

Healthcare

Best Practice Guide for Implementing GLN in Trace, Chargeback & Rebate Processes

(EDI Transactions 867 and 844)

Developed by the GS1 Healthcare US Location Identification Workgroup

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Table of Contents

1	Exe	cutive Summary	5
2	Sun	nmary & RACI Chart of Best Practice Recommendations	5
3	Defi	initions for the Business Process Role Types of GLN Used	6
4	Мар	Use with EDI 867 (Trace) and 844 (Rebate)	8
	4.1	Description	8
	4.2	Best Practice	8
	4.3	Additional Recommendations	9
5	Hie	rarchy to Support Communication & Reporting	9
	5.1	Description	9
	5.2	Best Practice	10
	5.3	Additional Recommendations	10
6	Cros	ss-Referencing GLNs to Internal Account Numbers	10
	6.1	Description	10
	6.2	Best Practices	11
	6.3	Additional Recommendations	11
7	Trac	ding Partner Synchronization for GPO Reporting	11
	7.1	Description	11
	7.2	Best Practice	12
	7.3	Additional Recommendations	12
8	Rea	diness to Transact with GLNs	12
	8.1	Description	12
	8.2	Best Practices	13
	8.3	Additional Recommendations	13
9	Trai	nsition Business Practices that Use Custom Account Numbers	13
	9.1	Description	13
	9.2	Best Practices	14
	9.3	Additional Recommendations	14
10	Add	litional Resources	15
11	Δnn	pendiy	16



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Log of Changes

Release Number – Date	Change
R2.0 - April 14, 2017	Release/publication
R2.1 - April 16, 2020	 Section 3: Updates throughout; Added 3.3-1 Table: Role Types Defined for use with GLN Section 4: Updates throughout; Added 4.4-1 Figure: Flow of Trace, Chargeback and Rebate Process with EDI Map 4.2 Best Practices 4.4-4 Figure: Sample EDI Mapping Section 6: Updates throughout; Added 6.3 Additional Recommendations Section 7: Updates throughout; Added 8.3 Additional Recommendations Section 9: Updates throughout; Added 9.3 Additional Recommendations Section 10: Updates throughout; Added Section 10: Updates throughout; Added



1 Executive Summary

Manufacturers need to know who exactly is buying their products so they can validate rebate and chargeback claims, and ensure that negotiated prices are being accurately applied to their customers. However, the historical lack of data standards for party and location information across the healthcare supply chain has often undermined the accuracy and precision needed. The result has been numerous discrepancies in rebate and chargeback claim processes, which can be inefficient and costly for distributors and manufacturers, and can result in customers not receiving the appropriate pricing for their facility/location.

Implementing GS1 Global Location Numbers (GLNs) and GS1 US Data Hub | Location can help respond to these issues, and drive process improvement changes for healthcare supply chain business partners. For this reason, the GS1 Healthcare US® Location Identification Workgroup has identified trace, chargeback and rebate (TCR) transactions as high-value targets where implementing GLNs can translate to significant benefits:

- Increased efficiency and accuracy in pricing, order processing, invoicing, and payment remittances
- Increased efficiency and accuracy in trading partner chargeback reconciliation
- Increased efficiency and accuracy in Group Purchasing Organization (GPO) sales reporting

This document was originally developed by nineteen supply chain members from across U.S. healthcare to support implementation of GLNs in TCR processes. It was revisited and enhanced in 2016 as part of a joint workgroup effort between GS1 US and the Health Industry Distributors Association (HIDA) as one of the guiding documents for using GLNs in contract and chargeback processes to improve chargeback claims. It presents best practices for implementing GLNs for use in TCR processes and transactions based on the collective wisdom of manufacturers, distributors, providers and GPOs.



Important: As with all GS1 Standards and solutions, this Best Practice Guide is voluntary, not mandatory. It should be noted that use of the words "must" and "require" throughout this document relate exclusively to technical recommendations for the proper application of the standards to support the integrity of your implementation.

