STATE OF NEW YORK
DEPARTMENT OF HEALTH

AAC Survey Instruction Manual

2013 Edition

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I. Instruction Manual Summary

The following steps provide an outline of the Average Acquisition Cost survey process, and a more complete explanation is contained within this manual. Since the manual was designed to address most provider questions, please refer to these more detailed instructions before calling DoH for assistance.

1. Add the DoH email to your email address book. DoH will communicate with the email address that you have affiliated with your HCS account.
2. Ensure that you have an active HCS Account, which is properly affiliated with your pharmacy. You may already have an account from previous projects.
3. Gather the necessary data to complete this survey.
4. Download the file, which DoH will provide via email, to a location on your computer where you will be able to find it. We recommend saving it to either your 'My Documents' folder or your computer's desktop.
5. Make sure that you enable all macros. If you do not know how to do this please go to Appendix A.
6. Use the 'save' tool to make sure that your file is properly named. This will change the name of the file to the required name. We also ask that you enter your email and name that will be used for the attestation page at this point.
7. Begin to enter purchase data on the purchase data tab. See page 11 for instructions on how to begin entering purchase data.
8. When finished entering the data into the purchase data tab, check for errors with the 'check errors' button. You must fix all errors before moving onto the next step.
9. Move onto the next step, entering in the complementary data (total cost, rebates, free goods, and surcharges) by month for the previously completed 12 months.
10. Answer the declaration of proprietary information and confirmation of attestation questions that pop up onto the screen.
11. Change the status on the overview page to 'I'm Finished' to protect your data. If you need to go back to edit, change the selection back to 'I'm Still Working'.
12. Make sure that you save the file again before you submit it to DoH.
13. In order to submit you will need to use the HCS 'Secure File Transfer Tool'. For instructions using the 'SFT' Tool go to page 18.

II. Introduction

On April 1, 2011 the New York (NY) Legislature adopted the recommendation of the Medicaid Redesign Team and enacted legislation to amend the Medicaid drug payment methodology, as defined in SSL section 367-a(9)(b), to include Average Acquisition Cost (AAC) as a reimbursement standard. The legislation defines drug acquisition cost to mean "the invoice price to the pharmacy of a prescription drug dispensed to a Medicaid recipient, minus the amount of all discounts and other cost reductions attributable to such dispensed drug." To determine AAC, the NY Department of Health (DoH) is administering a survey to NY Medicaid enrolled pharmacies known as the "New York Medicaid Actual Acquisition Cost Survey." The overall goal of this initiative is to create a cost based pharmacy reimbursement methodology that is valid, transparent, timely and sustainable.

This instruction manual provides pharmacy providers with an overview of the survey methodology and guidance on how to complete the Actual Acquisition Cost (AAC) survey.

III. New York Medicaid Actual Acquisition Cost Survey Methodology

To calculate the AAC, NY DOH will initially issue a survey to all Medicaid enrolled pharmacy providers. These pharmacy providers will be required to report:

- The invoice price of all drugs purchased for the DoH-specified month, which will be identified on the survey form ("the Detailed Reporting Month".) This information will include a pharmacy's National Provider Identifier number (NPI), invoice dates, drugs identified by their 11-digit NDC code, drug names, quantities (number of packages, bottles or cartons) purchased and total amount paid.
- Total cost of all drugs purchased in the previous 12 months, including the Detailed Reporting Month, reported by month.
- Total discounts, rebates, free goods, and other things of value received for the purchase of drugs, in the previous 12 months including the Detailed Reporting Month..
- Total surcharges *(e.g.,*. fuel, overnight delivery and special handling charges) paid in excess of invoice amounts for the purchase of drugs in the previous 12 months, including the Detailed Reporting Month

After this initial survey has been completed, the DoH will conduct a preliminary review to determine if submitted information is readable and has been entered in the correct format for analysis. Data that does not meet this standard will be rejected and returned to the submitting pharmacy for correction.

At no point in the process will the DoH make changes to the data, or enter any missing values even when they might be inferred.

When all survey data have been determined to be in the correct format, DoH will load the data into its database, remove all information identifying the pharmacy provider and send the data to the State's electronic data provider, First DataBank ("FDB.") For the initial survey, FDB will send the data to the accounting firm Ernst and Young ("EY"), which will conduct a review and analysis of data content. If required, EY will verify the submitted data against supporting pharmacy provider documentation. EY will then employ the data to determine the methodology to be used for calculating AAC, and submit that methodology to DoH for review and approval. Upon acceptance by DoH, this methodology will be implemented on an ongoing basis: FDB will use the methodology in the incorporation of new data obtained in continuing monthly surveys of a statistical sample of pharmacy providers. All resulting prices will be delivered to DoH for approval before their use in the MMIS system.

As part of this process DoH may request supporting documentation from pharmacies, including invoices, goods receipts, and payment records, in order to verify the data submitted.

IV. Survey Submission Process Prior to Use of the Survey Data Collection Tool

Follow these steps prior to using the Survey Data Collection Tool:

1. **Save the DoH email address**

   To provide timely communications to all Medicaid Pharmacy Providers, DoH will use email to notify pharmacies about the survey process and timeline. To ensure that you receive these emails, it is important that you add the email address medpharmpricing@health.state.ny.us to your email address book. This will prevent your email provider from treating emails from DoH as spam, and will allow you to receive email updates on the survey process from DoH as due dates approach.

   The email communication will be sent out to the email that is associated with your affiliated HCS account. Therefore, if you do not have an HCS Account please proceed to step 2, otherwise continue to step 3.

2. **Ensure that you are registered in the Health Commerce System (HCS)**

   In the completion of the COD survey issued in October 2012, your pharmacy should already have registered with HCS. If you have not done so, please refer to Appendix A (at the end of this instruction manual) for directions on how to register.

3. **Gather the data to complete the AAC Survey Spreadsheet**

   Pharmacy providers can collect needed data from either of two sources: by contacting wholesalers to obtain records of purchase and verifying them; or, by independently tabulating internal records, such as invoices, receipts and payment records received from wholesalers or manufacturers.

   Most wholesalers have indicated to DoH that they would provide purchasing information directly to their customers upon request, but would not provide it directly to DoH. Pharmacies should contact their wholesalers to determine what information is available and how it can be provided in a format that will facilitate completion of the survey.

   Whether the information is developed through wholesaler records or independently, It will remain the pharmacy's responsibility to make certain it is accurate, comprehensive and properly formatted, and compiled within the workbook that DoH provides.

V. The Survey Data Collection Tool

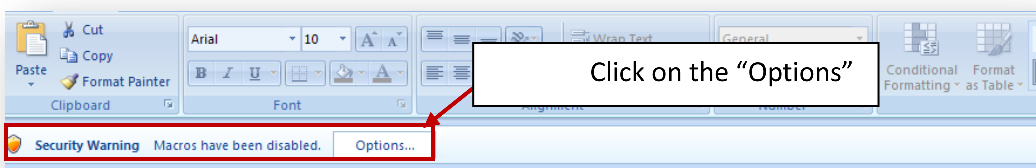
The Survey Data Collection Tool, comprised of *a Microsoft Excel workbook*, has been designed to provide a simplified process that guides pharmacies through the survey.

