Trading Partner Mailbox Access and HIPAA Transaction Business-To-Business Testing Instructional Manual For Managed Care Plans

OR-DHS Mailbox Access and B2B Testing Manual – Managed Care Plans v2.7
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INTRODUCTION

These instructions are intended to assist you with configuring your health information system to communicate with the Oregon Department of Human Services' (OR-DHS) Medicaid Management Information System (MMIS). The instructions discuss connecting to your OR-DHS Mailbox. **Please read these instructions in their entirety before beginning.**

Based on the requirements of the HIPAA Transaction Standards for Health Care Claims published in 45 CFR 162.1001 and 162.1102, DHS has elected to use the method of file transfer called Secure File Transport Protocol (SFTP).

By definition, a "Mailbox" is the secure area OR-DHS creates on it's SFTP server site where Electronic Data Interchange (EDI) submitters or Trading Partners (TP) may send their inbound files containing HIPAA compliant EDI transactions or receive an outbound file from OR-DHS. There are two separate Mailboxes: a Testing Mailbox and a Production Mailbox. This manual addresses the Testing Mailbox, with Production Mailbox details to be given once production mailbox access is authorized.

Secure File Transport (SFTP) client software that supports SSH2 connections, an Internet browser, and an Internet connection are required to change your password and access your mailbox. **OR-DHS can neither support nor endorse any particular software program.** Any connection settings described herein should be valid for any software that meets the conditions of compliancy.

This manual assumes that the reader has already obtained the required software and Internet connection (mentioned above). If you do not have the SFTP software, the reader may use an Internet search tool, using the keywords "SFTP SSH client" for the SFTP client software. The search results should yield many different websites with for cost and for free software. Choose one that is compliant, or use one you already have in place.

CHANGING YOUR PASSWORD

IMPORTANT: For security reasons, you must change your OR-DHS password **before** you can transfer files or log on to the SFTP site, and every 60 days thereafter, or less. To change your password, you must access the web-based OR-DHS Password Change Utility, using your OR-DHS login credentials, which consist of your username and temporary (or current) password. These are provided via an EDI Test Coordinator over the telephone. You are responsible for managing and securing your own password. Do NOT include the password in e-mails, publish on websites, relay over the phone, etc.

The steps for changing your password are as follows:

1. Open your Internet browser, and access the following website: http://apps.dhs.state.or.us.

2. Find the link for the 'Password Change Utility' on the resulting page, and click on it, choosing 'Yes' to any resulting security messages.

3. Enter the User ID given to you in the space provided, insuring that all letters are in lowercase.

4. Enter the password exactly as given to you by an OR-DHS Test Coordinator, or as set by you previously, in the space marked 'Current Password', making sure to use lowercase or uppercase letters as given you by OR-DHS or as set by you previously.

5. Enter a new password in the space marked 'New Password'. **IMPORTANT: Your new password must meet the conditions outlined in the Password Rules section of this manual to be accepted.**

6. Enter the same new password again in the space marked 'Re-enter New Password' for verification purposes, and press the button marked 'Change Password'.

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7. If the change was successful, you will see a "Password change attempts completed!" message at the top and no errors listed under the "One or more errors has occurred:" heading.

8. If the change was unsuccessful, the resulting page will look the same, except there will be self-explanatory error messages under the "One or more errors has occurred:" heading.

LOG IN TO YOUR MAILBOX

In order to send and receive files to and from OR-DHS, you will need to access your assigned Mailbox folder that resides on the OR-DHS SFTP server. This Mailbox is the same name/number given to you by an OR-DHS EDI Test Coordinator, in the form of "zzxxxxxx". To access your Mailbox, use the "SFTP/SSH2" client mentioned in the Introduction section of this manual.

To configure your "SFTP/SSH2" client software for file transfers, use the following settings (your software may or may not have all of the following settings):

SFTP HOST NAME: ordhs-hipaaedi.hr.state.or.us
USE COMPRESSION: NO
PROTOCOL SELECTION: SSH2
PORT: 22
SERVER TYPE: SFTP USING SSH2
LOGON TYPE: NORMAL
**USERNAME:** OR-DHS ASSIGNED ("zz######")
PASSWORD: USER DEFINED (As set in the 'Changing Your Password' section of this manual)
DEFAULT REMOTE DIRECTORY: Leave this section blank.
DEFAULT LOCAL DIRECTORY: USER DEFINED (YOUR SYSTEM; Where you want to send files from or receive them to.)