2 Summary & RACI Chart of Best Practice Recommendations

This guide offers industry recommended best practices for the following topics:

- Map Use with EDI 867 (Trace) and 844 (Rebate)
- Hierarchy to Support Communication & Reporting
- Cross-Referencing GLNs to Internal Account Numbers
- Trading Partner Synchronization for GPO Reporting
- Readiness to Transact with GLNs.
- Transition Business Practices that Use Custom Account Numbers

The table below presents a summary of the best practices identified under each topic, including which entity is **responsible**, **accountable**, **consulted**, **and/or informed (RACI)**.

- R = Responsible
- Those who do work to achieve the task
- There can be multiple Responsible resources
- A = Accountable
- Resource ultimately accountable for completion of the task
- There must be exactly one "A" specified for each task within each organization type



C = Consulted

- Those whose opinions are sought
- Two-way communication

I = Informed

- Those that are kept up-to-date on progress
- One-way communication

Table 2-1 Summary of Best Practices for Implementing GLNs for Trace, Chargeback and Rebate Processes

	Best Practice Recommendation(s)	Manufacturer	GPO	Distributor and/or Wholesaler	Provider/End User (Hosp, MC, Surg Ctr, etc.)
Map Use with EDI 867 (Trace) and 844 (Rebate)	 In an N101 with ST for the Ship-to, N103 will have a value of UL and the N104 will be the GLN. In an N101 with BT for the Bill-to, N103 will have a value of UL and the N104 will be the GLN. If there is no GLN assigned, the N103 will be the 91, 92 or 21, and N104 will be the number the distributor sends today. 	R, I	I, C	R, A	A
Hierarchy to Support Communication & Reporting	 All trading partners agree on the basic outline of the process before GLNs are adopted. Trading partners confirm the locations that will use GLNs, and the relationships of those GLNs to existing account numbers. 	I	R	I	A
Cross-Referencing GLNs to Internal	 Reconciliation will match Data Hub Location to accounts on file in customer databases at the Ship-to level noted by the manufacturer (e.g., bulk location or receiving dock). 	I	R, I	I	R, A
Account Numbers	 Healthcare Provider takes ownership of their GLNs within Data Hub Location, validates them, and indicates when they took ownership and who the contact is. 	I	С	I	R, A
Trading Partner Synchronization for GPO Reporting	 To facilitate GPO reporting based on GLNs assigned to locations in Data Hub Location, create a cross-table between: GPO Roster: Eligibility - Location/Address and Data Hub Location: GLN - Location/Address 	I	I	R, A	R, A
Readiness to Transact with GLNs	 If an account structure checked the "Validated" option in Data Hub Location by the actual trading partner, and they currently order from distributor, the accounts setup should be used for the TCR transaction. Manufacturers recommend that the specific <i>Deliver-to</i> locations where distributors deliver should not to be sent on a TCR. 	I	I	R, A	С
Transition Business Practices that Use Custom Account Numbers	 Experiment on a single business process instead of the entire TCR process. Careful selection of the appropriate targets can help smooth the transition in existing business transactions or processes. 	I, A	I, A	R, A	С

3 Definitions for the Business Process Role Types of GLN Used

There are a number of role types defined for use with GLN. For the purposes of this guide, the definitions and *TCR Best Practices* (as defined by the workgroup) are as follows:

Table 3-1 Role Types Defined for Use with GLN

Level (Roles)	Definition	TCR Best Practices
Bill-to	A location where invoices are sent for payment (e.g., accounts payable).	



Ship-to	A top level location where the distributor or manufacturer delivers products. This is normally a bulk delivery location (e.g., receiving dock, central warehouse, pharmacy, etc.).	Single physical USPS shipping address for the receipt of products. There is normally one <i>Ship-to</i> GLN at a location per legal entity. However, differing "Classes of Trade" can necessitate multiple <i>Ship-to</i> GLNs per location per legal entity.
Deliver-to	A location deeper within a healthcare provider location where the distributor or manufacturer delivers supplies (e.g., Just-In-Time (JIT) location, nursing station, floor, lab, etc.).	The definition of <i>Deliver-to</i> is out of scope for this project. If necessary, assign sales at this level to the most appropriate <i>Ship-to</i> location.

Additional Recommendation(s):

 Defined GLN roles based on the above were adopted, and accommodate a hierarchy assignment of GLN. The use of these definitions promotes consistency and standards when implementing GLNs, and support trading partners in doing business more efficiently and effectively.