VI. Opening the Excel Workbook File

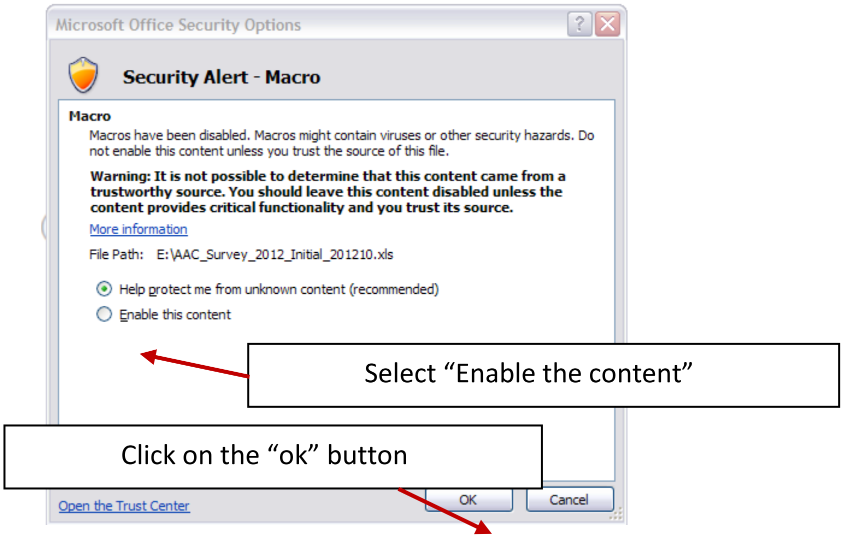
DoH will be emailing the Excel Workbook to all pharmacies that both (a) are required to complete the survey and (b) have an individual with an active HCS account that is affiliated with the pharmacy. DoH recommends that you download the workbook attachment to either your 'My Documents' folder or your computer Desktop.

Depending on the version of Excel your system uses, when you open up the excel workbook, you will likely see warnings telling you the workbook contains "macros" which have been disabled. Different Excel versions will present the warnings in different ways, but the common requirement for you in all versions is to "enable" the tool's macro features. These macros are mini-programs within the workbook designed to assist you and validate the information being collected, and they must be "unblocked" or "allowed to run" before you can continue.

The following example relates to Excel version 2007 or version 2010. For information on enabling macros to run with Excel 2003 see Appendix A.



In this example a "Security Warning" window appears immediately below the menu bar and clicking on "Options" will open a separate window. Select the radio button "Enable this Content" and then click "okay" to permit the formulas and formatting embedded in the spreadsheet to work.

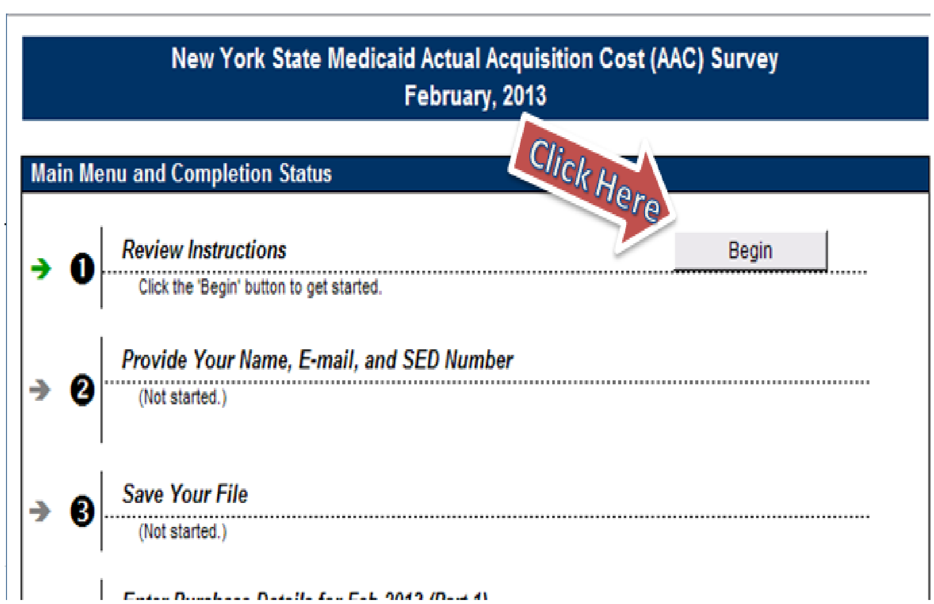


You may be required to enable the Survey Tool’s macros each time you reopen the file. Additional information on enabling macros is including in *Appendix A: Enabling Macros*, on page 23. (now it is page 22)

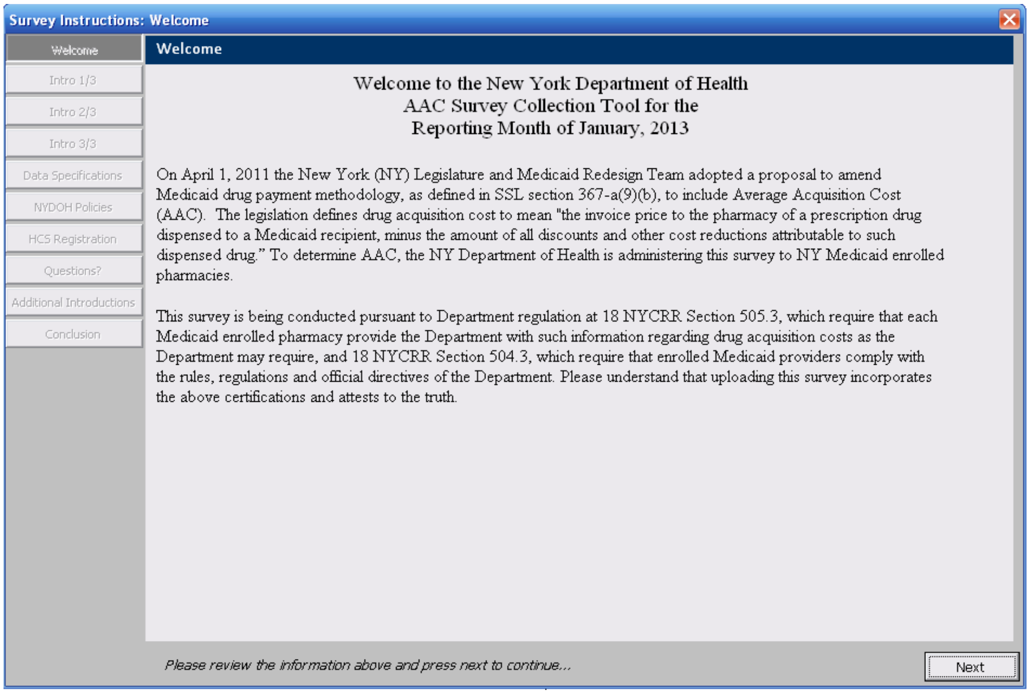
VII. Using the Excel Workbook

1. Review Instructions and Key Points (Section 1)

After enabling all macros to run, , you will see the “Main Menu and Completion Status” screen. This screen will guide you through the workbook and provide feedback on problem areas as you progress. Click on the “Begin” button to review some instructions and key points.

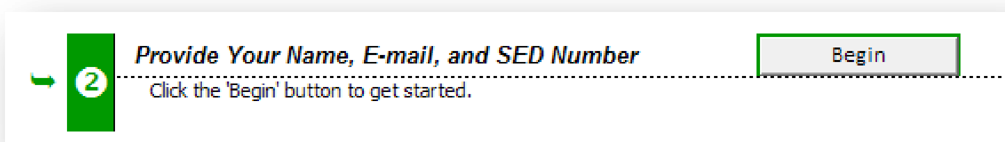


By clicking the "Next" button progressively through the successive screens, you will receive brief descriptive information that explains the survey process and defines relevant terms. For more in-depth information please refer to this manual.

