

Frequently encountered questions about the NDoc Downloads function:

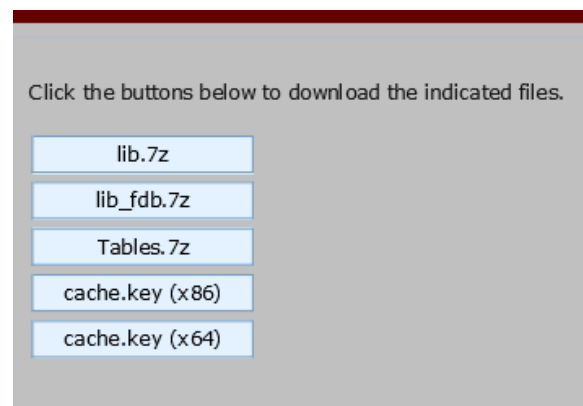
- What is the purpose of the Downloads function?**
 This function allows agencies to access files in a central location, including client installation files and patient related documentation such as OASIS, HIS, and HOPE files.
- How do I access the files?**
 Within an NDoc session, users should see the Downloads option under Administration>System>Downloads. The options within the Downloads section include Client Installation, OASIS, HIS, and HOPE.
- How do I know if I have already downloaded these documents in the past?**
 You can choose to display files that have already been downloaded or that have not yet been downloaded using the “Display previously downloaded files” checkbox. The list of files that is generated includes a column displaying if the file was downloaded and by whom.
- How far back can I see my Files?**
 All files generated by the agency are available for viewing. However, with demands on file storage and future maintenance, agencies should have their own protocol for retention of files. When files are downloaded, agencies may wish to save and archive the downloaded files based on their own retention practices. Questions with regard to problems accessing the files within the download page should be directed to the help center.

Agency Notes:

Summary of the NDoc File Downloads function:

Managing Client Download Files

- Go to **Administration>System>Downloads>Client Installation** to access the NDoc Restore files used for installing and refreshing NDoc.
- Files accessible include:
 - lib.7z
 - lib_fdb.7z (medications file)
 - Tables.7z
 - Cache.key (x64 or x86)
- The **lib.7z**, **lib_fdb.7z** (medications file), and **Tables.7z** files are optional to be used during the refresh process. They are updated daily so they need to be downloaded every day one or more refreshes are performed. They help with client devices having slow internet connections (such as over a modem).
- The **Cache.Key** is the license file required to install the NDoc client. The X86 file is for 32-bit Windows and the x64 is for 64-bit Windows. Save the file to a place accessible by the client device installing NDoc. The files should be stored on the laptop in a folder called: C:\NDoc\Restore\.
- Refer to the Operations Manual for further details on the process for utilizing these files.

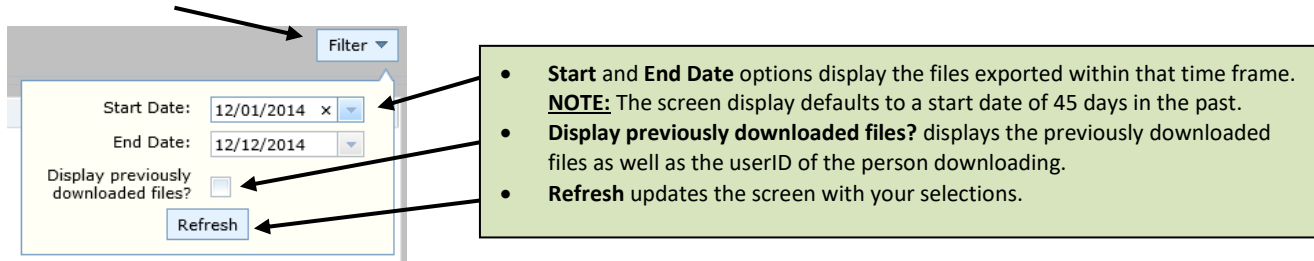


Managing OASIS, HIS, and HOPE Files

Go to **Administration>System>Downloads>OASIS**, **Administration>System>Downloads>HIS** or **Administration>System>Downloads>HOPE** in order to access the files that are available for download for submission CMS. The key to managing the download option is to ensure that the filter is set to capture the information desired.

OASIS, HIS and HOPE Filters

The Filter button in the top right corner of the OASIS, HIS, and HOPE Download screens further narrows the results shown on the screen. The screen display defaults to the first of the month forward.



- **Start and End Date** options display the files exported within that time frame. **NOTE:** The screen display defaults to a start date of 45 days in the past.
- **Display previously downloaded files?** displays the previously downloaded files as well as the userID of the person downloading.
- **Refresh** updates the screen with your selections.