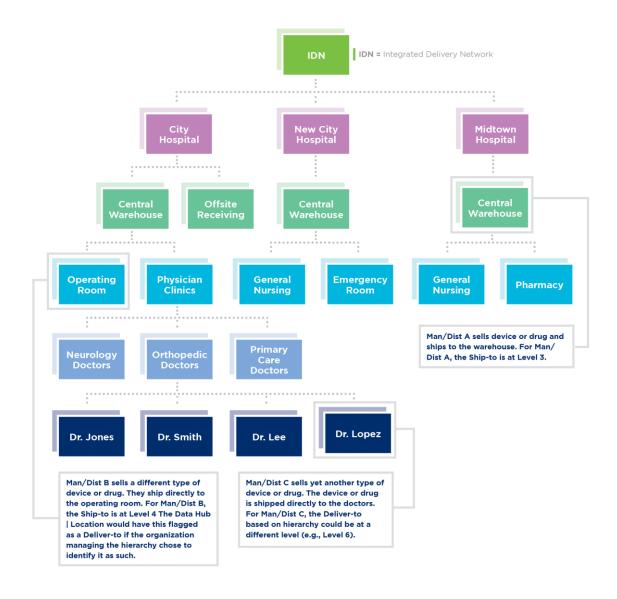


Figure 3-1 Examples of Hierarchy & GLN Levels

R2.1 April 16, 2020 © GS1 US ALL RIGHTS RESERVED Page 7 of 19



4 Map Use with EDI 867 (Trace) and 844 (Rebate)

4.1 Description

The **N1** (customer identification) loop used on inbound EDI 867 (Trace) and 844 (Rebate) can be different based on the distributor/wholesaler sending the information and the manufacturer receiving the data.

The data qualifier in the **N103** field of the EDI **N1** segment (loop) defines the type of value being used in the **N104** data qualifier:

- N1: name segment
- **N101**: defines role (e.g., BT = *Bill to*; ST = *Ship to*)
- N102: the name of the party
- N103: data qualifier specifying the type of identifier/number being used in N104 (e.g., UL = GLN; 21 = DEA; 91 = Seller Assigned; 92 = Buyer Assigned)
- N104: identifier value

4.2 Best Practice	Manufacturer	GPO	Distributor and/or Wholesaler	Provider / End User	
 Best practice for EDI mapping 	I	R	I	Α	

Key: R = responsible, A = accountable, C = consulted, I = informed

In a N101 with a value of ST for the Ship-to, N103 will have a UL and N104 will be the GLN.

Figure 4-2 Example of TCR Best Practice for EDI Mapping

GLN will be used in the N104 with a N103 qualifier of UL (N1 link to customer)							
Name N1*ST*EYE INSTITUTE OF NW OHIO*UL*1100005210000							
Street	Street N3*3509 BRIARFIELD BLVD						
Address	Address N4*MAUMEE*OH*43537						

In a N101 with a value of BT for the Bill-to, N103 will have a UL and N104 will be the GLN.

Figure 4-3 Example of TCR Best Practice for EDI Mapping





If no GLN is assigned, the **N103** will be either 91, 92 or 21 and **N104** will be the value the distributor sends today. Assure that you can receive the inbound customer identifier, and setup the process so that the transaction flows without manual intervention.

Figure 4-4 Sample EDI Mapping

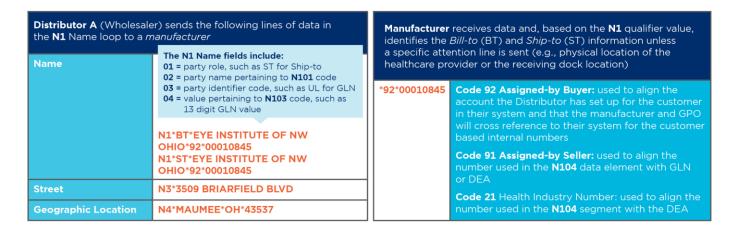


Figure 4-4 Sample EDI Mapping

4.3 Additional Recommendations

As you begin sending GLNs in TCR transactions, remember to work closely with your trading partners to make sure the GLN that is sent and the GLN that is received are aligned. See <u>Additional Resources</u> for guidance materials.

