



# eMedNY X509 Certificate Request User Guide

*A Guide to Requesting a certificate  
for use with eMedNY Certificate  
based services*

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***The eMedNY system is available 24 X 7 for submissions. If you experience issues with submission, you may contact the eMedNY Call Center at (800) 343 9000.***

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# 1 Introduction

At this time, eMedNY supports two Web Services that utilize a User Certificate obtained from eMedNY. Both of these services make extensive use of Simple Object Access Protocol (SOAP) for the transmission of files. SOAP is an XML based protocol which enables applications to exchange information over Hyper Text Transfer Protocol (HTTP) and other protocols. Primarily, SOAP provides a way to communicate between applications running on different operating systems, with different technologies and programming languages. Simply stated, SOAP is a protocol for accessing a Web Service. The two web services that utilize SOAP and the User Certificate are the following:

- [File Transfer System](#) (for batch file submissions)
- [eMedNY Meds History Service](#) (for Real Time Eligibility Verification and Meds History Transactions)

Each of these services has a User Guide separate from this document; please see the above links to access these User Guides.

Trading Partners may use SOAP, and the underlying Service Oriented Architecture (SOA) for exchange of information with eMedNY. Users of the eMedNY web services architecture will be required to attest to the eMedNY SOAP Certificate Policy. In order to guarantee the privacy of the exchanged information as well as the authenticity of the partners involved in the exchange, users of the eMedNY Web Service applications will be required to implement security practices based on [X509 Certificates](#). This process is initiated via ePACES, by an ePACES System Administrator, acting as a user's Certificate Administrator, to request, receive, and revoke such an eMedNY-issued user/client certificate. The certificates will be deployed on client systems communicating with eMedNY web services in order to implement any user Authentication and Message Level Encryption as required by individual web service applications.

The number of active certificates per user Certificate Administrator is limited to one. The user certificate will have a **six month life span**.

The purpose of this User Guide is to assist the user in requesting and obtaining a certificate using the eMedNY website.

**Important Note: It is solely the responsibility of the submitter or user, who wishes to utilize the eMedNY SOAP submission architecture, to develop or create their own SOAP compliant application. eMedNY will in no way support the end user SOAP Application, therefore it is strongly recommended that the Trading partner take appropriate action to have available technical support.**

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## 2 Requirements to Obtain a Certificate

In order to request a certificate from eMedNY, you will need the following:

- Access to a FTP or the ePACES administrator account for your Provider Number
- An active ETIN linked to your provider number
- A Certificate Signing Request (CSR) generated with your eMedNY Credentials. A different document goes over this process – see the [Keytool and Certificate Management User Guide](#).

**Please Note: If you do not have an FTP or ePACES account, please see the [‘Self Help’](#) page of the eMedNY website in order to complete enrollment for one of these access methods.**

## 3 eMedNY SOAP Certificate Request

SOAP Certificate Request is a process comprised of three parts. All these parts must be completed in order to activate an eMedNY SOAP Certificate.

### 3.1 Part I: Enrollment for SOAP Certificate Request

In order to begin the SOAP Certificate Request Process, you must have a SOAP Administrator Access Credential (User ID/Password). This access key is available for request through the eMedNY Website. Following is a step-by-step process to obtain a SOAP Administrator Access Credential.

Go to the following link on the eMedNY website. Note the "https" prefix:

<https://www.eMedNY.org/cert>

**Important Note:** If you are an existing ePACES User, enrollment for a SOAP Certificate Request must be completed by your ePACES Primary Administrator. If unsure of your ePACES enrollment status, or to locate your ePACES Primary Administrator, please contact the eMedNY Call Center at 1-800-343-9000.

If you are an ePACES Primary Administrator,

Enter your ePACES User ID in capital letters and your ePACES Password;  
Read the Certificate Policy Statement and agree to it by clicking the appropriate checkbox;  
Click Submit.

*ePACES User ID example:*



The screenshot shows the eMedNY SOAP Certificate Enrollment page. At the top left is the eMedNY logo. The main heading is "SOAP Certificate Enrollment" with two stars. Below the heading, it says "To begin the process of the Certificate Enrollment Process, please provide your existing ePACES or FTP username and password below." There are two input fields: "\* Username:" with the value "JBAUER1" and "\* Password:" with a masked password of "\*\*\*\*\*". Below these fields is a checkbox that is checked, with the text "I have read and agree to the [Certificate Policy Statement](#)". A "Submit" button is located to the right of the checkbox. At the bottom left is the DOH New York State Department of Health logo, and at the bottom right is the text "Home" and "Forgot Username/Password".

