers, policymakers, and public health administrators. Because when time matters, reliable data is critical.

OREGON CAPACITY SYSTEM						MSA	Region	County	State
OREGON			ADULT ED		PEDS ED				
Census	Unocc	Capacity	TOTAL CENSUS	ADMITTED CENSUS	TOTAL CENSUS	ADMITTED CENSUS			
Total			950 87%	824	550 70%	386			
R1: Portland	🔴	>	380 92%	350	200 48%	96			
R2: Salem	🟡	>	200 86%						
R3: Eugene		>	120 84%						
R4: Medford		>	75 84%						
R5: North		>	64 84%						
R6: Central	🟡	>	59 88%						
R7: East		>	52 64%						

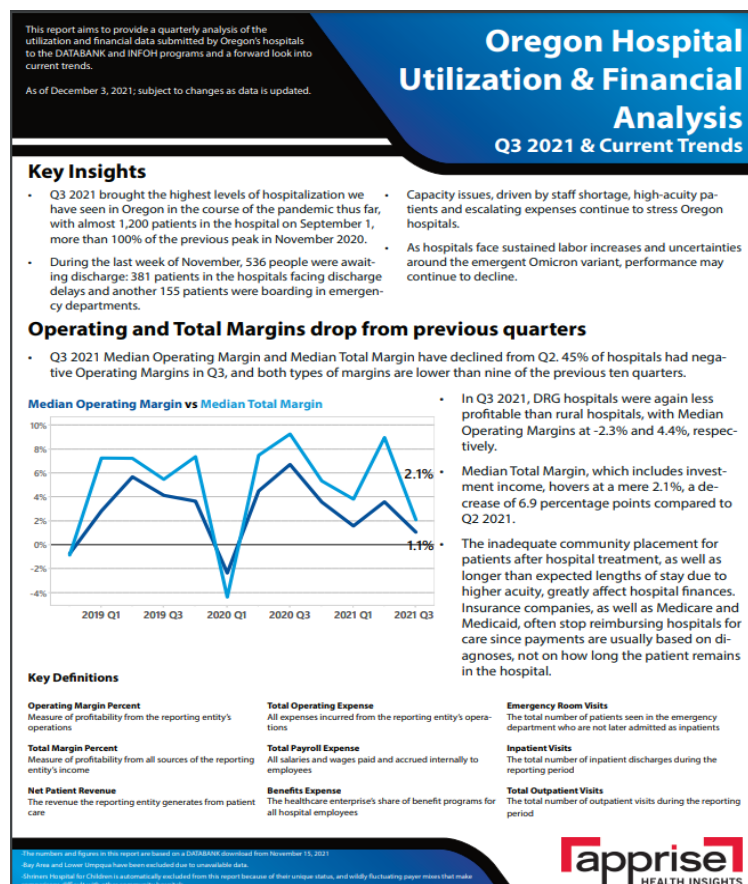
OREGON CAPACITY SYSTEM										MSA	Region	County	State	BEDS
OREGON		N95 RESPIRATORS					SURGICAL MASKS							
		DAYS ON HAND	ON HAND	ABLE TO OBTAIN	MAINTAIN 3 DAY SUPPLY	REUSING	DAYS ON HAND	ON HAND	ABLE TO OBTAIN	MAINTAIN 3 DAY SUPPLY				
C: Clackamas	🔴			✗	✓	✓			✗ (2)	✓				
Meridian Park Medical C...	🔴	12	300	✗	✓	✓	18	125	✓	✓				
(17) OWF Willamette Falls		9	245	✓	✓	✓	21	113	✗	✓				
Sunnyside Medical Center	🔴	6	195	✓	✓	✓	22	156	✓	✓				
OMW Milwaukie Hospital		14	275	✓	✓	✓	25	90	✗	✓				
C: Clatsop	🔴			✓	✓	✓			✓	✓				
C: Columbia	🔴			✗ (2)	✓	✓			✓	✓				
C: Coos				✓	✓	✓			✓	✓				
C: Crook	🔴			✓	✓	✓			✗	✓				
C: Curry	🔴			✓	✗	✓			✓	✓				
(17) C: Deschutes	(3)			✓	✓	✓			✓	✓				

APPRISE REPORTS & DASHBOARDS

Apprise analyzes data about Oregon hospitals and health systems for policy and advocacy purposes as well as creates tools and reports to help hospitals understand their communities and the healthcare landscape.

