MIPPA Reporting for SHIP & SHAP NPR Data Submitters

SHIP – NPR
National Performance Reporting System

12/11/15

Illinois Department on Aging
Senior Health Insurance Program (SHIP)
(800) 252–8966 Aging.SHIP@illinois.gov
Medicare Improvements for Patients and Providers Act (MIPPA)

The Administration for Community Living (ACL) provides a MIPPA grant that is awarded to many entities, such as SHIP and SHAP, who work with Low Income Subsidy (LIS) and Medicare Savings Program (MSP) beneficiaries in Illinois.

- This funding enables counselors to do more work with LIS/MSP beneficiaries.
MIPPA data collection is needed to consistently report and share the work being done with MIPPA nationally.

- Reporting is necessary to:
  - Illustrate quantitatively how we are doing
  - “Tell the story” of the great work being done
  - Hold each other accountable

- Grantees are required to submit data, about their MIPPA activities, into the SHIP National Performance Reporting (NPR) system.

- The NPR system collects and organizes this data to generate reports that measure the performance of the grantees.

- Data from all state grantees is combined to create a national NPR database

*Remember:* If it’s not reported, it didn’t happen and doesn’t count.
The MIPPA data:

- Must include:
  - Number of LIS, MSP and Medicaid (AABD) applications assisted with
  - Number of Outreach events completed

- Must be submitted Monthly
## NPR Data Entry Due Dates

<table>
<thead>
<tr>
<th>Activity from</th>
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</tr>
</thead>
<tbody>
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There are two primary data sources for MIPPA Reporting on the NPR system

- **Client Contact (CC)** data on interaction between counselors and Medicare or Medicaid beneficiaries, seniors, and individuals working on behalf of a client regarding LIS/MSP.

- **Public and Media (PAM)** activity about a grantee’s efforts in educating Medicare beneficiaries, or others working on their behalf about the LIS and MSP programs through public presentations or outreach to the media.
SHIP staff will register all new data submitters or counselors into NPR.

Newly registered data submitters or counselors will receive the following email from SHIP NPR:

Dear,

A new user account has been registered for you at the https://shipnpr.acl.gov/

Follow this link to verify your email address. If you have difficulties accessing the link, copy and paste the link below to your browser to verify your email address.

https://shipnpr.acl.gov/(X(1)S(a4wypk55hyeode45opizre45))/EmailConf.aspx?evt=sjmkaufma
n%40gmail.com3f333bf9-3ff3-41c8-bb08-dd87646603ff&AspxAutoDetectCookieSupport=1

You will be able to login to the https://shipnpr.acl.gov/ upon successful verification of the email using the above link.

Thank you,
SHIP NPR Help Desk
1-800-253-7154 option 1
Email Verification

- If the email is not in your inbox, you may need to check your spam or junk e-mail folders.
  - **Note:** The email is only accessible for 24 hours

- When you receive this email message, click on the highlighted link, “Follow this link”

- After this, the screen will show the following:
  
  “Thank you! You have successfully verified your email address. Your account is now active. You may login any time.”
Logging in to NPR

- Go to the ACL SHIPtalk web site at: [https://shipnpr.acl.gov/](https://shipnpr.acl.gov/)
- or
- Go to the Illinois Department on Aging website at: [https://www.illinois.gov/aging/Pages/default.aspx](https://www.illinois.gov/aging/Pages/default.aspx)  
  (Note: if error, use above link)
- Click on the “SHIP” tab
- Click on the “SHIP Talk” link on the right-hand side
Logging in to NPR

- Type your email address in the **Your email address** textbox
- Type the temporary password, *(emailed to you by SHIP)* into the **Password** textbox
- If you cannot log on, follow the directions for resetting your password.
Logging in to NPR

- You will get this “Warning “page each time you sign on.
  - Read it and Click “I agree”

- You will then be logged in to NPR & receive a “Welcome” greeting
Click on **Forgot Password**

After this, you will see the screen below.