Please note that this particular system is case-sensitive. The Username must be entered in all capital letters.

If you have an existing dial-up FTP account with eMedNY (No ePACES account),

Enter your FTP User ID and Password;  
Read the Certificate Policy Statement and agree to it by clicking the appropriate checkbox;  
Click Submit.

*FTP User ID example:*



The screenshot shows the eMedNY SOAP Certificate Enrollment page, identical in layout to the previous one. The main heading is "SOAP Certificate Enrollment" with two stars. Below the heading, it says "To begin the process of the Certificate Enrollment Process, please provide your existing ePACES or FTP username and password below." There are two input fields: "\* Username:" with the value "B123456" and "\* Password:" with a masked password of "\*\*\*\*\*". Below these fields is a checkbox that is checked, with the text "I have read and agree to the [Certificate Policy Statement](#)". A "Submit" button is located to the right of the checkbox. At the bottom left is the DOH New York State Department of Health logo, and at the bottom right is the text "Home" and "Forgot Username/Password".

If the entered User ID & Password are accepted, the following page will be displayed:

**eMedNY** Home

**SOAP Certificate Enrollment**

Thank you for verifying your account with eMedNY. To complete the Certificate Enrollment Process, please provide your TSN, Provider Number, and SOAP Administrator's contact information below.

**Provider Information**

\* Provider Number:  \* TSN:

**SOAP Administrator Information**

\* First Name:   
 \* Last Name:   
 \* Email Address:  \* Confirm Email Address:   
 \* Phone Number:

**DOH** New York State Department of Health Home  
 Privacy Policy

If all entered information is accepted, the following message will be displayed:

‘Thank you for enrolling in the Certificate Request Process. An e-mail with further instructions has been dispatched with additional information that will be required for the ePACES Primary Administrator to request a certificate for SOAP transactions.’

**eMedNY** Home

**SOAP Certificate Enrollment**

Thank you for enrolling in the Certificate Request Process. An e-mail with further instructions has been dispatched with additional information that will be required for the ePACES Primary Administrator to request a certificate for SOAP transactions.

**DOH** New York State Department of Health Home  
 Privacy Policy

Allow up to 15 minutes for the SOAP Certificate Enrollment confirmation email, which also contains the SOAP Administrator Access Credential (User ID/Password). (An e-mail sample is available on the following page)

**Important Note:**

During the SOAP Certificate Enrollment process, if the Trading Partner is unaware of his/her ePACES enrollment, and an ePACES Account does exist, then the email with the SOAP Administrator Access Credential will be sent to the ePACES Primary Administrator, instead of the email address provided on the previous SOAP enrollment page.

If the Trading Partner is not enrolled in ePACES and is using his/her FTP User ID and password for enrollment, then the following email will be released to the email address provided on the previous SOAP enrollment page.



If you do not receive the confirmation email within an hour of completing the SOAP Certificate Request enrollment, it is possible that the ETIN used for this enrollment may have already been associated with an existing ePACES Account, resulting in the confirmation email to be sent to the ePACES Primary Administrator. To confirm the existence of an ePACES Account, or to locate or change your ePACES Primary Administrator, please contact the eMedNY Call Center at 1-800-343-9000

## 3.2 Part II: SOAP Certificate Request

Now that you have a SOAP Administrator Access Credential, you can generate a Certificate Signing Request (.csr file) and the eMedNY SOAP Certificate (.cer or .pem file). The [Key and Certificate Management User Guide](#) is a companion document to this process – it will provide you with assistance with creating a keystore, generating a Certificate Signing Request, and importing the Certificate.

### User Certificate

Once you have established an eMedNY SOAP Administrator, a new page will be added to ePACES that only Administrators can access for new requests, revocation and status checking of User Certificates.

During the processing of the certificate request the status will change from ‘requested’ to ‘pending’, then ‘completed’, where it will remain until it is delivered to the requester’s ‘outbox’ and made available for downloading.

Upon the completion of processing the certificate request, the status for the request will be updated appropriately.

If the certificate request (CSR) is valid:

A User Certificate (CER) will be generated and available for download from the User Certificate Request Page.

If the certificate request (CSR) is invalid:

The status of the request will be set to a “Rejected” status.

