

Welcome to the

# Texas Healthcare Learning Collaborative

A JOINT EFFORT OF THE [TEXAS HEALTH AND HUMAN SERVICES COMMISSION](#) AND THE [INSTITUTE FOR CHILD HEALTH POLICY](#)

*The Texas HHSC is working to strengthen public reporting and to increase transparency and accountability of services and care being provided under the Texas Medicaid system.*

*Our goal is to encourage further discussion on the aspects of care being tracked by these quality measures and spur collaboration among internal and external stakeholders to improve the quality of care and cost effectiveness of the Texas Medicaid system.*

## Next Generation Portal

User Guide and Training Manual  
*for Public Users*



# Background

- The Texas Health and Human Services Commission (HHSC) conducts ongoing review of the quality of care (QOC) provided to Texas Medicaid and CHIP beneficiaries.
- Data used in the review process include:
  - Data submitted by managed care organizations (MCO) and dental managed care organizations (DMO) that provide contracted services to Medicaid and CHIP beneficiaries.
  - Fee-for-service claims submitted by eligible Texas Medicaid service providers.



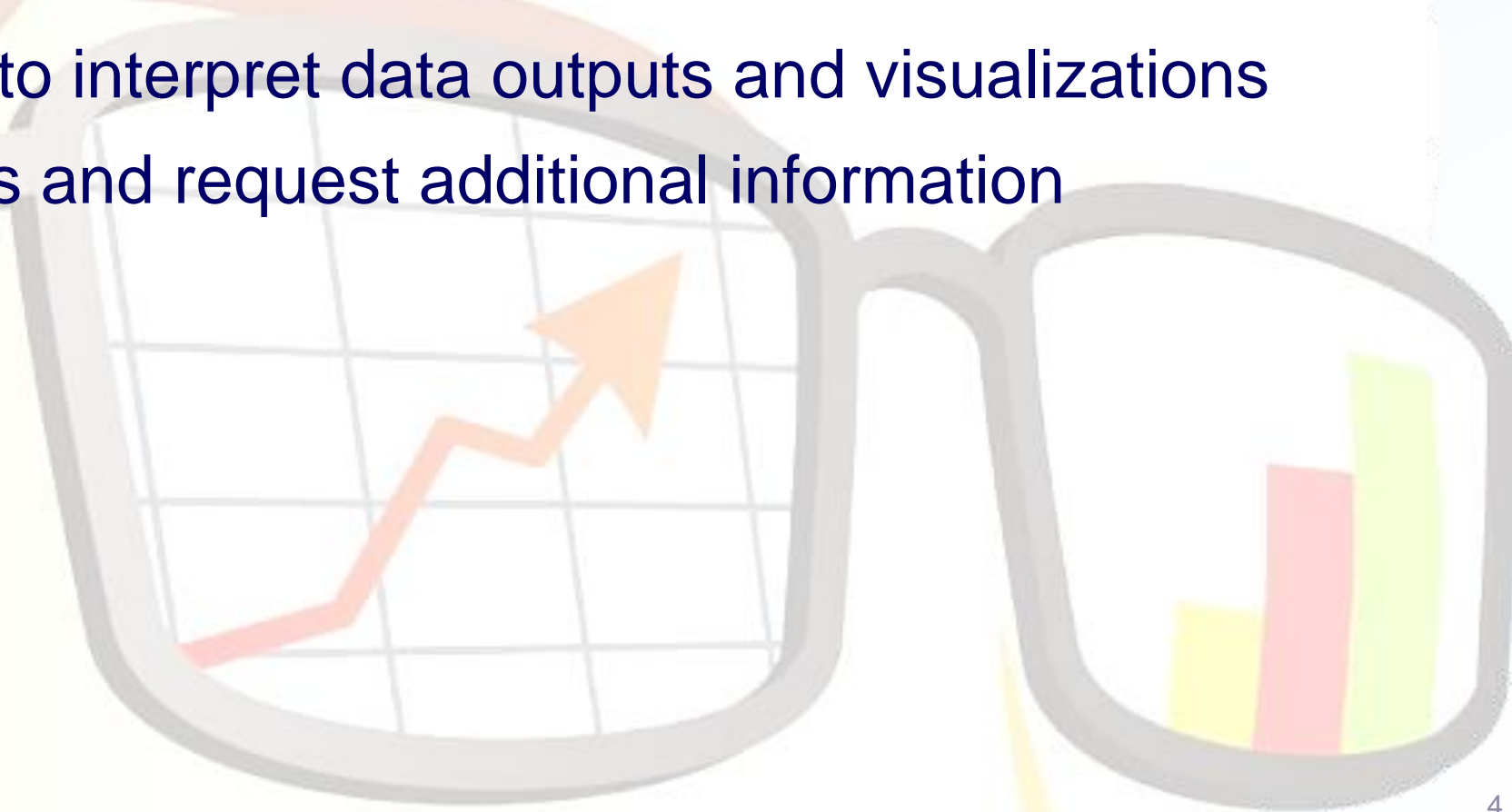
# Justification

- The Texas Healthcare Learning Collaborative Portal (THLC portal) was established to strengthen public reporting and increase transparency and accountability of services and care being provided under the Texas Medicaid system.
- This is congruent with legislative initiatives from the 83rd Legislative Session, 2013 that mandate or suggest increasing public reporting (e.g., S.B. 7, S.B. 126).



# Training Goals

- Learn how to navigate the THLC portal
- Understand how to interact with the data visualizations
- Learn to interpret data outputs and visualizations
- Access and request additional information



# Training Modules

- Training Module 1: Site Layout and Navigation
- Training Module 2: Quality of Care
  - Medical
  - Dental
- Training Module 3: Potentially Preventable Events (PPE)
  - Potentially Preventable Readmissions (PPR)
  - Potentially Preventable Complications (PPC)
  - All Payer PPR and PPC
- Training Module 4: Hospital Performance
  - Hospital Performance on PPC and PPR
- Training Module 5: Resources and Help



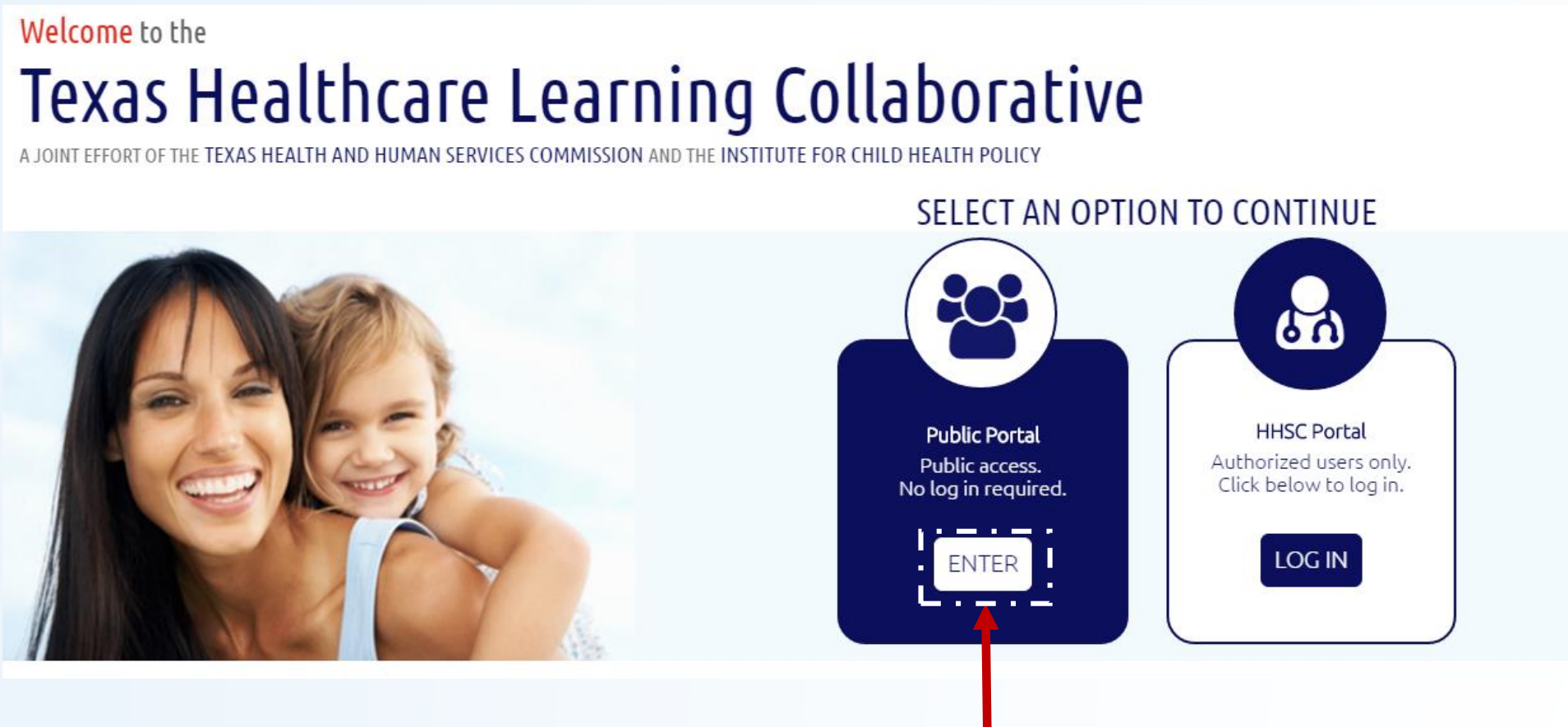
# Getting Started

- Public may access quality of care and certain statewide content
- Access to some other content on the THLC portal requires HHSC authorization



# Getting Started

- Access the public portal by clicking “Enter” underneath the public portal option





