

eMedNY Electronic Gateway/BBS User Manual

Version 1.1

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1.0 DISCLAIMER

Every effort has been 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 eMedNY.

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.

Abbreviation	Description
EG	Electronic Gateway
NYS	New York State
ETIN	Electronic Transmission Identification Number (a/k/a
ECSS	TSN) Electronic Claim Submission System
MMIS	Medicaid Management Information System
eMedNY	New York State Medicaid System

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

eMedNY
 Department: Provider Services
 P.O. Box 4611
 Rensselaer, New York 12144

Expedited / Priority Shipping:

eMedNY
 327 Columbia Turnpike
 ATTN: Box 4611
 Rensselaer, NY 12144

2.0 INTRODUCTION

The New York State Department of Health (DOH) has elected to provide Medicaid providers with the ability to submit data electronically to the eMedNY Contractor

The eMedNY Electronic Gateway (EG) and supporting systems offer additional benefits to providers taking advantage of this method of claim submission. Listed below are a few of these benefits:

1. Reduced or eliminated manual handling of claim media and/or related documents - Because the data is submitted electronically, the data entry of claim forms 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 eMedNY for retrieval (downloading) within a short time frame.

2.1 Information Repository

Sources for eMedNY information can be found at the following:

- <http://www.NYHIPAADESK.com>
- <http://www.eMedNY.org>
- <http://www.health.state.ny.us/>

2.2 Availability of eMedNY

The eMedNY EG is available 24 X 7. In the event of a system problem, user support is available Monday through Friday between 7:00 AM and 10:00 PM, and 8:30 AM to 5:30 PM on Saturday, Sunday and holidays. You may contact CSC's Provider Services Department at 800 343-9000.

While the intent has been to provide sufficient concurrent telephone connections, it is possible that you may encounter a busy signal. Please try again at a later time.

3.0 eMedNY User Manual Notation

You will find typographical conventions used throughout this eMedNY 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 [Item]	Bracketed items depict actual screens or messages that you will encounter when accessing the NYS-eMedNY-EG.

4.0 Manual Revisions

As enhancements are made to this User Manual, the revised user manual will be available for retrieval on the NYHIPAADESK website at <http://www.NYHIPAADESK.com>.

Connecting to the eMedNY EG may be accomplished by utilizing your personal computer, configured with a modem and communication software.

5.0 Hardware and Software Requirements

Listed below are the minimum hardware and software requirements necessary to utilize the eMedNY:

Hardware:

- Personal Computer with Windows 98, ME, 2000 or XP Operating System
- MODEM - capable of 1200 through 33600 BPS
- Available Telephone Line

Software:

Telecommunications software package capable of:

- Connection Rate 1200 - 33600 BPS
- Parity None
- Data Bits 8
- Stop Bits 1
- Protocol: Send to eMedNY Receive from eMedNY

Xmodem (Text)*	Kermit
Ymodem	Kermit
Zmodem	Kermit
Kermit(BINARY)*	Kermit
- Flow Control RTS/CTS
- Terminal Emulation HyperTerminal provided with Microsoft Windows 95 or greater, ANSI, VT100 and VT220.

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

6.0 eMedNY File Formats Supported

The eMedNY EG currently supports the following HIPAA compliant transactions in Batch file format:

270: Eligibility, Coverage or Benefit Inquiry (HIPAA V4010X092A1)
271: Eligibility, Coverage or Benefit Information (HIPAA V4010X092A1)
278: Health Care Services Review - Request for Review (DVS/SA) (HIPAA V4010X094A1)
278: Health Care Services Review - Response to Request for Review (DVS/SA) (HIPAA V4010X094A1)
278: Health Care Services Review - Request for Review (PA) (HIPAA V4010X094A1)
278: Health Care Services Review - Response to Request for Review (PA) (HIPAA V4010X094A1)
837: Health Care Claim: Dental (HIPAA V4010X097A1)
837: Health Care Claim: Institutional (HIPAA V4010X096A1)
837: Health Care Claim: Professional (HIPAA V4010X098A1)
National Council for Prescription Drug Programs (NCPDP) Request (Version 5.1 with Batch 1.1)
National Council for Prescription Drug Programs (NCPDP) Response (Version 5.1 with Batch 1.1)

Please refer to the NYHIPAADESK website at <http://www.NYHIPAADESK.com> for the eMedNY Companion Guides and Sample files to obtain the correct file and record formats. The electronic specifications contain the requirements and procedures that must be followed when submitting electronic media.

7.0 Obtaining an eMedNY User Access Key

Following information must be completed and submitted to eMedNY before an eMedNY user access key can be generated.

7.1 Certification Statement and ETIN Applications for NEW Submitters

Prior to obtaining an eMedNY user access key, NEW electronic implementations Providers or Service Bureaus who choose to submit electronically must first apply for an Electronic Transmitter Identification Number (ETIN), by completing a Provider Electronic Transmitter Identification Number Application and a Certification Statement for Provider Utilizing Electronic Billing. The Certification Statement must be **signed** and **notarized**. Once signed and notarized, the Certification Statement MUST be sent for each Provider to be enrolled under the ETIN. If you are presently certified under Medicaid's current certification process, there will be no need to recertify until your annual Certification renewal is due. Both of the above stated applications may be obtained by clicking on the link below:

[Certification Statement and ETIN Application](#)

7.2 Security Packet B

In order to obtain an eMedNY User Access Key, you must complete and submit a [Security Packet B](#) to the address below. Once all the necessary forms are processed, 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 eMedNY the first time. Make sure you record your new password and store it in a secure place.