- Enter your email address into both of the textboxes you see below.
- Next, type the white letters or numbers you see in the black textbox, as capital letters, into the last textbox.
- Click Submit.
You should see the following message:

Thank You! Your request has been submitted.
- If the email address you entered is in our system you will receive an email shortly.
- If you do not receive an email after a while, please verify that you entered the Registered email associated with your SHIP NPR account. Please check your spam or junk mail folders as well.
- If you have additional questions, please contact the SHIP NPR Help Desk at 1-800-253-7154, option 1
Resetting Your Password

- Open your email from shipnprhelp@technicalfrontiers.com
- You will be directed to “Follow this link” in order to continue the password reset process

From: ShipNPRHelp@air.org
To: Fuchs, Samuel
Cc: 
Subject: Your request at the shipnpr.shiptalk.org

Hello,

A request to reset your password was made at shipnpr.shiptalk.org. If you did not request your password reset, please disregard this message.

Follow this link to reset your password. If you have difficulties accessing the link, copy and paste the link below into your browser’s address bar to verify your email address.

http://dev-shipnpr.shiptalk.org/NewPass.aspx?prt=sfuchs@air.orgfe7b7610-a8b2-4f01-8b33-bafbedc10e48

Thank you,
SHIP NPR Help Desk
https://shipnpr.shiptalk.org
1-800-253-7154, option 1
Resetting Your Password

- Enter your new password into the corresponding boxes in the middle of the page.
  - Your password must be at least 8 characters and at most 30.
  - It must also contain at least one, capital letter, number, and special character such as $, @, %.
  - The password cannot be a name or a word you would find in the dictionary.

- Click the Submit button.
  - If the password you selected does not meet the password requirements, a message in red will notify you that your password does not meet the minimum requirements.

Examples: $Spidey123, M!lkcow424, F@tSam001
MIPPA Coding for Client Contacts (CC’s)
When **should I complete a MIPPA Client Contact form?**

- **Individual Client Contacts – Application Assistance with:**
  - Medicare Part D Extra Help/Low-Income Subsidy (LIS), and
  - Medicare Savings Programs (MSP)
  - Medicaid Medical Application (AABD)

- **Check NPR categories:**
  - Box 13 and/or Box 47 and/or Box 49

- **Part D Low Income Subsidy (LIS/Extra Help):**
  - 11-Eligibility/Screening
  - 12-Benefit Explanation
  - **13-Application Assistance**
  - 14-Claims/Billing
  - 15-Appeals/Grievances

- **Medicaid:**
  - 46-Medicare Savings Programs (MSP) Screening (QMB, SLMB, QI)
  - **47-MSP Application Assistance**
  - 48-Medicaid (SSI, Nursing Home, MEPD, Elderly Waiver) Screening
  - **49-Medicaid Application Assistance**
  - 50-Medicaid/QMB Claims
  - 51-Fraud and Abuse
When should I fill out a MIPPA Client Contact form?

- These actions count as application assistance:
  - Applying, Redeeming, Redetermination and Recertification paperwork for LIS and/or MSP
  - Current MSP applicant wishing to increase benefit level
    o (ex. QI person submitting for QMB)
  - Medicaid Medical application assistance for AABD
    o Assistance to Aged, Blind or Disabled

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- **49-Medicaid Application Assistance**
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- 51-Fraud and Abuse
When shouldn’t I fill out a MIPPA Client Contact form?

- These actions **do not** count as application assistance:
  - *Screening* for LIS and/or MSP and/or AABD Medicaid
    - Must be actual application assistance in order to count
  - Mailing paper applications to beneficiaries
  - Submitting an application for MSP and counting LIS application assistance (since deemed eligible for LIS)
    - Even though this may happen, there is no “direct hand” in submitting the LIS application
Entering a Client Contact (CC) form

- To start a Client Contact,
  - click on the “CC” button
You have options to:

- Add a contact for a client with no prior service at my site
- List recent client contacts
- Search prior client contacts
When you click on:

“Add a contact for a client with no prior service at my site”:

- Illinois will be the default for State
  - Select your site from the drop-down
You will get the Add Client Contact form. Information with a red asterisk (*) is mandatory. Some areas have a “Not Collected” box if information is unknown.
Enter a Client Contact (CC) form