# Training Module 1

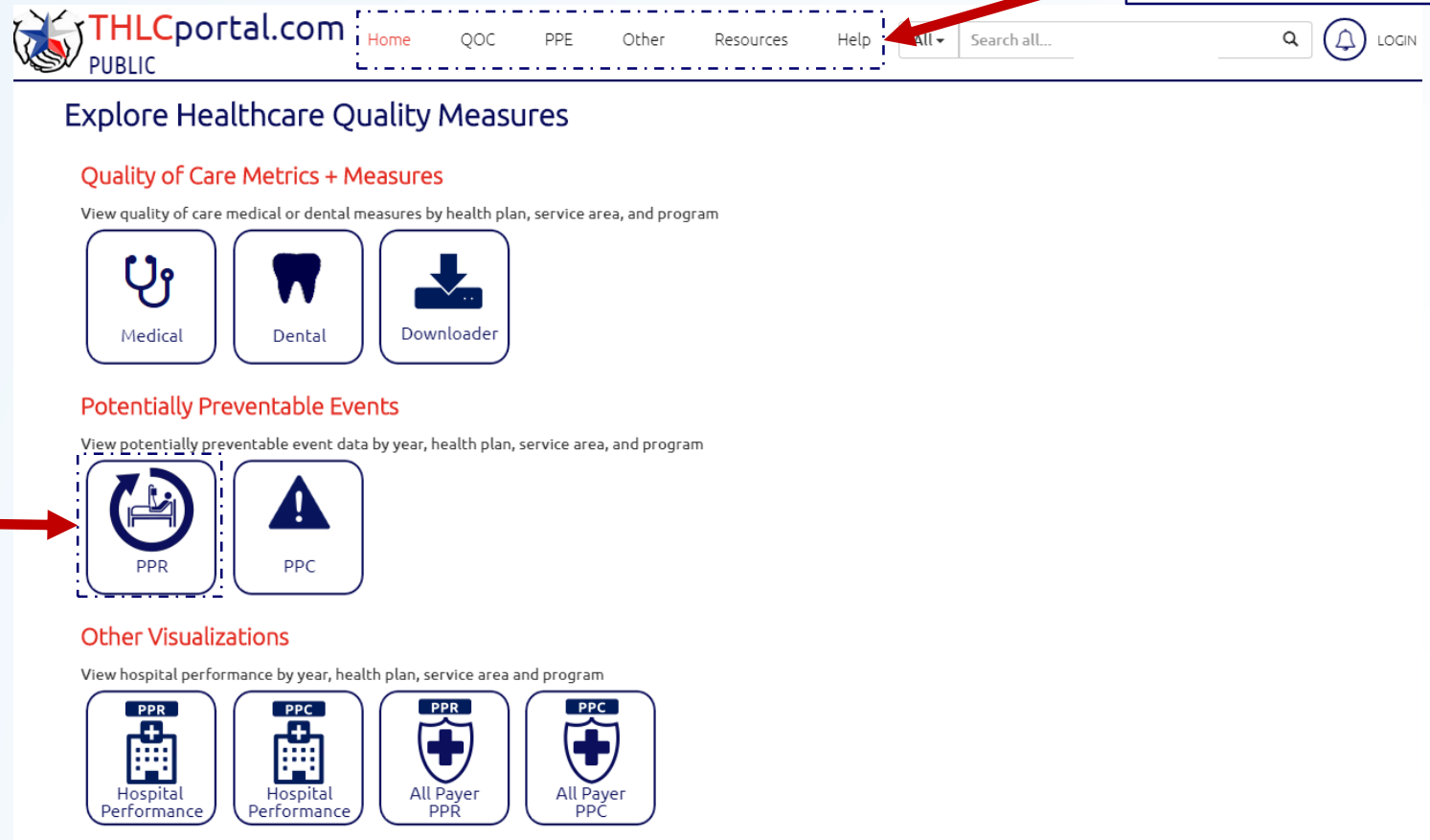
Site Layout and Navigation



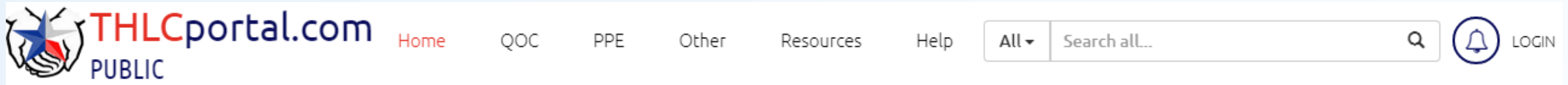


# Home Page

- Explore Healthcare Quality Measures from the control panel
- Header navigation is available throughout the site
- Click on an icon to go directly to the dashboard of interest



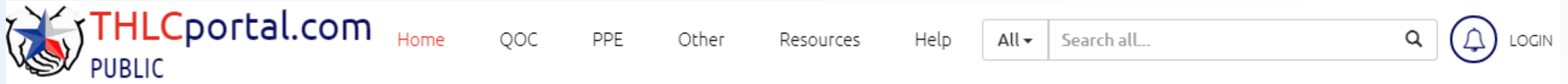
# Header Navigation




- **Home** – returns to the quality measures control panel
- **QOC** – view medical and dental Quality of Care visualizations by year, program, and plan
- **PPE** – view visualizations of PPEs by year and program
- **Other** – view hospital PPCs and PPRs along with All Payer PPE Data
- **Resources** – provides access to additional information and other uploaded material in a file tree
- **Help** – provides a contact form to ask site-related questions and access to the user guide (this document)



# Header Navigation



- Search – allows text searching in the announcements or resources section
-  – shows recent announcements and notifications when new items are posted since your last visit



# Training Module 2

Medical and Dental Quality of Care



# Medical and Dental Quality of Care

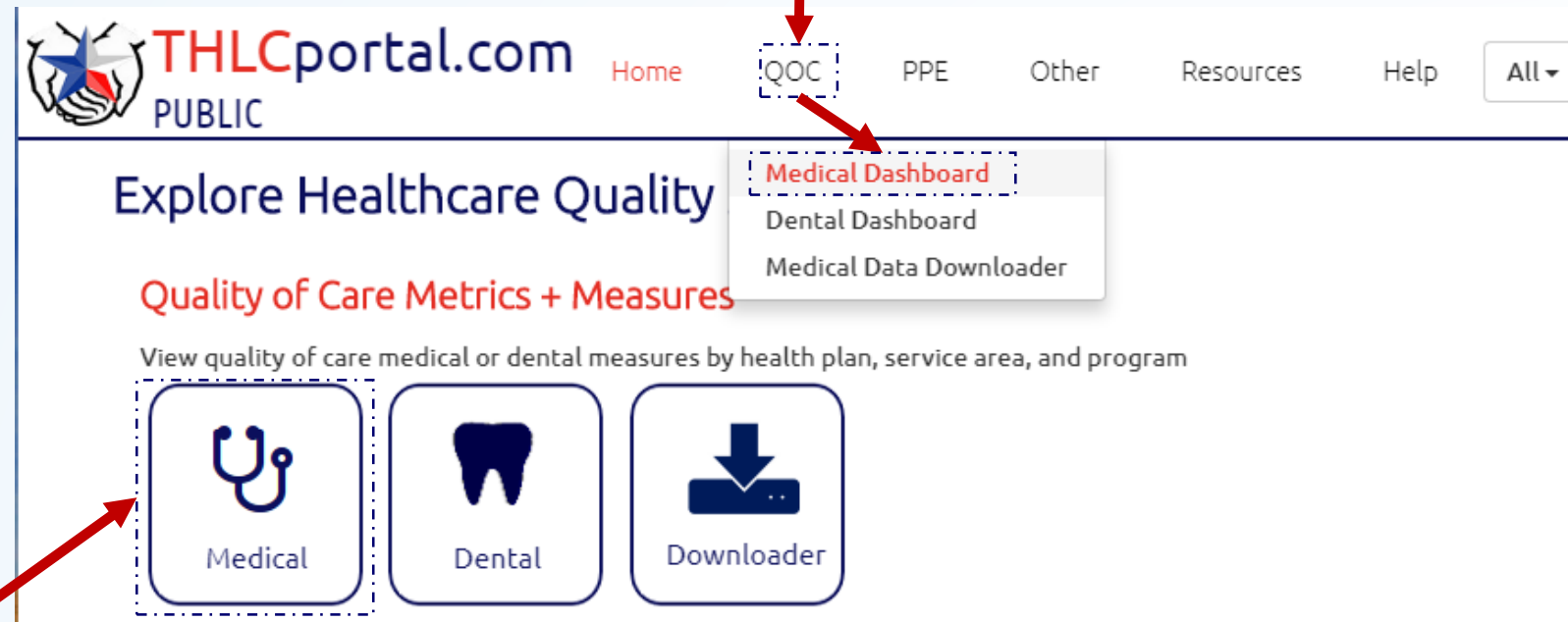
- Both medical and dental quality of care measures are available
- Medical quality of care measures can be examined by
  - Year
  - Program
  - Service area
  - Plan
  - Measure type (e.g., HEDIS, AHRQ, CHIPRA)
- Dental quality of care measures can be examined by
  - Year
  - Program
  - Plan



# Medical Quality of Care – Navigation

- From the home page, click the 'Medical' link in the control panel
- Alternatively, from any page, use the header bar to select:  
QOC >  
Medical Dashboard