Passwords will expire every 8 weeks. Therefore you must change your password at least every 8 weeks. The user will be given a warning 1 week prior to when the password expires. Passwords must be at least 8 characters in length.

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 eMedNY Provider Services Department (1-800-343-9000) immediately. You are responsible for any action taken on behalf of your account.

Please send the signed and notarized "Certification Statement for Provider Utilizing Electronic Billing" and the "Provider Electronic Transmitter Identification Number Application" along with a Security Packet B to the following address:

**eMedNY
Attention: Provider Enrollment
P.O. Box 4614
Rensselaer, NY 12144**

Expedited / Priority Shipping:
eMedNY
327 Columbia Turnpike
ATTN: Box 4614
Rensselaer, NY 12144

8.0 Connecting to the eMedNY

Connecting to Electronic Gateway	
Phone Number	866-488-3007

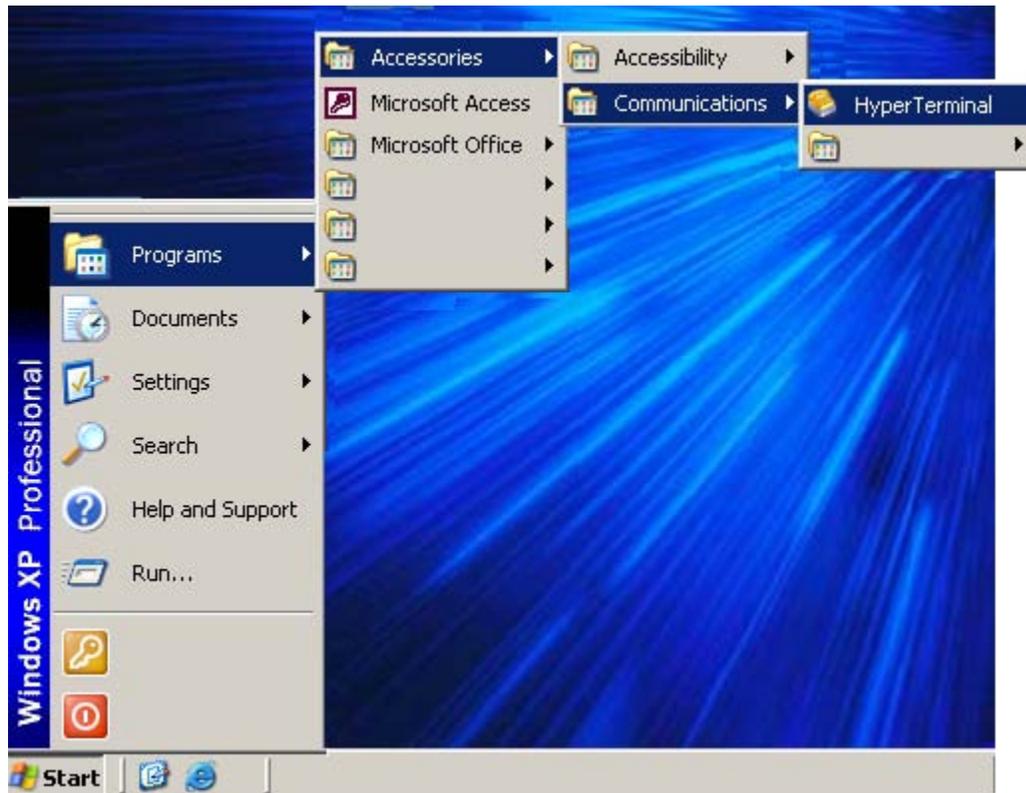
To set up a connection choose one of the following:



Click Start, Programs, Accessories, 'Hyper Terminal'.



Click Start, Programs, Accessories, Communications, 'Hyper Terminal'.



(Example shown for Windows XP)

- Click 'Start'
- Select 'Programs'
- Select 'Accessories'
- Select 'Communications'
- Select 'HyperTerminal'

Once you have selected Hyper Terminal you will be prompted to give the connection a description. When prompted, give your connection a meaningful name (e.g., eMedNY Electronic Gateway).

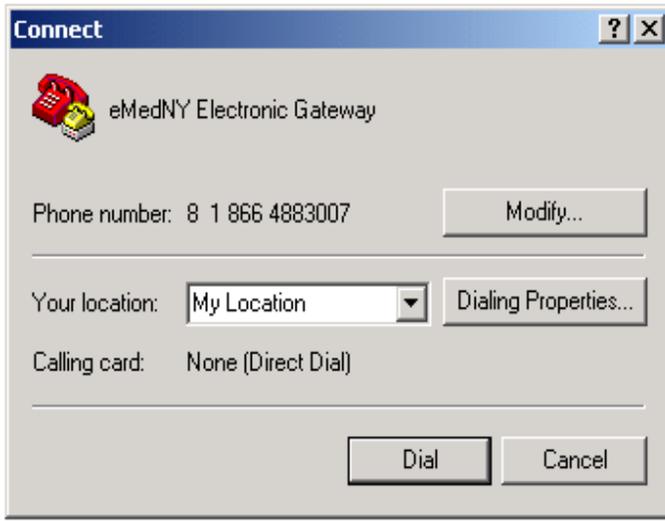


When the connection description has been completed, click OK. Connection details must then be entered. The **eMedNY Electronic Gateway/BBS production telephone number is 866-488-3007**. Please make sure if your facility requires a dial prefix this should be configured into the connection details. Also please make sure you do not have a dialing restriction for area code 866. This dial restriction will not allow a successful connection.



