John,

I am confused and very frustrated. The data was included in the initial reports to ensure accuracy of active enrollees. If we had not included the legacy data on January 2016 when we implemented the system we would have had an inaccurate count. After that we had repeated discussions about the data to be considered for active patient count and We have repeatedly stated the patient count should only include ACTIVE enrollees with a valid expiration date. If a record has no expiration date how does that record get included in the active patient count if you are using the expiration date as the data source to track the active count?

The challenge we run into, as we have stated several times, is these reports keep having staggering changes in numbers. Last year we had a change of 5,000 active enrollees in a one month period that nobody could ever explain. Then last month we ran the report and the numbers by county and condition were different than the active count by over 7,000.   We understand there may be a slight difference as explained below, however that does not account for the 7,000 difference we encountered in early October.

It is very challenging for our agency to continue to explain that our numbers which vary so dramatically from month to month. Once again we find ourselves in a position to explain the loss of over 6,000 enrollees in a month despite the fact we approved over 4,400 new enrollees.

One of the reasons we selected BioTrack was your company represented that we would be able to have better data and more complete reports. That has not been our experience. These type of issues two years into the system are not appropriate and only lead to greater confusion about our valid data.

We need a clear and accurate process for accounting for active enrollees. That is all we are, and have been, seeking. Can you provide that?

Andrea Sundberg
Patient Services Manager

NEW MEXICO
DEPARTMENT OF
HEALTH

Medical Cannabis Program
1474 Rodeo RD Suite 200
Santa Fe, NM 87505
ph:(505) 827-2451

From: John Farley [mailto:john.farley@biotrackthc.com]
Sent: Tuesday, October 17, 2017 9:42 AM
To: Sundberg, Andrea, DOH <Andrea.Sundberg@state.nm.us>
Cc: Alexander Krochmal <alexander.krochmal@biotrackthc.com>; Vigil, Kenny C, DOH <KennyC.Vigil@state.nm.us>; Garcia, Lisa, DOH <LisaM.Garcia@state.nm.us>
Subject: Re: Stats Problem

Hi Andrea
When BioTrackTHC imported the legacy data into the customers table within the database, it was discover that some of the records did not include expiration dates. At that time, it was mutually agreed that the legacy data should be included in the monthly Statistics Report.

The legacy data skewed the month of September data. The report you sent stated total patient count of 48019 which seems to be outside the normal range for your programs Patient Count. Upon removing the legacy data from the calculations, the September Patient count is now 40,483. Based on previous published reports, this Patient Count seems to be within the monthly range for the Patient Count.

With the Patient Count issued addressed, let me attempt to answer your specific questions regarding the Statistics Report.

The September 2017 Monthly Statistics Report is calculated as follows:
>   Month (2017-09) amount of Active Patients: 40483
>   Total number of active patients for all conditions we have 40457
>   Total Number of Active Patient by County 40445

There is a difference between the Active Patients and Patients for all Conditions, 26, that should be identical, and difference between Active Patients and Patients for all Counties is 38.

Active Patients vs. Total Number of Conditions
The report is counting the active patients based on FILLED condition fields 40457. The difference being of the 40483 active patient records, 40457 have a condition attached thus there are 26 patient records that have no condition filled within the patient record.

Active Patients vs Number of Patients per County
The report is counting the active patients based on FILLED county fields 40445. The difference being of the

40483 active patient records, 40445 have a county attached to their record thus there are 38 patient records that have no county filled within the patient record.

Report Run Time Difference
The data for end of the month becomes static within the system at the end of each month. For example, for the month of September, all data for the Statistic Report is stored in the system on the first day of the next month (10-1-17).

If you run a report for the current month and year in the system(Year is 2017 and month is 10), in your example on 10-11-17 and another report on 10-13-17, since the data will change on a daily basis the Statistic Report will change daily based on new, renewal and expire record activity.

John Farley • Project Manager • BioTrackTHC
3101 North Federal Highway, Suite 400, Fort Lauderdale, FL 33306
Web: http://www.BioTrackTHC.com • Phone: (954) 213-0494 Ext. 335• Fax: (954) 206-0200

On Thu, Oct 12, 2017 at 10:33 AM, Sundberg, Andrea, DOH <Andrea.Sundberg@state.nm.us> wrote:

> Good morning all,
>
> We have recently run our statistics report for September 2017 and there is a problem. When you look at the number it shows we have 48,019 active enrollees however when you total by condition it only shows 40473. When we look at county the total is 40,461.
>
> This has been an ongoing issue where we are unclear how these stats are compiled and what data or figures are being used. We have repeatedly asked for this information and have never received an answer other than "it is an average". This lack of explanation makes it very challenging for us to explain why we are off by over 7,000 between the count by condition and active enrollees. Our inability to explain these difference not only makes our agency look incompetent but also leads to more questions form the public about the reliability of your system.
>
> We need a few items:
>
> 1. A clear explanation of how this data is compiled.
> 2. An explanation as to why there is suddenly such a large difference in categories.
> 3. A clear explanation as to why we cannot get a clear count at the time we run the report. For example, if we run the report on 10-13-2017 at 10:00 a.m. why can we not get the exact number at that time. This would enable us to clearly say as of 10-11-2017 at 10:00 a.m. this was the active count and the counts should match.
>
> Please respond as soon as possible so we can get this clarified prior to publishing the report. Also keep in mind if we delay publication of the report it only leads to more questions because people

check these reports every month.

Andrea Sundberg
Patient Services Manager

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1474 Rodeo RD Suite 200
Santa Fe, NM 87505
ph:(505) 827-2451
www.nmhealth.org

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