*Date Of Contact: _____________________
* First vs Continuing Contact:
  ○ First Contact for Issue
  ○ Continuing Contacts for Issue

*Method of Contact:
  ○ Phone Call
  ○ Face to Face at Counseling Location or Event Site
  ○ Face to Face at Client’s Home or Facility
  ○ Email
  ○ Postal Mail or Fax

*How Did Client Learn About SHIP:
  ○ Previous Contact
  ○ CMS/Medicare
  ○ Presentations
  ○ Mailings
  ○ Other ____________________
  ○ Another Agency
  ○ Friend or Relative
  ○ Media
  ○ State Website
  ○ Other ____________________

*Client Age Group: 64 or Younger
  ○ 64 or Younger
  ○ 65-74
  ○ 75-84
  ○ 85 or Older

*Client Gender:
  ○ Female
  ○ Male

*Client Primary Language Other Than English:
  ○ English is Client’s Primary Language
  ○ Primary Language Other Than English

Note: Beneficiary on Medicare due to Disability:
ALWAYS select “Yes” if the client is under age 65 and is on Medicare as a result of disability or ESRD. Your response to this field will be cross-checked with the client’s age range.
### Client Contact (CC) form

<table>
<thead>
<tr>
<th><em>Client Race-Ethnicity:</em></th>
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<tbody>
<tr>
<td>Hispanic, Latino, or Spanish Origin</td>
</tr>
<tr>
<td>White, Non-Hispanic</td>
</tr>
<tr>
<td>Black, African American</td>
</tr>
<tr>
<td>American Indian or Alaska Native</td>
</tr>
<tr>
<td>Asian Indian</td>
</tr>
<tr>
<td>Chinese</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><em>Receiving or Applying for Social Security Disability or Medicare Disability:</em></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><em>Dual Eligible with Mental Illness</em></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Disability:</td>
</tr>
<tr>
<td>Yes</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><em>Client Monthly Income:</em></th>
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</thead>
<tbody>
<tr>
<td>Below 150% FPL</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><em>Client Assets:</em></th>
</tr>
</thead>
<tbody>
<tr>
<td>Below LIS Asset Limits</td>
</tr>
</tbody>
</table>
# Client Contact (CC) form

## SHIP Client Contact Form

### Medicare Prescription Drug Coverage (Part D):
- [ ] Eligibility/Screening
- [ ] Benefit Explanation
- [ ] Plans Comparison
- [ ] Plan Enrollment/Disenrollment
- [ ] Claims/Billing
- [ ] Appeals/Grievances
- [ ] Fraud and Abuse
- [ ] Quality of Care

### Medicare (Parts A & B):
- [ ] Eligibility
- [ ] Benefit Explanation
- [ ] Claims/Billing
- [ ] Appeals/Grievances
- [ ] Fraud and Abuse
- [ ] Quality of Care

### Medicare Advantage (HMO, POS, PPO, PFFS, SNP):
- [ ] Eligibility/Screening
- [ ] Benefit Explanation
- [ ] Plans Comparison
- [ ] Plan Enrollment/Disenrollment
- [ ] Claims/Billing
- [ ] Appeals/Grievances
- [ ] Fraud and Abuse
- [ ] Marketing/Sales Complaints or Issues
- [ ] Quality of Care
- [ ] Plan Non-Renewal

### Medicare Supplement/Select:
- [ ] Eligibility/Screening
- [ ] Benefit Explanation
- [ ] Plans Comparison
- [ ] Claims/Billing
- [ ] Appeals/Grievances
- [ ] Fraud and Abuse
- [ ] Marketing/Sales Complaints or Issues
- [ ] Quality of Care
- [ ] Plan Non-Renewal

### Medicaid:
- [ ] Medicare Savings Programs (MSP) Screening (QMB, SLMB, QI)
- [ ] MSP Application Assistance
- [ ] Medicaid (SSI, Nursing Home, MEPD, Elderly Waiver) Screening
- [ ] Medicaid Application Assistance
- [ ] Medicaid/QMB Claims

### Part D Low Income Subsidy (LIS/Extra Help):
- [ ] Eligibility/Screening
- [ ] Benefit Explanation
- [ ] Application Assistance
- [ ] Claims/Billing
- [ ] Appeals/Grievances
Client Contact (CC) form

- “Total Time Spent on this Contact Date” should include all prep, contact and follow-up time needed to work on the beneficiary’s issue.