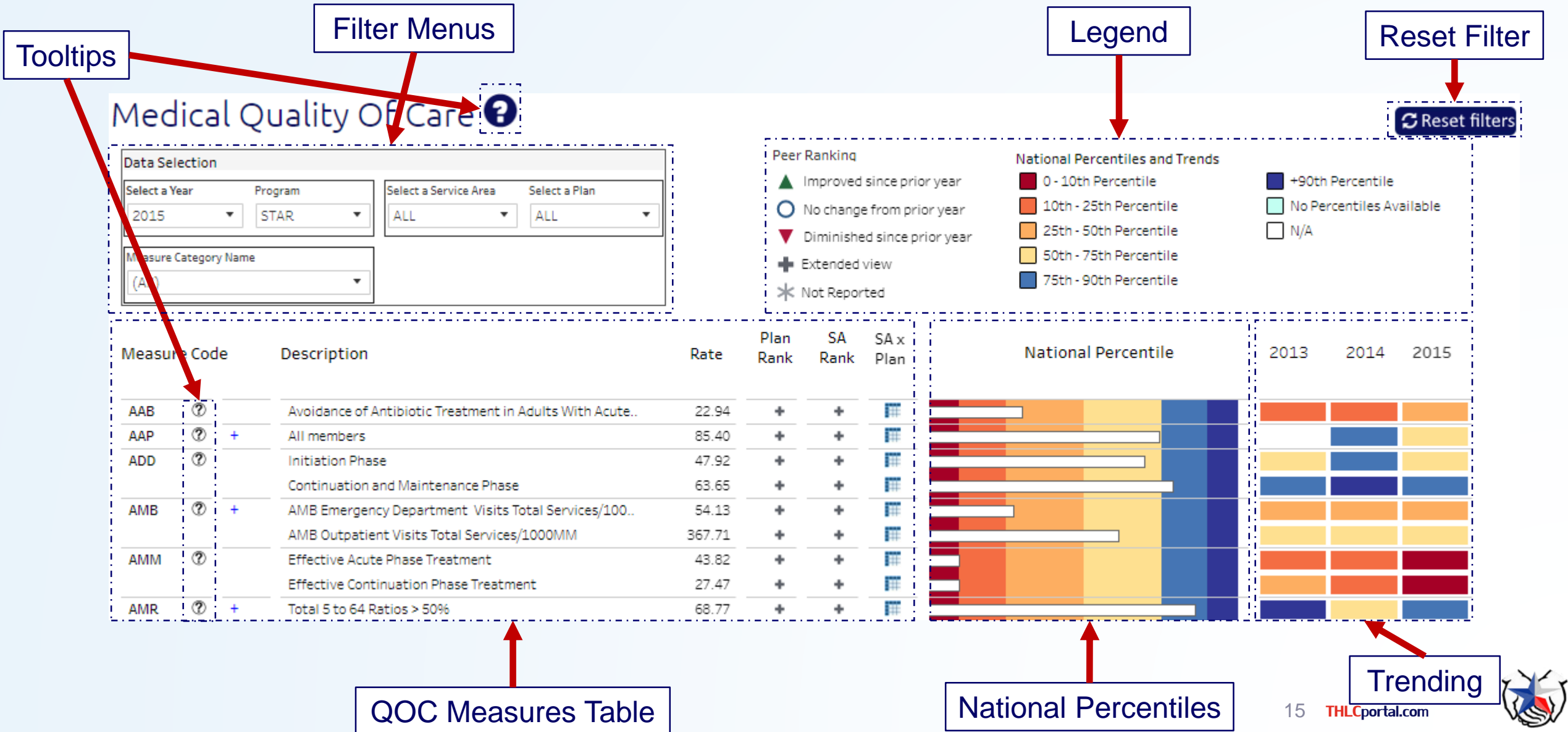
Header Bar Link



QOC Medical Control Panel Link



# Medical Quality of Care – Layout

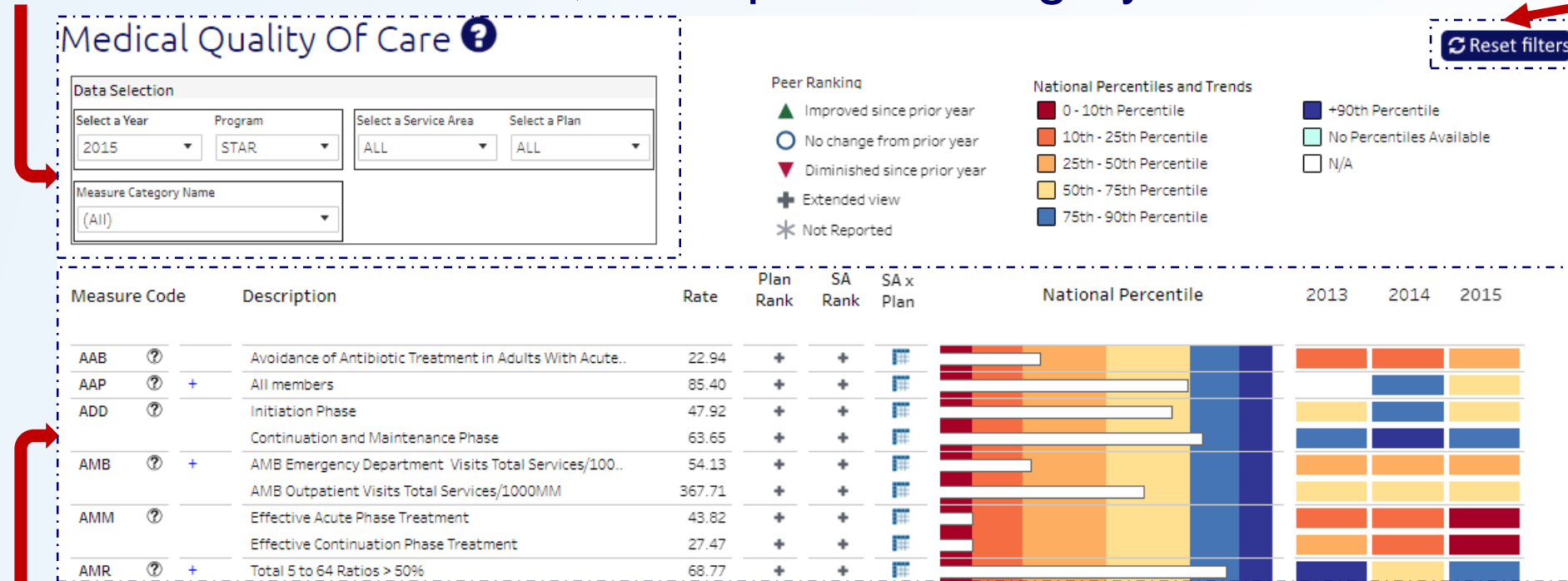




# Medical Quality of Care – Controls

- Use the Filter menus to select a year, program, service area (or 'ALL'), and health plan (or 'ALL')
- Select all QOC measures, or a specific category


'Reset filters' returns the filter selections to the default dashboard






- The table underneath shows the selected QOC results



# Medical Quality of Care – Measures Table

- **Measure Code** – the abbreviated code for the QOC measure
  - Hover over the  for a full measure description
  - Click the '+' to the drilldown view of additional submeasures
  - Return from drilldowns with the 'return to dashboard' link instead of the browser back button
- **Description** – the name of the measure/submeasure
- **Rate** – the reported measure rate for the population defined in the filter menus

Measure Code		Description	Rate
AAB		Avoidance of Antibiotic Treatment in Adults With Acute..	22.94
AAP		All members	85.40
ADD		Initiation Phase	47.92
		Continuation and Maintenance Phase	63.65

Hover for full  
description

Click for all  
submeasures



# Medical Quality of Care – Measures Table

- **Plan/SA rank columns** – Rank of the selected plan/SA (service area) among those within the filtered selection
  - Also shows change in rank from the previous year (if available)
  - When filter selection is 'ALL' a '+' is displayed
  - Drilldown of all plan/SA ranks available by clicking rank or '+'
- **Plan x SA** – Drilldown to cross-tab of all Plan x SA rates for the measure within the filter selection for program and year

Measure Code		Description	Rate	Plan Rank	SA Rank	Plan x SA Rate
AAB	?	Avoidance of Antibiotic Treatment in Adults With Acute..	34.92	1 00	1 00	
AAP	?	All members	86.24	2 ▲1	1 00	
ADD	?	Initiation Phase	46.95	3 ▲1	4 ▼3	
		Continuation and Maintenance Phase	70.11	1 00	1 ▲1	

Plan Rank	SA Rank	Plan x SA Rate
+	+	
+	+	
+	+	
+	+	

Click for drilldown to plan and service area ranks

Click for drilldown to plan x SA



# Medical Quality of Care – Plan Rank Drilldown

Medical Quality Of Care ?

Use 'return' instead of browser back button

[Return to QOC Dashboard](#)

Sort table

Sort Plans by

Rank

National percentile and plan rate

Health Plan Ranks for ALL Service Areas

AAB - Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis  
Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis - Total

Health plan

Performance rank of plan

Health Plan

Rank

Change in Rank

Percentile and Rate

BCBSTX		*	33.33
CHRISTUS		*	0.00
Sendero		*	22.22
Seton		*	35.71
PCHP	1	▲ 1	30.26
amerigroup	2	▲ 8	26.36
UHC	3	○ 0	26.13
DHP	4	▼ 3	24.56
SWHP	5	▲ 1	23.33
CCHP	6	*	23.26
FirstCare	7	▲ 4	23.21
Molina	8	▼ 3	22.08
SHP	9		21.79
Aetna	10		20.69

Change In Rank Shape  
 \* Not Reported  
 ▲ Increase in Rank  
 ○ No Change  
 ▼ Decrease in Rank

National Percentiles and Trends  
 ■ 0 - 10th Percentile  
 ■ 10th - 25th Percentile  
 ■ 25th - 50th Percentile  
 ■ 50th - 75th Percentile  
 ■ 75th - 90th Percentile  
 ■ +90th Percentile  
 ■ No Percentiles Available  
 ■ N/A

Change in the rank from the previous year



# Medical Quality of Care – SA Rank Drilldown

Medical Quality Of Care ?

Use 'return' instead of browser back button

← Return to QOC Dashboard

Sort table

Sort Service Areas by  
Rank

Service area

Performance  
rank of service  
area

Service Area Ranks for ALL Health Plans  
AAB -  
Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis - Total

Service Area	Rank	Change in Rank	Percentile and Rate
Travis	1	▲ 6	29.00
Dallas	2	▲ 2	26.34
MRSA West	3	▲ 3	25.00
Tarrant	4	▲ 9	23.59
Lubbock	5	▲ 4	22.92
Jefferson	6	▲ 5	22.67
Nueces	7	▼ 6	22.58
Harris	8	▼ 3	21.96
El Paso	9	▼ 7	21.74
MRSA Central	10	▼ 2	21.70
Bexar	11	▼ 2	21.16
Hidalgo	11	▼ 8	21.16
MRSA Northeast	13	▼ 1	18.42

National percentile  
and service area rate

Change in Rank Shape

- \* Not Reported
- ▲ Increase in Rank
- No Change
- ▼ Decrease in Rank

National Percentiles and T...

