

# Transparency Portal Introduction



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- GE Healthcare's portal
- Registration
- How to contact us

**Appendix: Transparency Portal User Guide** 





### **ABOUT US TRANSPARENCY**

The Physician Payment Sunshine Act, or Open Payments, drives transparency for industry-practitioner collaborations in the United States. Open Payments is commonly referred to as the "Sunshine Act" throughout the industry.

Administered by the Center for Medicare & Medicaid Services (CMS), Open Payments was established through the Affordable Care Act, Section 6002, with a goal of increasing public awareness of the financial relationships within industrypractitioner collaboration.

CMS requires companies to report payments and transfers of value beginning March, 2014. This data will be publicly posted by CMS in September, 2014 and continue to refresh on an annual basis. The first report will consist of payments made only between August – December, 2013. Future annual reports will contain full-year data.

Nearly any form of payment or value transfer made to USlicensed Physicians or Teaching Hospitals exceeding \$10, or \$100 in aggregate, is reportable, including meals, consulting fees, research payments, grants, gifts, & reimbursed travel expenses.





### trans·par·en·cy

1. characterized by visibility or accessibility of information especially concerning business practices

T. characterized by visibility of accessibility of information especially concerning business practices

### **GE HEALTHCARE'S TRANSPARENCY PORTAL**

In November 2013, we launched the GE Healthcare Transparency Portal.

The Transparency Portal allows practitioners within the scope of the Sunshine Act (US-licensed Physicians and Teaching Hospitals) to:

- Review reportable payments and transfers of value before the data is publicly posted
- Have the opportunity to inquire about payments, prior to GE Healthcare submitting the data to CMS in March, 2014.

The transparency portal basically enables both you, the practitioner, & GE Healthcare to proactively review & verify reportable data.

The Transparency Portal is an online web tool accessible with your own designated user name and password.



agination at work



### **THE PORTAL...IN SUMMARY**



#### **Transparency Portal**

#### Welcome Kadyn Harris

Log Off

| Home | My Transactions | My Inquiries                                  | Resource Center  |                                    |   |
|------|-----------------|---|--|------------------------------------|---|
|      | Home            | The <b>hom</b><br>screen w<br>areas list      | <b>e</b> screen is a welc<br>rith tabs to navigo<br>ted above.           | come<br>ate to the                 |   |
| My   | / Transactions  | My trans<br>reportat<br>any for a<br>inquiry. | <b>sactions</b> lists Sur<br>ole transactions. (<br>details & to initiat | shine-<br>Click on<br>e an         | - |
|      | My Inquiries    | My inque<br>of curre<br>made<br>any for       | uiries is a summent & past inquirie<br>about transaction<br>more detail. | arized list<br>es you<br>ns. Click |   |
| Re   | source Center   | The res<br>frequer<br>user gu                 | ource center cor<br>ntly asked questic<br>uides, and helpful             | ntains<br>ons,<br>links.           |   |

### **REGISTRATION: CREATE A UNIQUE ID & PASSWORD**

To request access to the portal, visit: https://www.ge-

registrar.com/gecentral/register.jsp?ditbranch=200&loginurl=http s://sso.gehealthcare.com/autologin.fcc&domain=.gehealthcare.co m&nexturl=https://transparency.gehealthcare.com The Transparency Portal registration process consists of two steps –

- 1) Creating a unique user ID (known as a Single Sign On or SSO account)
- 2) Supplementing your SSO registration with portalspecific data we need, including:
  - ✓ Specialty (e.g. Cardiology)
  - Practitioner Type (e.g. Physician)
  - And optionally any State medical license information or your National Provider ID (NPI) number.

From the link above, you can access the site to create your own unique Single Sign On (SSO) account.

Once you have completed the steps above, you will receive an email notification confirming the creation of your ID and password.



### **REGISTRATION: SET UP YOUR PROFILE**

After submission of your user ID and password, a secondary registration screen will appear and prompt you to <u>click here</u> to complete the registration process.

On this screen you will be required to enter supplemental information, such as your specialty and any license information you may know and have handy. After submitting this data, our team will review your request, link your profile to the interactions we have tracked in our database, and confirm, via email, that you are properly set up. Then you may log to review your Sunshinereportable transactions based on your interactions with GE Healthcare at <u>https://transparency.gehealthcare.com</u> using your user ID and password.