The process for logging on and accessing your assigned Mailbox is dependent on the software you are using. OR-DHS cannot provide support for individual software programs.

1. Log in to the SFTP server with your SFTP client software, choosing to accept any security certificates. The username and password are the same as defined in the 'Changing Your Password' section of this manual, and the host name (the server name address as defined above in the settings section. <u>If you fail to correctly log in after three attempts, you must contact an OR-DHS HIPAA Test Coordinator to reset your password.</u> Contact information is provided in the Password Rules section of this manual.

2. When logged in successfully, your program window should be divided into at least two parts, as shown in the graphic below.

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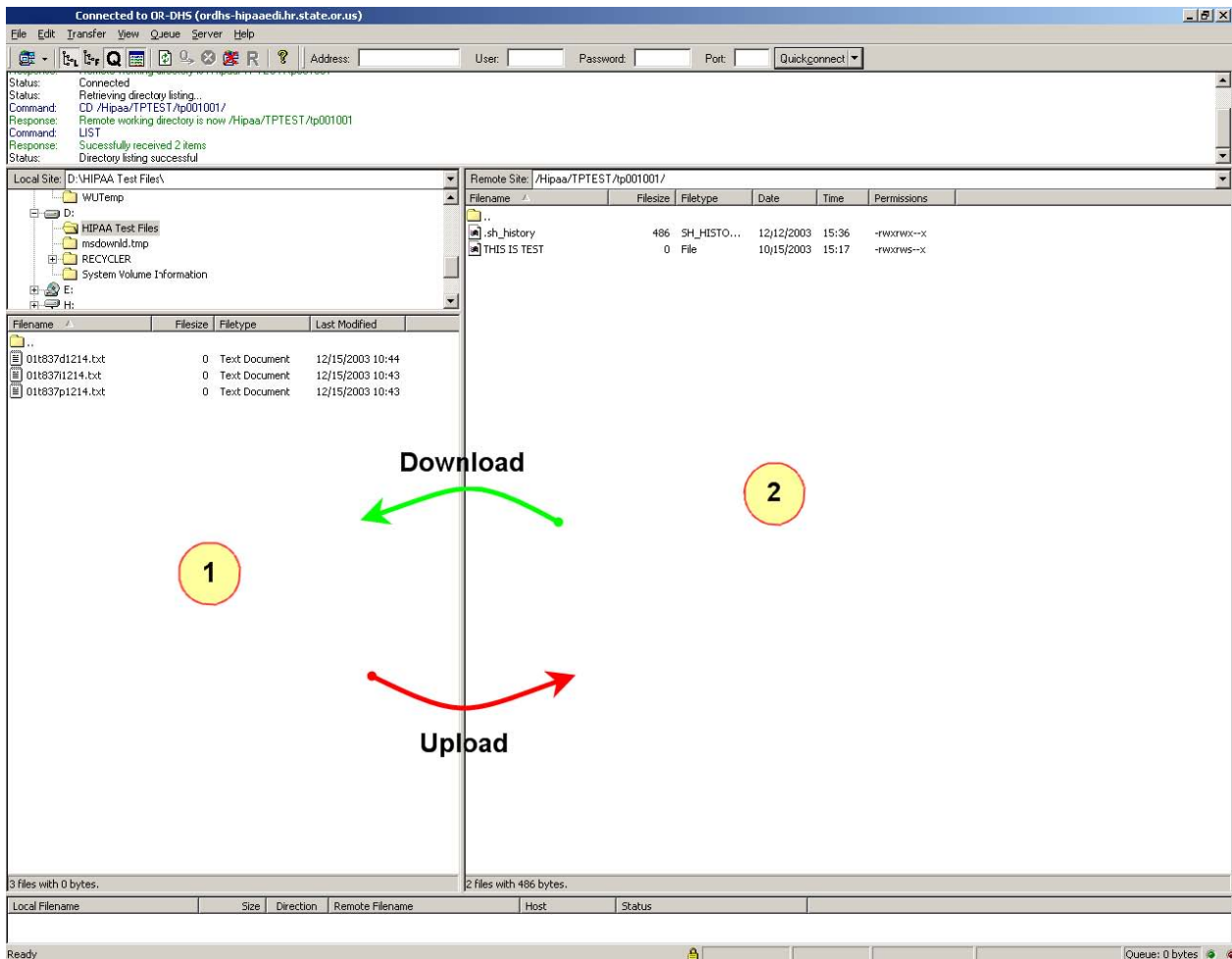
Your SFTP client software program may look slightly different from the graphic on the previous page, but it should be similar. You should see two sections, each with files and/or folders in them. Section #1 in the graphic on the previous page shows the files and/or folders in your Default Local Directory as defined in the settings section on page 5 of this manual. This is the area on your local system/network where you wish to upload files to, or download files from, the OR-DHS system. Section #2 shows the files and/or folders in your Mailbox on the OR-DHS system. Note that your Mailbox number is in the pathname at the top of section #2.

