



Prescription Drug Front-End System (PDFS) User Guide

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TRADEMARK INFORMATION

PK-ZIP[®] Software version 14+ is a licensed product of PKWARE, Inc. This user manual references materials from the PK-Zip Read Me File.

Microsoft Internet Explorer[®] is a licensed product of Microsoft Corporation.

Any other software referenced within this manual, or any other publication of Palmetto GBA, Limited Liability Company (LLC) is licensed or copyrighted by their respective companies and is for informational purposes only.

INTRODUCTION

Web services such as file upload and mailbox maintenance are the main functions of the Prescription Drug Front-End System (PDFS). Using a browser, registered users may browse the PDFS for Prescription Drug Event (PDE) related documentation and other useful information. The file transfer function allows registered users to transfer and create electronic data using any type of platform (i.e. Windows 7+, UNIX, Macintosh, etc.). Connection to the PDFS to upload and download files is possible using a web browser. Internet Explorer version 8.0 or higher is recommended and supported. Other browsers may be used. However, the PDFS technicians currently only support Internet Explorer.

WHO TO CALL AND HOURS OF OPERATION

Questions regarding the PDFS or the submission of data should be directed to the Customer Service and Support Center (CSSC) Help Desk at (877) 534-CSSC (2772), or consult the Help menu option from the PDFS.

PDFS AVAILABILITY

The PDFS is available for use 24 hours a day, 7 days a week. The CSSC Help Desk is unavailable on the following holidays:

New Year's Day Martin Luther King Day Memorial Day Independence Day Labor Day Thanksgiving Day and the day after Christmas Eve and Christmas Day

PRODUCTION CYCLE

Production Cycles run twice daily. PDE's submitted via the PDFS must be completely transmitted prior to the start of each cycle. The first production cycle begins at 3:00 a.m. Eastern Time (ET), and the second production cycle begins at 1:00 p.m. EST.

TESTING AND CERTIFICATION REQUIREMENTS

Submitter testing and validation is required to ensure there are no data flow issues between the submitter and the PDFS. Testing and validation also ensures the data submitted is valid and formatted correctly. When ready to send test data, please notify CSSC Operations through the CSSC Help Desk at (877) 534-CSSC (2772). Centers for Medicare & Medicaid Services (CMS) will process this data and return reports the next day. CSSC Operations is available to offer guidance on the submission of test/validation data.

PDFS OVERVIEW

The PDFS contains the following menu options:

- **Home:** Returns the registered user to the PDFS Home Page.
- **Mailbox:** Allows the registered user to download, view, and delete responses and reports from their mailbox.
- **Upload File:** Allows the registered user to upload PDE data files.
- Error Codes: Allows the registered user to look up descriptions for Error Codes.
- **Help:** Allows the registered user to view and download documents pertaining to the PDFS.
- **News & Updates:** Provides information on newly added features and information.

REQUIREMENTS FOR USING THE PDFS

File upload and retrieval are the main components of the PDFS. To access the PDFS, users must have a web browser. Internet Explorer version 8.0 or higher is recommended and supported. Other browsers may be used. However, the PDFS technicians currently only support Internet Explorer.

CONNECTING TO THE PDFS

A connection with an approved Network Service Vendor (NSV) must be in place prior to the establishment of an Internet Protocol (IP) connection with the PDFS.

All submitters with existing network access have been authorized by Palmetto GBA to connect to the PDFS.

In order to submit PDE files to the PDFS, the user must be enrolled at CSSC Operations. If the user is not enrolled, contact the CSSC Help Desk at (877) 534-CSSC (2772). Once enrolled, the user will receive a submitter Identification Data (ID) and password.

Note: This password is case sensitive. Enter the password exactly as it was assigned by CSSC Operations.

CONNECTIVITY

- 1. Refer to the documention provided by the NSV for accessing the network.
- 2. Once connected, start the browser.
- 3. Enter the following into the Uniform Resource Locator (URL) or address field: https:// <HOST NAME>/pdfs
- 4. Select ENTER.