OASIS Downloads

OASIS Downloads							
Download Files							
☐	Date	Time	OASIS Assessments	Company	M0150	Payor	Downloaded Previously
☐	08/10/2022	16:28:39	1002292 - 0121	Demo Lancaster Home Health Agency	2 - Medicare (HMO/managed care/Advantage plan)	Aetna Medicare (FFS)	No
☐	03/11/2023	02:00:33	1002452 - 0121	Demo Lancaster Home Health Agency	1 - Medicare (traditional fee-for-service)	Medicare	Thornberry,JenB 11/08/2023
☐	03/11/2023	02:00:33	1002452 - 1011	Demo Lancaster Home Health Agency	1 - Medicare (traditional fee-for-service)	Medicare	Thornberry,JenB 11/08/2023
☐	05/12/2023	15:45:51	1002452 - 0122	Demo Lancaster Home Health Agency	1 - Medicare (traditional fee-for-service)	Medicare	No
☐	08/11/2022	08:58:13	1002517 - 0121	Demo Lancaster Home Health Agency	8 - Private insurance	Aetna Medicare (FFS)	Laurie Kriss 09/18/2023
☐	08/11/2022	11:59:38	1002517 - 0122	Demo Lancaster Home Health Agency	2 - Medicare (HMO/managed care/Advantage plan)	Aetna Medicare (FFS)	No
☐	01/23/2023	08:43:44	1002677 - 1211	Demo Lancaster Home Health Agency	1 - Medicare (traditional fee-for-service)	Medicare	Thornberry,JenB 03/28/2023
File Name							
OAS_1002292_20220810_0121_00.XML							
OAS_1002452_20230104_0121_00.XML							
OAS_1002452_20230304_1011_00.XML							
OAS_1002452_20230505_0122_00.XML							
OAS_1002517_20220810_0121_00.XML							
OAS_1002517_20220811_0122_00.XML							
OAS_1002677_20230123_1211_00.XML							

HIS Downloads

HIS Downloads						
Download Files						
☐	Date	Time	Company	Payor	Downloaded Previously	File Name
☐	02/26/2021	02:02:28	Hospice of Greater Lancaster	Medicare	No	HIS_1002786_20210225_Admission_0.XML
☐	07/29/2021	12:42:47	Hospice of Greater Lancaster	Hospice Medicare	No	HIS_1002793_20210727_Discharge_0.XML
☐	12/06/2021	17:54:24	Hospice	Hospice Medicare	Thornberry,JenB 12/06/2021	HIS_1001381_20211206_Discharge_0.XML
☐	02/18/2022	02:08:37	Hospice of Greater Lancaster	Hospice Medicare	No	HIS_1001502_20210830_Admission_0.XML
☐	12/29/2022	09:49:51	Hospice of Greater Lancaster	Hospice Medicare	Laurie Kriss 05/05/2023	HIS_1002868_20221224_Admission_0.XML

HOPE Downloads

HOPE Downloads						
Download Files						
☐	Date	Time	HOPE Records	Company	Payor	Downloaded Previously
☐	09/18/2025	15:50:11	1002916 - Update2	Training Company	Hospice Medicare	No
☐	09/18/2025	15:54:06	1002916 - Discharge	Training Company	Hospice Medicare	No
☐	09/17/2025	21:27:08	1002937 - Discharge	Training Company	Hospice Medicare	Thornberry Employee 15 09/17/2025
☐	09/17/2025	20:40:12	1002940 - Admission	Training Company	Hospice Medicare	Thornberry,JenB 09/18/2025
☐	09/18/2025	15:34:01	1002916 - Admission	Training Company	Hospice Medicare	Thornberry,JenB 09/18/2025
☐	09/18/2025	15:49:30	1002916 - Update1	Training Company	Hospice Medicare	Thornberry,JenB 09/18/2025
File Name						
HOPE_1002916_20251019_Update2_0.XML						
HOPE_1002916_20251101_Discharge_0.XML						
HOPE_1002937_20251101_Discharge_0.XML						
HOPE_1002940_20251001_Admission_0.XML						
HOPE_1002916_20251001_Admission_0.XML						
HOPE_1002916_20251007_Update1_0.XML						

The Downloads screens for OASIS, HIS, and HOPE files are displayed above. To manage these downloads, please follow these instructions:

- The screen displays a grid listing files available for download based on the default filter or customized filter selections. Users have the following options when using the grid:
 - Each column is sortable by clicking the column header.
 - Agencies should use the Payor column as a guide to determine the files to be submitted to CMS or if they are being downloaded to another payor.
 - Users can select files individually with each checkbox, multi-select using the shift key and highlighting multiple rows, or select all files using the checkbox in the top row above the checkboxes.
- When the files to be downloaded are all selected, click the **Download Files** button (top left on the screen) to initiate the download.
- The final process for accessing and saving the download files depends on whether the agency is a hosted or non-hosted customer:
 - **Non-Hosted** - Follow the prompts on the screen to complete the download process.
 - **Hosted** – When you click **Save As** next to the file, you are given a Restrictions Error – click **OK**. Choose the appropriate file location based on your local map drives, which should display for which you can download the file.
- The download is completed in the form of a zipped file and can be accessed and reviewed for content. Please note the importance of remembering where the files are saved and stored as this is the location to browse to when submitting the files to CMS directly.

Troubleshooting Tips for the NDoc File Downloads function:

- *I need to go back and retrieve files I already downloaded. Can I access these files again?*
Yes, the **Filter** button allows you to check the “Display previously downloaded files?” option.
- *I have several files available for download, but I do not want to check off each individual box to select all of them. What can I do?*
You have two options. Using the checkbox at the top of the checkbox column, allows you to select all of the boxes. If you accidentally check all of the boxes, this feature allows you to remove the selections and start over with new selections by unchecking that header box. You may also select multiple entries holding down the shift key to highlight and select multiple entries.
- *I have downloaded my files, but now I cannot find them. Where do I look?*
For OASIS, HIS, and HOPE Files, the output is in the form of a standard zip file and the user chooses the location where the files are saved based on the agency's internal procedure.