When the connection details have been entered, click OK.

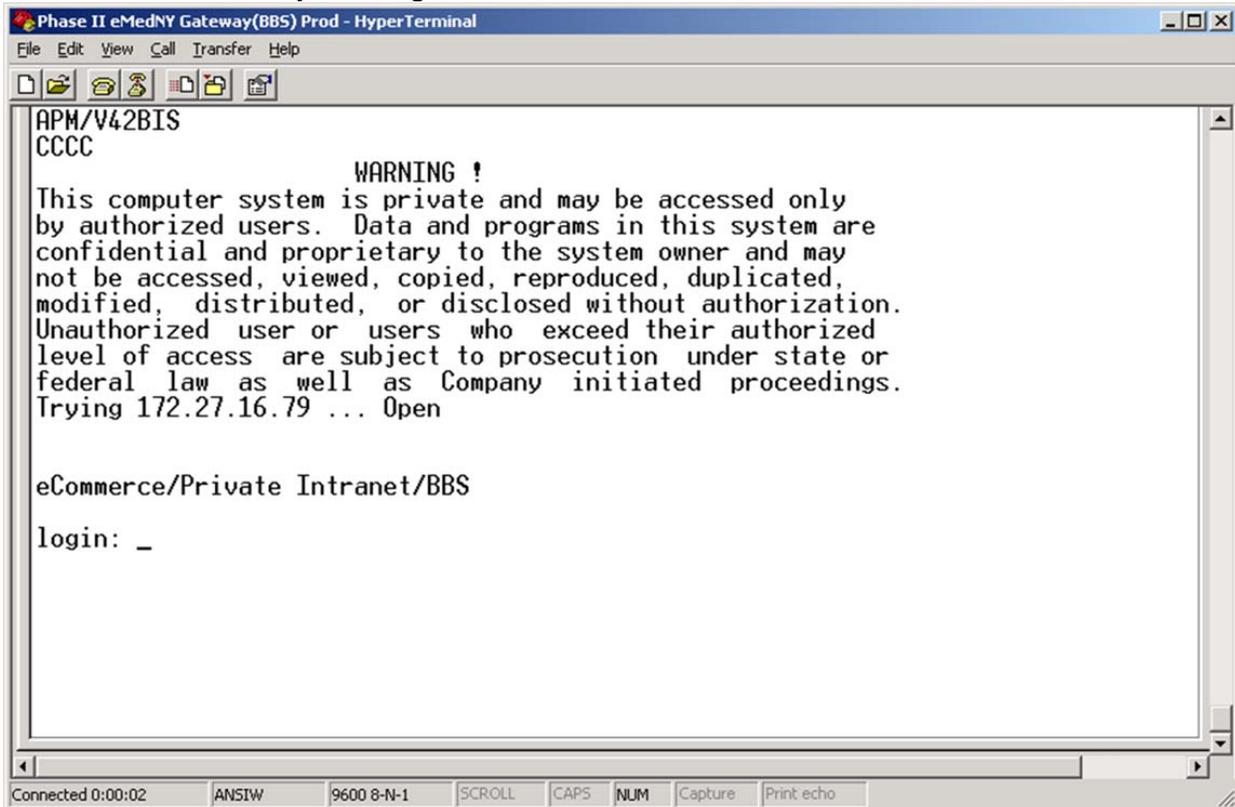
You will now be able to dial in and make your connection.



Click Dial and the computer will make an attempt to connect to the eMedNY Electronic Gateway.

Access Key	
User Identifier	SUPPLIED BY eMedNY
Password	INITIALLY SUPPLIED BY eMedNY