• HOSPITAL UTILIZATION AND FINANCIAL ANALYSIS (HUFA) REPORT

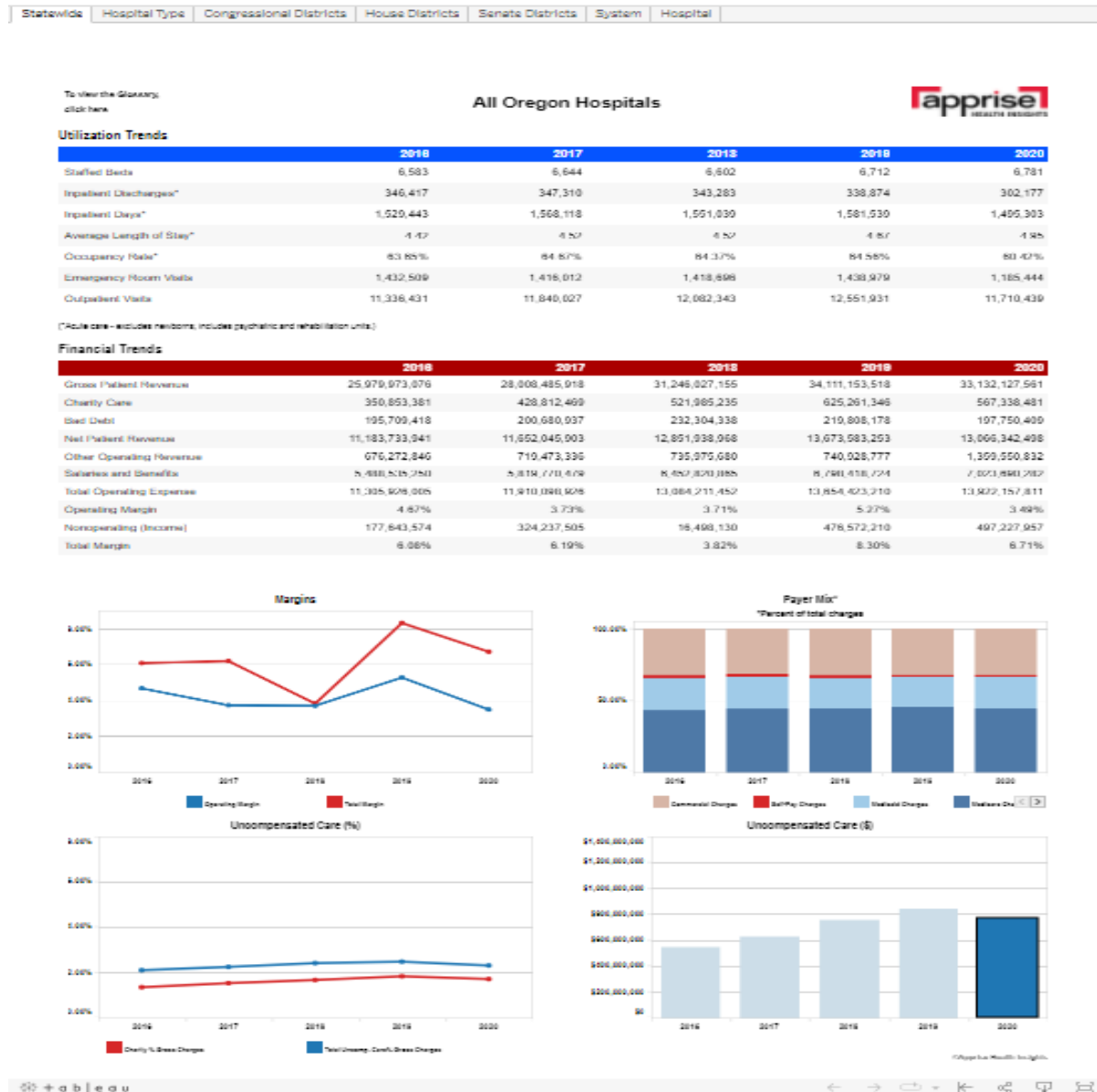
Using DATABANK data, HUFA is a quarterly report published by Apprise to provide the latest analysis of Oregon hospitals' overall situation and current trends. It is available to the public and includes information about numerous metrics including operating and total margin, net patient revenue, payer mix, charity care, bad debt, inpatient/outpatient discharges/visits, and emergency department visits. The reports can be downloaded from <https://www.oahhs.org/public-resources/public-reports.html>.