Registration may take 1 – 4 weeks . Your patience is appreciated for us to verify your request & properly identify reportable interactions in our database.





### **CONTACT INFORMATION**

You are most welcome to contact us real-time via the following channels:

Email: <a href="mailto:transparency.reporting@ge.com">transparency.reporting@ge.com</a>

Phone: 855-786-9010











## Transparency Portal User Guide





### **REGISTRATION STEP 1: CREATE A UNIQUE ID & PASSWORD**

To request access to the portal, visit: https://www.ge-

registrar.com/gecentral/register.jsp?ditbranch=200&loginurl=http s://sso.gehealthcare.com/autologin.fcc&domain=.gehealthcare.co m&nexturl=https://transparency.gehealthcare.com The Transparency Portal registration process consists of two steps –

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  - ✓ Practitioner Type (e.g. Physician)
  - And optionally any State medical license information or your National Provider ID (NPI) number.

From the link above, you can access the site to create your own unique Single Sign On (SSO) account.

Once you have completed the steps above, you will receive an email notification confirming the creation of your ID and password.



### **REGISTRATION SCREEN-STEP 1**



Sinale Sian On

SIGN UP NOW!

NEED HELP? MODI

MODIFY YOUR ACCOUNT

FORGOT YOUR USER ID?

FORGOT YOUR PASSWORD?

### SSO Registration Application

| Please provide the following information               |  | By clicking "Submit", you indicate that you agree to the Terms below   |
|--|--|--|
| First Name :<br>Middle Initial:                        |  | The Single Sign On ("SSO") registration information provided<br>above will be held by the General Electric Company ("GE"),<br>3135 Easton Turnpike, Fairfield, CT 06828 in the United States.<br>The information will be used to authorize your access to this<br>and other SSO-enabled sites and may be shared with other GE<br>entities to authorize your access to SSO-enabled sites<br>(wherever located, worldwide) that they may operate and that<br>you choose to visit. The information may also be used by this<br>and the SSO-enabled is the site of the software of the sof |
| Last Name:   |  | and other SSU-endoled sites to allow you to customize certain<br>aspects of the site, either through the optional placement of a<br>"cookie" on your hard drive or through similar means. The use<br>of the information for any other purposes will be disclosed to<br>you through, and is subject to, Terms of Use or other legal   |
| Email Address :<br>Please confirm your email address.: |  | notices provided. Although the data protection laws of the<br>United States and the countries where other GE sites are<br>located may not provide a level of data protection and privacy<br>equivalent to that provided for in your country, GE will take<br>appropriate measures to ensure that the SSO registration  |
| Please choose a User ID and Password                   |  | information you provide is protected against unauthorized or<br>unlawful access or disclosure. By clicking "Submit" below, you<br>acknowledge that you understand and consent to the above.  |
| User ID:   | Check  |  |
| Password:  | Your password is case sensitive, must be at least 8 characters long, must start<br>and end with a letter, and must contain at least one number. No special<br>characters except @, |  |

### **REGISTRATION SCREEN – STEP 1, CONTINUED**

From: CORP SSO Security Manager Brissette, Carrie (GE Healthcare) To: Cc: Subject: Your SSO Account has been created Once you single sign-on ID is created, you will receive an email notification from ~CORP SSO Security Manager.





Thank you for registering for Single Sign On (SSO) -- a Company wide security and navigation initiative.

Your SSO account below -- User ID, Password, and Challenge Responses -- has been created.

First Name/Last Name: test test SSO ID: cabrissette1213 Email Address: carrie.brissette@ge.com Date/Time: Fri Nov 15 15:22:41 EST 2013

If you have requested access to a specific GE business application, you may receive email confirmation of your request and the status of your access rights.

If you received this message in error, please contact your local Help Desk.

Note: The information will be used to authorize your access to this and other SSO-enabled sites and may be shared with other GE entities t authorize your access to SSO-enabled sites (wherever located, worldwide) that they may operate and that you choose to visit.

As this is a system-generated message from an unmonitored sending box, please do not reply to this message.



### **REGISTRATION STEP 2: SET UP YOUR PROFILE**

After submission of your user ID and password, a secondary registration screen will appear and prompt you to <u>click here</u> to complete the registration process.