- 0 - 10th Percentile
- 10th - 25th Percentile
- 25th - 50th Percentile
- 50th - 75th Percentile
- 75th - 90th Percentile
- +90th Percentile
- No Percentiles Available
- N/A

Change in the rank  
from the previous year



# Medical Quality of Care – Plan X SA Drilldown

## Medical Quality Of Care ?

[Return to QOC Dashboard](#)

Plans

Service Areas

ALL Health Plans in ALL Service Areas

AAB - Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis

	Bexar	Dallas	El Paso	Harris	Hidalgo	Jefferson	Lubbock	MRSA Central	MRSA Northeast	MRSA West	Nueces	Tarrant	Travis	ALL
Amerigroup	35.71	22.02		34.92		20.00	35.71	40.00	17.31	26.32		25.56		26.36
FirstCare							20.37			25.86				23.21
Aetna	19.05											21.21		20.69
BCBSTX													33.33	33.33
CCHP												23.26		23.26
CFHP	14.93													14.93
CHC				18.55										18.00
CHRISTUS											0.00			0.00
DHP											26.32			24.56
El Paso First			13.33											13.33
Molina		35.00	42.86	0.00										22.08
PCHP		30.26												30.26
Sendero													22.22	22.22
Seton													35.71	35.71
SHP	24.14		27.50		20.88		21.43	14.29	19.00	23.81	21.05		26.42	21.79
SWHP								23.33						23.33
TCHP				15.69		26.67								18.18
UHC				23.53	26.83	31.58								26.13
ALL	21.16	26.34	21.74	21.96	21.16	22.67	22.92	21.70	18.42	25.00	22.58	23.59	29.00	22.94

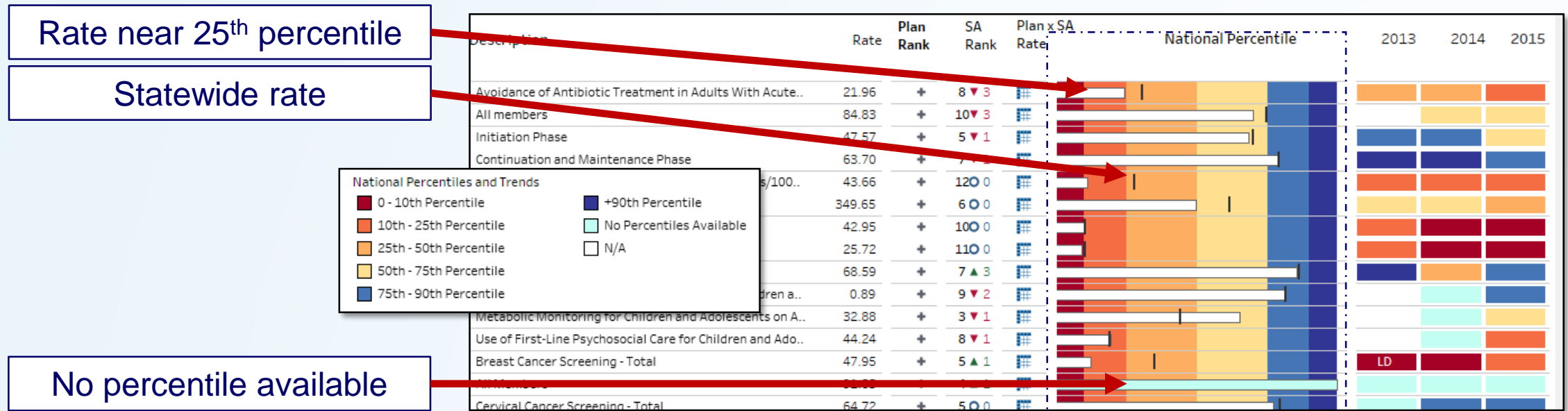
Rates (values) and percentiles (colors) by plan and SA



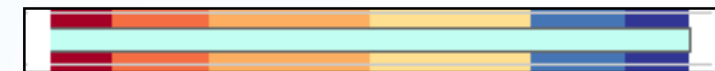
# Medical Quality of Care – Tabular Output

**National Percentile** – Measure rate by national Medicaid percentile

- Statewide program rate indicated by the ‘|’ marker in other views



- Measures with no available percentiles are indicated with a full cyan-colored bar

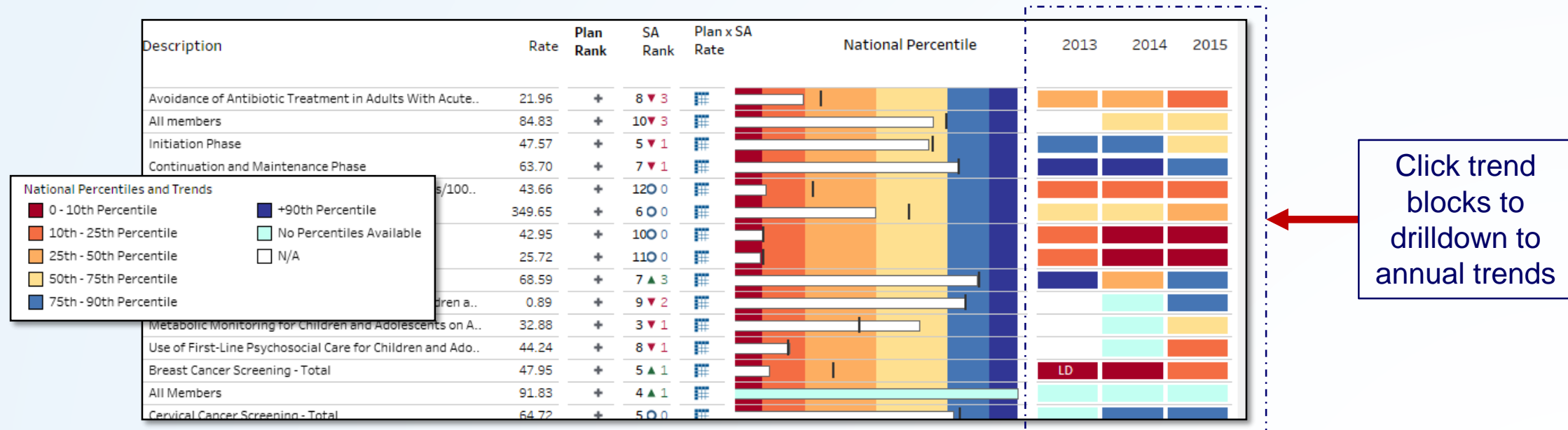




# Medical Quality of Care – Tabular Output

## Trending – Percentiles for selected and two prior years

- Drilldown to annual trending by clicking any year



- Annual rates with low denominators are indicated by 'LD'



# Medical Quality of Care – Trending Drilldown

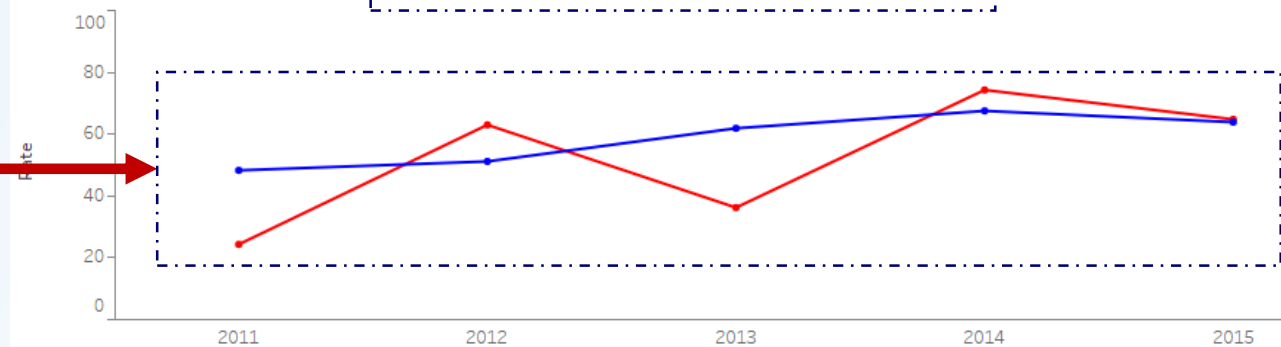
Selected program/plan/SA filters and measure/submeasure

Selected rate and statewide program rates by year

Measure rate data by year for selected program/plan/SA filters and statewide

STAR Program - ALL Health Plans in the Dallas Service Area

ADD- Follow-Up Care for Children Prescribed ADHD Medication Continuation and Maintenance Phase



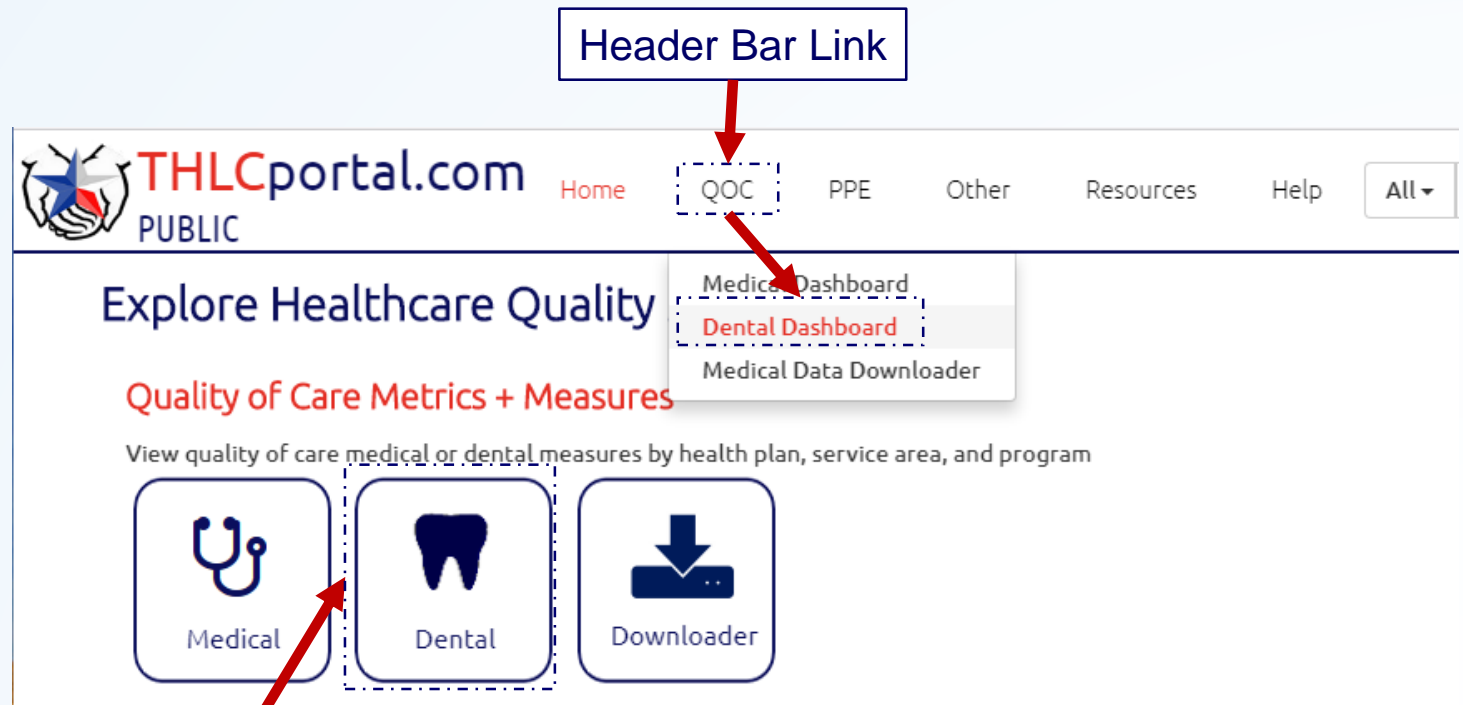
	STAR ALL Health Plans in the Dallas Service Area				
	2011	2012	2013	2014	2015
Rate	24.10	62.78	36.00	74.06	64.56
Percentile	12.09	87.89	23.75	100.00	81.53
Numerator	67	194	108	217	215
Denominator	278	309	300	293	333