3. You are now ready to send or receive files. To perform this task, click on the file you wish to transfer and, holding down the right mouse button, simply drag the file from one side of the window to the other.

4. You will then be presented with the option to copy or move the file. Choose the option that best suits your needs. You may hold down the left mouse button instead. This will instantly move the file to where you drag it.

5. Drag the file from section #1 to section #2 to upload the file to your Mailbox. Drag the file from section #2 to section #1 to download the file from your Mailbox to your local system. Depending on many factors, including file size, connection rate, etc., the actual transfer may take only a few seconds or as long as a few minutes. You should see a progress bar graphically representing the progress of the transfer.

6. When you are finished transferring files, choose 'disconnect' in the menu system of your software, or close the window. Please do not remain connected to the system without transferring files.

Remember: OR-DHS CANNOT assist in the support or configuration of specific software programs. Please refer to your technical personnel and/or the individual program's support/help structure for assistance.

PASSWORD RULES

Your OR-DHS system password must be eight alphanumeric characters in length and is case sensitive. For full security, we recommend using both lower and upper case letters in your password. Do not use passwords containing personal information or words found in a dictionary. For Security Reasons, you will be required to reset your password every 60 days or less. You may not re-use a previously used password. You are allowed three incorrect login attempts before the system will lock you out. If this occurs, or if you forget your password, please call DMAP EDI Support Services at 1-888-690-9888/(503) 947-5347 or e-mail dhs.hipaatesting@state.or.us.

PASSWORD RULES IN DETAIL

IMPORTANT: Only the first 8 characters in the password are checked for compliance with these rules.

1) **Length = 8** (Minimum length of the password.)
2) **Minimum Alpha = 3** (Minimum number of alpha characters in password.)
3) **Minimum Numeric = 2** (Minimum number of numeric characters.)
4) **Mixed Case = Recommended** (For security we recommend using both lower and upper case letters in your password.)
5) **Maximum Character Repeats = 4** (Maximum number of same characters that can appear in the password.)
6) **Minimum Different Characters = 3** (Minimum number of characters in the new password that were not in the old password.)
7) **Login Retries = 3** (Number of invalid attempts before user is locked out.)

B2B TEST FILE NAMING CONVENTION

Please use the following naming convention for the inbound test file names you submit/upload to the OR-DHS B2B testing system:

- The first two position(s) indicate the file number
- Followed by 't' for Test
- Then the transaction type: '837' Claims
- Type of Claim: P = Professional I = Institutional D = Dental
- 2-digit Month and 2-digit Day indicating the date the file is submitted.
- File Extension: .txt - indicating that the file is a text file.

Examples:
837P – 01t837pmmdd.txt
837I – 01t837immdd.txt
837D – 01t837dmmdd.txt

NOTE: Production test files will have a different naming convention, which you will receive when you pass to production.

What to do after placing data in your mailbox

When you are ready to test and have placed a data file in your Mailbox, send an email to the EDI Test Team at dhs.b2btesting@state.or.us . Please include "B2B Test File" and your Mailbox number in the subject line. In the body of the e-mail, please include your organization name and contact information. Receipt of your e-mail is our signal to process your file. **This e-mail account is for notification of submission only.**

For any other purposes/issues, the dhs.hipaatesting@state.or.us e-mail address should be used.