On this screen you will be required to enter supplemental information, such as your specialty and any medical license information. After submitting this data, you will receive an email confirmation from <u>transparency.reporting@ge.com</u> confirming receipt of your registration request.

Our team will review your request, link your profile to the interactions we have tracked in our database, and confirm, via email, that you are properly set up.

Registration may take 1 – 4 weeks . Your patience is appreciated for us to verify your request & properly identify reportable interactions in our database.





### **REGISTRATION – STEP 2**

| Individual Org Individual Information First Name* Last Name* | n<br>Pre-populated<br>from Step 1 | Middle Name<br>NPI Number |               | To set up your profile,<br>log into the<br>Transparency Portal<br>here with your new<br>single sign-on ID &<br>password. |
|--|-----------------------------------|---------------------------|---------------|--|
| Primary Speciality*  | Ĵ                                 | Country Of License*       | United States |  |
| State of License   | Select 👻                          | License Number            |               |  |
| Address Details  |                                   |                           |               |  |
| Address Type*  | Select                            | Address1*                 |               |  |
| Address2 Pre-p   | opulated fro                      | om Step 1                 | United States | -  |
| State*   | Select 👻                          | City*                     |               |  |
| Zip <b>*</b>   |                                   |                           |               |  |
| Contact Information  | 1                                 |                           |               |  |
|  | populated fro                     | om <mark>Step∗1</mark>    | Select 🔻      |  |

### **REGISTRATION – STEP 2, CONTINUED**

Once our team has linked your registration email from <a href="mailto:transparency.reporting@ge.com">transparency.reporting@ge.com</a>.

https://transparency.gehealthcare.com







# Inside the Transparency Portal





### **THE PORTAL...IN SUMMARY**



#### **Transparency Portal**

#### Welcome Kadyn Harris

Log Off

| Home | My Transactions                  | My Inquiries                                  | Resource Center   |                                    |          |   |  |
|------|----------------------------------|---|---|------------------------------------|----------|---|--|
|      | Home                             | The <b>hom</b><br>screen w<br>areas list      | <b>e</b> screen is a welc<br>rith tabs to navigo<br>ted above.                | ome<br>ate to the                  |          |   |  |
| Му   | <ul> <li>Transactions</li> </ul> | My trans<br>reportal<br>any for a<br>inquiry. | <b>sactions</b> lists Sun<br>ole transactions. (<br>details & to initiat      | shine-<br>Click on<br>e an         |          | ~ |  |
| 1    | My Inquiries                     | My inque<br>of curre<br>made<br>any for       | uiries is a summe<br>ent & past inquirie<br>about transaction<br>more detail. | arized list<br>es you<br>ns. Click | <u>_</u> |   |  |
| Re   | source Center                    | The <b>res</b><br>frequer<br>user gu          | o <b>urce center</b> cor<br>ntly asked questic<br>uides, and helpful          | ntains<br>ons,<br>links.           |          |   |  |

### IN THE PORTAL: MY TRANSACTIONS

My Transactions The My Transactions tab contains all transactions for the current reporting year (as well as previous reporting year if applicable). Details of each transaction are listed in the search results below the summary, and can be opened for additional details or to submit an inquiry. The table below contains your transactions for the current and previous reporting periods. Please select an individual line item if you would like to review the transaction in more detail 2013 2012 Estimated Transactions to Estimated Transactions to Estimated Spend to Date Estimated Spend to Date Report Date Date Federal 500 \$1.048.918.13 500 \$14.009.28 Filter By All

#### Search Results

Export To Excel Export To PDF

|            |                   |      |       |                    | Fou                          | nd more than the | maximum reques  | ted records (500 |
|------------|-------------------|------|-------|--------------------|------------------------------|------------------|-----------------|------------------|
| Payment Da | ate 🕆 Event Title | City | State | Nature             | <ul> <li>Category</li> </ul> | <b>•</b>         | Transaction     | Reportable       |
|            |                   |      |       |                    |                              |                  | Status          | Amount           |
| 4/24/12    | CESM Presentation | test | test  | Meals and Beverage | e eTL Event                  |                  | Open            | \$16.21          |
| 4/24/12    | CESM Presentation | test | test  | Meals and Beverage | e eTL Event                  |                  | Closed-Verified | \$16.21          |
| 4/24/12    | CESM Presentation | test | test  | Meals and Beverage | e eTL Event                  |                  | Closed-Verified | \$16.21          |
| 4/24/12    | CESM Presentation | test | test  | Meals and Beverage | e eTL Event                  |                  | Open            | \$16.21          |
| 4/24/12    | CESM Presentation | test | test  | Meals and Beverage | e eTL Event                  |                  | Open            | \$16.21          |
| 4/24/12    | CESM Presentation | test | test  | Meals and Beverage | e eTL Event                  |                  | Open            | \$16.21          |