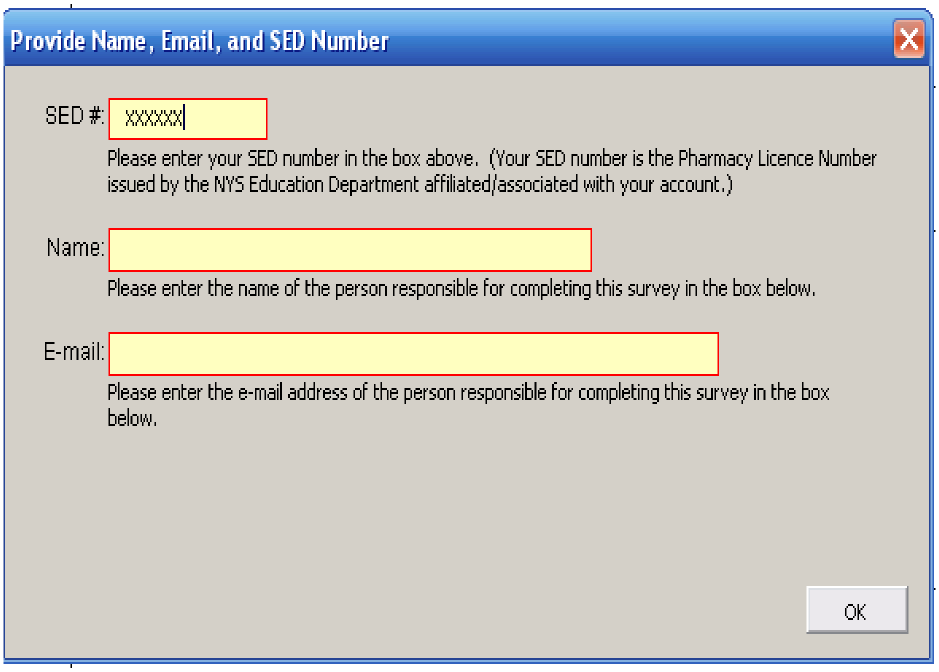


2. **Provide Your Name, E-mail, and SED Number (Section 2)**

   Once you return to the main menu, continue to the next section where you need to supply your SED number, name, and e-mail address.

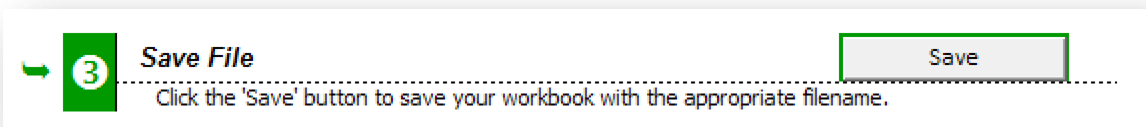


You will see the following form. Follow the instructions above each of the yellow boxes and click "OK".

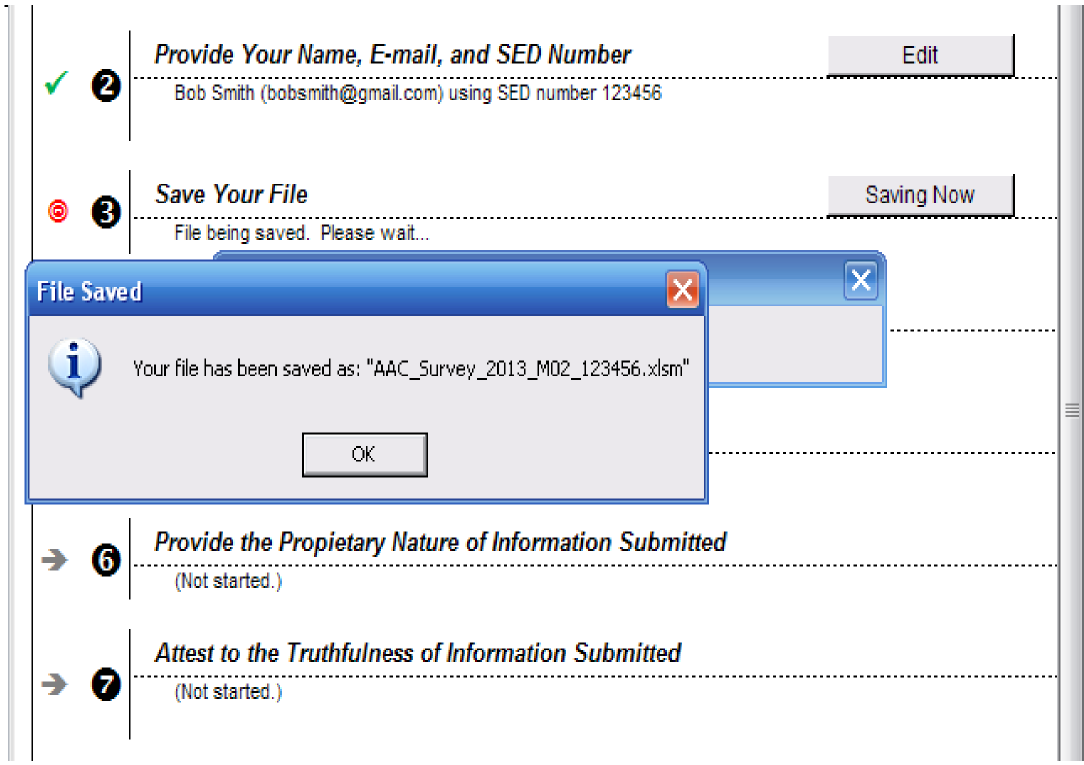


3. Saving Your File (Section 3)

Everyone received the same workbook to use. In order to distinguish yours from other submissions, your workbook will be saved with a file name that includes your SED number along with other identifying information. Click the "Save" button to save your file.



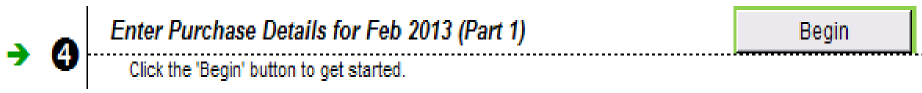
You can expect to see a "Please wait…" message until your file is successfully saved.



Once complete, you will receive a message telling you the new file name used to save your workbook. It will be stored in the same location in which you opened the common workbook sent to all pharmacies. Again we recommend initially saving the file to your desktop or my documents folder for ease of access.

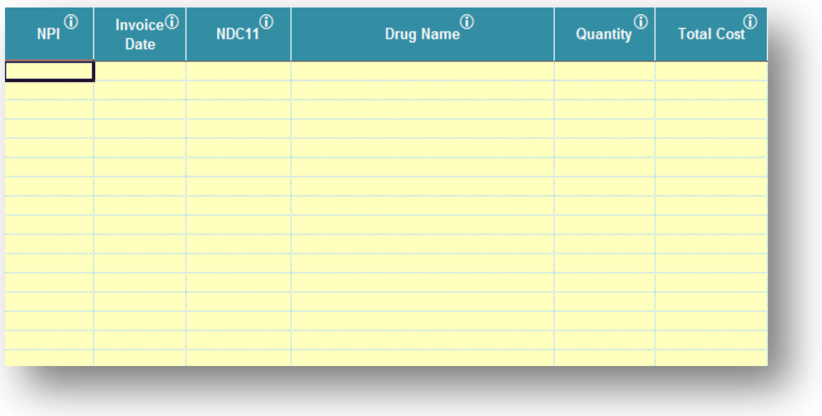
4. **Entering Purchase Details for the Reporting Month (Section 4)**

Once you have saved your file, continue to section 4. (If you have neither entered your SED number nor saved the file successfully, this button will not be available.)