	STAR Statewide				
	2011	2012	2013	2014	2015
Statewide Rate	48.05	50.94	61.66	67.29	63.65
Statewide Percentile	52.66	60.37	86.11	94.58	78.65
Statewide Numerator	678	893	1,819	2,010	2,178
Statewide Denominator	1,411	1,753	2,950	2,987	3,422



# Dental Quality of Care – Navigation

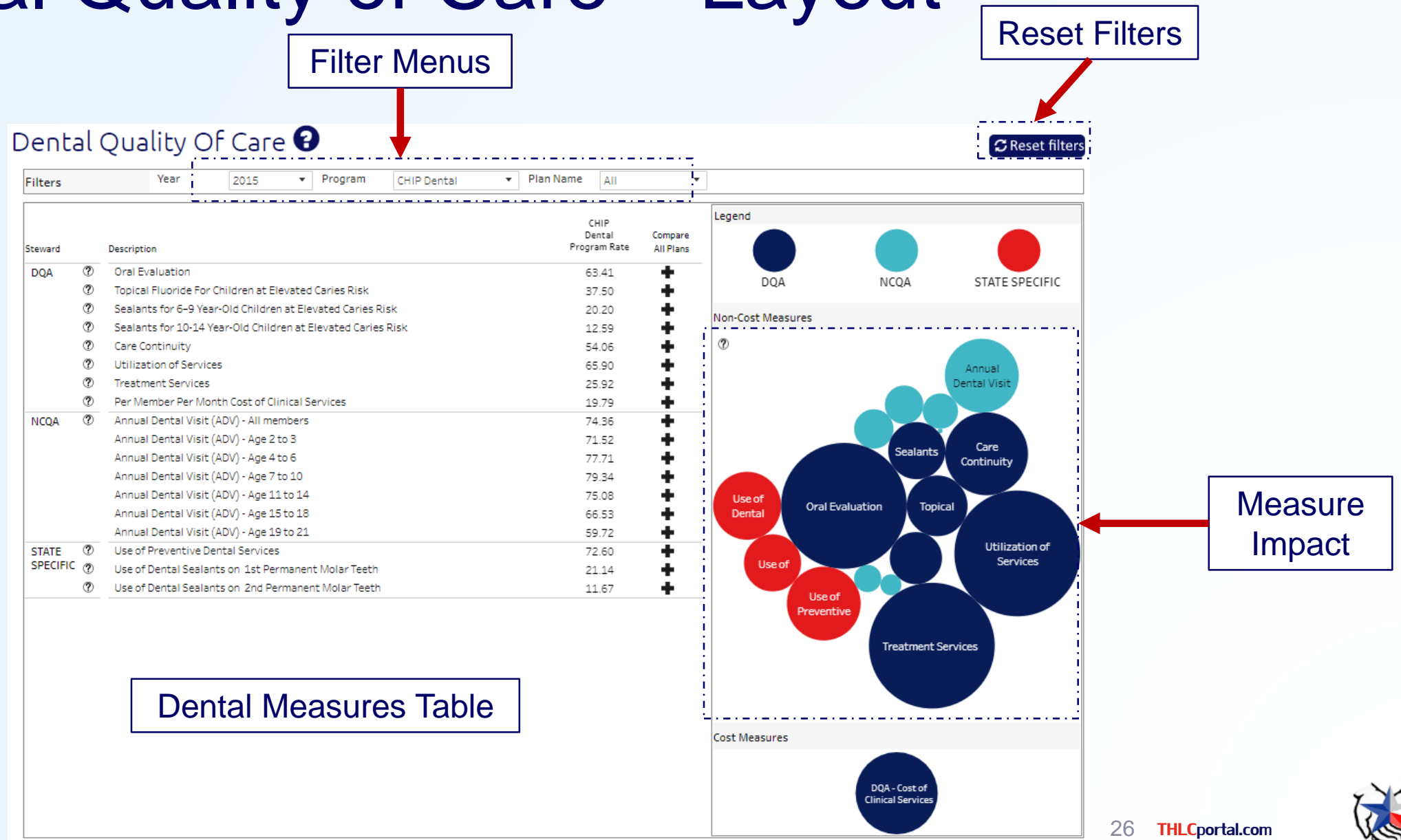
- From the home page, click the 'Dental' link in the control panel
- From any page, use the header bar to select:  
QOC > Dental Dashboard



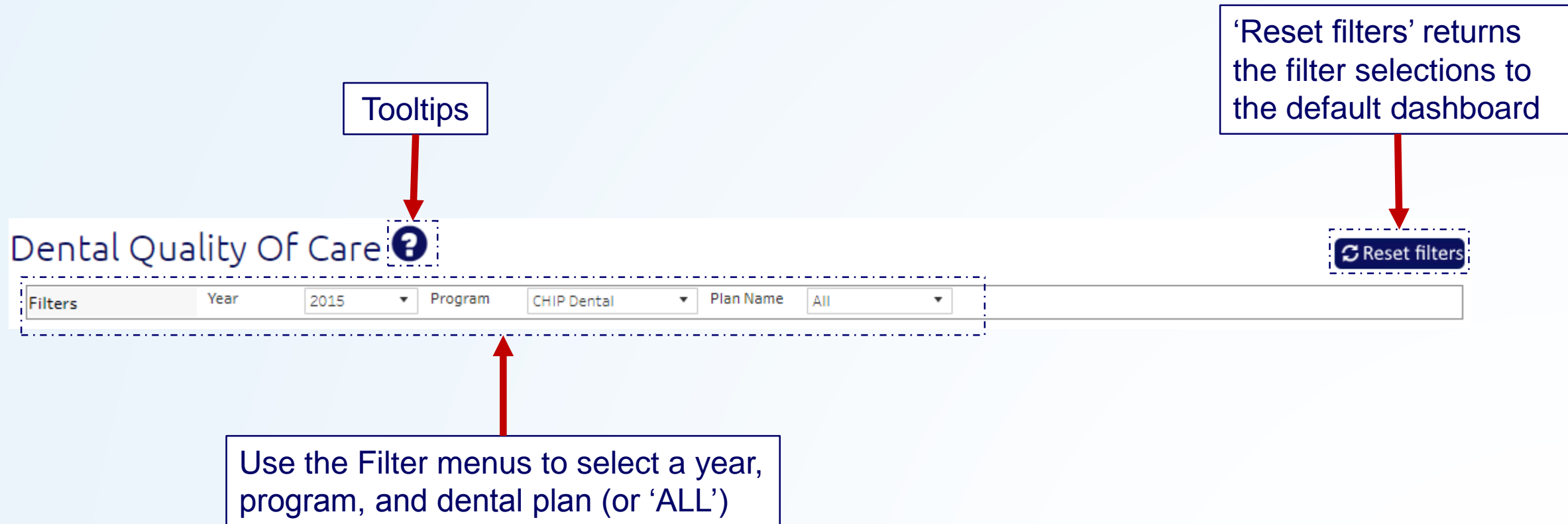
QOC Dental  
Control Panel Link



# Dental Quality of Care – Layout



# Dental Quality of Care – Controls



# Dental Quality of Care – Measures Table

- **Steward** – source of measure specifications
- **Description** – the name of the measure/submeasure
- **Rate** – the reported measure rate for the population selected in the filter menus
- **Compare** – click the ‘+’ to drilldown to all plan and statewide program rates

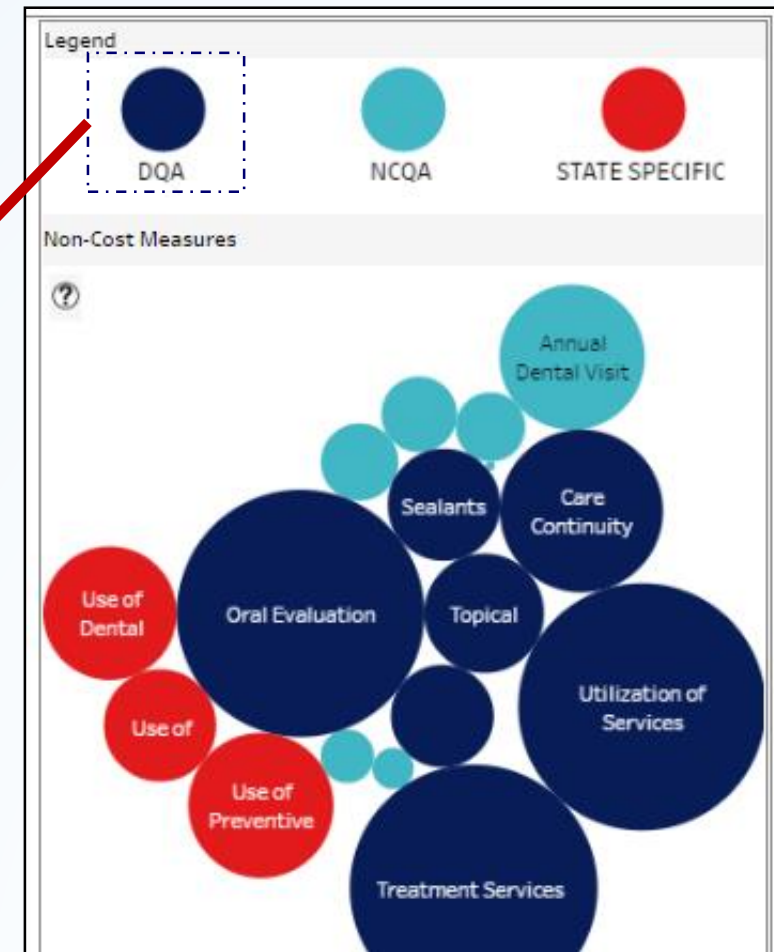
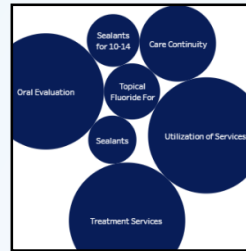
Steward	Description	CHIP Dental Program Rate	Compare All Plans
DQA	Oral Evaluation	63.41	+
	Topical Fluoride For Children at Elevated Caries Risk	37.50	+
	Sealants for 6-9 Year-Old Children at Elevated Caries Risk	20.20	+
	Sealants for 10-14 Year-Old Children at Elevated Caries Risk	12.59	+
	Care Continuity	54.06	+
	Utilization of Services	65.90	+
	Treatment Services	25.92	+
	Per Member Per Month Cost of Clinical Services	19.79	+
NCQA	Annual Dental Visit (ADV) - All members	74.36	+
	Annual Dental Visit (ADV) - Age 2 to 3	71.52	+
	Annual Dental Visit (ADV) - Age 4 to 6	77.71	+
	Annual Dental Visit (ADV) - Age 7 to 10	79.34	+
	Annual Dental Visit (ADV) - Age 11 to 14	75.08	+
	Annual Dental Visit (ADV) - Age 15 to 18	66.53	+
	Annual Dental Visit (ADV) - Age 19 to 21	59.72	+
STATE SPECIFIC	Use of Preventive Dental Services	72.60	+
	Use of Dental Sealants on 1st Permanent Molar Teeth	21.14	+
	Use of Dental Sealants on 2nd Permanent Molar Teeth	11.67	+