HOME PAGE

Once connected, the user will see the PDFS Home Page, as shown in **Figure 1**. The tabs across the top of the Home Page allow the user to access the various functions. The left-hand panel provides the user with several help references.

Home	Mailbox	Upload File	Error Codes	Help	News & Update	5		
Your last i	ogin was on 5	/25/17 8:25 PM.	0 login(s) has(ha	ve) been o	fenied to your acco	unt since then.		
Welcome	to the Pres	scription Drug	Front-end Syst	tem [PDF	5] web site!			
?Get Help	On This Section	0						
France of M	a sector front and	an of the other of						
Some of th	e men reacur	es of the PDFS St	CE MPR					
Upload P	DE files for pro	cessing						
Downloa	d reports from	your mailbox						
D Seatch P	he Error Code d	atabase						
Retrieve PDFS and PDE related information								
If you require assistance using this site, try the following								
Access the PDPS online Help								
O Read the PDFS User Guide								
Contact	the Customer S	ervice and Support	Center (CSSC)					
Error Codes	Help News 8	k Updates]		ID Cos	wright 2008 CMS & P	almetto GBA, LI		
ity Statement	Disclaimer	Privacy]			(MS		
				1	CINTER	OR MICHONE & MICHONE ERF		
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	Home Your last & Welcome (?)Get Help Some of H D Upload F D Downlos D Seatch 1 D Betrieve If you require Access t D Sead the D Seat	Home Mailbox Your last login was on 5, Welcome to the Pret (7)Get Help On Thu Section Some of the main featur Upload PDE files for pro- Download reports from Download reports from Download reports and PDE If you require assistance Access the PDFS and PDE If you require assistance Access the PDFS online Download the PDFS User Gui Contact the Customer S Error Codes Help News 8	Your last login was on S/25/17 8:25 PM. Welcome to the Prescription Drug (7)Get Help On This Section Some of the main features of the PDFS si Upload PDE files for processing Download reports from your mailbox Seatch the Error Code database Retrieve PDFS and PDE related information If you require assistance using this site, Access the PDFS online Help Read the PDFS User Guide	Home Mailbox Upload File Error Codes Your last login was on \$/25/17 8:25 PM. 0 login(s) has(har Welcome to the Prescription Drug Front-end Syst (?)Get Help On This Section Some of the Prescription Drug Front-end Syst (?)Get Help On This Section Some of the main features of the PDFS site are Upload PDE files for processing Download reports from your mailbox Statish the Error Code database Statish the Error Code database Retrieve PDFS and PDE related information If you require assistance using this site, try the following Access the PDFS Online Help Read the PDFS User Guide Contact the Customer Service and Support Center (CSSC)	Home Mailbox Upload File Error Codes Help Your last login was on 5/25/17 8:25 PM. 0 login(s) has(have) been of Welcome to the Prescription Drug Front-end System [PDF 'Oget Help On This Section Some of the main features of the PDFS site are Upload PDE files for processing Devenload reports from your mailbox Starth the Error Code database Estimate PDFS and PDE related information If you require assistance using this site, try the following Access the PDFS Online Help Esting the PDFS User Guide Contact the Customer Service and Support Center (CSSC) Error Codes (Help News & Updates] © Esting to processing	Home Mailbox Upload File Error Codes Help News & Update Your last login was on \$/25/17 8:25 PM. 0 login(s) has(have) been denied to your accor Welcome to the Prescription Drug Front-end System [PDFS] web site! (?)Get Help On This Section Some of the main features of the PDFS site are Upload PDE files for processing Download reports from your mailbox Statch the Error Code database Statch the Error Code database If you require assistance using this site, try the following Access the PDFS online Help Read the PDFS User Guide Contact the Customer Service and Support Center (CSSC)		

Figure 1 – Home Page

NEWS & UPDATES

New information pertaining to the PDFS is available in the **News & Updates** tab, as shown in **Figure 2**.