Once a certificate request (CSR) has been processed and a certificate (CER) is available for download, that certificate (CER) can be revoked (voluntarily expired) from the User Certificate Request Page. Revoking the certificate will remove the certificate and prevent any further use of the certificate for authentication purposes.

The following pages contain step-by-step instructions to request and obtain the SOAP Client Certificate via ePACES.

Log into ePACES with your SOAP Administrator Access key provided in the SOAP Certificate Enrollment confirmation email:

**notice**

**Feb. 16** **Attention:** [Ordering/Prescribing/Referring \(OPR\) Providers Must Revalidate for Claims to be Paid](#)

**Sept. 14** **Attention:** [Private Duty Nursing Prior Approval Guidelines](#)

February 15, 2017

**Attention: Incontinence Supply Management Program Update**

Current proposed reductions in incontinence supply fees that were effective for dates of service on or after February 15, 2017 have been postponed until March 15, 2017. Additional information and guidance will be issued prior to effective date.

For questions about the Incontinence Supply Management Program, contact the Bureau of Medical Review at 1-800-342-3005 or by email at [OHIPMEDPA@health.ny.gov](mailto:OHIPMEDPA@health.ny.gov).

(This Access Key may be the ePACES Administrator User ID and Password if an ePACES Administrator's User ID/Password was used for the SOAP Certificate Request enrollment process.)

eMedNY ePACES

welcome to

ePACES

Username:  
B123456

Password:  
\*\*\*\*\*

Please Note: Medicaid recipient level data is confidential and is protected by state and federal laws and regulations. It can be used only for the purposes directly connected to the administration of the Medicaid program. You are required to read, understand and comply with these regulations. There are significant state, civil and federal criminal penalties for violations. [View Medicaid Confidentiality Regulations.](#)

I have read and I agree to the Medicaid Confidentiality Regulations

If you are having trouble logging in please call 800-343-9000.

DOH

© 2002 State of New York. [Privacy Policy](#)

The following screens are displayed only for Trading Partners who have enrolled for a SOAP certificate request using their FTP User ID/Password. Existing ePACES Administrators, who used their ePACES User ID/Password for SOAP certificate request enrollment, will be brought directly to the ePACES main page upon pressing 'Agree/Login' button.

For security reasons, all first time ePACES users must select a new password.

*Password Rules (minimum):*

*Eight characters in length*

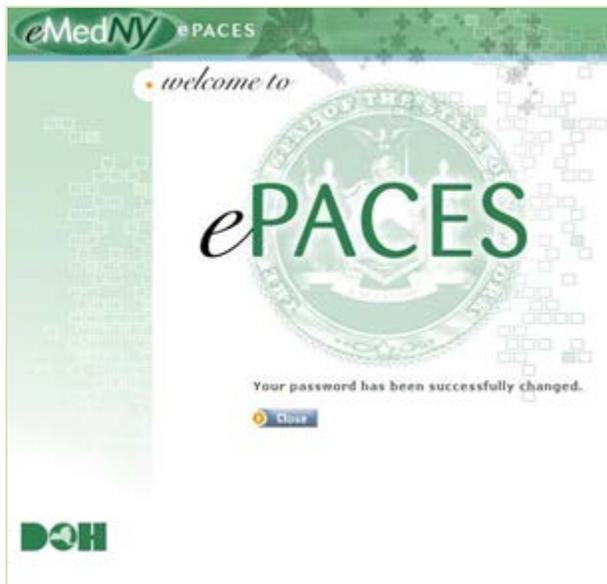
*One upper case alphabet*

*One Lower case alphabet*

*One Number*



Successful Password Change will display following screen:

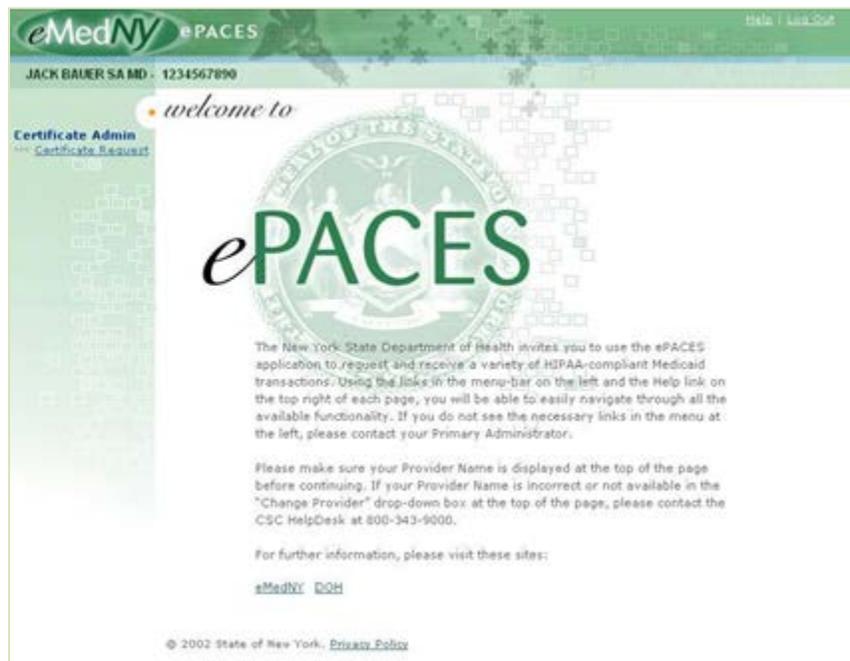


Click the 'Close' button.

After login, a SOAP Administrator should have the following option active on the left side of the ePACES Main Page:

**Certificate Admin**

**\*\*\*Certificate Request**



A Certificate Signing Request (.csr file) must be created (using keytool) and included in this form. Copy and paste the .csr file information into the Certificate Signing Request text field of this page. For further instructions on creating a .csr file refer to the [Key and Certificate Management User Guide](#). When renewing the certificate after it has expired, the same Certificate Signing Request as the initial request can be used in this field.

**\*\*\* Certificate Request**

Current list of active, pending and inactive certificates.

Date	Status	Exp. Date	Certificate	Revoke

Complete the form below and click submit to generate a new certificate request.

\* Certificate Signing Request:

I have read and I agree to the [Certificate Policy Statement](#).

\* SOAP Administrator's First Name:

\* SOAP Administrator's Last Name:

\* SOAP Administrator's E-Mail Address:

\* SOAP Administrator's Phone Number:

After you have created the .csr file in the keytool, paste the text into the Certificate Signing Request field, as shown below:

The screenshot shows the 'Certificate Request' page in the eMedNY ePACES system. The page title is 'Certificate Request' and it includes a navigation menu with 'Certificate Admin' and 'Certificate Request'. Below the title, there is a section for 'Current list of active, pending and inactive certificates.' with a table header: Date, Status, Exp. Date, Certificate, and Revoke. Below this, a message says 'Complete the form below and click submit to generate a new certificate request.' The main form area contains a 'Certificate Signing Request' field with a text area containing a long alphanumeric string. Below this, there is a checkbox for 'I have read and I agree to the Certificate Policy Statement.' and several input fields for administrator information: SOAP Administrator's First Name (JACK), SOAP Administrator's Last Name (BALER), SOAP Administrator's E-Mail Address (JBALER@EMAL.COM), and SOAP Administrator's Phone Number (5165551212). A 'Submit' button is located at the bottom right of the form.

Once all required fields (\*) are populated, click 'Submit' button. Status of the request will change to 'Requested' on this page.

This screenshot shows the same 'Certificate Request' page, but now the 'Certificate Signing Request' field is empty. The 'SOAP Administrator's First Name' field is also empty. The 'Current list of active, pending and inactive certificates.' table now contains one entry: 04/24/09, Requested. The rest of the page structure, including the navigation menu and the 'Complete the form below...' message, remains the same.

Once your request is processed, please send an email to [emednyproviderservices@csra.com](mailto:emednyproviderservices@csra.com) for approval. eMedNY will either approve or reject your SOAP Certificate Request. Upon that determination, an email will be sent to the SOAP Administrator with the status.

Once the request has been approved and processed in eMedNY, [emednyproviderservices@csra.com](mailto:emednyproviderservices@csra.com) will send an email notifying you that the certificate is ready for pickup. This process can take up to two business days.

### 3.3 Part III: Download eMedNY SOAP Certificate

Upon receiving the Certificate Request Status email, log back into ePACES using your SOAP Administrator Access Credential, and access the Certificate Request Page.

If the certificate is approved by eMedNY, status will change from 'Requested' to 'Available':



**\*\*\* Certificate Request**

Current list of active, pending and inactive certificates.