# Dental Quality of Care – Measure Impact

**Bubble plot** – shows measure impact

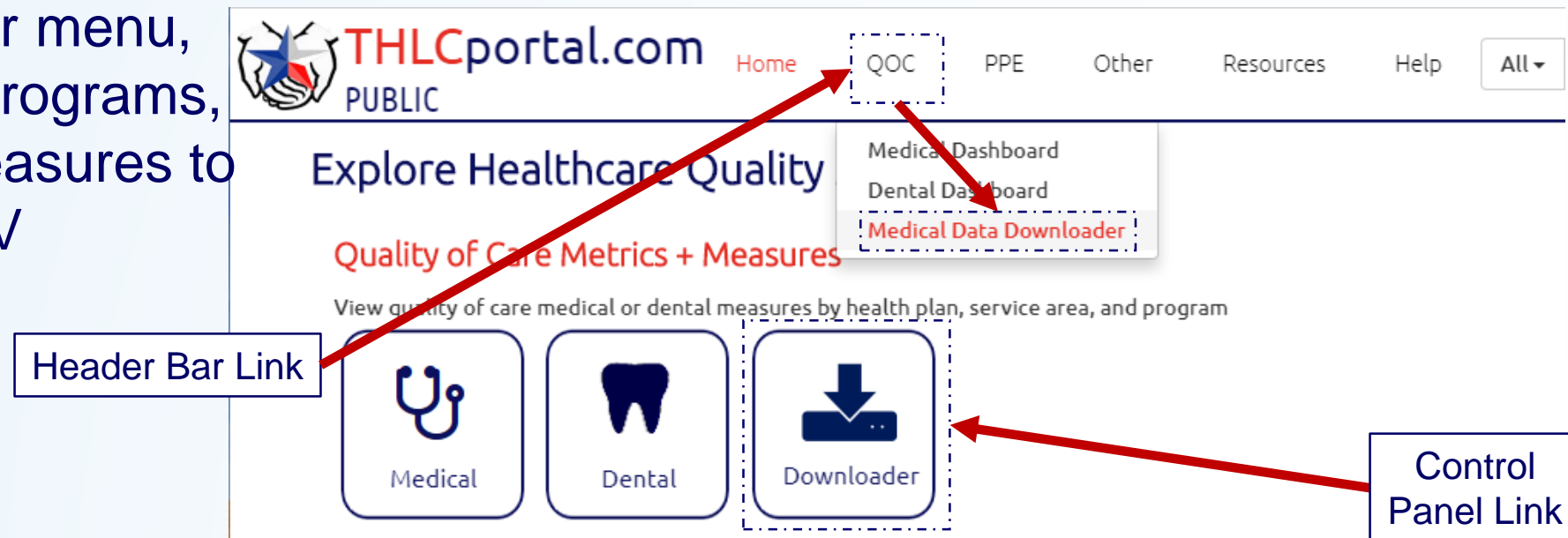
- Legend
  - By steward
  - Click to filter plot
- Bubbles are sized by denominator to show impact of the selected measure
- Click bubble to drilldown to annual trends for selected plan and statewide





# Quality of Care – Downloader

- The Medical Data Downloader allows you to download the QOC data in CSV format, filtered by year, program, service area, plan, and measure
- From the home page, click the 'Downloader' link in the control panel or use the header bar to select: QOC > Medical Data Downloader
- On the downloader menu, select the years, programs, plans, SA, and measures to download in a CSV formatted file



# Training Module 3

Potentially Preventable Events (PPE)



# Potentially Preventable Events (PPE)

- The 3M™ software for defining potentially preventable events (PPE) is used to calculate rates for:
  - Potentially Preventable Readmissions (PPR)
  - Potentially Preventable Complications (PPC)
- The PPE dashboards show PPE results by program by:
  - Year
  - SA (service area)
  - Gender, race, age, and clinical risk group (CRG)
- Results are also tabulated by provider and PPE reason
- All-Payer data for PPR and PPC are also presented



# PPE Dashboards

- Program-level PPE results are available to all users
  - Results can be filtered in any demographic category
  - For health data security, tabular results exclude providers or reasons with <20 at-risk admissions/ED visits or <5 PPE
  - All data contributes to rates in the graphic display without the exclusions described above
- Technical documentation is available in the resources link (accessed from the header menu)
- The PPR dashboards are used as an example for all PPE in this documentation, including All Payer PPR and All Payer PPC



# PPEs – Navigation

- From the main page, select a PPE (PPR, PPC) from the control panel links
- From any page, use the header bar to select a PPE

The screenshot shows the THLCportal.com website interface. The header bar includes the logo, the text 'THLCportal.com PUBLIC', and navigation links: Home, QOC, PPE, Other, Resources, Help, and an 'All' dropdown menu. A red arrow points from a box labeled 'Header Bar Links' to the 'PPE' link in the header. Another red arrow points from a box labeled 'Select a program-level PPE' to the 'PPR Program Level' link in the dropdown menu. Below the header, the main content area is titled 'Explore Healthcare' and 'Quality of Care Metrics + Measures'. It features three icons: Medical, Dental, and Downloader. Below this, there is a section titled 'Potentially Preventable Events' with two icons: PPR (Potentially Preventable Report) and PPC (Potentially Preventable Case). A red arrow points from a box labeled 'Control Panel Links' to the PPR and PPC icons. The page number '34' and the website URL 'THLCportal.com' are visible in the bottom right corner.

Header Bar Links

Select a program-level PPE

Control Panel Links

THLCportal.com PUBLIC

Home QOC PPE Other Resources Help All ▾

PPR Dashboard > PPC Dashboard >

PPR Program Level

Explore Healthcare

Quality of Care Metrics + Measures

View quality of care medical or dental measures by health plan, service area, and program

Medical Dental Downloader

Potentially Preventable Events

View potentially preventable event data by year, health plan, service area, and program

PPR PPC

34 THLCportal.com

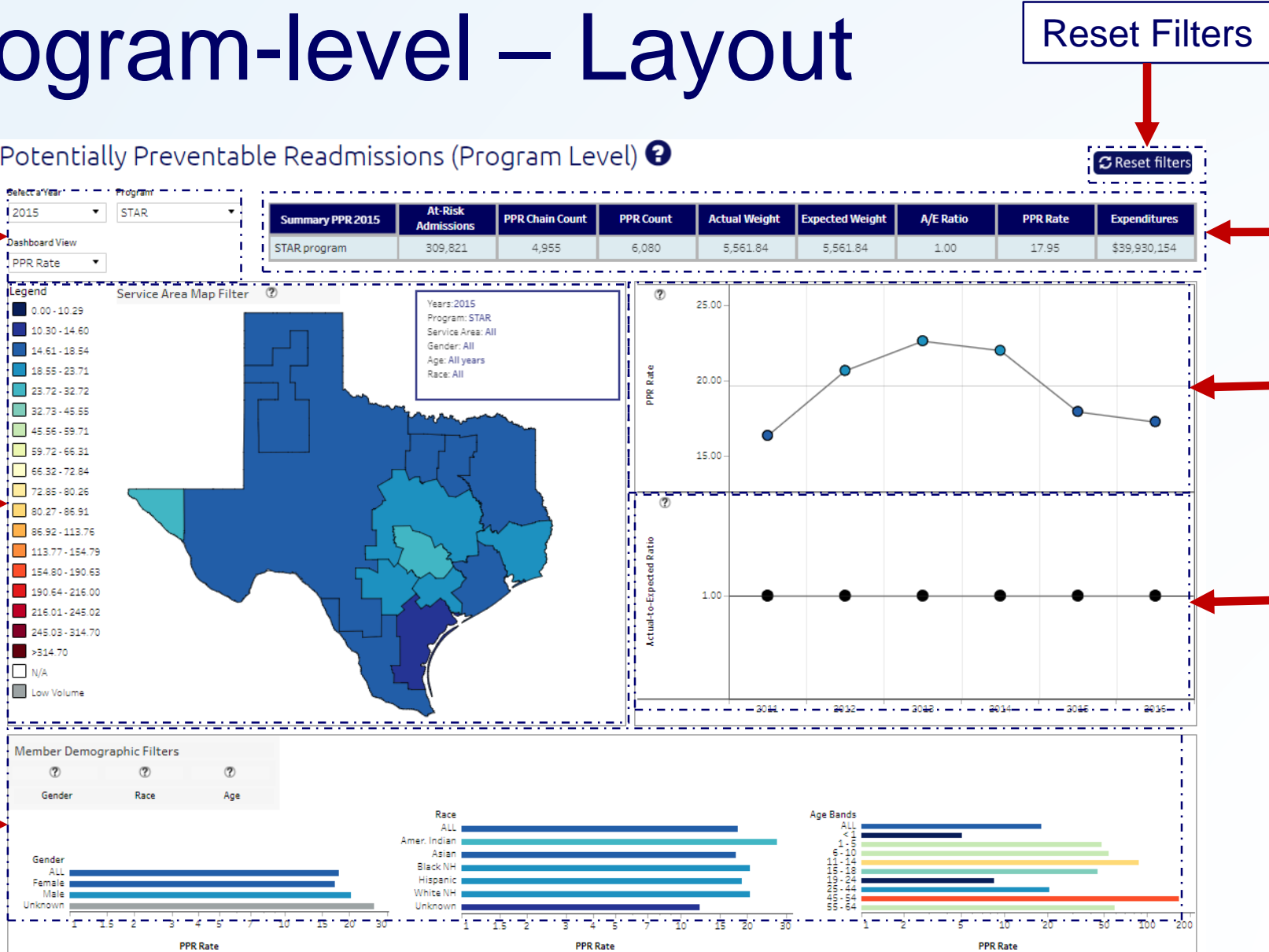


# PPE Program-level – Layout

Filter Menus

Service Area rates

Demographic rates and filters



Summary info for base year

PPE Rate by time period

A/E Ratio by time period



# PPE – Controls

Use the Filter menus to select a base year, program, and dashboard view

'Reset filters' returns the filter selections to the default dashboard

Potentially Preventable Readmissions (Program Level) ?