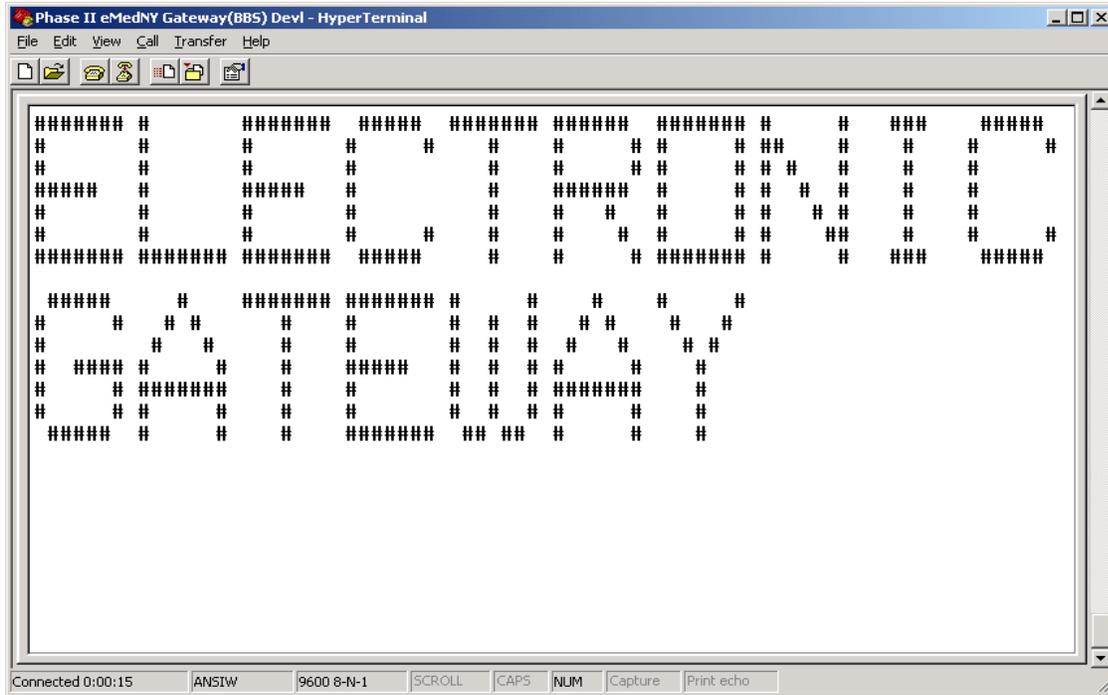
Note: The assigned user identifier and password are case sensitive. All sign on information must be entered exactly as assigned.



Once connected to the eMedNY EG, you will be prompted to login.

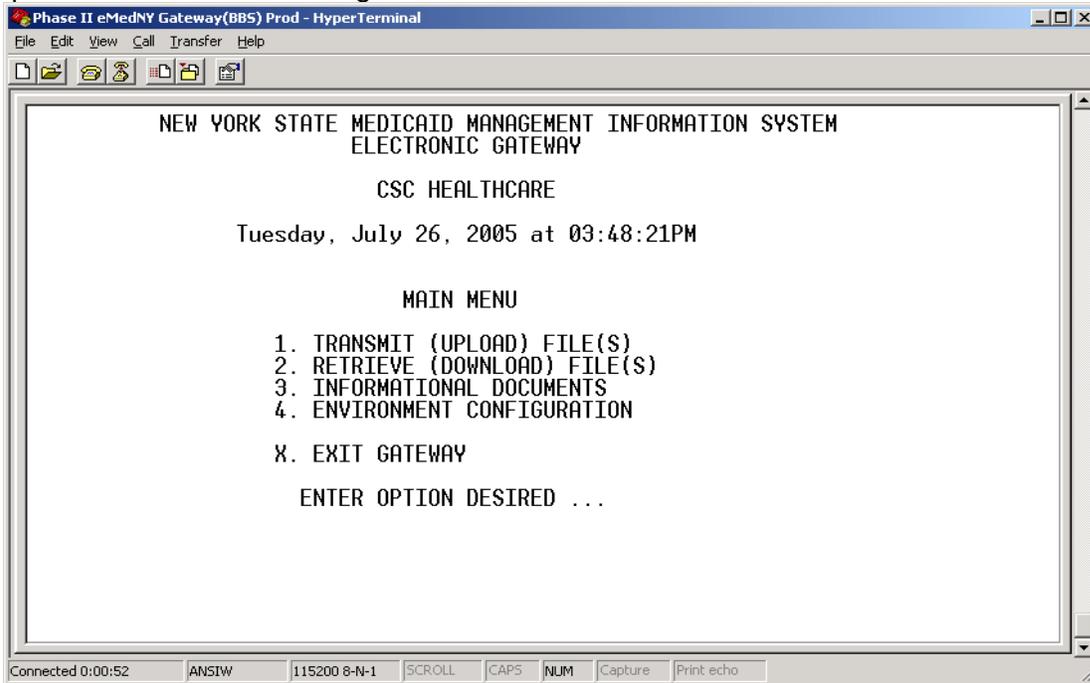
At this time you must specify your appropriate access key information (user identifier and password) to gain access to the EG.

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



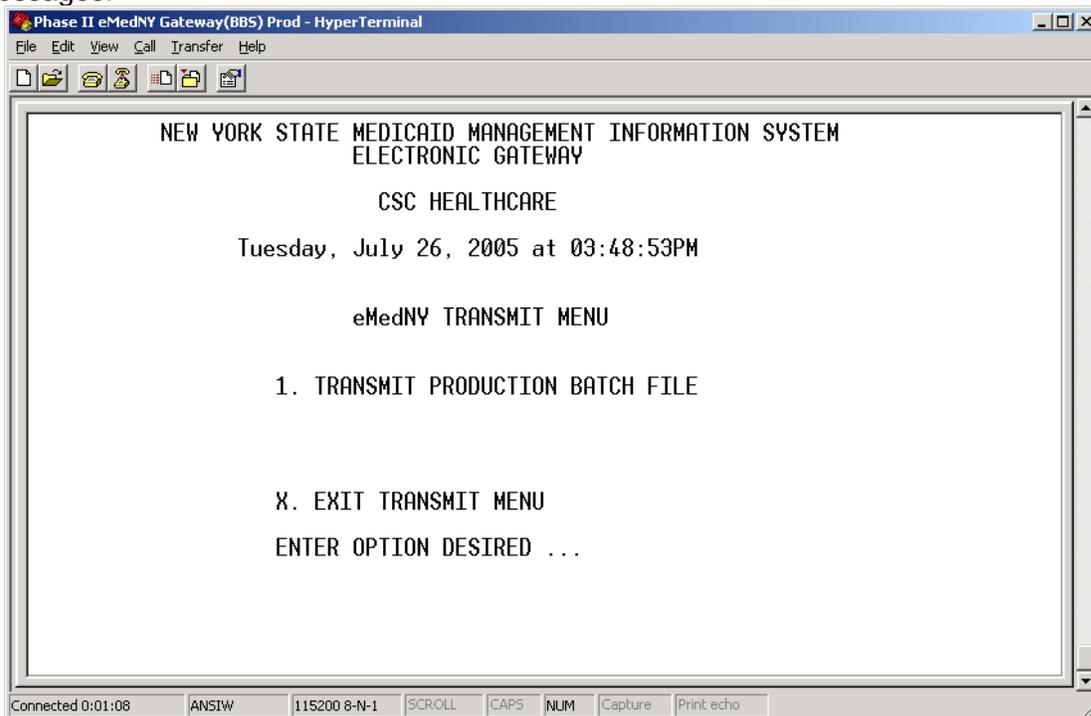
9.0 Electronic File Submission (upload)