• OREGON COMMUNITY HOSPITAL DASHBOARD

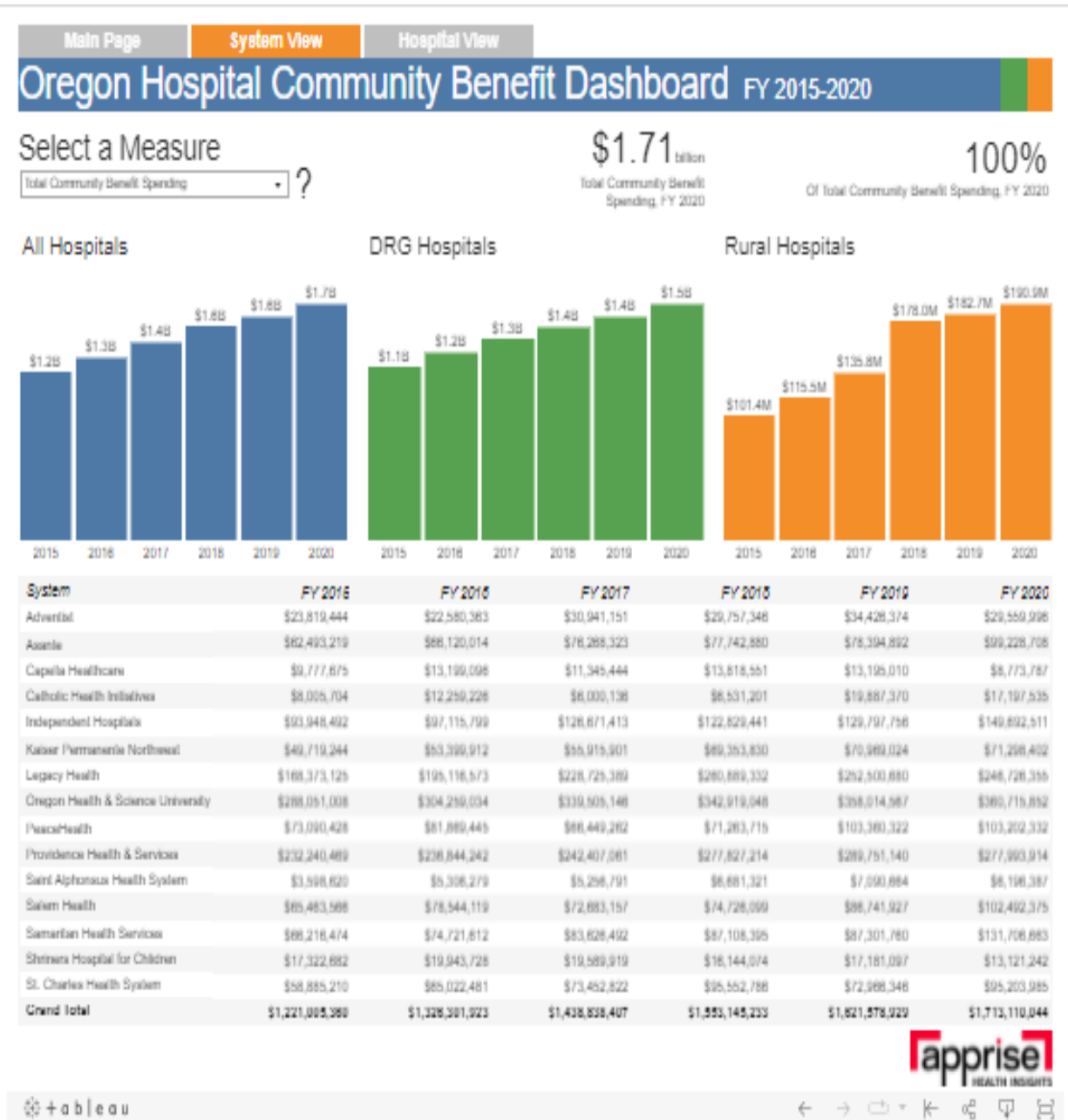
The Oregon Community Hospital Report is an interactive tool that allows users to view trends and benchmarks for all Oregon hospitals. Formerly produced as a book, Apprise now provides this in an interactive format powered by Tableau.

The main source for this report is DATABANK. Both utilization and financial metrics are available for analysis/comparisons. The interactivity allows you to compare this data by congressional district, health system, hospital type, statewide, in addition to individual hospital reports.