- There is also a “Comments” section for notes, if you wish to include them.

Examples include specific issues and resolutions, issues still pending, specific client identifying data or detailed information regarding a Medicaid AABD, LIS or MSP application.

This is a secure website. Some counseling sites use this as their electronic case record.
Client Contact (CC) form – “Status”

- Indicate the nature of the assistance they provided.
  The following definitions are intended to give counselors some guidance as to how to interpret these options. Select the “In Progress” option if the issue was not resolved.

- General information and referral: This refers to simple referrals of a beneficiary to another program or information source, or providing “descriptive” information about SHIP services.

- Detailed assistance (In progress / Fully completed): This refers to what is typically considered the primary, unique counseling service that distinguishes the SHIP program—assisting beneficiaries with plan choices and coverage decisions.

- Problem solving / problem resolution (In progress / Fully completed): This refers to situations where the need for example, for coverage changes are imposed (i.e., not beneficiary-driven), beneficiary appeals, quality of care issues, or complaints.

Note: The options above are not listed in order of increasing intensity; therefore “Problem Solving” is not necessarily considered to be more time intensive than “Detailed Assistance.” Counselors should pick the option that best matches the services they provided.
The Client Contact (CC)
Special Use Fields for MIPPA coding

☐ Click a qualifying topic for LIS or MSP or Medicaid (Topic 13, 47 or 49)
   And
☐ Enter an appropriate MIPPA code in the Special Use Field

Part D Low Income Subsidy (LIS/Extra Help):
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Enter the appropriate number in the MIPPA Client field (1, 2 or 3)

Was LIS, MSP or both discussed with MIPPA Client?
Response Options (Select One):
1 = LIS MIPPA Client
2 = MSP MIPPA Client
3 = Both LIS and MSP MIPA Client
Once you are done completing the form:

- Click the “Submit” button at the bottom of the form
Options **After** Entering a Client Contact (CC) form

- **After completing a Client Contact, you have the option to:**

  - **Add another form for THIS client:**
    This link allows you to enter a new Client Contact form for the *same* client (who was on the form you just submitted). **Do not** click on this link to add a new Client Contact form for a *different* client.

  - **Add a form for a NEW client in the SAME agency:**
    This link allows you to enter a new Client Contact form for a *different* client at the *same* agency (as the client whose form you just submitted).

  - **Add a form for a NEW client in a DIFFERENT agency:**
    This link allows you to enter a new Client Contact form for a *different* client at a *different* agency (than the client whose form you just submitted).
When selecting "List recent client contacts":

- It will provide a list of the client Contacts you have entered recently
- You can View, Edit or add a New Contact for the client
- You can also search by inputting specific criteria
MIPPA Coding for Public and Media Events (PAMs)
All Outreach Events must include information on:

- LIS,
- MSP, or
- Medicare Preventive Services

Note: Outreach activities are defined in the NPR User Manual
Outreach activities as defined in the NPR User Manual:

**Booth or Exhibit: At Health Fair, Senior Fair, or Special Event**
This includes events where general or program-specific information, and/or printed fact sheets are shared with or distributed to the public. The purpose of SHIP program participation in such events is to inform the public about the availability of SHIP services in their area. For example, some SHIPs attend health or senior fairs or set up information booths in shopping centers to increase the community's awareness of their services and of the need for individual counseling.

**Interactive Presentation to Public: Face-to-Face or In-person**
This includes in-person presentations, interactive forums, speaking engagements, or seminars during which substantive knowledge on Medicare or the SHIP program is transferred by oral and visual means from a SHIP presenter to those individuals attending the presentation. This does not include SHIP counselor trainings, booths, exhibits, satellite broadcasts, or video and Web conferences.

**Dedicated Enrollment Event Sponsored by SHIP or in Partnership**
This includes any type of program where enrollment is the key objective and where volunteers of staff are on hand to help the beneficiary submit an application online or by paper. An enrollment event may be either solely sponsored by a SHIP or sponsored in partnership with another organization such as Social Security Administration (SSA) office.

