

**New York State
Medicaid Management Information System
Electronic Gateway**

User Manual

CSC - January 7, 2004

Every effort will be made to ensure the information contained in this document is as accurate as possible. However, information in the document is subject to change without notice and does not represent a commitment on the part of New York State or [Computer Sciences Corporation \(CSC\)](#).

Enhanced version(s) of this document will be available for retrieval (down loading) by accessing the New York State Medicaid Management Information System Electronic Gateway at CSC.

Throughout this document various acronyms may be used to represent programs, systems, entities, and other information. Below is a cross-reference table listing those acronyms.

EG	- Electronic Gateway
NYS	- New York State
CSC	- Computer Sciences Corporation
ETIN	- Electronic Transmitter Identification Number, formally know as Transmission Supplier Number (TSN) or Magnetic Input Supplier Number
EMC	- Electronic Media Claim
ECSS	- Electronic Claim Submission System
MMIS	- Medicaid Management Information System
MEDS	- Medicaid Encounter Data Set
NYS-MMIS-EG	- New York State Medicaid Management Information System Electronic Gateway

This document has been prepared to help facilitate the electronic submission of information to the fiscal agent. Any comments or suggestions associated with this document should be forwarded to the address listed below:

Computer Sciences Corporation
Attn: EMC Control
800 North Pearl Street
Albany, New York 12204

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Introduction

The New York State Department of Health has elected to provide Medicaid providers with the ability to submit NYS Medicaid proprietary claims and HIPAA claim transactions electronically to the Medicaid Management Information System (MMIS) Fiscal Agent (FA), CSC. The MMIS also accepts electronic submissions of encounter data from Managed Care Plans (plans) enrolled in the NYS Medicaid Program.

The NYS-MMIS Electronic Gateway and supporting systems offer additional benefits to providers and plans taking advantage of this method of encounter data and claim submission. Listed below are a few of these benefits:

1. Reduced or eliminated manual handling of magnetic media (tape/diskette) and related documents -

Because claim data is submitted electronically, the data entry of claim forms or the manual processing associated with magnetic media is no longer required, subsequently reducing the time required to prepare the data for entry into a processing cycle.

2. Accelerated return of submission information -

Information with regard to the general acceptance of the data submitted will be available through the NYS-MMIS-EG for retrieval (down loading) within a short time frame.

3. Invoice level rejection for claims submitted electronically -

Individual claims within an electronic submission may be rejected without causing the entire submission to reject.

NYS-MMIS-EG User Manual Notation

You will find typographical conventions used throughout the NYS-MMIS-EG User Manual. Below is a table of those conventions that may be utilized.

Typographical Convention	Used for
Double Quotes "Item"	Anything that you must type exactly as it appears, including case sensitivity.
Single Quotes 'Item'	Anything related to information that is specific to you, such as your user identifier and password.
Less Than, Greater Than <ENTER>	Used to depict a specific key, or combination of keys, to depress.
Bracketed Items Item	Bracketed items depict actual screens or messages that you will encounter when accessing the NYS-MMIS-EG.

Revisions to the NYS-MMIS-EG User Manual

As enhancements are made to the NYS-MMIS-EG User Manual, the revised user manual will be available for retrieval (downloading) by accessing the NYS-MMIS-EG at CSC. Connecting to the EG may be accomplished by utilizing your personal computer, configured with a modem and communication software. The EG phone number is (518) 463-5974. Please refer to the [Hardware and Software Requirements](#) section for additional information.

Once connected to the NYS-MMIS-EG and all access information has been entered correctly, you will be greeted with the ELECTRONIC GATEWAY banner as depicted on page 11. After a few seconds the system messages are displayed. Depress the <ENTER> key to continue. The subsequent MAIN MENU, option 3 - INFORMATIONAL DOCUMENTS, is designed to step you through the process of electronically transferring the selected document to your personal computer.

If you have questions regarding the electronic file submission or retrieval process, or have difficulty connecting to the NYS-MMIS-EG, contact CSC's EMC Control Unit at (518) 447-9256.