• OREGON COMMUNITY BENEFIT REPORT & DASHBOARD

Apprise produces an annual report and a dashboard of Oregon hospitals' measurable benefits to the communities they serve. Apprise also assist hospitals in defining specific communities for interventions and investments with our geo-mapping layering with other datasets and tools. The major sources of the data are hospitals' fiscal year filing documents with the state, Oregon Health Authority.



• OREGON HOSPITALS AHA SURVEY DASHBOARD

Apprise produces an annual dashboard of results from the American Hospital Association (AHA) Annual Survey of Hospitals, covering 6,500 hospitals in the United States. All Oregon community hospitals

participate in this survey annually. In addition to receiving a copy of our hospitals' data in return, which is used in these dashboards, Apprise can also compare our state with other states on a more limited set of measures.

Dashboard Notes **Statewide** Geographic Region Geographic Region Details Hospital Bed Counts Hospital Staffing Counts Hospital De >



AHA Annual Survey - Statewide

Select an AHA Annual Survey Section

Beds

Beds Measures

	2014	2015	2016	2017	2018	2019	2020
Acute long-term care beds	0	0	0	0	0	0	0
Alcohol/drug abuse or dependency inpatient care beds	20	20	20	20	0	0	0
Burn care beds	16	16	16	16	16	16	16
Cardiac intensive care beds	193	185	159	167	142	142	138
General medical and surgical (adult) beds	3,854	3,883	3,857	3,851	3,829	3,902	3,899
General medical and surgical (pediatric) beds	302	301	288	288	285	283	298
Hospital unit beds set up and staffed	65	40	16	22	22	16	16
Intermediate nursing care beds	193	180	146	199	239	238	93
Licensed beds total facility	8,247	8,237	7,805	7,819	7,800	7,816	7,949
Medical/surgical intensive care beds	529	558	518	505	513	520	527
Neonatal intensive care beds	282	282	289	289	283	301	309
Neonatal intermediate care beds	11	11	11	11	20	20	20
Nursing home beds set up and staffed	81	51	29	40	40	40	21
Nursing home licensed beds	177	87	40	40	40	40	40
Obstetric care beds	779	788	789	781	780	756	748
Other care beds	0	0	0	6	6	0	0
Other intensive care beds	10	30	81	81	73	73	63
Other long-term care beds	0	0	0	0	0	0	0
Other special care beds	112	88	80	80	88	78	188
Pediatric intensive care beds	48	48	48	48	48	48	48
Physical rehabilitation care beds	137	139	139	138	139	139	139
Psychiatric care beds	357	358	377	380	380	371	377
Skilled nursing care beds	19	21	19	20	20	22	22
Swing bed services - health system	3	4	6	5	4	4	4
Swing bed services - hospital	30	32	31	29	29	29	29
Swing bed services - joint venture	0	0	0	0	0	0	0
Total facility beds set up and staffed at the end of reporting period	6,882	6,882	6,795	6,838	6,821	6,907	6,903
Total hospital beds (calculated)	6,882	6,882	6,795	6,838	6,821	6,907	6,903