Select a Year: 2015

Program: STAR

Dashboard View: PPR Rate

Summary PPR 2015	At-Risk Admissions	PPR Chain Count	PPR Count	Actual Weight	Expected Weight	A/E Ratio	PPR Rate	Expenditures
STAR program	309,821	4,955	6,080	5,561.84	5,561.84	1.00	17.95	\$39,930,154

Reset filters

Dashboard view can be set to show:

- PPE rate
- Actual to Expected (A/E) ratios

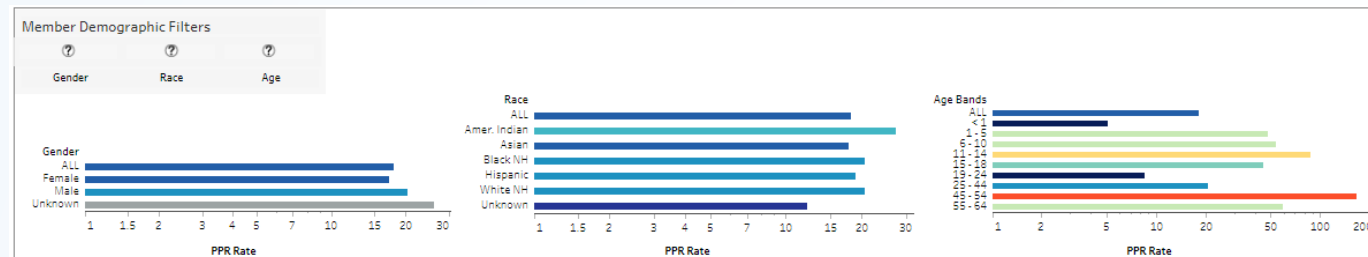
Summary table shows program-level statistics for the base year





# PPE – Demographic Results & Filter Selection

- Demographic bar charts provide:
  - Results by gender, race/ethnicity, age
  - Filter controls to select demographic groups
- Select multiple demographic filters
  - Click and drag over a selection of bars
  - Ctrl+click to make multiple selections on a control
  - Click a selected control to deselect



# PPE – Reasons/Provider Tables

- Select Provider or Reason view on the table filter
- Tables exclude records with <20 at-risk admissions/ED visits or <5 PPE
- Records for providers with <40 at-risk admissions/ED visits or <5 PPE (low volume) are considered unreliable

Providers Table											
#.	Provider - Billing NPI	Low Volume	Billing NPI	Total At-Risk Admissions	PPR Chain Count	PPR Count	Total Actual Weight	Provider PPR Rate	Expected Weight	Actual-to-Expected Ratio	Total Expenditures
1.	TEXAS CHILDRENS HOSPITAL - 1477643690		1477643690	7,517	216	258	389.89	51.87	403.03	0.97	\$4,790,149
2.	CHILDRENS MEDICAL CENTER OF DALLAS - 1194743013		1194743013	3,190	137	176	318.29	99.78	277.37	1.15	\$5,166,470
3.	HERMAN GEORGE										
4.	SOUTHERN										
5.	DOCTOR										
#.	DRG Description	APR-DRG	PPR Chain Count	PPR Count	Total Actual Weight	Total Expenditures	Average Expenditure per PPR				
6.	1. CESAREAN DELIVERY	540	652	683	622.59	\$2,704,093	\$3,959				
7.	2. BIPOLAR DISORDERS	753	561	827	502.30	\$4,064,540	\$4,915				
8.	3. MAJOR DEPRESSIVE DISORDERS & OTHER/UNSPECIFIED PSYCHOSES	751	506	728	435.19	\$3,026,461	\$4,157				
9.	4. VAGINAL DELIVERY	560	434	449	406.40	\$1,568,339	\$3,493				
10.	5. BRONCHIOLITIS & RSV PNEUMONIA	138	134	147	142.93	\$1,311,076	\$8,919				
11.	6. DIABETES	420	90	139	140.17	\$780,581	\$5,616				
12.	7. APPENDECTOMY	225	75	82	110.72	\$868,144	\$10,587				
	8. OTHER PNEUMONIA	139	61	71	102.04	\$731,241	\$10,299				
	9. SEPTICEMIA & DISSEMINATED INFECTIONS	720	47	53	95.81	\$814,917	\$15,376				
	10. NEONATE BIRTHWT >2499G, NORMAL NEWBORN OR NEONATE W/OT..	640	550	555	90.11	\$613,857	\$1,106				
	11. DISORDERS OF PANCREAS EXCEPT MALIGNANCY	282	52	78	79.75	\$442,360	\$5,671				
	12. SEIZURE	053	51	68	72.95	\$569,635	\$8,377				

Table Filter



# Training Module 4

Hospital Performance



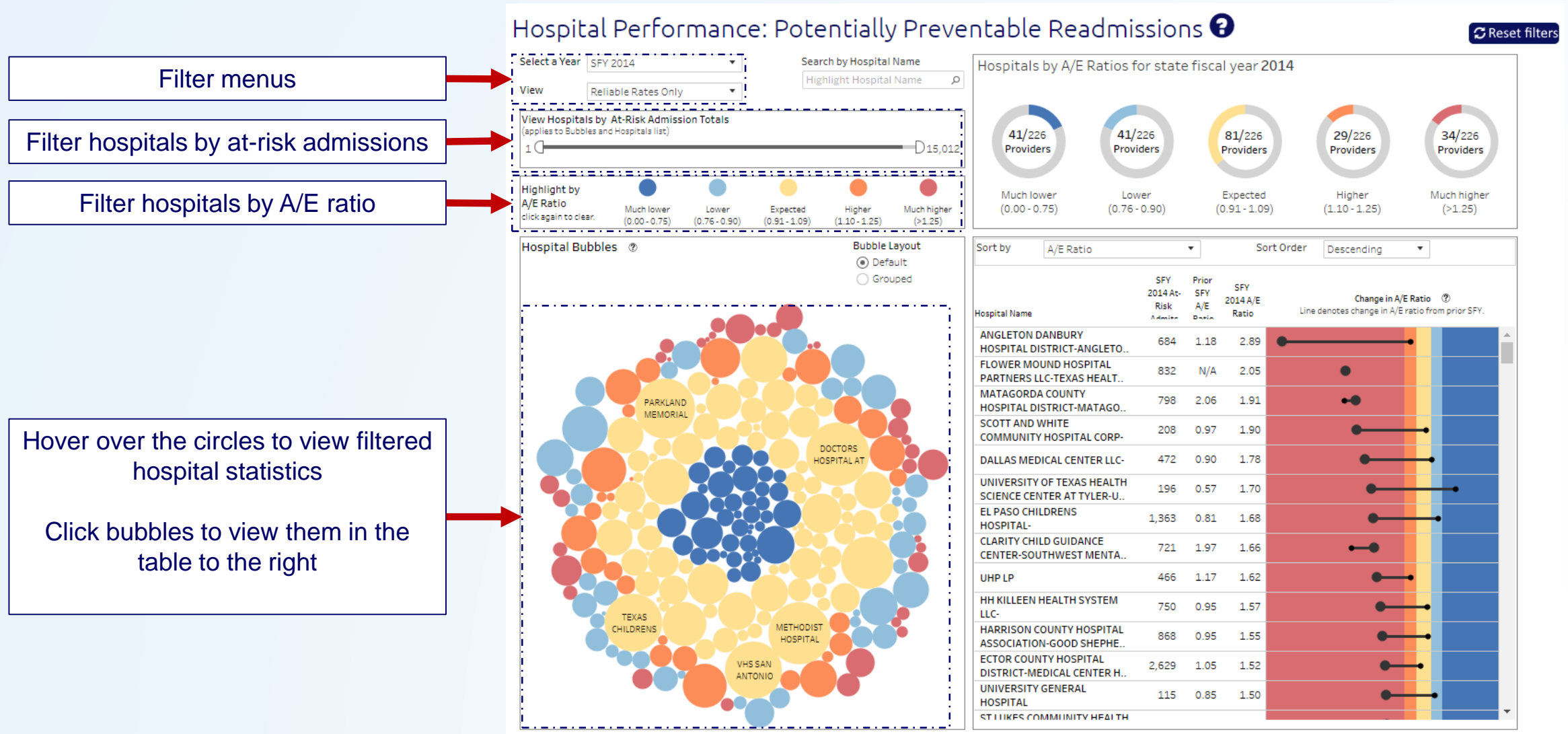
# Hospital Performance - Navigation

- From the main page, click a hospital performance link in the Other Visualizations control panel
- Alternatively, from any page, use the header bar to select Other > any hospital performance dashboard

The screenshot displays the THLCportal.com website interface. At the top, a navigation bar includes links for Home, QOC, PPE, Other, Resources, and Help, along with a search bar and a login button. A red arrow points from a box labeled "Header Bar Links" to the "Other" link in the navigation bar. Below the navigation bar, the main content area is titled "Explore Healthcare Quality Measures". It features three sections: "Quality of Care Metrics + Measures" with icons for Medical, Dental, and a Downloader; "Potentially Preventable Events" with icons for PPR and PPC; and "Other Visualizations" with icons for Hospital Performance (PPR and PPC) and All Payer PPR/PPC. A red arrow points from a box labeled "Control Panel Links" to the "Hospital Performance" icon in the "Other Visualizations" section. A dropdown menu is visible under the "Other" link in the navigation bar, listing "PPR Hospital Performance", "PPC Hospital Performance", "All Payer PPR Dashboard", and "All Payer PPC Dashboard".