To contact CSC's Call Center, please call one of the applicable numbers listed below:

<u>IN NY STATE</u>	<u>OUT OF STATE</u>
(800) 522-5518	(518) 447-9860

Notice of ECSS User Manual revisions may be made through provider mailings or through the web.

* The Text/Binary option may not be available with all file transfer protocols.

Phone Number and Communication Settings/Information

The phone number for the NYS-MMIS-EG is (518) 463-5974.

Listed below are hardware requirements necessary to utilize the NYS-MMIS-EG:

Hardware Configuration:

- o IBM Personal Computer or compatible
- o MODEM
- o Available Telephone Line

Software Configuration:

Connection Rates Supported:	9600 - 56000 BPS	
Parity:	None	
Data Bits:	8	
Stop Bits:	1	
File Transfer Protocol:	<u>Send to CSC</u>	<u>Receive from CSC</u>
	Xmodem (Text) *	Kermit
	Ymodem	Kermit
	Zmodem	Kermit
	Kermit BINARY) *	Kermit
Flow Control:	RTS/CTS	
Terminal Emulation Supported:	VT100	

Access Key:

User identifier:	SUPPLIED BY CSC
Password:	INITIALLY SUPPLIED BY CSC

The assigned user identifier and password are case sensitive.
All sign on information must be entered exactly as assigned.

Certification Statement

Providers who wish to utilize the NYS-MMIS-EG for the purpose of submitting Proprietary claim data, Encounter Data or HIPAA claim transactions, must file an electronic Certification Statement with CSC prior to submitting claims or Encounter Data.

To obtain a Certification Statement, please contact CSC's EMC Control Unit at (518) 447-9256. You should also contact the EMC Control Unit, at the same number, to verify receipt of your Certification Statement, prior to data transmission.

The Certification Statement must be completely filled out and notarized before mailing to CSC, and must not be modified in any way.

Re-certification is required on an annual basis. You will be provided with renewal information prior to the expiration of your current Certification.

Please note, you must have an Electronic Transmitter Identification Number (ETIN), previously known as a Transmission Supplier Number (TSN), prior to completing the Certification Statement. An ETIN is granted upon successful filing of an ETIN application and Certification Statement with CSC. If you do not already have an ETIN, please contact EMC Control Unit at the number listed above. You can also obtain the Certification Statement and ETIN application forms at the www.nyhipaadesk.com website.

Availability of the NYS-MMIS-EG

CSC will make every effort to ensure the NYS-MMIS-EG and supporting systems are available as necessary to facilitate the transmission of electronic data.

However, since all computer-related systems require periodic maintenance, the NYS-MMIS-EG and supporting systems may not be available for access during the times outlined below. Please note the following schedule.

The NYS-MMIS-EG and supporting systems are available 7 days per week, 24 hours per day, with the following possible exceptions:

Monday through Friday - Between 6:00 PM and 8:00 PM
Wednesday - Between 11:00 AM and 2:00 PM

If necessary, scheduled program maintenance will be performed during these times. Please plan accordingly. If you are unable to access the gateway during these times, please try again at a later time.

User support is available Monday through Friday between 9:00 AM and 5:00 PM. If you need to contact CSC for support, you may contact the EMC Control Unit at (518) 447-9256.

The EG is generally available on Saturday, Sunday and holidays. However, problems encountered on Saturday, Sunday or holidays will not be resolved until the next business day.

In the event of unscheduled down time, you may contact the CSC EMC Control Unit at (518) 447-9256 to obtain the approximate time availability will be restored.

Since only a finite number of concurrent telephone connections are supported, it is also possible that you may encounter a busy signal when you attempt to access the NYS-MMIS-EG. Please try again at a later time.

In addition, all connections to the NYS-MMIS-EG are limited to **two hours**. Therefore, all file transmissions must be completed within that time frame. File transmissions that exceed the specified time limit will be terminated. The system will automatically log the user off and disconnect the telephone line. Please size your file(s) appropriately.

ECSS File Formats Supported

The NYS-MMIS-EG currently supports the following Proprietary electronic file formats/data sets:

- Form A
- Form B
- Form C
- Pharmacy
- HCFA Version 4
- HCFA Version 5
- MEDS (For Managed Care Plans only)

Please refer to the appropriate electronic specifications to obtain the correct file and record formats. If you do not have the electronic specifications associated with your facility's submission requirements, please contact CSC's Call Center (see page 5).