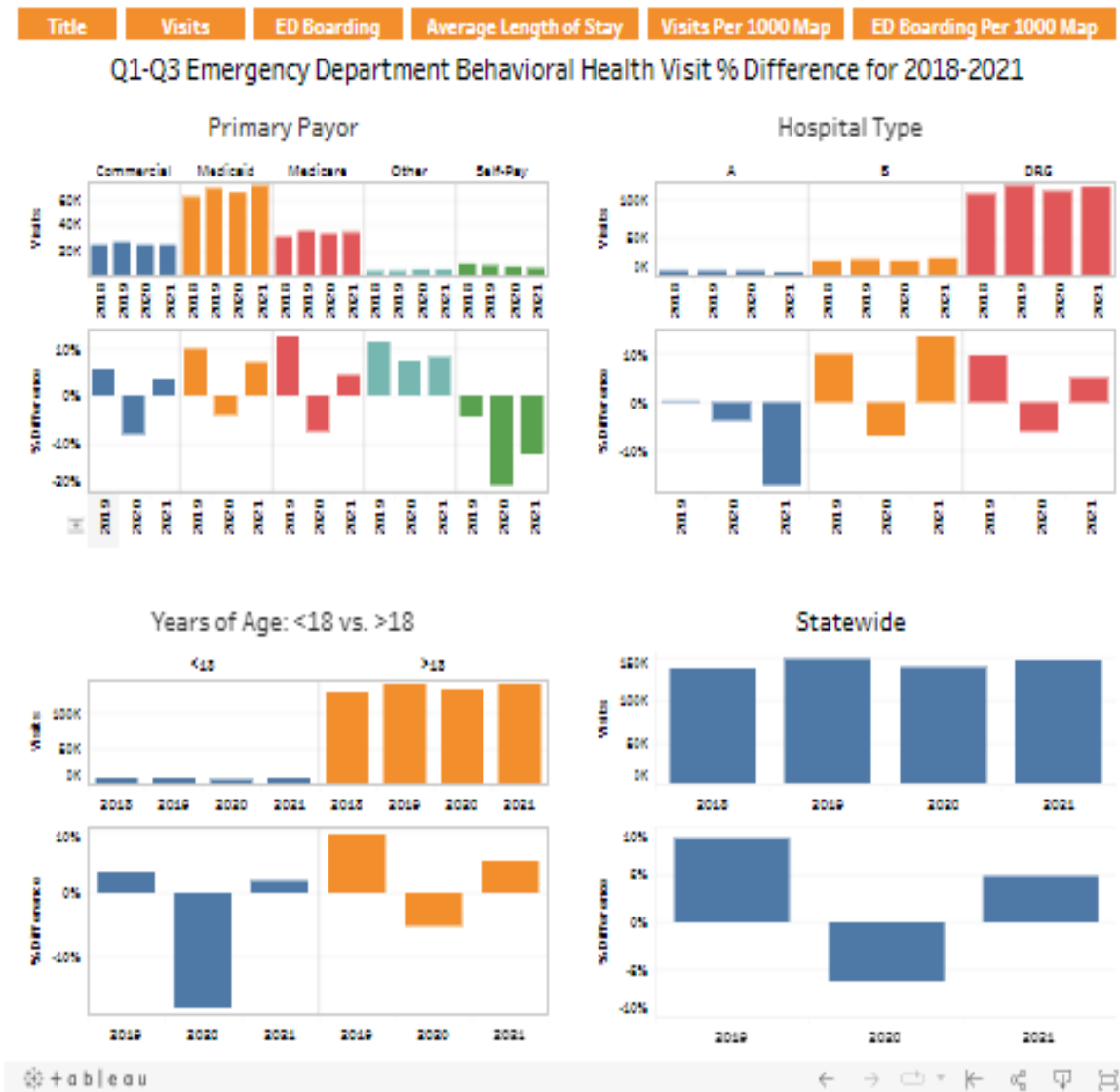



tableau

• OREGON BEHAVIORAL HEALTH IN THE EMERGENCY DEPARTMENT SETTING REPORT & DASHBOARD

Apprise uses data collected from INFOH to produce an annual public report and dashboard regarding the state of behavioral health in the emergency department setting. The dashboard shows statewide visit

numbers, ED boarding, the average length of stay in hours for behavioral health, visits per 1,000 map, and ED boarding per 1,000 map. The breakdown is available by payer, by hospital type, and by age.