# Hospital Performance – Layout



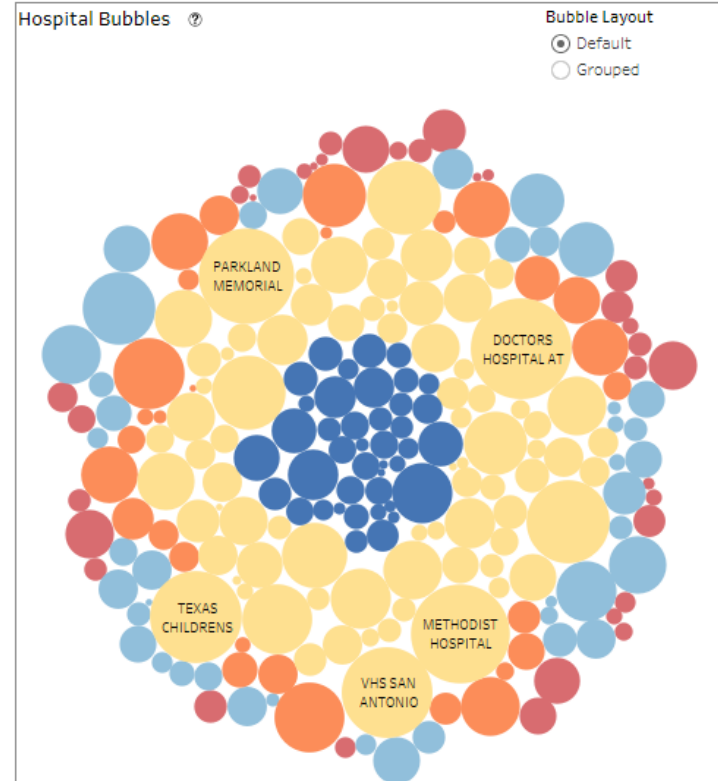
# Hospital Performance – Layout

## Hospital Performance: Potentially Preventable Readmissions ?

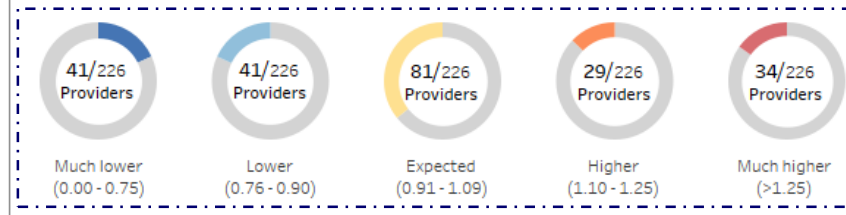
Select a Year SFY 2014  
View Reliable Rates Only  
Search by Hospital Name

View Hospitals by At-Risk Admission Totals  
(applies to Bubbles and Hospitals list)  
1  15,012

Highlight by A/E Ratio  
click again to clear.  
Much lower (0.00 - 0.75) Lower (0.76 - 0.90) Expected (0.91 - 1.09) Higher (1.10 - 1.25) Much higher (>1.25)



### Hospitals by A/E Ratios for state fiscal year 2014



Sort by A/E Ratio Sort Order Descending

Hospital Name	SFY 2014 At-Risk Admissions	Prior SFY A/E Ratio	SFY 2014 A/E Ratio	Change in A/E Ratio ?
ANGLETON DANBURY HOSPITAL DISTRICT-ANGLETO..	684	1.18	2.89	
FLOWER MOUND HOSPITAL PARTNERS LLC-TEXAS HEALT..	832	N/A	2.05	
MATAGORDA COUNTY HOSPITAL DISTRICT-MATAGO..	798	2.06	1.91	
SCOTT AND WHITE COMMUNITY HOSPITAL CORP-	208	0.97	1.90	
DALLAS MEDICAL CENTER LLC-	472	0.90	1.78	
UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER AT TYLER-U..	196	0.57	1.70	
EL PASO CHILDRENS HOSPITAL-	1,363	0.81	1.68	
CLARITY CHILD GUIDANCE CENTER-SOUTHWEST MENTA..	721	1.97	1.66	
UHP LP	466	1.17	1.62	
HH KILLEEN HEALTH SYSTEM LLC-	750	0.95	1.57	
HARRISON COUNTY HOSPITAL ASSOCIATION-GOOD SHEPHE..	868	0.95	1.55	
ECTOR COUNTY HOSPITAL DISTRICT-MEDICAL CENTER H..	2,629	1.05	1.52	
UNIVERSITY GENERAL HOSPITAL	115	0.85	1.50	
ST LUKE'S COMMUNITY HEALTH				

Reset filters

Reset Filters

Number of hospitals by A/E Ratio

Sort table by A/E Ratio, change in A/E Ratio, At-Risk Admissions, or Hospital

View the hospital A/E ratio compared to the previous year. The large shape represents the current year; the small shape represents the previous year. Diamonds represent an A/E Ratio >3 while circles represent an A/E Ratio ≤ 3.

Click, control-click, or click and drag to select hospitals to reveal them in the figure on the left



# Training Module 5

Resources and Help



# Resources

Navigate to the resources page to view additional documentation about PPEs

Click the action buttons to link to, or download the files

The screenshot shows the THLCportal.com website. The navigation bar includes links for Home, QOC, PPE, Other, Resources (highlighted with a red dashed box and an arrow from the top-left callout), and Help. There is a search bar and a LOGIN button. The main content area is titled 'Resources' and features a folder tree on the left (highlighted with a red dashed box and an arrow from the bottom-left callout) and a table of resources on the right. The folder tree shows a 'Public' folder containing 'PPE', 'PPA', 'PPC', 'PPR', 'PPV', and 'Webinars'. The table has columns for Name, Modified Date, Modified By, Size, and Actions. The 'Actions' column contains icons for linking to and downloading files (highlighted with a red dashed box and an arrow from the top-right callout).

Name	Modified Date	Modified By	Size	Actions
PPE	02/16/2017 01:30:56 PM	ICHP Admin		
Webinars	02/28/2017 04:14:23 PM	ICHP Admin		
help.html	12/07/2016 02:35:58 PM	ICHP Admin	0 KB	
test-notification.html	02/14/2017 11:08:16 AM	ICHP Admin	50 B	
THLC User Guide for Beta Testers.pdf	03/22/2017 12:36:39 PM	Greg Forcey	1.89 MB	
Website Use and Confidentiality Agreement.pdf	02/19/2017 11:27:30 AM	ICHP Admin	359.96 KB	

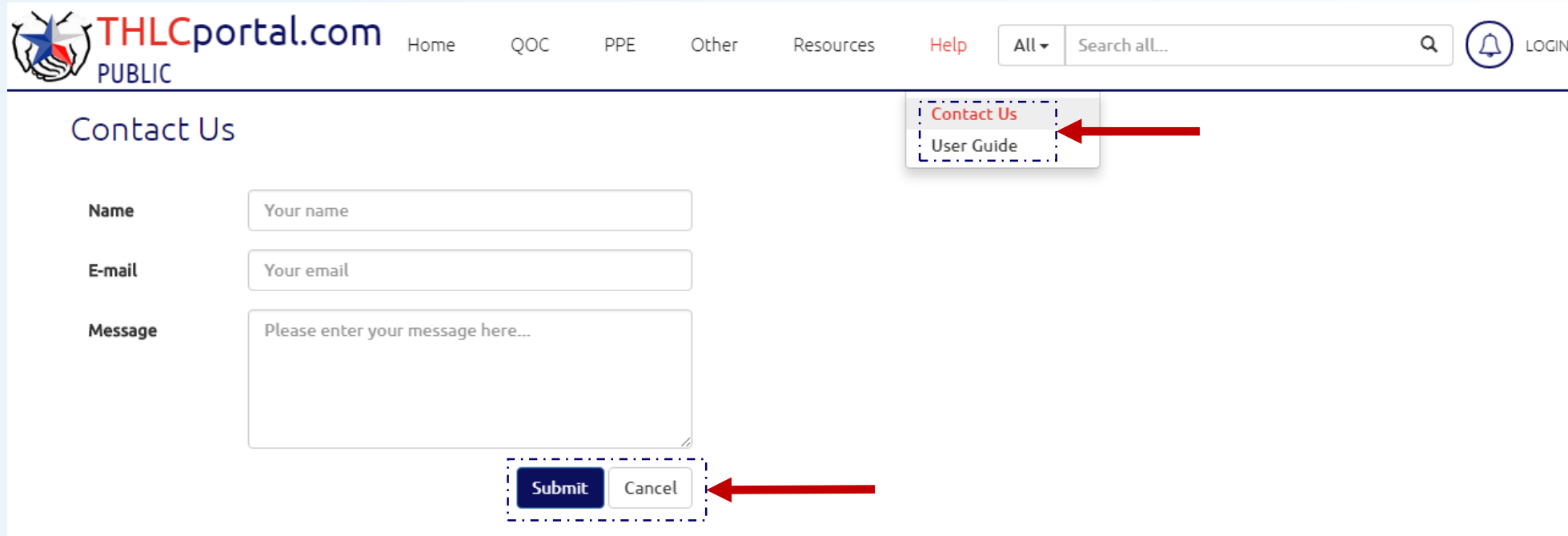
Click on folders to view contents and navigate the folder tree





# Help

Navigate to the help menu and select 'Contact Us' to submit questions or request additional information



The screenshot shows the THLCportal.com website. The top navigation bar includes the logo, the text 'THLCportal.com PUBLIC', and links for Home, QOC, PPE, Other, Resources, and Help. A search bar and a LOGIN button are also present. The 'Help' menu is open, showing 'Contact Us' and 'User Guide'. A red arrow points to the 'Contact Us' option. Below the navigation bar, the 'Contact Us' form is displayed. It has three input fields: 'Name' (with placeholder 'Your name'), 'E-mail' (with placeholder 'Your email'), and 'Message' (with placeholder 'Please enter your message here...'). At the bottom of the form are 'Submit' and 'Cancel' buttons. A red arrow points to the 'Submit' button.

THLCportal.com PUBLIC

Home QOC PPE Other Resources Help All Search all... LOGIN

Contact Us

Name Your name

E-mail Your email

Message Please enter your message here...

Submit Cancel