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



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.

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



The eMedNY TRANSMIT MENU provides the capability of submitting claims for a processing cycle.

When claims are submitted for production they enter the next available payment processing cycle.

All files submitted will be processed by the electronic front-end, provided the file format is acceptable. Please refer to [Section 6.0](#) eMedNY File Formats Supported, for the appropriate electronic media specifications.

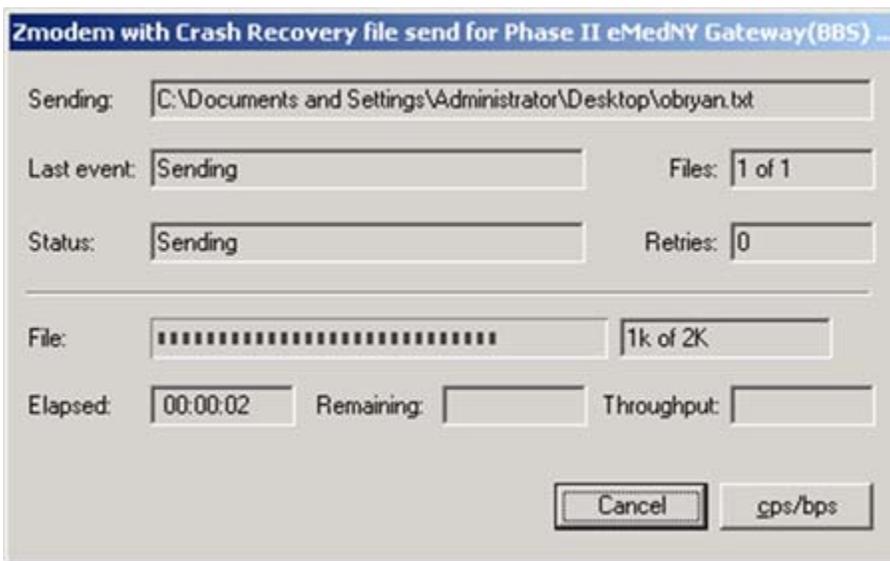
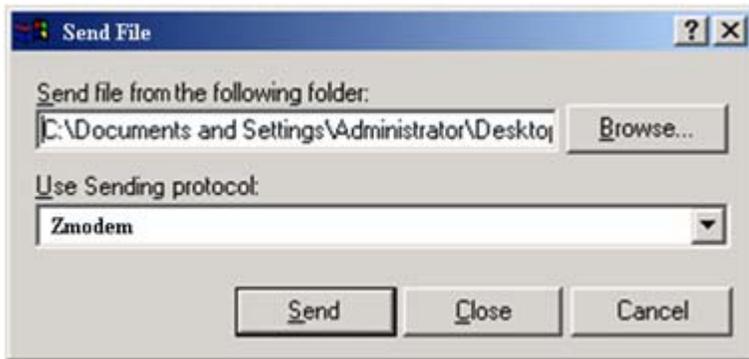
A File Transmission Status File will be generated for each file transferred to the ECSS. This file will be prefixed with an "F" as the first character of the file name. Please refer to [Section 11.0](#) for further details of the File Naming Conventions and Maintenance.

A subsequent Electronic Front-End Response File will also be generated and returned to the eMedNY 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.

Once you select TRANSMIT PRODUCTION BATCH FILE, from the TRANSMIT Menu, 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 Section 13.0 for [Environment Configuration](#) section 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.