5 Hierarchy to Support Communication & Reporting

5.1 Description

Trading partners need to communicate and report using the <u>same hierarchy levels</u> for effective use of GLNs in the TCR process. However, there is no single method or approach to enumeration because hierarchy is based on the specific needs of each particular institution. As a result, there are many different ways for healthcare trading partners to enumerate themselves. Manufacturers and distributors have created their own internal method for dealing with this flexibility: each manufacturer and distributor communicates and reports to their GPO trading partners at a *fixed* level for the TCR process.

However, the enumeration for each trading partner is accomplished using internal logic specific to an individual trading partner. Therefore, it is important for trading partners to agree on a basic outline for the enumeration process in order to avoid reporting complications, minimize reconciliation efforts, and assure that reports include the appropriate levels of sales.



5.2 Best Practice	Manufacturer	GPO	Distributor and/or Wholesaler	Provider / End User
 All trading partners agree on the basic outline of the process before GLNs are adopted. Trading partners confirm the locations that will use GLNs, and the relationships of those GLNs to existing account numbers. 	I	R	I	A

Key: R = responsible, A = accountable, C = consulted, I = informed

5.3 Additional Recommendations

- Best practice is for trading partners to agree on the basic outlines of the enumeration process. In particular, trading partners should:
 - Confirm the locations that will use GLNs and the relationship of those GLNs to existing account numbers.
 - Determine if the locations have been validated within Data Hub | Location.
 - Determine the appropriate level for the exchange of TCR information.
 - Agree on the scope of the GLN data being exchanged.
 - It is critical to understand not only how the GLNs being exchanged relate to the organizations, but also the capabilities of trading partners to exchange a GLN for each applicable transaction type (e.g., purchase orders, invoicing, rebate/sales tracing, payment remittance, etc.).
 - Establish the appropriate mechanism for the exchange of this information.
- If the exchange will be done via EDI, all trading partners will need to understand the exact segments and format of the information.
- Ideally, this information should be compared to the previous method of data exchange to validate that all partners are receiving accurate data.

6 Cross-Referencing GLNs to Internal Account Numbers

6.1 Description

In most cases, manufacturers have found that internal account numbers are not a one-to-one match to the GLN that the trading partner or the GPO has assigned. Many different accounts are used in TCRs today for cross-referencing to the same customer (e.g., DEA, MII, etc.). When cross-referencing GLNs to a manufacturer's internal number(s), the *Additional Recommendations* provided below describe certain steps to consider based on how the manufacturer is reporting to the GPO.

Assumptions:

- 1. Data owners in Data Hub | Location are prompted annually to validate that their GLN data is accurate and up-to-date. Therefore, customer GLNs indicated as "Validated" are assumed to be accurate and up-to-date (per the data owner).
- 2. It is assumed that GPOs match to what is in Data Hub | Location.



6.2 Best Practices	Manufacturer	GPO	Distributor and/or Wholesaler	Provider / End User
 Reconciliation matches the records in Data Hub Location to the accounts manufacturers have on file within their customer databases at the Ship-to level noted by the manufacturer (e.g., bulk location or receiving dock). 	I	R, I	I	R, A
 Healthcare provider takes ownership of their GLNs within Data Hub Location, validates them, and indicates when they took ownership and who the contact is. 	I	С	I	R, A

Key: R = responsible, A = accountable, C = consulted, I = informed

6.3 Additional Recommendations

- Download the GLN export list from Data Hub | Location for those trading partner facilities that have declared ownership or clicked "Validated."
- Extract your internal account list identifying any cross-reference number you would have associated with the distributor you are reconciling to.
- Distributors and manufacturers should work with trading partners based on purchases and shipping
 points to reconcile manufacturer internal accounts to trading partner GLNs. When reconciling, all
 should assist with identifying trading partners who purchase from the manufacturers.
- Healthcare providers should to reach out to your trading partner to ensure these EDI transactions are available and to ensure GLN master data is set up properly with the trading partner prior to usage
- Validate that the GLN you set up for your account number matches the GLN assigned in the GPO member roster (based on how you currently have your internal account number connected to the contract).
- When finished, communicate with the trading partner (or distributor from whom they buy) to make them aware that you are ready to start receiving GLNs for declared business partners.