### IN THE PORTAL: MY TRANSACTIONS, CONTINUED

lome My Transactions

My Inquiries

Resource Center

To understand your reportable transactions, use the guide below:

The table below contains your transactions for the current and previous reporting periods. Please select an individual line item if you would like to review the transaction in more detail.



#### Search Results

Export To Excel Export To PDF

Found more than the maximum requested records (500) Payment Date - Event Title City State Nature Category Transaction 👅 Reportable 🔺 Status Amount 4/24/12 \$16.21 **CESM** Presentation test test Meals and Beverage eTL Event Open Closed-Verified 4/24/12 CESM Presentation test Meals and Beverage eTL Event \$16.21 test \$16.21 4/24/12 **CESM** Presentation Meals and Beverage eTL Event Closed-Verified test test 4/24/12 **CESM** Presentation Meals and Beverage eTL Event \$16.21 test test Open 4/24/12 **CESM** Presentation Meals and Beverage eTL Event \$16.21 test test Open 4/24/12 **CESM** Presentation Meals and Beverage eTL Event \$16.21 test test Open

### IN THE PORTAL: MY TRANSACTIONS, CONTINUED

| Home   | My Transactions                           | My Inquiries | Resource Center  |         |   |                               |                         |  |  |
|--|---|--------------|------------------|---------|---|-------------------------------|-------------------------|--|--|
|  |   |              |                  |         |   |                               |                         |  |  |
| <u>Transc</u>  | action Statuses                           |              |                  | iod     | iods. Please select an individual line item if you would like to review the |                               |                         |  |  |
| 1. Op  | en: You can inq                           | uire on thes | e transactions   |         | 2012  |                               |                         |  |  |
| 2. Pen   | ding-Inquiry: Ye                          | ou have sub  | mitted an inqui  | ry;     | Estin   | nated Transactions to<br>Date | Estimated Spend to Date |  |  |
| it is pending additional action by either you or the GE Healthcare team. |   |              |                  |         |   | 500                           | \$14,009.28             |  |  |
|  |   |              |                  |         |   |                               |                         |  |  |
| 3. Clos  | ed-Verified: Yo                           | u had previo | ously inquired o | on this |   |                               |                         |  |  |
| Trai   | nsaction. It was                          | resolved.    |                  |         |   |                               |                         |  |  |
| 4. Closed-Reported: The transaction has already bee                      |   |              |                  |         |   |                               |                         |  |  |
| repo   | orted on GE Healthcare's Sunshine report. |              |                  |         |   |                               |                         |  |  |

#### Search Results

|           |                    |        |         |               | _               |                                 |                  |
|-----------|--------------------|--------|---------|---------------|-----------------|---------------------------------|------------------|
|           |                    |        |         |               | Found           | I more than the maximum request | ed records (500) |
| Payment D | )ate ▼ Event Title | ▼ City | ▼ State | ▼ Nature      | ▼ Category      | Transaction                     | Reportable A     |
| 4/24/12   | CESM Presentation  | test   | test    | Meals and Bev | erage eTL Event | Open                            | \$16.21          |
| 4/24/12   | CESM Presentation  | test   | test    | Meals and Bev | erage eTL Event | Closed-Verified                 | \$16.21          |
| 4/24/12   | CESM Presentation  | test   | test    | Meals and Bev | erage eTL Event | Closed-Verified                 | \$16.21          |
| 4/24/12   | CESM Presentation  | test   | test    | Meals and Bev | erage eTL Event | Open                            | \$16.21          |
| 4/24/12   | CESM Presentation  | test   | test    | Meals and Bev | erage eTL Event | Open                            | \$16.21          |
| 4/24/12   | CESM Presentation  | test   | test    | Meals and Bev | erage eTL Event | Open                            | \$16.21          |