The NYS-MMIS-EG currently supports the following HIPAA Transactions:

- 837 Institutional Claims
- 837 Professional Claims
- 837 Dental Claims
- 276 Claim Status Inquiries

Please refer to appropriate Companion Guides located on the New York Medicaid website (www.nyhipaadesk.com) or the eMedNY website (www.emedny.org) to obtain the correct electronic specification record formats. If you do not have the electronic specifications associated with your facility's submission requirements, please contact the CSC Call Center (see page 5).

The Companion Guides contain the requirements and procedures that must be followed when submitting HIPAA compliant claims on any type of electronic media.

Obtaining a NYS-MMIS-EG User Access Key

Upon completion and subsequent filing of the electronic Certification Statement, you may contact the CSC EMC Control Unit at (518) 447-9256 for your user access key. At this time, you will be given two pieces of information. The first is your user identifier and the second is your initial password. You will be required to change your password when you access the NYS-MMIS-EG the first time. Make sure you record your new password and store it in a secure place.

If you lose or forget any component of your access key, or suspect an unauthorized person may have knowledge of your access key, please call the CSC EMC Control Unit immediately. You are responsible for any action taken on behalf of your account.

Connecting to the NYS-MMIS-EG

Connecting to the NYS-MMIS-EG server may be accomplished by meeting or utilizing those requirements or information outlined on page 6, under the headings labeled [Phone Number and Communication Settings/Information](#).

Once connected to the NYS-MMIS-EG, you will be prompted to login.

At this time you must specify your appropriate access key information (user identifier and password) to gain access to the EG. The prompts for user identifier and password will resemble the following:

```
|
|AIX Version 5
|(C) Copyrights by IBM and others 1982, 1996.
|login: 'your user identifier here' <ENTER>
|XXXXXXX's Password: 'your password here' <ENTER>
|
```

Upon successfully entering your access key information you will be greeted with the EG banner shown below. After a few seconds the NYS-MMIS-EG system message(s) will be displayed. Please review the system message(s) before proceeding. You must depress the <ENTER> key to proceed beyond the system message screen(s).

ELECTRONIC GATEWAY

Connecting to the NYS-MMIS-EG (continued)

Upon depressing the <ENTER> key while on the NYS-MMIS-EG system message screen(s), you will be presented with the following MAIN MENU:

NEW YORK STATE MEDICAID MANAGEMENT INFORMATION SYSTEM
ELECTRONIC GATEWAY

CSC

Tuesday, July 14, 2004 at 12:38:42PM

MAIN MENU

1. TRANSMIT (UPLOAD) FILE (S)
2. RETRIEVE (DOWNLOAD) FILE (S)
3. INFORMATIONAL DOCUMENTS
4. ENVIRONMENT CONFIGURATION

X. EXIT GATEWAY

ENTER OPTION DESIRED ...

The MAIN MENU provides the ability to electronically submit a file (upload), electronically retrieve a response or informational document file (download), customize your environment, and/or exit the EG. If option 1, 2, 3, or 4 is chosen, you will be presented with subsequent screens appropriate for the action chosen.

Electronic File Submission (upload)

Selecting the TRANSMIT (UPLOAD) FILE(S) option will yield the following screen and related messages:

```
NEW YORK STATE MEDICAID MANAGEMENT INFORMATION SYSTEM
ELECTRONIC GATEWAY

CSC

Tuesday, July 14, 2004 at 12:38:42PM

ECSS TRANSMIT MENU

1. TRANSMIT PRODUCTION CLAIM FILE
2. TRANSMIT TEST CLAIM FILE
3. TRANSMIT ENCOUNTER DATA
4. TRANSMIT HIPPA DATA

X. EXIT TRANSMIT MENU

ENTER OPTION DESIRED ...
```

The ECSS TRANSMIT MENU provides the capability of submitting both Proprietary and HIPAA-compliant claims in both a production and test mode.

Option 1 – Transmit Production Claim File - should be selected for the submission of **Proprietary** claims in a **production** mode. Production claims enter the next available payment processing cycle.