7 Trading Partner Synchronization for GPO Reporting

7.1 Description

Synchronization between trading partners using GLNs in the TCR process is ideal to promote accurate and timely interaction. Healthcare provider management of their GLN hierarchy is the primary driver for downstream synchronization. When the healthcare provider assures that all locations are appropriately identified, and then works with their distributor(s) and manufacturer(s) to reconcile locations, the TCR process will flow more efficiently.



7.2 Best Practice	Manufacturer	GPO	Distributor and/or Wholesaler	Provider / End User
 For GPO reporting, create a cross-table between Location/Address and Data Hub Location reporting based on GLNs assigned to locations in 	to facilitate	I	R, A	R, A

Key: R = responsible, A = accountable, C = consulted, I = informed



Note: See <u>Additional Resources</u> below, including <u>Building a GLN Hierarchy and Guideline for Reconciling Accounts Using GLN.</u>

7.3 Additional Recommendations

- Only populate GLNs for customers that have clicked "Validated." This assures that the GLN records and hierarchy being used have been validated and are being maintained.
- Begin by populating only GLNs for customers that are GPO members.
- For GPO reporting, create a cross-reference table to facilitate reporting based on GLNs assigned to locations in Data Hub | Location. It is recommended that you use Data Hub | Location as your source for location/address, and use the roster as your source for eligibility.
- To manage differences in hierarchy and manufacturer views of the roster:
 - Define facility GLNs based on the definitions outlined in this document.
 - Use other identifiers to help facilitate mapping (e.g., GPO ID, DEA, etc.). If there are no common identifiers, use USPS standardized addresses.

8 Readiness to Transact with GLNs

8.1 Description

When a trading partner becomes active in managing their organization's locations, they will "Validate" their locations in Data Hub | Location (i.e., select the "Validated" checkbox) to indicate that they have verified that the information is accurate. This is a key indicator to their supply chain partners that their GLN information is ready to use in related transactions. Locations that have not been "Validated" or whose validation date is over a year old are considered unverified locations and should be treated accordingly. It is important to check the accuracy of all of such locations with the trading partner directly if you wish to reconcile accounts.



Important: There is a "Self-Managed" option within Data Hub | Location. This simply means the trading partner has restricted all editing to their own organization, without any assistance from their GPO. These locations can become stagnant just like any location that is not under a "Self-Managed" hierarchy. It is very important to pay attention to locations that have been "Validated" and their time frame if you want the most accurate verified data. (NOTE: A trading partner may still control their Approver and Editor rights and not be "Self-Managed," so do not use this as an indication of with whom you transact).



The key message is that there are outliers of GLNs missing from trading partner reconciliations for pharmacies or locations ordering pharmaceutical product. For TCR purposes, this primarily impacts wholesalers.

8.2 Best Practices	Manufacturer	GPO	Distributor and/or Wholesaler	Provider / End User
If an account structure checked the "Validated" option in Data Hub Location by the actual trading partner, and they currently order from distributor, the accounts setup should be used for the TCR transaction. (Manufacturers recommend that the specific Deliver-to locations where distributors deliver should not to be sent on a TCR.)	I	I	R, A	С

Key: R = responsible, A = accountable, C = consulted, I = informed

8.3 Additional Recommendations

- Submitting GLNs for TCR should be based on the accounts the distributor, manufacturer and customer have reconciled to and assigned. Most business partners will be reconciling to accounts that have been validated, indicating the healthcare provider is maintaining the locations.
- The distributor account structure outlined below is based on the services they offer to healthcare provider facilities to which they deliver product. Each facility location will have a GLN. However, GLNs could be defined differently by business partners. If an account structure validated by an actual trading partner has setup a TCR transaction, the recommendation is that *Deliver-to* locations not be sent on a TCR as the primary shipping address.
- When trading partners have reconciled with a manufacturer's account numbers, one of the processes that should be added is reconciliation with the healthcare provider's primary distributor and/or wholesaler. If all parties collaborate, it will make it much easier and more accurate when the TCR is sent to the manufacturer. Consider the following example:

Table 8-1 Reconciliation Example

Manufacturer Account #	GLN	Name	Address1	Address2	City	ST	Zip
34000001	1100002512123	ABC Provider	123 Bedrock Dr	Receiving	Flintstone	II	60000
34000003	1100002512123	ABC Provider	123 Bedrock Dr	Attn: Lab OR	Flintstone	II	60000
34000002		ABC Provider	123 Bedrock Dr	Pharmacy	Flintstone	II	60000

9 Transition Business Practices that Use Custom Account Numbers

9.1 Description

Over the years, a number of well-defined procedures have been developed to accommodate the use of manufacturer account numbers, distributor account numbers, and GPO identifiers. Part of the effort to



implement GLNs for the TCR process is to review and modify any such business practice as needed to accommodate use of GLNs. The table below provides some examples of business practices to examine.

Table 9-1 Examples of Business Practices to Consider

Trading Partner	Business Practices
Manufacturer	 Certain manufacturers maintain cross-references from the GPO identifier to the manufacturer's <i>Bill-to</i> account number. All <i>Ship-to</i> locations are then rolled up to the appropriate <i>Bill-to</i> account number. These manufacturers may not maintain individual <i>Ship-to</i> addresses for TCR. The database tables that support some manufacturer's 867 processes cannot hold 13 digits and/or cannot maintain multiple identifiers (i.e., a mix of GLNs and internal account numbers) because the error-checking functions cannot handle the complexity. Internal processes driven by internal manufacturer account numbers (e.g., manufacturing and/or logistical functions).
IDN / Provider	 If healthcare providers begin requiring trading partners to identify themselves using GLNs, a manufacturer that has multiple divisions or ships from different manufacturing centers may require additional GLNs.
GPO	 GPOs set the targeted match rate level for submitted sales reports. Matching today is done using GPO identification number, address, HIN, and GLN. Accurate mapping on the part of the reporting entity and the GPO is needed to minimize the number of errors when the file is processed by the GPO, and minimize the risk of the match rate falling below acceptable limits causing the report to fail. In the "Price Activation" process, GPOs expect that all of the GLN "children" under a single "parent" will inherit the price portfolio of the parent. It is necessary to confirm that this matches the manufacturer's hierarchy for an account and/or the manufacturer's pricing policies.
All	 Many-to-one or one-to-many complexities in GLN to account number relationships need to be reviewed to assure they support TCR reporting functions. Some complex, custom <i>Bill-to</i> arrangements (e.g., different billing accounts used for the same <i>Ship-to</i> address) may not be supported by the existing GLN hierarchy.

9.2 Best	Manufacturer	GPO	Distributor and/or Wholesaler	Provider / End User		
•	Experiment on a single business process instead of the entire TCR process. Careful selection of the appropriate targets can help smooth the transition in existing business transactions or processes.	I,A	I, A	R, A	С	

Key: R = responsible, A = accountable, C = consulted, I = informed

9.3 Additional Recommendations

To minimize the impact to existing business practices:

- Start small or with what you know in order to work with little disruption to your day-to-day processes.
- The appropriate trading partners may be those distributors and healthcare providers who have agreed to start trading GLNs amongst themselves or those that have declared readiness.



10 Additional Resources

Links to all of the resources listed below and more are available on the GS1 US Resource Library page:

Guidelines

- Healthcare Manufacturer GLN Tool Kit
- Healthcare Provider GLN Tool Kit
- Building a GLN Hierarchy
- Guideline for Reconciling Accounts for Use with GS1 GLNs
- Other guidelines available in the GS1 US Resource Library