5. **Before Entering Data, Become Familiar with the Worksheet Design**

The worksheets for Parts 1 and 2 are very similar in design and function. Each is broken into two parts, with the columns on the left used to enter data:



and the columns on the right to control checking for problems, communicating problem status, and facilitating navigation back to the main menu.

6. Checking for Problems

Each worksheet has a “Check for Problems” button, that when pressed, will scan your data for invalid entries.

Problem entries are presented in red. The first problem encountered will have a “callout” box with a message explaining the issue found. (All problem entries will a callout message but will only be displayed when you hover the mouse pointer over it.)

For example, when an NDC is found that does not contain 11 digits, you will receive a message similar to:

NPI	Invoice Date	NDC11	Drug Name	Quantity	Total Cost
1000000004	02/01/2013	0074647932	Gengraf	4.00	$ 427.65
1000000004	02/01/2013	45802049326	Ar		70.30
1000000004	02/01/2013	00173069600	Advair Discus	34.00	$ 7,330.91
1000000004	02/01/2013	53885024450	Atenolol	50.00	$ 1,039.63
1000000004	02/01/2013	00173064460	Lamictal	2.00	$ 828.99
1000000004	**02/01/2013**	**0074647933**	**Albuterol**	**31.00**	**$ 2,471.10**
1000000004	**02/01/2013**	**45802049326**	**Gengraf**	**35.00**	**$ 2,648.30**
1000000004	**02/01/2013**	**00173069601**	**Ammonium Lactate**	**39.00**	**$ 2,825.50**
1000000004	**02/01/2013**	**53885024450**	**Advair Discus**	**43.00**	**$ 3,002.70**
1000000004	**02/01/2013**	**00173064461**	**Atenolol**	**47.00**	**$ 3,179.90**
1000000004	**02/01/2013**	**0074647934**	**Lamictal**	**51.00**	**$ 3,357.10**

This NDC11 has 10 digits. It should have 11.

When the number of problems reaches 25, the checking will stop, allowing you to identify common errors or patterns.

7. Back to Entering Purchase Details for the Reporting Month (Section 4)

This information includes the National Provider Identifier (NPI) of the reporting pharmacy (or successive NPIs for a chain reporting for more than one entity), invoice dates, 11-digit NDCs, drug names, quantities purchased and total cost.

NPI	Invoice Date	NDC11	Drug Name	Quantity	Total Cost
1000000004	02/01/2013	00746479321	Gengraf	4.00	$ 427.65
1000000004	02/01/2013	45802049326	Ammonium Lactate	5.00	$ 70.30
1000000004	02/01/2013	00173069600	Advair Discus	34.00	$ 7,330.91
1000000004	02/01/2013	53885024450	Atenolol	50.00	$ 1,039.63
1000000004	02/01/2013	00173064460	Lamictal	2.00	$ 828.99
1000000004	02/01/2013	00746479321	Albuterol	31.00	$ 2,471.09
1000000004	02/01/2013	45802049326	Gengraf	35.00	$ 2,648.30
1000000004	02/01/2013	00173069600	Ammonium Lactate	39.00	$ 2,825.50
1000000004	02/01/2013	53885024450	Advair Discus	43.00	$ 3,002.70
1000000004	02/01/2013	00173064460	Atenolol	47.00	$ 3,179.90
1000000004	02/01/2013	00746479345	Lamictal	51.00	$ 3,357.10

Each row in the spreadsheet should reflect a line item on an invoice received from the manufacturer or wholesaler.

NPI: Enter the pharmacy provider's National Provider Identification (NPI) number, which is a 10 digit number.

Invoice Date: Enter the date listed on the invoice in the format mm/dd/yyyy.

Example – "02/01/2013"

NDC-11: Enter **Drug Name:** Enter the drug name reflected on the invoice**.**

Example - "CYMBALTA 20 MG CAP 60"

Quantity: Enter the number of NDC-11 packages that were purchased, not the number of individual items contained within those packages. DO NOT report Unit of Measure quantities. A quantity of zero cannot be entered and all quantity values must be in whole numbers.

Example - 5 bottles of 90 Atorvastatin 10mg Tablets NDC11 00591377419.

A quantity of 5 would be reported **NOT** 450.

Total Cost: The total cost reported must be the total price paid for the total quantity of the drug purchased excluding any off-invoice discounts, rebates and free goods and services. This is the cost for all packages purchased during that reporting period **NOT** the per package unit cost. To calculate the Total Cost from the per package cost, simply multiply the individual package price by the quantity of packages purchased.

When you have clicked through all the Overview descriptions, click on the "X" to close the popup, and begin to enter data into the spreadsheet.

Example – 15 bottles of CYMBALTA 20 MG CAPSULES 60 purchased at $263.75 per bottle.

A Quantity of 15 and a Total Cost of $3956.25 would be reported.

(15 X $263.75 = $3956.25)

8. Example of a Transferring Data from a Sample Invoice

Sample Invoice from Wholesaler to Pharmacy

XYZ Wholesaler **Invoice# 123456**

Date : 02/01/2013

NDC	Product	Unit Price	Quantity	Total
00006011231	Januvia 50 Tab (30s)	247.65	1	247.65
00002323560	Cymbalta 20 Cap (60s)	263.75	15	3956.25
60505285001	Alfuzosin HCl ER 10	16.01	2	32.02

NPI	Invoice Date	NDC11	Drug Name	Quantity	Total Cost
1002230111	02/01/2013	00006011231	Januvia 50 Tab	1.00	$ 247.65
1002230111	02/01/2013	00002323560	Cymbalta 20 Cap	15.00	$ 263.75
1002230111	02/01/2013	60505285001	Alfuzosin HCL	2.00	$ 16.01

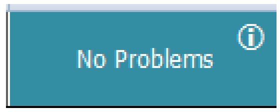
Once the data is entered run the "Check for Problems" procedure to ensure that your information is correctly formatted. In the following example, January and October dates were identified for a November reporting month, and one of the NDCs reported has only nine digits. Clicking on the "Check for Problems" button in this case will highlight the incorrect entries, and a pop up message will identify the nature of the problem:

NPI	Invoice Date	NDC11	Drug Name	Quantity	Total Cost
1000000004	12/01/2013	[illegible]	[illegible]	1.00	$ 247.65
1000000004	02/01/2013	[illegible]	[illegible]	15.00	$ 263.75
1000000004	02/01/2013	60505285001	Alfuzosin HCL	2.00	$ 16.01

This invoice date does not occur in February of 2013

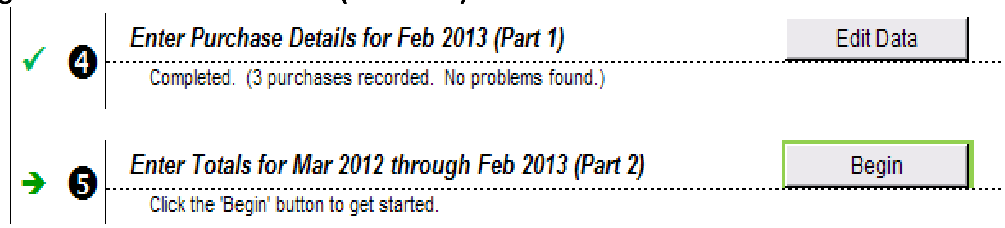
NPI	Invoice Date	NDC11	Drug Name	Quantity	Total Cost
1000000004	02/01/2013	000060112	[illegible]	[illegible]	[illegible] 247.65
1000000004	02/01/2013	00002323560	[illegible]	[illegible]	[illegible] 263.75
1000000004	02/01/2013	60505285001	Alfuzosin HCL	2.00	$ 16.01

This NDC11 has 9 digits. It should have 11.