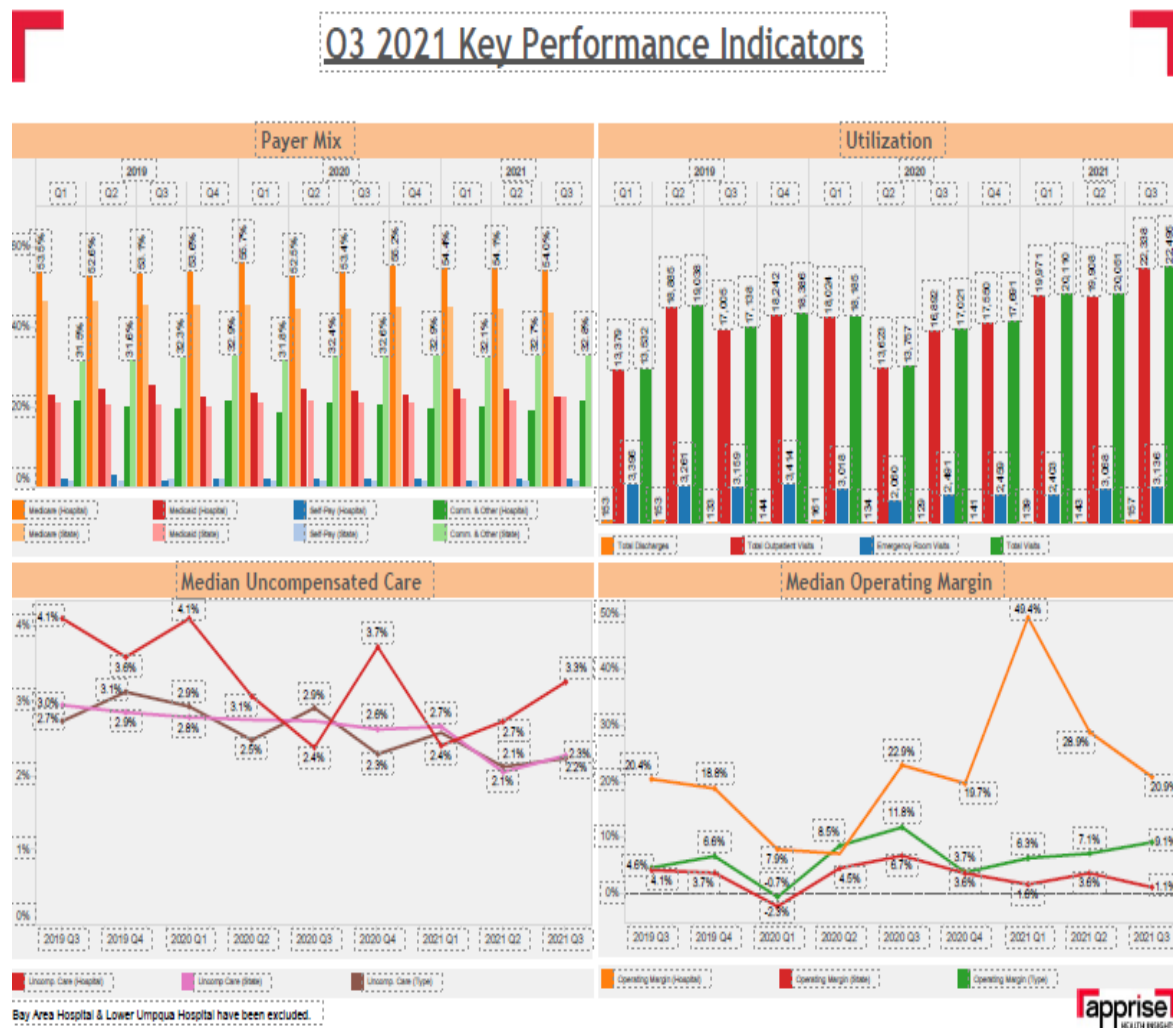


• KEY PERFORMANCE INDICATORS (KPI) REPORT

Using DATABANK data, KPI is a quarterly report that tracks the financial health and utilization of all Oregon hospitals. It combines four critical metrics into one report: payer mix, utilization counts, uncompensated care, and operating margin.