If a SHIP counselor or coordinator assists a beneficiary with enrollment or provides other substantial one-on-one assistance during or after a PAM event, a Client Contact form should also be completed to collect as much information as possible about that counseling contact.
Click on the PAM tab at the top of the screen.

Click “Add a PAM”
Entering Public and Media (PAM) Events

- Click the drop down arrow and select your agency.

- Choose your name from the “Select a Presenter or Contributor” box
- Enter Time Spent on Activity per Presenter or Contributor.
  - Fractions of an hour are entered in 15 minute increments
    15 min is entered as .25, 30 min is entered as .50 and 45 min is entered as .75
Select and complete **one** Activity or Event.

- Enter the number of people assisted
- Enter the number of people you provided Enrollment Assistance (if none enter “0”)
Entering Public and Media (PAM) Events

- Enter activity date, location & contact information
- **Click a qualifying topic** (LIS, MSP or Medicare Preventive Services)
  - Also check **any other applicable activities** or populations

![Image of form with entries]

- Start Date of Activity: 11/02/2015
- End Date of Activity: 11/02/2015
- State of Event: Illinois
- County of Event: Cook
- Zip Code of Event: 60601
- Event or Group Name: Rehab Institute
- Contact First Name: Joe
- Contact Last Name: Almez
- Contact Phone Number: (312) 555-1234

- Topic Focus (Check All That Apply)
  - 1-Medicare Parts A and B
  - 2-Plan Issues - Non-Renewal, Termination, Employer-COBRA
  - 3-Long-Term Care
  - 4-Medigap - Medicare Supplements
  - 5-Medicare Fraud and Abuse
  - 6-Medicare Prescription Drug Coverage - PDP / MA-PD
  - 7-Other Prescription Drug Coverage - Assistance
  - 8-Medicare Advantage
  - 9-QMB - SLMB - QI
  - 10-Other Medicaid
  - 11-General SHIP Program Information
  - 12-Medicare Preventive Services
  - 13-Low-Income Assistance

- Target Audience (Check All That Apply)
  - 1-Medicare Pre-Enrollees - Age 45-64
  - 2-Medicare Beneficiaries
  - 3-Family Members - Caregivers of Medicare Beneficiaries
  - 4-Low-Income
Enter an appropriate MIPPA code in the Special Use Field

Click on the “Submit” button when complete.
MIPPA Coding for PAMs

Select Activity or Event Type
And
Enter an “1” in the Special Use Field

Nationwide and CMS Special Use Fields

MIPPA EVENT 1 2 3:

1

NEW in 2015 MIPPA:
Enter 1, 2 or 3 for any LIS or MSP MIPPA Event or Activity.
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Benefits Access Application (BAA)
Special Use Fields (SUF) for Illinois will include:

- Data to enter:
  1 – if License plate discount;
  2 – if free transit ride;
  3 – if both
**Remember:** If it’s not reported, it didn’t happen

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**Helpful Tip:** Your interview isn’t finished until NPR data entry is done.
- This philosophy may save you some time and help keep you organized.
- If you wait, they tend to pile up and not get done or it creates an end of month rush.
NPR User Manual
  • https://shipnpr.acl.gov/(X(1)S(rbyknk3efxor3o45uqib42g))/Npr/Docs/UserManual.aspx

Illinois Department on Aging, Senior Health Insurance Program (SHIP)
  • (800) 252-8966
  • Aging.SHIP@illinois.gov

You can also direct your NPR questions to one of the following SHIP staff members:
  • John Marruffo at (217) 558-4926 or john.Marruffo@illinois.gov
  • Dave Lecik at (312) 814-5436 or david.lecik@illinois.gov
  • Jose Alves at (312) 814-8802 or jose.alves@illinois.gov

SHIP NPR Help Desk
  • Toll-Free Help Desk: 1-800-253-7154, ext. 1
  • E-mail: SHIPNPRHelp@TechnicalFrontiers.com
Thank you

Are There Any questions???