PDFS Prescription Dru	ug Front-	end Sys	tem		Search		
	Home	Mailbox	Upload File	Error Codes	Help	News & Updates	
Velcome back XXXXXX My Profile) [Loosat] iet Assistance	News and	d Updates		·	6à		19
Site User Guide	Please Inok	here periodical	y for important infi	presetion regarding i	ubmission	of Prescription Drug Fro	et-end
E On-line Help	System det	 Notification a 	/ changes in requir	ements will be detai	led here as	the information become	es available.
E FAQS	There was	no news items	failed				
B Documentation	There were	no news items	appuid-				
E Accessibility Statement							
t Contact Us							
Contact Us Latest News & Updates No News Found Home Mailbox Upload Fil	e Error Codes	Help News I	& Updates]		e Cop	yright 2008 CMS & Pale	metto GBA, LLC
Latest News & Updates		and the state	New Service (10)		6. Cop	yright 2008 CMS & Pale	MS

Figure 2 – News & Updates Page

LOGGING INTO THE PDFS

Users must log into the PDFS via the Login Page, as shown in **Figure 3**, in order to utilize the file upload and retrieval functions.

Users may select the Login link in the upper-left corner of a web page to navigate to the Login Page.

Users must enter a valid CSSC Operations assigned User Name and Password, then select the Login Button or Enter key. If a valid User Name and Password has not been entered, error messages will display, as shown in **Appendix A**.



Figure 3 – Login Page

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First Time Users and Initial Setup

<u>Note:</u> This section and the following sections concerning passwords impact web users only. Users who utilize the Command Line will not be impacted.

A Command Line user will continue using submitter ID and password to login. If users utilize both the web site and Command Line functionality, two different and distinct passwords will be maintained by the user.

Users who login for the first time will need to create a new password and a user profile.

- 1. Users may log in by entering a valid CSSC Operations assigned User Name and Password and select the Login Button or Enter key on the Login Page, as shown in **Figure 3**. At this time, the password is considered a temporary password.
- 2. The system will navigate from the Login Page to the Reset Password Page, as shown in **Figure 4**.

PDFS						arthrop Villa May V Accessibility 25	abatrant
the second s		1000	1212.07154			Search	(Thing)
Prescription Drug	Home	Mailbox	Upload File	Error Codes	Help	News & Updates	
Welcome back KNOOOCK Login Get Assistance	Reset Pa	asword					
Site User Guide On-Ince Help PAQs Decumentation Accessibility Statement Contact Us atest Nevys & Updates No News Pound	- Paulo Horn Harin Hacin Hann Hann Hann Hann Korfen Korfen	vol Bales words are sincry Parawords cent num Pasawords word Size = 8 p num 1 Upper Ci num 1 Special (num 1 Special (num 1 Special (num 4 Special (nd be the serve as Age = with one am Age = 60 dece. equilities. and Character (A= (0-9). Jagracters (-0 #0) Jagracters (-0 #0) Characters (-0 #0)). 6-*). sev pesswords ere	te used. Latiowed.		
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Figure 4 - Reset Password Page

- 3. The user will enter a new password, confirm the password, and select the Change Password link.
- 4. The User must adhere to all the password rules. If the correct password information has not been entered, error messages will display, as shown in **Appendix B**.

Note 1: Passwords will not be visible on entry.

Note 2: Passwords are defined as 8 positions; that is, no more or no less than 8 positions.