Date	Status	Exp. Date	Certificate	Revoke
History for certificate requested on 04/24/09				
04/24/09	Requested	10/24/09		
04/24/09	Available	10/24/09	<a href="#">Download Now</a>	

Complete the form below and click submit to generate a new certificate request.

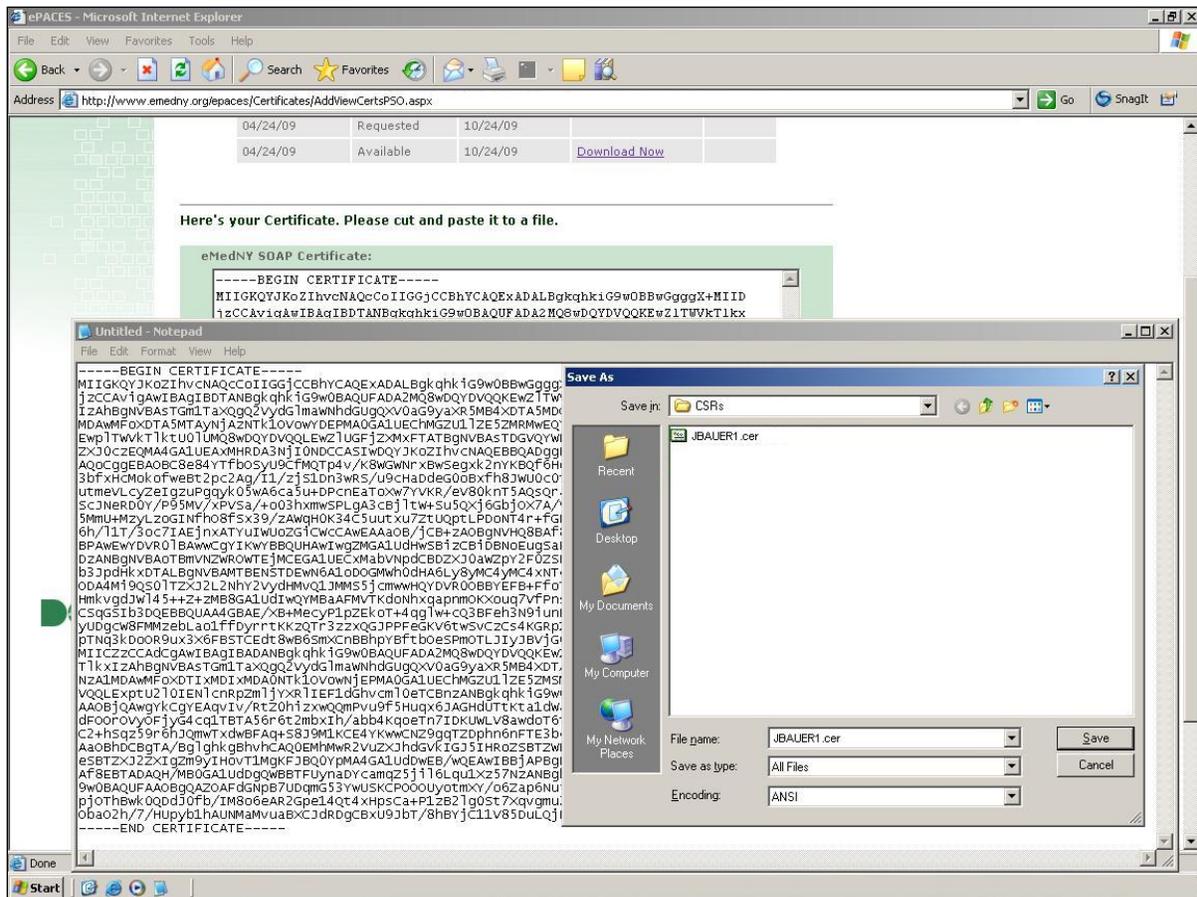
Certificate Signing Request:

I have read and I agree to the [Certificate Policy Statement](#).