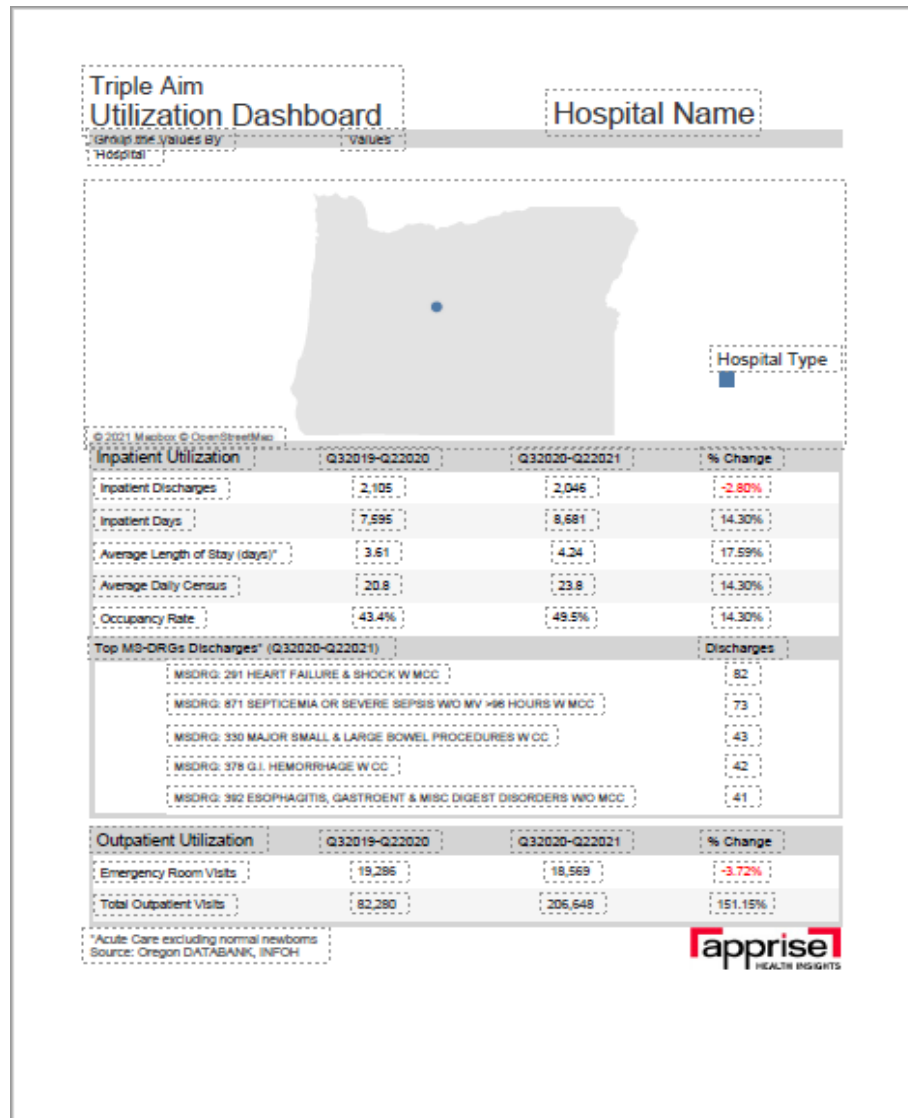
The KPI Report was designed to help small and rural hospitals stay ahead of the information used by the state, legislators, and lobbyists to develop and discuss policy. It also serves as a useful metric for

benchmarking against peers as data for all hospitals in the state are available. KPI reports are available on the Apprise Secure Portal for all member hospitals.



• TRIPLE AIM DASHBOARD

The Triple Aim Dashboard is a quarterly report provided to rural hospitals that helps them understand metrics related to the Institute for Healthcare Improvement's *Triple Aim* framework. Specific hospital measures and aggregate benchmarks in the areas of finance, utilization, and quality are available on the dashboard. All Triple Aim Dashboards are housed on the Apprise Secure Portal for member hospitals.



● EMERGENCY DEPARTMENT INFORMATION EXCHANGE (EDIE) REPORT

Apprise provides quarterly and multi-year reports to the Oregon Health Leadership Council (OHLC) under contract to support statewide efforts on the Collective Medical platform – a web-based technology that provides real-time information to reduce ED utilization, improve transitions of care and enhance care coordination. Apprise combines its own ED data collection with that of Collective Medical to help provide a better understanding of the patterns of usage for high utilizers of the emergency department, their diagnoses during the visits, and shifts over time.

EDIE ANALYSIS ANNUAL REPORT

Presented: June 18, 2021
For the Period: Q1 2020 - Q4 2020



apprise
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● MEDICARE IMPACT MODELING REPORTS AND DASHBOARDS

Apprise subscribes to services from DataGen, a subsidiary of the Healthcare Association of New York State, Inc., which focuses on Medicare payment policy changes, value-based programs, and market dynamics. DataGen provides Apprise with analyses and tools that help inform Medicare financial and quality performance. Apprise makes these reports available to hospital members. Some key reports and analyses often requested by hospital members include:

Inpatient Prospective Payment System (IPPS) Proposed/Final Rule

This annual analysis shows providers how Medicare inpatient FFS payments will change from the current year to the next year based on the policies set forth in the *final rule*. The analysis compares the year-to-year change in operating, capital, and uncompensated care IPPS payments and includes breakout sections that provide detailed insight into specific policies that influence IPPS payment changes.

Outpatient Prospective Payment System (OPPS) Proposed/Final Rule

This annual analysis shows providers how Medicare outpatient FFS payments will change from year to year based on the policies set forth in the OPPS *final rule*. The analysis incorporates changes to outpatient payments mandated by Congress and implemented by the Centers for Medicare and Medicaid Services (CMS).

Value-Based Purchasing (VBP) Analysis

This quarterly report provides hospitals with a preview of the potential impact of the next fiscal year inpatient hospital VBP Program based on publicly available data and program rules established by the Centers for Medicare and Medicaid Services (CMS). The reports included in this analysis estimate VBP scores, impacts, and trends and provide full detail on how the points and scores for each VBP measure and domain are calculated.