Option 2 - Transmit Test Claim File - should be selected for the submission of **Proprietary** claims in a **test** mode. Test claims enter the next available test processing cycle.

Option 3 – Transmit Encounter Data -is only made available to Managed Care Plans to submit Encounter Data and must be requested by the plan. This option is only made available to the appropriate providers (plans) who have requested this option.

Option 4 – Transmit HIPAA Data - should be selected for submission of HIPAA-compliant claims in either a **production or test** mode. The HIPAA-compliant file will be processed as either production or test as indicated by one of the values (T or P) entered in the TEST/PROD indicator in the ISA15 header record. HIPAA test claims will enter the next available test processing cycle. This option will only be made available to providers who have contacted CSC's EMC Control Unit to request this option. **Note:** If your facility is not a Managed Care Plan this will appear as option #3 on the Transmit menu.

The test submissions capability described above is designed to allow providers to test how accurately their information has been formatted, and to provide editing on the data transmitted, prior to submitting in a production processing cycle.

Electronic File Submission (upload) - continued

If you do not see the appropriate menu choice, please contact CSC's EMC Control at (518) 447-9256.

All files submitted will be processed by the electronic front-end, provided the file format is acceptable. Please refer to the appropriate electronic media specification or HIPAA companion documents for further details.

A "Files Transmission Status File" will be generated for each file transmitted to the ECSS. This file will be prefixed with an "F" as the first character of the file name. Please refer to page 17 for further details of the ECSS file naming convention.

A subsequent Electronic Front-End Response File will also be generated and returned to the NYS-MMIS-EG for each file that was in the correct format for editing. PLEASE NOTE, A RESPONSE FILE WILL ONLY BE GENERATED FOR FILES THAT ARE IN THE CORRECT FORMAT for further editing. The response file will be prefixed with an "R" as the first character of the file name.

The File Transmission Status and Electronic Front-End Response Files are available for retrieval (downloading) through the RETRIEVE (DOWNLOAD) FILE(S) option on the MAIN MENU. Please refer to page 16 for further details regarding the retrieval of files.

Once the Production, Test, Encounter or HIPAA option is chosen, you will be prompted to initiate your file upload transfer process with the message depicted below. Please note, the ECSS is designed to accept only one file transfer at a time. Multiple transfers within the same transmit session will not be successful.

```
| Start your local XXXXXXXX send. |
```

You must then begin the file transfer process associated with your communication software. Set your file transfer process to XXXXXXXX, where XXXXXXXX is your defaulted file transfer selection. Please refer to the [Environment Configuration](#) section (page 20) of this manual for further details associated with file transfer options. Once the file transfer process is initiated, many telecommunications software packages will generate some kind of file transfer status message. The file transfer status generated will give you an indication of how the actual transfer is progressing. Once the file transfer is completed, the NYS-MMIS-EG will generate one of the file transfer messages listed below.

If the file transfer is successful and is in the correct format for further editing, the following message will be displayed:

```
| FILE TRANSFER SUCCESSFUL - xxxxxxxx RECORDS RECEIVED |
```

Electronic File Submission (upload) - continued

Where xxxxxx is the total number of records transferred to CSC. The record count is based on the number of 80-byte Form A, Form B, Form C, Pharmacy or HIPAA records received. If the file format is HCFA Version 4 or MEDS, the record count is based on the number of 192-byte records received. Please note, the record count is a logical record count and MAY NOT match the file's physical record count.

Please note that the above message does not mean that the records have been accepted into a processing cycle. When the file transfer is successful and in the correct format, further editing will be performed on the records, which will generate a response file. The response file contains the Teleprocessing Error Report and the status of your claim submission after all pre-processing editing is complete. Files that successfully pass pre-processing edits will be entered into the next processing cycle for adjudication.

If the file transfer is successful and the file format is in error, the following message will be displayed:

```
| FILE TRANSFER REJECTED - INVALID RECORD/FILE FORMAT |
```

When the file transfer is rejected, the file will NOT be passed on to any subsequent editing routines, and will not be entered into any processing cycle. Therefore, a response file will NOT be generated. The erroneous file format must be corrected and resubmitted to CSC for processing.