Upon completion of the testing process, an EDI Team member will notify you of the results via email. Please allow 2-5 OR-DHS working days for test results.

B2B TESTING/RE-TESTING REQUIREMENTS

In addition to passing data testing, in order to pass B2B testing, your data file must also meet the following requirements:

   • It is **strongly** suggested that you initially test your files at www.commercedesk.com (details/instructions on the site) or any other such testing resource you may have. This will insure that your test file meets the federally mandated HIPAA standards as prescribed in the Implementation Guides, and will serve to reduce your overall testing time with OR-DHS. Before testing with OR-DHS be sure you file contains the data/edits outlined in the corresponding OR-DHS Companion Guides found at: **http://www.oregon.gov/DHS/admin/hipaa/guides_man.shtml - cg**

• **B2B tests must be sent from the submitter's site.**

• Data in files must be strung (no paragraph marks or carriage returns).

 • Send only one transaction-type test file at a time (837P, 837I, etc.), sending one e-mail notification per file. Do not send another test file for the same transaction type until you receive the test results.

• Send valid claims that are no older than 365 days from the Date of Service (DOS).

• Test file must contain between 25 – 100 claims.

• It is recommended that the test file have at least five claims for each line of business that you will be submitting (see partial list at the end of this manual). In addition, if you ever bill DMAP as the secondary payer, OR-DHS strongly encourages the test file contain claims with Coordination Of Benefit (COB) information.

NOTE: You may submit as many test files as you feel is necessary.

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• You will need to send at least one Delete transaction, one Adjustment transaction, and at least one rejected line(s) to complete the testing requirements.

• FYI: When deleting a claim you will need to include the following additional information:

> Loop 2300 - CLM_05-3 segment (Claim Frequency Code) = 8.
> Loop 2300 - REF*F8*ICN for the claim to be deleted.
> Loop 2320 - CAS segment with the appropriate Adjustment Reason Code.

• FYI: When adjusting a claim you will need to include the following additional information:

> Loop 2300 - CLM_05-3 segment (Claim Frequency Code) = 7.
> Loop 2300 - REF*F8*ICN for the claim to be Adjusted.
> Complete claim, as you intended it to be reported. Do not just send the corrected information.

• FYI: When rejecting a detail line(s) you will need to include the following additional information:

> Loop 2300 - CLM_05-3 segment (Claim Frequency Code) = 1.
> You must include the complete claim.
> Loop 2430 - CAS segment with appropriate Adjustment Reason Code on each of the detail lines you wish to report as rejected.

• Managed care plans are required to test transactions with adjustment and delete segments/loops

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SUCCESSFUL TESTING

To pass from testing to production, your test error rate must be 10% or less, with no suspend or pend type errors. If the initial test file has more than 10% error rate, you can correct and resubmit the same file to test your system/logic changes. However, you must submit another test file with different claims to demonstrate corrections were addressed at the system level. This file must have a less than 10% error rate with no suspend or pend type errors as well. NOTE: This sequence repeats until a test file passes, meeting all aforementioned requirements.

After successful testing is completed, you will be moved from test to production. This is a provisional pass based on submitter's performance in production.

NOTE: Remember to continue to bill using your current process while testing.

RE-TESTING RULES

Re-testing is required for all affected transactions if any of the following apply (you must also notify OR-DHS before any new submissions):

• Software changes (new vendor, version updates, etc).

• Production claims that have an error rate of 10% or above.

• Files fail at OR-DHS' Translator (HIPAA compliancy testing).

• Submission site changes.

• Change of computer platform.

837 TRANS. LINES OF BUSINESS

NOTE: This is only a partial list.

Ambulance	Occupational Therapy
Anesthesia	Office Visit
Chiropractic	Physical Therapy
Counselor	Psychiatric
Durable Medical Equipment	Psychologist
End Stage Renal Disease	Respiratory Care Services
Home Health	Rural Health Clinics
Hospice	Skilled Nursing
Hospital (Inpatient/Outpatient)	Social Worker
Lab Services	Speech Therapy
Maternity	Surgery - Dental
Nurse-Midwife	Surgery - Inpatient
Nurse Practitioner	Surgery - Outpatient
Nursing Facilities	Vision
(Managed Care Plans only)	

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