Correcting the problem will result in a 

message and you can return to the Main Menu for the next section.

9. Entering Totals for a Calendar Year (Section 5)



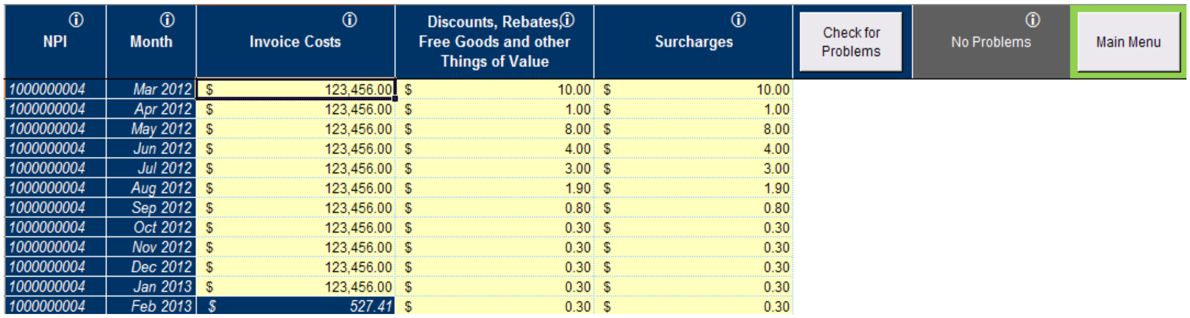
This table collects both total drug invoice costs and total off-invoice price considerations that decreased or increased net costs. For each NPI included in the survey response, the pharmacy provider must enter the:

- Total cost of all drugs purchased each month for the identified months.
- Total off-invoice discounts, rebates, free goods and other things of value received for the purchase of drugs in each of the identified months.
- Total off-invoice surcharges paid in each of the identified months.

This template must be filled out completely, with no blank fields. If there were no discounts or surcharges in a month, zeroes should be entered in the fields. DoH will not add any values or infer any information from a blank field, and incomplete submissions will be rejected as non-compliant.

After you have properly completed the detailed monthly information, this table will automatically populate the Detailed Reporting Month by totaling all purchases identified on the previous schedule and transferring it to the correct line on the yearly table. If you enter more than one NPI on the previous schedule, the yearly table will correspondingly list the last twelve months on the spreadsheet for each of those NPIs.

When Template II has been completed, you must again run the “Check for Problems” validation step.

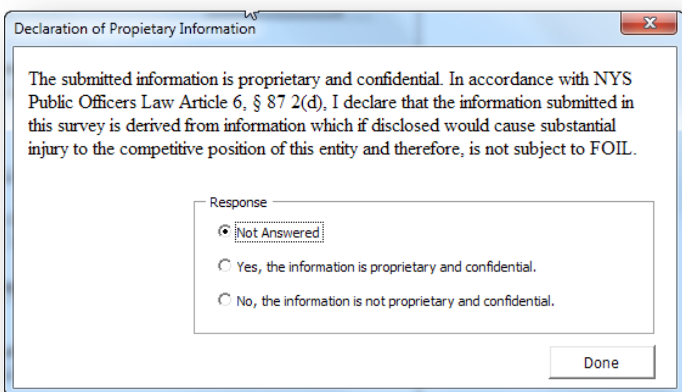


NPI	Month	Invoice Costs	Discounts, Rebates, Free Goods and other Things of Value	Surcharges
1000000004	Mar 2012	$ 123,456.00	$ 10.00	$ 10.00
1000000004	Apr 2012	$ 123,456.00	$ 1.00	$ 1.00
1000000004	May 2012	$ 123,456.00	$ 8.00	$ 8.00
1000000004	Jun 2012	$ 123,456.00	$ 4.00	$ 4.00
1000000004	Jul 2012	$ 123,456.00	$ 3.00	$ 3.00
1000000004	Aug 2012	$ 123,456.00	$ 1.90	$ 1.90
1000000004	Sep 2012	$ 123,456.00	$ 0.80	$ 0.80
1000000004	Oct 2012	$ 123,456.00	$ 0.30	$ 0.30
1000000004	Nov 2012	$ 123,456.00	$ 0.30	$ 0.30
1000000004	Dec 2012	$ 123,456.00	$ 0.30	$ 0.30
1000000004	Jan 2013	$ 123,456.00	$ 0.30	$ 0.30
1000000004	Feb 2013	$ 527.41	$ 0.30	$ 0.30

When the validation reports “No Problems” click on “Main Menu” and you will again return to the AAC Instructions tab, from which you will “Begin” the procedure to declare whether the information you have submitted is proprietary data.

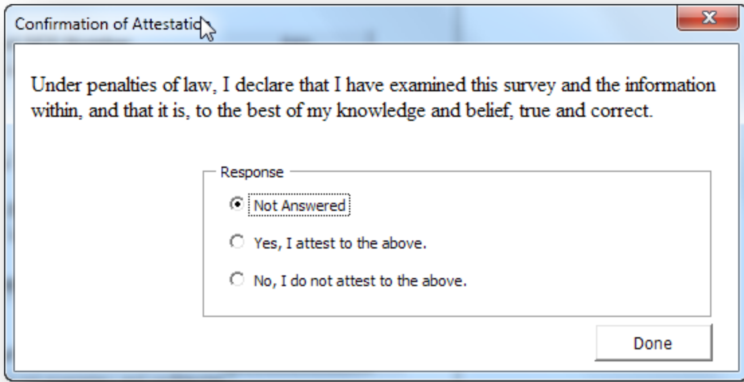
10. The Proprietary Information Declaration (Section 6)

After reading the declaration statement, select one of the two options. Doing so again returns you to the main screen for the survey verification question.