Electronic File Retrieval (download)

Selecting the RETRIEVE (DOWNLOAD) FILE(S) option from the MAIN MENU will yield a screen similar to the following screen, and additional related messages:

```
NEW YORK STATE MEDICAID MANAGEMENT INFORMATION SYSTEM
ELECTRONIC GATEWAY

CSC

Tuesday, July 14, 2004 at 1:38:42PM

ECSS RETRIEVE MENU

XXXXX BYTES IN YY FILE-TRANSFER AND/OR RESPONSE FILE(S)

A. RETRIEVE ALL FILES
X. EXIT RETRIEVE MENU

ENTER OPTION DESIRED ...
```

Where XXXXX is the total number of bytes or characters in YY files.

Depicting the total number of bytes will help facilitate calculating or projecting the required down load time associated with your hardware and software configuration.

When the ALL option is chosen, the NYS-MMIS-EG will begin the process of transmitting all of the files that are available for retrieval. That is, all File Transmission Status File(s), Electronic Front-End Response File(s), and any previously generated Down Load Log(s) will be transmitted to you.

You will be prompted to initiate your communication software's file transfer process with the following message:

```
Start your local KERMIT receive.
```

Once the file transfer is completed, the NYS-MMIS-EG will generate a message similar to the following:

```
FILE TRANSFER SUCCESSFUL - xx FILE(S) SENT
```

Electronic File Retrieval (download) - continued

All files generated by the NYS-MMIS-EG will be maintained by CSC for a limited time only; therefore, they should be retrieved as soon as possible to ensure availability. Once retrieved, the file(s) will be removed from the NYS-MMIS-EG and will not be available for subsequent retrieval.

An ECSS Download Log (ECSS_DWN) is created each time a request is made to retrieve any files available through the ECSS RETRIEVE MENU. The ECSS Download Log will be available through subsequent iterations of the ECSS RETRIEVE MENU.

All files transmitted to the NYS-MMIS-EG will be named with a Date/Time stamp. That is, a file submitted to the NYS-MMIS-EG at 1:30 PM on April 21, 2004, will receive the file name 040421133000 (YYMMDDHHMMSS format). As a result, all subsequently generated information file(s) associated with the file will be named similarly. For example, the related File Transmission Status File and Electronic Front-End Response File would be named F040421133000 and R040421133000, respectively.

In addition, all files available for retrieval will be suffixed with a 1-3 digit sequence number. Using the example depicted above the File Transmission Status File and Electronic Front-End Response File would be ultimately named F040421133000.1 and R040421133000.2, respectively.

The suffix or sequence number on the right of the decimal should provide file name uniqueness for your computer's operating system. Once retrieved, the files depicted above, on a personal computer, would appear as F0404211.1 and R0404211.2, respectively.

The file suffix or sequence number will be incremented by one until 999 is reached. Once 999 is reached, the sequencing will begin at 1 again.

** Please note:

Due to restrictions within Terminal for Windows Communication Software, multiple files cannot be downloaded in one file transfer session. Therefore, users in a Windows environment may encounter difficulties when attempting to retrieve response and other files from the EG. You may contact CSC's Call Center to check the status of these submissions.

Informational Documents Retrieval (download)

Selecting the INFORMATIONAL DOCUMENTS option from the MAIN MENU will yield a screen similar to the following screen, and additional related messages:

```
NEW YORK STATE MEDICAID MANAGEMENT INFORMATION SYSTEM
ELECTRONIC GATEWAY

CSC

Tuesday, July 14, 2004 at 2:38:42PM

INFORMATIONAL DOCUMENTS

1. USERMAN.HTM (56125)
2. USERMAN.DOC (51712)

A. ALL FILES

X. EXIT INFORMATIONAL DOCUMENTS

ENTER FILE/OPTION DESIRED ...
```

The INFORMATIONAL DOCUMENTS retrieval facility provides an electronic mechanism for the distribution of NYS-MMIS-EG and related documents (such as the files depicted above).

The screen depicts individual file information such as the associated file number (1), file name (USERMAN.HTM), and the number of bytes or characters associated with the file. The document retrieval facility allows the selection of individual files or all files.