5. After the Change Password link has been selected, the system will navigate from the Reset Password Page to the My Profile Page, as shown in **Figure 5.**

<u>u u u </u>	Home Mailbox	Upload File	Error Codes	Help	News & Updates
Velcome back XXXXXX (<u>My Profile</u>) (Logaut)	My Profile				
Bet Assistance	my rionis				
Site User Guide	+ Ny Profile				
On-line Help FAQs Documentation	To update your profile,	change your informa	tion, then press the	Update Pro	file button,
Accessibility Statement	- Update Profile				
6 Contact Us	Username				
atest News & Updates	Password		(shanse)		
No News Found	First Name				
	Last Name				
	Please note that que	stions below have to	be unique.		
	Question1				~
	Question2				~
	Question3		17/		
	Quinciuna				1.5.
	Question4				~
					1 (1 (1 (1 (1 (1 (1 (1 (1 (1 (
	Question5				~
	Password Repet				
			- 92		
	Update Profile	Cancel			

Figure 5 - My Profile Page

6. All fields must be entered. Select the Update Profile link when complete. If all fields are not entered, error messages will display, as shown in **Appendix C**.



Revised Date: 6/30/2017 Printed Date: 6/29/2017

Maintaining a Password

EXPIRED PASSWORD

If a user's password is 60 days or older, the user must enter a new password.

- When the user enters a User Name and valid password, as shown in Figure 3 and selects the Login or Enter button, the following message will display if the password is 60 days or older, 'ERROR – Password for account is older than 60 days. Renewal is required. Please reset your password.'
- 2. The system will navigate to the Reset Password Page, as shown in **Figure 4**.
- 3. The user may enter a new password, confirm the password, and select the Change Password link. The system will navigate to the Login Page, as shown in **Figure 3**.
- 4. The user may enter the User Name and new password, as shown in **Figure 3** and select the Login or Enter button.
- 5. A successful login will take the user to the Home Page, as shown in **Figure 1**.

FORGOT PASSWORD

If a user enters a valid User Name but cannot remember the password, the user can reset/change the password.

- 1. Select the '**Forgot your password?' link, as shown in **Figure 3**.
- 2. The system will navigate to the Reset Password Page for entry of the User Name. The user may enter a valid User Name and select Submit, as shown in **Figure 6**.

PDFS					5	ortaint I Blie Map V Access	The Statement
PUTS Prescription Drug	Front-	and Svs	tem			50	erch @Hele
	Home	Mailbox	Upload File	Error Codes	Help	News & Updates	
Welcome Guest! { <u>Login</u> }					a strange of		
Get Assistance	Reset Pa	ssword					
Site User Guide On-line Help FAQs Documentation Accessibility Statement Contact Us			lease enter your Us	er ID.			
Latest News & Updates	User No > Subm	sme	NE				
[Home Mailbox Upload File [Contact Site Map Accessibil			A CARACTER OF		e Cre	PALMETT A CELERIAN GRO	MS TO GBA

Figure 6 - Reset Password Page

- 3. After selecting Submit from the Reset Password Page, the system will navigate to the Reset Password Page for entry of answers to selected Security Questions, as shown in **Figure 7**.
- 4. The user should have created answers to selected security questions when the initial setup was completed.

PDFS				4	antact Site Hap Accessibility St	atement
Prescription Drug	Eront.and Evet			_	Search	CHein
Welcome Guestt <u>[Login</u>] Get Assistance	Home Mailbox Reset Password	Upload File	Error Codes	Help	News & Updates	
Site User Guide On-line Help FAQs Concentration Accessibility Statement Contact Us Latest News & Updates No News Found	Reset Password To reset your pessword you Question1: Answer1: Question2: Answer3: PSubmit Cancel	must correctiv a	newer vour auestin	D-		
(Home Mailbox Upload File Contact Site Map Accessibil		The second		e Cop	PALMETTO A CELEMAN GROUP CO	GBA.

Figure 7 - Reset Password

- 5. The user must answer each question and select Submit.
- 6. If all the questions are not answered correctly, an error message will display, 'Invalid answers to questions. If problem continues to exist, please contact CSSC Help Desk at (877) 534-CSSC (2772).'
- 7. If all the questions are answered correctly, the system will navigate to the Reset Password Page to reset the password, as shown in **Figure 4.**

Note 1: Answers are case sensitive.

Note 2: The user can only reset the password once daily in a 24 hour period.