Wage Index Data Analysis

This triannual report provides hospitals with a comparative review of the Wage data that will be used to develop the following year's Medicare hospital wage index. There are three analyses that are released throughout the year. Two contain preliminary data, which contain data prior to any hospital-submitted revisions. The other analysis contains final data after hospital-submitted revisions. Because this data is subject to revision, this analysis is not intended to be used to calculate hospital wage indexes, but to give hospitals a way to review the wage data as published by CMS.

Occupational Mix Data Analysis

This triannual report is intended to provide hospitals with a comparative review of the occupational mix data that will be used to develop the following year's Medicare hospital wage index. There are three analyses that are released throughout the year. Two contain preliminary data, which contain data prior to any hospital-submitted revisions. The other analysis contains final data after hospital-submitted revisions. Because this data is subject to revision, this analysis is not intended to be used to calculate an occupational mix adjusted wage index, but to give hospitals a way to review the occupational mix data as published by CMS.

Uncompensated and Charity Care Review Analysis

This semiannual analysis provides hospitals with a comparative data review to support the improvement of reporting on Worksheet S-10 as well as show just how hospitals' inpatient revenue may be affected when CMS adopts Worksheet S-10 for distribution of funds from the Medicare DSH Uncompensated Care Pool.

Hospital-Acquired Conditions (HAC) Reduction Analysis

This semiannual report provides hospitals with a preview of the potential impact of the Medicare inpatient HAC Reduction Program. The analysis includes estimates and detail on how HAC measure and domain scores are calculated and how payment penalties are determined and applied under the program. A report that compares the current program year performance to the estimated impact of subsequent years is also included.

Data Gen
Insights for Healthcare

DataGen Business Intelligence Analyses

Quality

- Quality Program Measure Trends
3Q2021
(12/28/2021)
- Readmissions Reduction Program
3Q2021
- Hospital Acquired Conditions
Reduction Program
2Q2021
- Medicare Spending Per Beneficiary
Report
CY2019
- Medicare Quality Programs
Performance Summary
FFYs 2019 - 2021

Legislative

- Medicare Enacted Cuts 2022
Analysis Years 2010-2031
(2/2/2022)
- IPPS Post-Acute Care Transfer
Adjustment
FFY 2021 Update

Other

- Wage Occupational Mix
FFY 2023 - Revised
(2/2/2022)
- CAH and Small Rural PPS
Utilization Analysis
2019
- Financial Indicators Analysis
2Q2021
- Wage Index
Reclassification Analysis
FFY 2023
- CY 2015-2019 ED and Observation
Analysis

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OTHER APPRISE PROGRAMS & SERVICES

In addition to a robust Data & Analytics program, Apprise manages other important programs and activities on behalf of member hospitals.

PROVIDER TAX

The Provider Tax is an integral financing strategy for the State of Oregon to fund its Medicaid program. The Provider Tax assesses the 26 Diagnostic Related Group (DRG) urban hospitals and 33 Type A/B (rural) hospitals a tax on their net patient revenue which the state matches with federal dollars. Introduced in 2004, it has grown substantially in the years since and contributes significantly to supporting the 1.4 million Oregonians on Medicaid.

Apprise partners with the Oregon Health Authority (OHA), which administers the program, for operational and monitoring of the program. We collaborate with the OHA on program model development and forecasting to achieve program goals. We provide input and feedback on policy, processes, and procedures to strengthen communication and information sharing between OHA and hospitals. On behalf of hospital members overall, Apprise also performs transactional reviews and process validations for improvements in accuracy, quality, and efficiency.

A customized Provider Tax program overview for hospital Chief Financial Officers and their designees is available upon request. Contact Wendell Whitehouse (wendell.whitehouse@apprisehealthinsights.com) for more information.

DISPROPORTIONATE SHARE HOSPITAL (DSH) 3 PROGRAM

Like Medicaid, DSH 3 is a joint state-federal program to financially assist hospitals that serve Medicaid and uninsured patients. Apprise partners with the Oregon Health Authority (OHA), which administers the program, for operational and monitoring of the program. The objectives are to effectively maximize the federal DSH allotments and participation of Oregon hospitals as well as ensure efficient and accurate payments.

Contact Jeff Winkley (jeff.winkley@apprisehealthinsights.com) for more information.