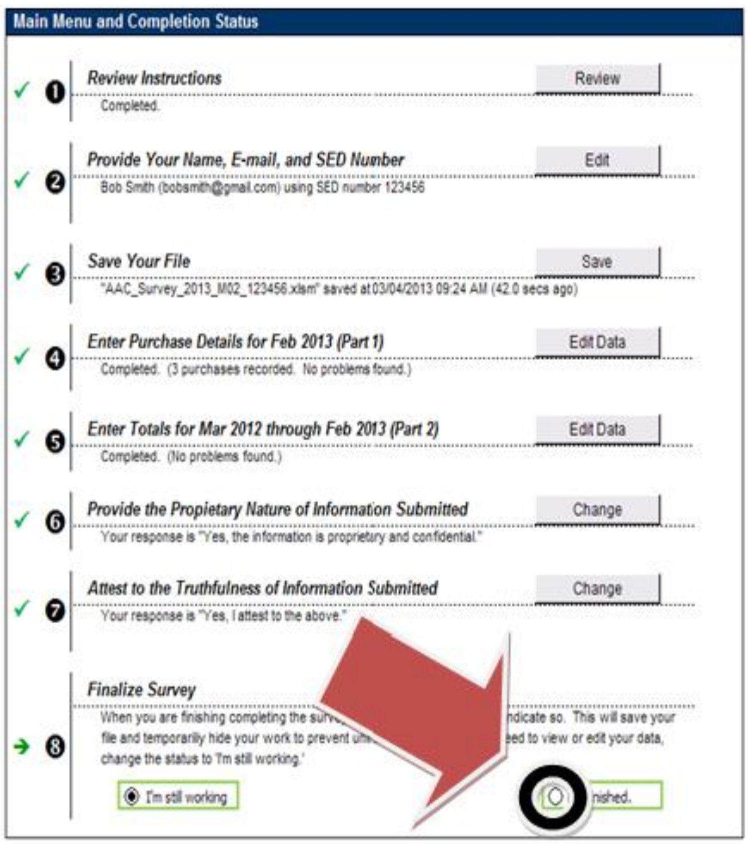
11. Attest to the Truthfulness of the Information (Section 7)

You are required to affirm the truthfulness of the information you have submitted by checking “Yes”. A failure to do so may result in an audit or review of your data.



12. Finalize the Workbook (Section 8)

Indicate you are finished with the survey by clicking on the “I’m finished” radio button.



If prior to sending the completed survey through the HCS system you wish to reopen the Tool and edit data, you will need to again enable macros, click on “I’m still working”, make your edits, and re-run the validation steps before you can save the document.

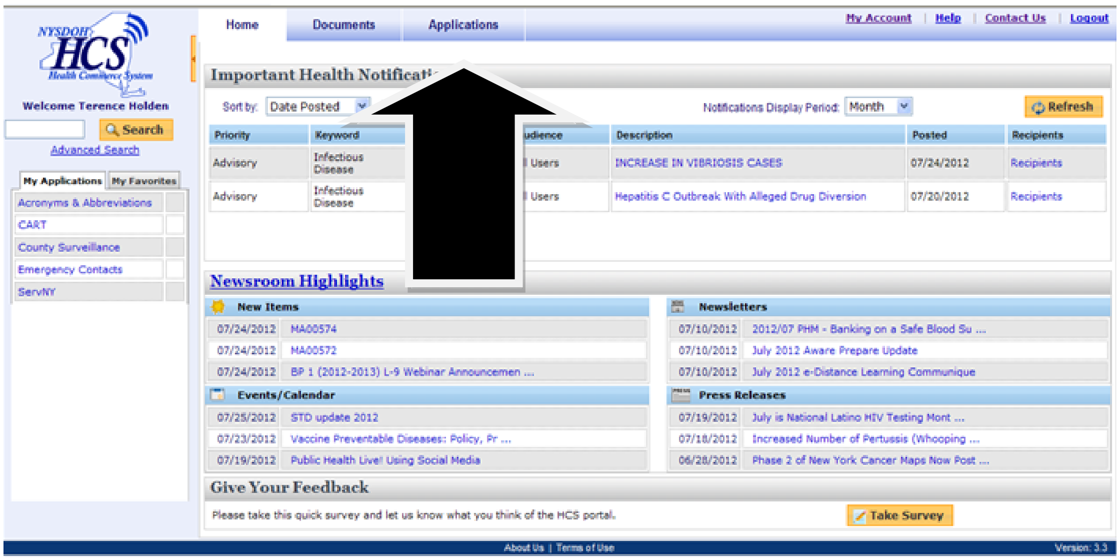
No changes may be made to the format of the AAC Survey Tool, and any surveys submitted with modifications such as column addition or deletion, inserted fields or attributes, or changes to formulas will immediately be rejected and returned for correction and resubmission.

If you have any questions as to where a value is to be reported, please send an email to medpharmpricing@health.state.ny.us outlining the issue and we will provide additional clarification.

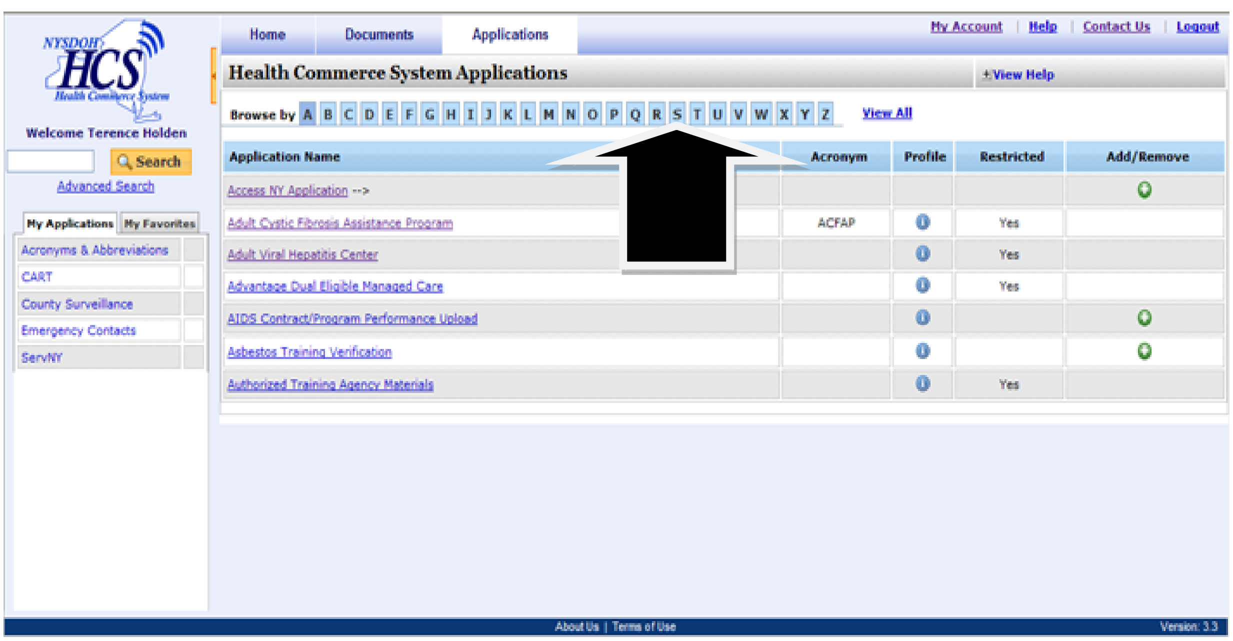
VIII. Submit the Completed Survey to DoH via the HCS System

Pharmacies must submit their AAC Survey responses through the HCS system. A failure to do so will be deemed a non-compliant response subject to referral to the NYS Office of the Medicaid Inspector General.