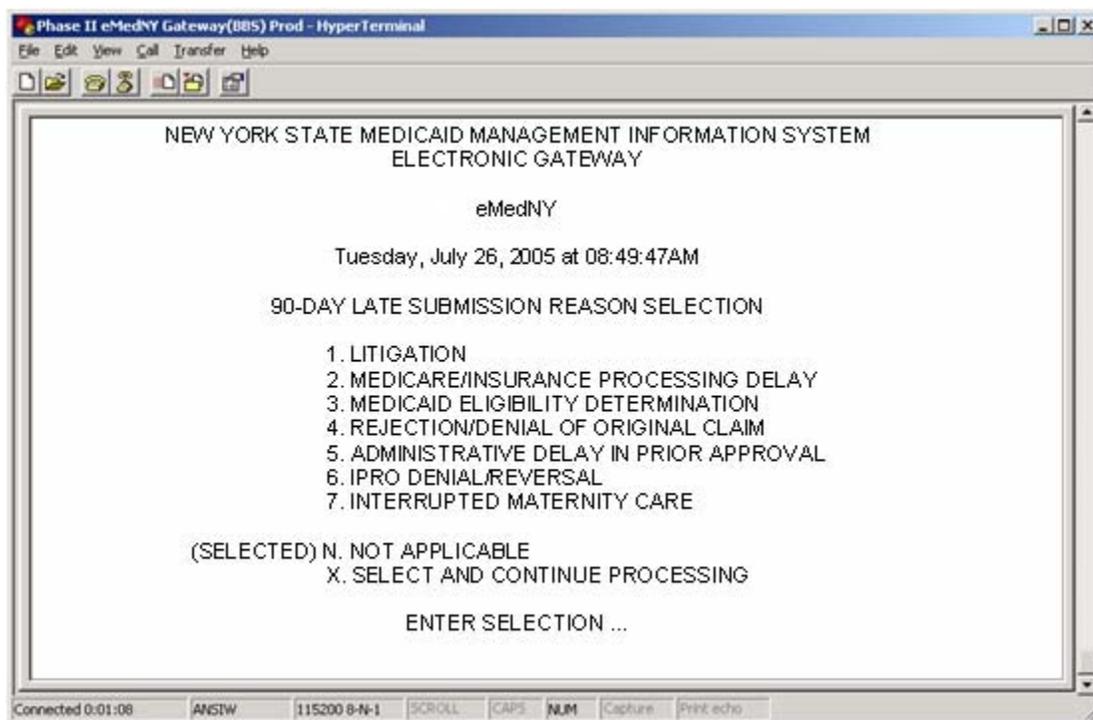


Once the file transfer is completed, the eMedNY will generate one of the file transfer messages listed below.

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

If the file you uploaded was an NCPDP file you will see one additional screen for 90-Day Late submission reason selection:



The 90-DAY LATE SUBMISSION REASON screen provides the capability of attaching a valid 90 day reason to the file submitted electronically. Simply select one of the valid reasons or N for not applicable, this is also the default value, then press X to continue.

*****NOTE*** This Screen is ONLY displayed for NCPDP Batch Transactions ***NOTE*****

Please note that FILE TRANSFER SUCCESSFUL 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 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:

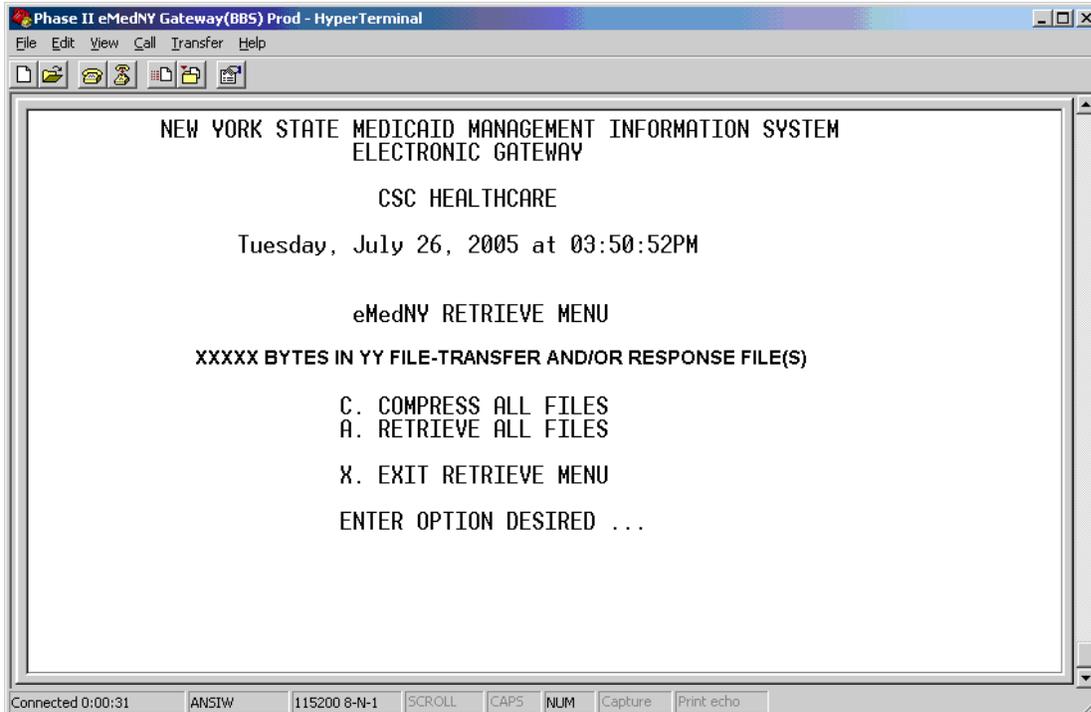
FILE TRANSFER REJECTED - INVALID RECORD/FILE FORMAT

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 eMedNY for processing.

Also, you will not see the 90-Day Late Submission Reason Screen, for NCPDP transactions, when a file transfer is rejected.