Export To PDB

Export To Excel

## IN THE PORTAL: SUBMITTING AN INQUIRY

| Home               | My Trai  | nsactions | My Inquirie | es Resource Cente | r                    |              |                                    |  |
|--------------------|--|-----------|-------------|-------------------|----------------------|--------------|------------------------------------|--|
| Inquire T          | ansaction Det  | ail       |             |                   |                      |              |                                    |  |
| - Trans<br>Event T | action Deta  | iils      |             |                   |                      | Payment Date | 5/10/2012                          |  |
| Modalit            | у  | MDx       |             | Location          | test , test          | Product      | OPTISON™ (Perflutren Protein-Type) |  |
| Catego             | ry   | eTL Event |             | Payment Method    | Cash/Cash-Equivalent | Nature       | Meals and Beverage                 |  |
| Reporta            | able Amount  | \$10.53   |             | GEHC Event Owner  | Maxine Thomas        |              |                                    |  |
|                    | Back Have a question with the above information ? Click here to in tiate an inquiry. |           |             |                   |                      |              |                                    |  |

### To Submit an Inquiry:

- 1. From the My Transactions tab, click anywhere on the transaction with an Open status to open it, which will display more details
- 2. Under the transaction details, click on the "here" circled above.
  - If you have changed your mind and don't need to inquire, simply click on the blue Back button to the right.

### IN THE PORTAL: SUBMITTING AN INQUIRY

| I | nquire Transaction De         | tail                        |                              |                      |              |                                    |  |  |
|---|-------------------------------|-----------------------------|------------------------------|----------------------|--------------|------------------------------------|--|--|
|   | -Transaction Deta             | ails                        |                              |                      | Payment Date | 5/10/2012                          |  |  |
|   | Modality                      | MDx                         | Location                     | test , test          | Product      | OPTISON™ (Perflutren Protein-Type) |  |  |
|   | Category                      | eTL Event                   | Payment Method               | Cash/Cash-Equivalent | Nature       | Meals and Beverage                 |  |  |
|   | Reportable Amount             | \$10.53                     | GEHC Event Owner             | Maxine Thomas        |              |                                    |  |  |
|   | Amount (USD)                  | Please complete the informa | ation below to submit an ind | Comments *           | on.<br>ers)  |                                    |  |  |
|   | View/Upload Attach            | ments 🕜                     |                              |                      |              |                                    |  |  |
|   | Submit Inquiry Cancel Inquiry |                             |                              |                      |              |                                    |  |  |

<u>To Submit an Inquiry, continued:</u>

3. Simply click the inquiry category (**Amount** and/or **Other**), add comments, & add attachments (optional)

4. Then click Submit Inquiry.

|   | Submission<br>Confirmation |   | ission GE Healthcare Final<br>mation Investigation Determination |  | Update TOV | Close Inquiry |  |  |  |
|---|----------------------------|---|--|--|------------|---------------|--|--|--|
|   |                            |   |  |  |            |               |  |  |  |
| Email You will receive an email confirmation from GE Healthcare advising that the inquiry was succ<br>submitted and that you will receive a determination within <b>30 days</b> . |                            |   |  |  |            |               |  |  |  |
| Revi<br>Condu   | ew<br>Icted                | GE Healthcare will review your inquiry and any supporting documents you provided and will reach out to the transaction owner that logged the TOV on your behalf to obtain the details of the transaction. |  |  |            |               |  |  |  |
| Decis   | sion                       | GE Healthcare will make a final determination after conducting a thorough review. In order to do so, GE Healthcare may have to contact you for additional information.                                    |  |  |            |               |  |  |  |
| Updat<br>applic   | te (if<br>able)            | Reporting documentation will be updated to reflect any changes (if applicable).   |  |  |            |               |  |  |  |
| Clos  | ed                         | You will receive an email notification with the outcome of the inquiry at the time of closure.  |  |  |            |               |  |  |  |
| imagination at work   |                            |   |  |  |            |               |  |  |  |

### IN THE PORTAL: MY INQUIRIES

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My Tr

My Inquiries

Resource Center

The **My Inquiries** tab contains all inquiries for the current reporting year (as well as previous reporting year if applicable). Details of each inquiry can be reviewed by clicking on the appropriate line.

The table below contains your inquiries for the current and previous reporting periods that are either in process (pending action by you or GE Healthcare) or closed. Please select an individual line item if you would like to take action on the inquiry or review in more detail.