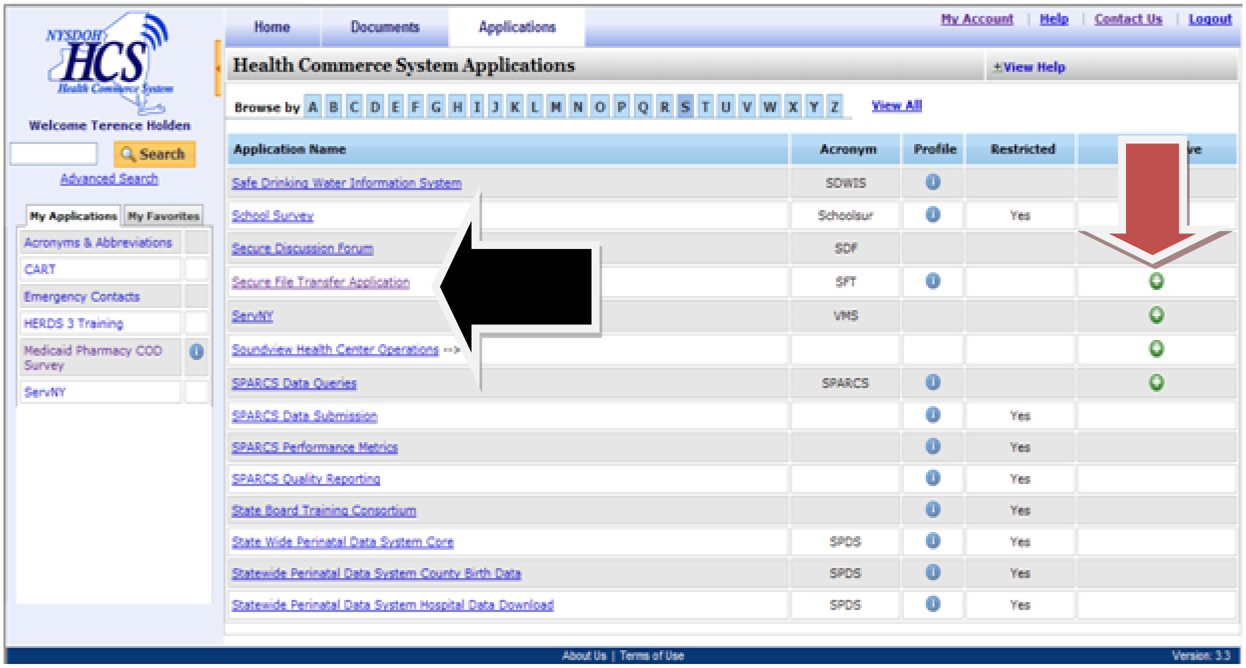
To submit the AAC Survey response using the HCS system, please log in to your HCS account and click on the "Applications" tab.



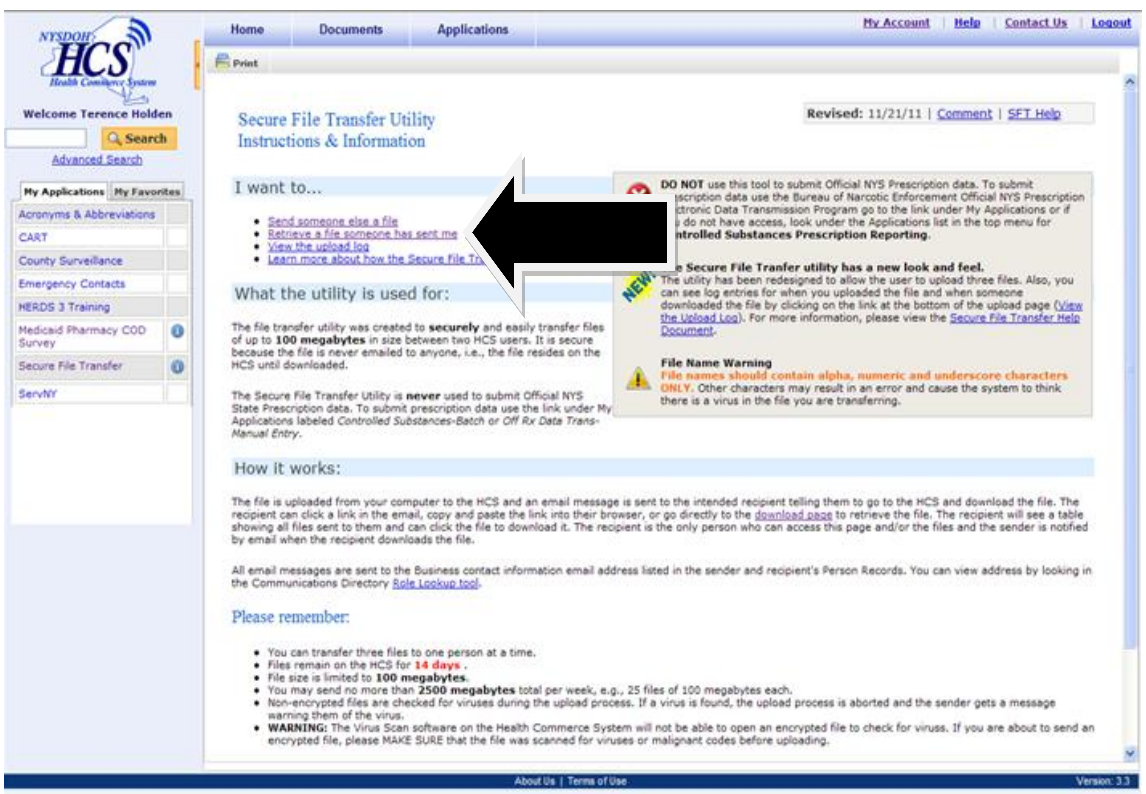
Click on "S" to search for "Secure File Transfer."



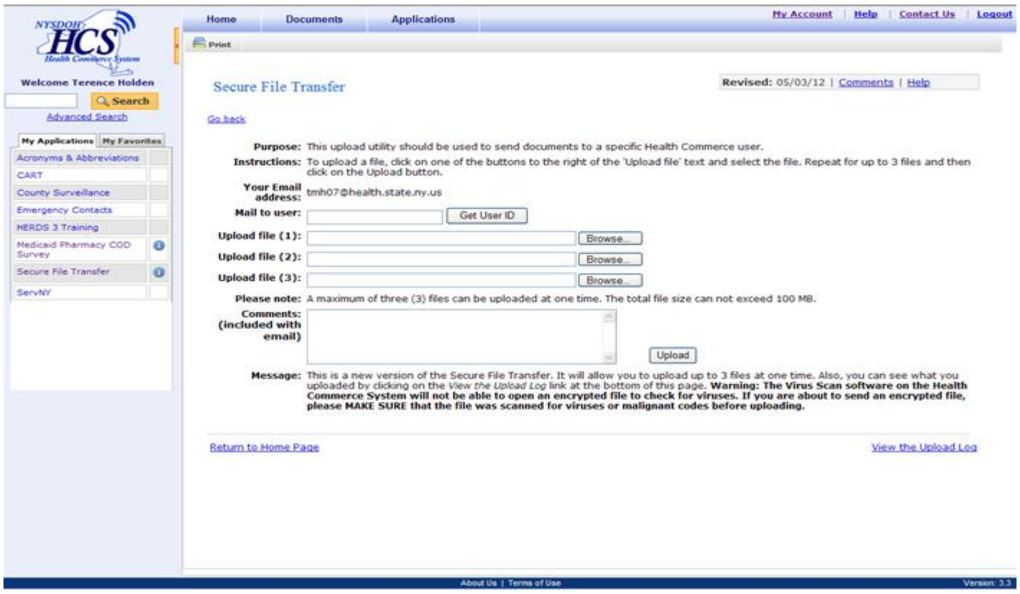
Click on Secure File Transfer. (You can also add it to the my applications side bar by clicking the plus sign-indicated by the red arrow- and it will thereafter appear under "My Applications")



Click “Send someone else a file”