10.0 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:



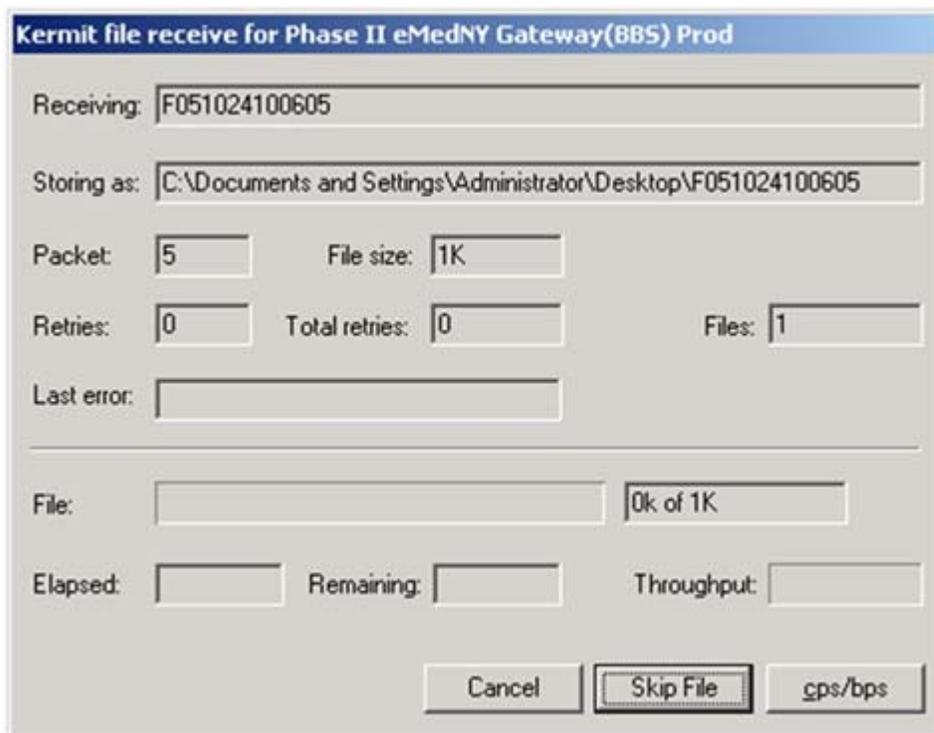
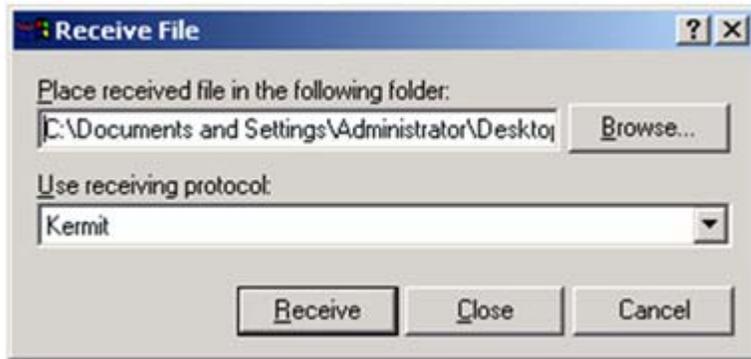
Where XXXXX is the total number of bytes or characters in YY files.

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

When the ALL option is chosen, the eMedNY 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 Download 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 eMedNY will generate a message similar to the following:

FILE TRANSFER SUCCESSFUL - xx FILE(S) SENT

11.0 File Naming Conventions and Maintenance

All files generated by the eMedNY will be maintained by eMedNY 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 eMedNY and will not be available for subsequent retrieval.

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

All files transmitted to the eMedNY will be named with a Date/Time stamp. That is, a file submitted to the eMedNY at 1:30 PM on October 05, 2005, will receive the file name 051005133000 (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 F051005133000 and R051005133000, respectively.

In addition, all files available for retrieval may 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 F051005133000.1 and R051005133000.2, respectively.

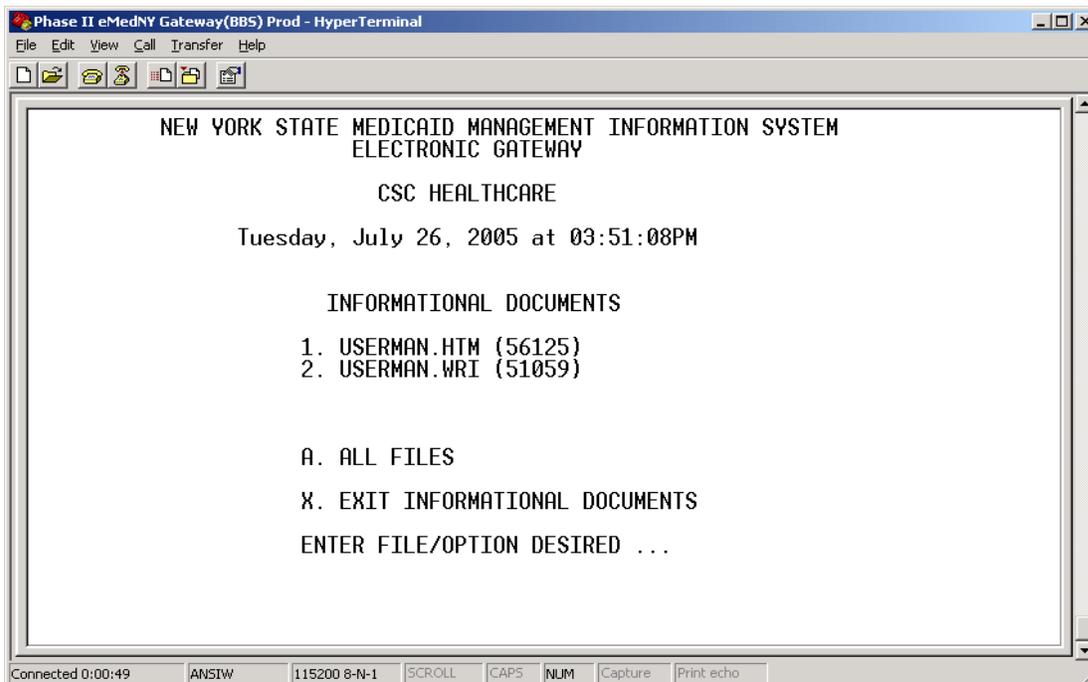
The suffix or sequence number on the right of the decimal should provide file name uniqueness for your computer's operating system. Once retrieved, the files depicted above, on a personal computer using the Disk Operating System (DOS), would appear as F0510051.1 and R0510051.2, respectively.