#### Inquiries In Process

|              |              |                                  |                                  | Export To Excel                | Export To PDF            |   |
|--------------|--------------|----------------------------------|----------------------------------|--------------------------------|--------------------------|---|
| Inquiry ID 🔻 | Inquiry Date | ▼ Event Title                    | Inquiry Status                   | Reportable Amount According to | o my record <del>s</del> | * |
|              |              |                                  |                                  |                                |                          |   |
| 1-704        | 11/4/13      | Anesthesia Circuit Evaluation    | Pending-GE Review                | \$2.62                         | \$89.00                  |   |
| I-698        | 11/4/13      | Anesthesia Circuit Evaluation    | Pending-GE Review                | \$2.62                         | \$10.00                  |   |
| I-320        | 11/1/13      |                                  | Pending-GE Review                | \$53.65                        | \$78.00                  |   |
| I-290        | 11/1/13      | Digital Mammography Presentation | Pending-GE Review                | \$7.45                         | \$34.00                  |   |
| I-260        | 10/30/13     |                                  | Pending-GE Review                | \$11.00                        | \$9.00                   | - |
| I-177        | 10/22/13     |                                  | Pending-Requested<br>Information | \$9.63                         | \$200.00                 |   |

### IN THE PORTAL: INQUIRIES IN-PROCESS

lome N

ns My Inquiries

**Resource Cente** 

#### Inquiries in Process

The list of **Inquiries in Process** are inquiries that you have submitted and are in process (either Pending-GE Review or Pending-Requested Information) but have not yet been resolved. *Note- clicking on any line above will display the transaction/inquiry details.* 

#### **Inquiries In Process**

|         |                   |                                  |                                  | Export To Excel   | Export To PDF   |
|---------|-------------------|----------------------------------|----------------------------------|---|-----------------|
| Inquiry | ID T Inquiry Date | ▼ Event Title                    | Inquiry Status                   | Reportable Amount According to the second | to my records 🔺 |
| I-704   | 11/4/13           | Anesthesia Circuit Evaluation    | Pending-GE Review                | \$2.62  | \$89.00         |
| I-698   | 11/4/13           | Anesthesia Circuit Evaluation    | Pending-GE Review                | \$2.62  | \$10.00         |
| I-320   | 11/1/13           |                                  | Pending-GE Review                | \$53.65   | \$78.00         |
| I-290   | 11/1/13           | Digital Mammography Presentation | Pending-GE Review                | \$7.45  | \$34.00         |
| I-260   | 10/30/13          |                                  | Pending-GE Review                | \$11.00   | \$9.00 ≡        |
| I-177   | 10/22/13          |                                  | Pending-Requested<br>Information | \$9.63  | \$200.00        |
| I-173   | 10/22/13          |                                  | Pending-Requested<br>Information | \$51.14   | \$200.00        |

#### Inquiry Statuses for 'Inquiries In-Process'

**Pending-GE Review-** inquiry previously submitted and pending action by GE Healthcare.

Pending-Requested Information- inquiry previously submitted and pending action by HCP.

### IN THE PORTAL: CLOSED INQUIRIES



|           |                  |   |                | Export To         | Excel Export To PDF |
|-----------|------------------|---|----------------|-------------------|---------------------|
| Inquiry I | D▼ Inquiry Date  | ▼ Event Title   | Inquiry Status | Reported Amount P | Proposed Amount     |
| 1-752     | 9/23/13 6:16 AM  | Demonstration of a GEHC product/service (prior to sale) | Closed         | \$900.00          | \$100.00            |
| I-784     | 9/23/13 10:04 AM |   | Closed         | \$48.00           | \$200.00            |
| I-766     | 9/23/13 8:42 AM  | General sales/promotion of GEHC products/services       | Closed         | \$1,000.00        | \$2,000.00          |

#### Inquiry Statuses for Closed Inquiries Closed- The inquiry has been resolved

**Closed-Canceled**- The inquiry has been manually canceled by HCP or GE Healthcare, or autocanceled by the system\*

\*If an inquiry remains in Pending-Requested Information status for greater than 30 days, the system will auto-cancel the inquiry thus, making it capable of being inquired on at a later date (if warranted)

### **TRANSPARENCY PORTAL: RESOURCE CENTER**