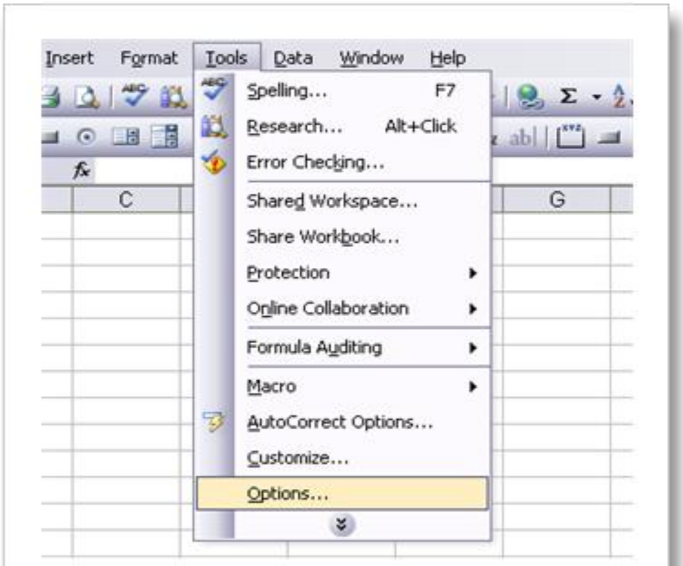
- In the “Mail to user” field enter “cod-aac_team”
- In the “Upload file” field click the “Browse” key, locate the file where you have saved it, and click on it
- Enter any supplemental message, if necessary, in the “Comments” field
- Click Upload
- Once a DOH employee officially receives the file, a email confirmation will be sent to you.



Appendix A: Enabling Macros- Excel 2003

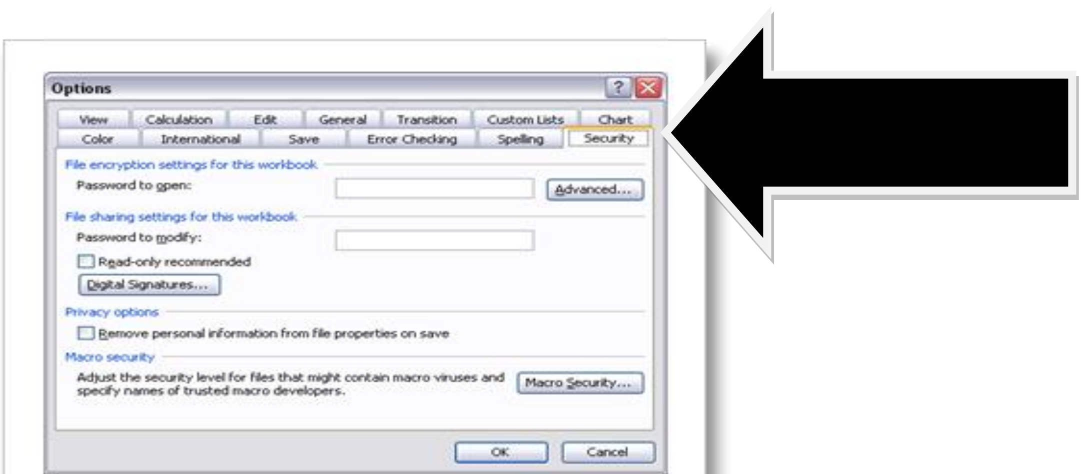
After opening up the workbook, you will not encounter the message that pops up in Microsoft Excel version 2007 (the screenshots that we provided above). Instead we advise you to take the following steps.

1. In the Excel menu bar at the top first click 'Tools' and then select 'Options'



Go to Tools, then Options.

2. Click on the tab that is marked 'Security'



Go to Security Tab

3. In the tab ‘Security Level’ please select either ‘medium’. ‘Medium’ will you give you the option to enable macros similar to the way that Excel 2007 does.

Choose "Medium" security level.

4. Click ok
5. Completely exit Microsoft Excel and then reopen the workbook that you will be working on (DoH provided workbook)

6. In the prompt that pops up click click ‘Enable Macros’.

Enable Macros

Appendix B: Registration with the Health Commerce System

The Health Commerce System (HCS) is a comprehensive web-based technology that supports, integrates, and secures the electronic exchange of health data and information to, from and among key partners. It is a closed network dedicated to secure data exchange with participating pharmacies and NYSDO, and proper clearance is needed to gain access. Enrollment and authentication documents have been developed to ensure the security of data and help protect key partners from intrusions originating on or through the HCS. Since the HCS is a secured web site and requires authentication to sign in, every user must read the Security and Use Policies (SAUP) and sign an account request form to obtain an HCS account. The HCS provides links to other secure web sites, including the New York State Official Prescription Program.

The Health Commerce System Account is free to obtain and **MUST** be used for the submission of the AAC Survey, as well as for the COD Survey for independent pharmacies or small chains.

Listed below are the steps to register for an HCS account:

1. To register for a free account with HCS, a pharmacy provider should select one or more individuals to serve as its representative(s). The system allows for two types of representatives:
    a. HCS Director: has the authority to bind the pharmacy with DOH
    b. HCS Coordinator: has the authority to request and manage HCS accounts and roles.In case the pharmacy provider does not assign an individual to the HCS Coordinator role, the HCS director will automatically serve as the HCS Coordinator too.

2. The following information on the pharmacy provider and its representative(s) should be e-mailed to the Commerce Accounts Management Unit (CAMU) Supervisors at: camuout@health.state.ny.us

    Pharmacy Information

    Pharmacy SED Registration #:
    Pharmacy Name:
    Pharmacy Address line 1:
    Pharmacy Address Line 2:
    Pharmacy City:
    Pharmacy State:
    Pharmacy Zip Code:
    Pharmacy County:

    HCS Director Information

(The individual authorized to bind the pharmacy with DOH. The HCS Director is also a HCS Coordinator by default)

Full first name (DO NOT use nicknames):
Full middle name (not just the initial):
Full last name:
Month and day of birth:
NYS DOH Health Commerce System (HCS) ID (if one exists):
Exact job title:
Office telephone number:
Office fax number:
E-mail address:

HCS Coordinator Information

(The individual with authority to request and manage HCS accounts and roles)

Full first name (DO NOT use nicknames):
Full middle name (not just the initial):
Full last name:
Month and day of birth:
NYSDOH Health Commerce System (HCS) ID (if one exists):
Office telephone number:
Office fax number:
E-mail address:

3. NYSDOH will use this information to generate HCS Director and HCS Coordinator enrollment forms. Once those forms have been generated, an email will be sent to the HCS Director and HCS Coordinator with the enrollment forms and PDF versions of Security and Use Policies (SAUPs). The SAUPs outline the provider rules and responsibilities for using HCS The original enrollment forms must be printed, signed, notarized and mailed together to the following address:

   NYSDOH
   Commerce Accounts Management Unit (CAMU) Supervisors
   800 North Pearl Street
   Room 214
   Albany, NY 12204-1899

The SAUPs must be read and retained. Both forms are required to be submitted together as the HCS Director Form binds the organization and must be processed first. Please retain copies of both forms for your records.

Once the completed original, signed and notarized forms have been received, the Commerce Accounts Management Unit ("CAMU") will mail the HCS Director and HCS Coordinator their own HCS PIN and account activation instructions. This information will allow the user to login to HCS website at https://commerce.health.state.ny.us.

4. Should you have any issues logging in using the HCS PIN, please contact the Commerce Account Management Unit (CAMU) Help Desk at 1-866-529-1890 or hinhpn@health.state.ny.us

5. Please keep in mind that the HCS Coordinator will be the primary account and will serve as the main point of contact. All emails regarding the AAC/COD survey from DoH will be sent to this individual.