Case Studies

■ Proof of Concept: Using GLNs to Reduce Rebate & Chargeback Claim Discrepancies

Tools

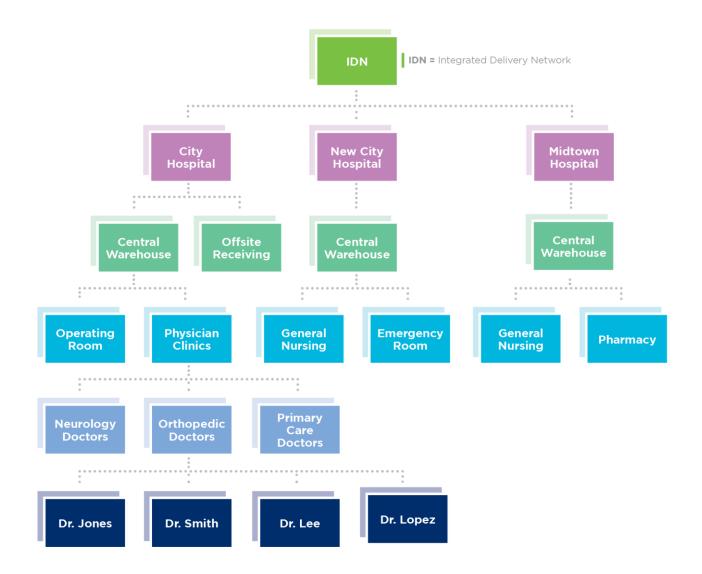
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11 Appendix





Location Type	Lvl	GLN	Parent GLN	Mfr Id	Dist	Distributor Address	GPO	Name
Ship To	3	1XXXXXXXXXXX40	1XXXXXXXXXXXX	AM	-		а	HOME CARE J
Bill To / Ship To	2	1XXXXXXXXXXXXX	1XXXXXXXXXXXXX1	AP	-		b	HOME CARE SPEC SERV A
Ship To	3	1XXXXXXXXXXX41	1XXXXXXXXXXXX	-	-		С	HOME CARE HOSPICE G
Bill To	2	1XXXXXXXXXXXXX	1XXXXXXXXXXXX	-	-		-	HOME CARE A
Bill To / Ship To	2	1XXXXXXXXXXXX4	1XXXXXXXXXXXX	-	-		d	CORPORATE SPEC SERV A
Ship To	3	1XXXXXXXXXXX42	1XXXXXXXXXXX17	-	-		е	CLINIC H
Ship To	3	1XXXXXXXXXXXX43	1XXXXXXXXXXXX17	-	-		f	CLINIC A
Ship To	3	1XXXXXXXXXXX44	1XXXXXXXXXXX20	N	-		g	CLINIC B
Ship To	3	1XXXXXXXXXXX45	1XXXXXXXXXXX20	-	-		-	CLINIC C
Ship To	2	1XXXXXXXXXXXX	1XXXXXXXXXXXXX	Н	a1		h	PROVIDER A
					a2	RECEIVING DEPT		
					a3	RECEIVING DEPT		



Location Type	Lvl	GLN	Parent GLN	Mfr Id	Dist	Distributor Address	GPO	Name
Bill To / Ship To	2	1XXXXXXXXXXXXX	1XXXXXXXXXXXXX	М	-			HOME CARE SPEC SERV B
Ship To	3	1XXXXXXXXXXX46	1XXXXXXXXXXXX	V	-			HOME CARE E
Ship To	3	1XXXXXXXXXXX47	1XXXXXXXXXXXX	Υ	-			DIALYSIS A
Ship To	3	1XXXXXXXXXXX48	1XXXXXXXXXXXX	AK	-			HOSPICE A
Ship To	3	1XXXXXXXXXXX49	1XXXXXXXXXXXX	AN	-			HOME CARE HOSPICE A
Bill To / Ship To	2	1XXXXXXXXXXXX	1XXXXXXXXXXXX	-	-		i	HOME CARE B
Ship To	3	1XXXXXXXXXXX50	1XXXXXXXXXXXX	-	-		j	HOSP A - OUTPT PHARM
Bill To	2	1XXXXXXXXXXXX	1XXXXXXXXXXXX	-	-		-	HOME CARE SPEC SERV C
Ship To	3	1XXXXXXXXXXX51	1XXXXXXXXXXX20	Α	-		k	DIALYSIS H
Ship To	2	1XXXXXXXXXXXX	1XXXXXXXXXXXXX	-	b1		I	PROVIDER G
					b2	1111 MED SURG		
					b3	1111-01 SURGERY		
					b4	1112 EMERGENCY		
					b5	1113 ANESTHESIA		
					b6	1114 HOUSEKEEPIN G		
					b7	1115(CLINICS)		
Deliver To	3	1XXXXXXXXXXX52	1XXXXXXXXXXXX	-	-		m	PROVIDER G REHAB



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IAPMO

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