Displaying the number of bytes per file will help facilitate calculating or projecting the required down load time associated with the file(s) chosen and your hardware and software configuration.

You will be prompted to initiate your communication software's file transfer process with the following message:

```
Start your local KERMIT receive.
```

Informational Documents Retrieval (download) - continued

Once the file transfer is completed, the INFORMATIONAL DOCUMENTS retrieval facility will generate one of the following file transfer messages. The exact message will vary slightly depending on whether the RETRIEVE ALL FILES option or a specific file is chosen.

```
| FILE TRANSFER SUCCESSFUL - xx FILE(S) SENT |
```

```
| FILE TRANSFER SUCCESSFUL - 1 FILE SENT |
```

An Informational Documents Down Load Log (INFO_DWN) is created each time a request is made to retrieve any files available through the INFORMATIONAL DOCUMENTS MENU. The Informational Documents Down Load Log will be available through subsequent iterations of the ECSS RETRIEVE MENU.

The file suffix or sequence number described on page 17 will also be applied to the Informational Documents Download Log. For example, a retrieval request for one or more informational documents will result in an Informational Documents Download Log named INFO_DWN.1.

Environment Configuration

The Environment Configuration option from the Main Menu is designed to facilitate selection of your preferred sending file transfer protocol. As the following graphic depicts, the NYS-MMIS-EG will support incoming file transfers in Kermit (Binary), Xmodem, Ymodem, and Zmodem protocols. Due to Kermit's extensive error correction mechanisms, all outgoing files sent from CSC to you will utilize the Kermit file transfer protocol until further notice.

```
NEW YORK STATE MEDICAID MANAGEMENT INFORMATION SYSTEM
ELECTRONIC GATEWAY

CSC

Tuesday, July 14, 2004 at 12:38:42PM

ENVIRONMENT CONFIGURATION

SEND / RECEIVE
1. KERMIT / KERMIT (DEFAULT)
2. XMODEM / KERMIT
3. YMODEM / KERMIT
4. ZMODEM / KERMIT

X. RETURN TO MAIN MENU

ENTER OPTION DESIRED ...
```

Until altered, the default sending and receiving file transfer protocols will be Kermit. Select the desired file transfer protocol for sending files to CSC and return to the main menu when finished.

Disconnecting from the NYS-MMIS-EG

Disconnecting from the NYS-MMIS-EG is accomplished in one of two ways. The first way is a direct result of your actions related to entering an "X" on the ECSS MAIN MENU. This action will log you off of the NYS-MMIS-EG and disconnect the telephone line.

In an effort to provide availability of the NYS-MMIS-EG and supporting systems, an automated disconnect process has been implemented. After an inactive period of fifteen minutes, the system will automatically log off the inactive user and disconnect the telephone line.

Troubleshooting

Unable to connect to the NYS-MMIS-EG or supporting systems.

Make sure all communication software settings are appropriate for your personal computer and modem configuration. For example, has the correct serial port been selected, etc.

Check all communication software settings for compliance with page 6 of this document.

NYS-MMIS-EG may be unavailable, call CSC's EMC Control Unit for assistance.

Unable to login to the NYS-MMIS-EG.

Check all user access key information. User identifier and password information are case sensitive.

Call CSC's EMC Control Unit for assistance.

Random characters showing up on the screen.

Probably a bad connection. Noise or static on the line can result in bad or unrecognizable characters being transmitted to the Host. Disconnect and try again.

Make sure your communications software is emulating a VT100 terminal.

Call CSC's EMC Control Unit for assistance.

File transfers do not complete successfully.

Check your communication software settings associated with file transfer protocol. The NYS-MMIS-EG will support incoming files transferred with Xmodem, Ymodem, Zmodem, and Kermit Binary. Outgoing files will be sent using the Kermit file transfer protocol only.

Check your file size, it may be too large to complete the transfer within the two (2) hour time limit. The ECSS only supports file transfers that can be completed within two (2) hours.

Call CSC's EMC Control Unit for assistance.

Response file associated with previously transmitted claim file is not available for retrieval.

DO NOT retransmit the file. Call CSC's EMC Control Unit for assistance. EMC Control will provide you with the appropriate instructions at that time.