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.

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 Provider Services Department at 800 343-9000 to check the status of these submissions.

12.0 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:



The INFORMATIONAL DOCUMENTS retrieval facility provides an electronic mechanism for the distribution of eMedNY 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 download 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.

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

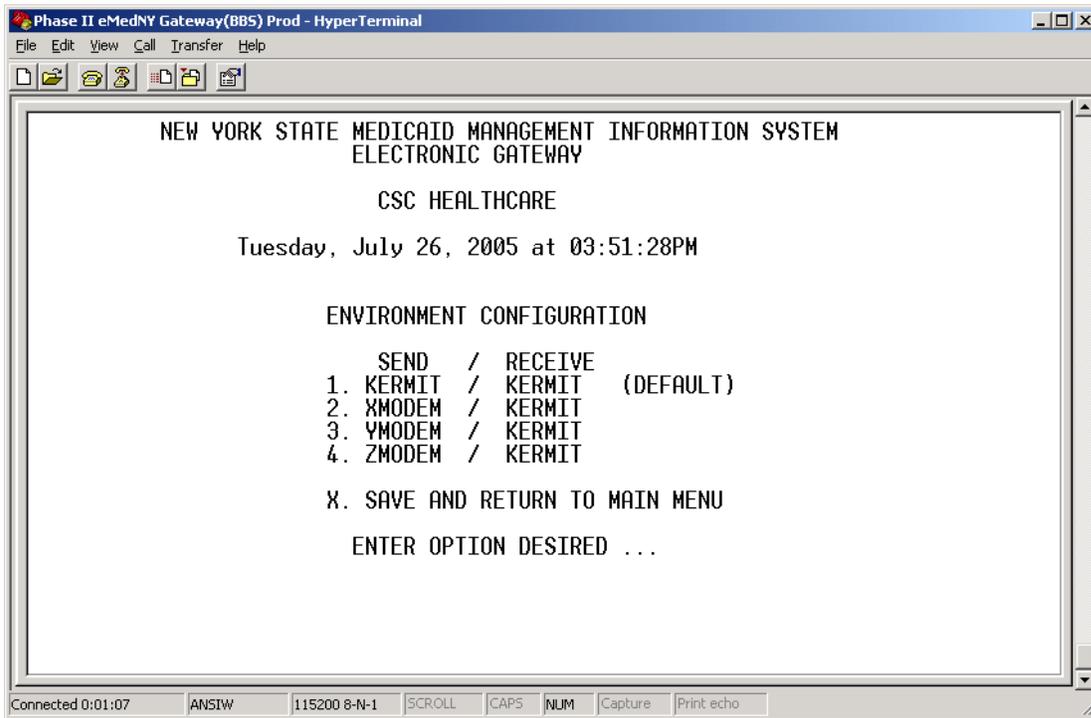
The file suffix or sequence number described in [Section 11.0](#) will also be applied to the Informational Documents Download Log. For example, a retrieval request for one or more informational documents will result in an Informational Documents Download Log named INFO_DWN.1.

13.0 Disconnecting from eMedNY

Disconnecting from the eMedNY EG is accomplished by entering an "X" on the EMEDNY MAIN MENU. This action will log you off of the eMedNY EG and disconnect the telephone line.

14.0 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 eMedNY 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 eMedNY to you will utilize the Kermit file transfer protocol until further notice.



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

15.0 Trouble Shooting

1. Unable to connect to the eMedNY 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.
 - Refer to Section 5.0 [Hardware and Software Requirements](#) to ensure compliance.

eMedNY may be unavailable, call CSC's Provider Services for assistance.

2. Unable to login to the eMedNY.
 - Check all user access key information. User identifier and password information are case sensitive.
 - Call CSC's Provider Services for assistance.

Note

Passwords will expire every 8 weeks. Therefore you must change your password at least every 8 weeks. The user will be given a warning 1 week prior to when the password expires. Passwords must be at least 8 characters in length.

Note

3. 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 Provider Services for assistance.
4. File transfers do not complete successfully.
 - Check your communication software settings associated with file transfer protocol.
 - eMedNY 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.