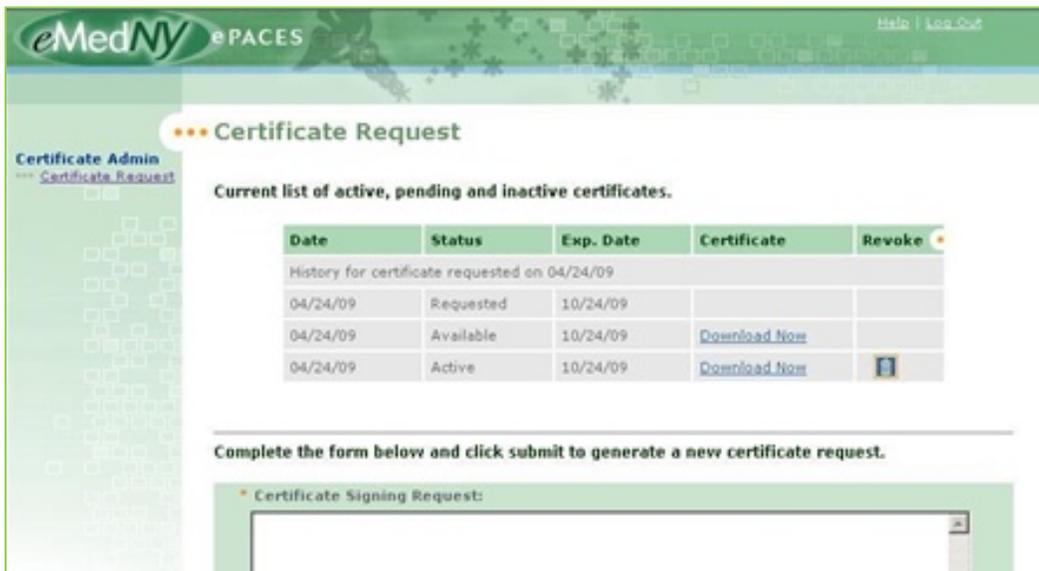
The SOAP Client Certificate should now be available for Download. Click on the link for 'Download Now' for the Available (Status) Certificate.



Save the file, with extension '.cer' or '.pem' (e.g. nameFirst.pem), into the same directory as your Keystore:



Once the Certificate is saved, the status of the Certificate will change from 'Available' to 'Active':



Log out of the ePACES Certificate Request page and close the web browser. The certificate is ready for use.

When the certificate is in an “Available “or “Active” status, ePACES will not allow you to request a new Certificate. If for whatever reason you need eMedNY to revoke a certificate, please send an email to [emednyproviderservices@CSRA.com](mailto:emednyproviderservices@CSRA.com).

Similarly, when the certificate is nearing its expiration date, please email [emednyproviderservices@CSRA.com](mailto:emednyproviderservices@CSRA.com) to set up a date and time to set the old certificate “expired,” and to request a new certificate. The certificate will not expire on its own – however the certificate will still be usable after it is set “expired.” It is recommend emailing [emednyproviderservices@CSRA.com](mailto:emednyproviderservices@CSRA.com) a week or two in advance to request the renewed certificate and in this way avoid any down time.

## 4 Renewing your eMedNY User Certificate

Unfortunately, the system will not update the User Certificate when it is expired. This means that after the certificate has expired, ePACES will not necessarily know that it has expired and allow you to request a new User Certificate. Therefore we suggest you do the following:

- Two to three weeks prior to the expiration date of the certificate, send an email to [emednyproviderservices@csra.com](mailto:emednyproviderservices@csra.com) to request that your current certificate be set “expired.” This setting **only** affects ePACES, and will not in any way affect your actual use of the certificate.
- When you have received a notification from eMedNY that the certificate has been set “expired,” you may request a new one at any time. We recommend requesting a new certificate at least 2 business days in advance of the actual expiration date, to allow for delays in the approval of the new certificate.

## 5 Additional Tools & Information

### 5.1 Requirements for CORE Compliance

<http://www.caqh.org/benefits.php>

*Note:* Trading Partners who are currently not enrolled in FTP or ePACES, must successfully enroll in one of these two methods in order to obtain a SOAP Administrator User ID & Password.

### 5.2 FTP and ePACES Access Information & FAQ

<http://www.emedny.org/selfhelp/index.html>

[https://www.emedny.org/selfhelp/FTP-bbs/ftp\\_faq.aspx](https://www.emedny.org/selfhelp/FTP-bbs/ftp_faq.aspx)

<http://www.emedny.org/selfhelp/epaces/faq.html>



**eMedNY is the name of the electronic New York State Medicaid system. The eMedNY system allows New York Medicaid providers to submit claims and receive payments for Medicaid-covered services provided to eligible clients.**

**eMedNY offers several innovative technical and architectural features, facilitating the adjudication and payment of claims and providing extensive support and convenience for its users.**

**The information contained within this document was created in concert by eMedNY and DOH. More information about eMedNY can be found at [www.emedny.org](http://www.emedny.org).**