Update My Profile

Once the initial setup has been completed for first time, the user may update the profile information.

- 1. Select the My Profile link in the top left corner of any web page.
- 2. The My Profile link will navigate the user to the My Profile Page.
- 3. Once on the page, the user may change their information and select the Update Profile link.

Change/Reset Password

Once the initial setup has been completed for the first time, the user may reset or change a password once daily.

- 1. Select the My Profile link in the top left corner of any web page.
- 2. The My Profile link will navigate the user to the My Profile Page.
- 3. Once on the page, select the change link on the right side of the password field.
- 4. The system will navigate to the Reset Password Page.
- 5. Users may now enter a new password, confirm the password, and select the Change Password link.
- 6. Users must adhere to all the Password rules. If valid password information has not been entered, error messages will display, as shown in **Appendix B**.

Password Lock

If the user attempts 3 unsuccessful logins, the password will be considered locked and will not be able to log into the web site. On the 4th login attempt, an error message will display, **'ERROR** – Account is locked. Please contact CSSC Help Desk at (877) 534-CSSC (2772).'

Once the password is unlocked, the user may login by going to the Login Page, as shown in **Figure 3.**

Password Auditing

After the initial setup is complete, and the user successfully logs in, a message will appear on top of the page providing the last login and number of denied attempts, as shown in **Figure 8**.



Figure 8 - Home Page

UPLOAD FILE

Selecting **Upload File** from the main menu will display the page, as shown in **Figure 9** on the next page.

Upload Restrictions

- a.) File size is limited to 60 megabytes via the web site. It is highly recommended that the Secure File Transfer Protocol (SFTP) line be used to upload large files*.
- b.) One file at a time should be uploaded.

Upload Tips

- a.) Compress (Zip) large files prior to uploading.
- b.) Large files can take an extended length of time to upload; this time is dependent on the connection speed.

* Large files are defined as files containing between 5 and 60 megabytes (1 million records = 51.2 megabytes uncompressed).

UPLOAD FILE STORAGE ON PALMETTO GBA SYSTEM

An uploaded file is not stored in a user directory. The file is retained in the system queue directory for approximately 3 days then moved to the archive directory where it is retained for approximately 14 days. Files are retained in the Palmetto GBA system for a total of 17 days. The number of files retained depends on the number of files uploaded within a 17-day window. On the 18th day the file is permanently archived.

The steps on the following pages will explain how to select a file to upload to the PDFS.

1. The file selection window of the Upload File tab will appear, as shown in **Figure 9**. Select the **Browse** button to select a file to transfer.

DDES					international distances	Actant of	Conternation in	
FUFS		-				Sean	ch Disis	1
Prescription Dru	Front-ond Sys Home Mailbox	Upload File	Error Codes	Help	News & U	odates		
Welcome back XXXXXX [My Frafile] [Losout] Get Assistance	Prescription Drug Ev	ent Submissio	C. C					
 Site User Guide On-line Help FAQs 	If you experience proble command line FTP, trast	enis transmitting ructions are found	a file using this we f in the <u>PDFS User</u>	b site, plesi Guide	se try to trade	unit your file	e using	
Documentation Accessibility Statement Contact Us	TIP FOR LARGE FILES: W							
atest News & Updates	Transfer times are depende very sine connection and/o			as of your !	tle. You may t	me out if you	tase e	
To News Found	To submit a Prescription Step 1 - Select your file Choose your file by pres			the full path	ta your file.			
Ro News Found	Step 1 - Select your file	uing the Browse I antire path and fil	tufftor, or typing in 1 e nems (example: 1	your file is	namiad 'mytra	CONVERSION OF	he .	
Ro News Found	Step 1 - Select your file Choose your file by pro NOTE: Finance other the	uing the Browse I antire path and fil	tufftor, or typing in 1 e nems (example: 1	your file is	namiad 'mytra	nafer Jul' = 0 W30	te.	
Ro News Found	Step 1 - Select your file Choose your file by pro NOTE: Finance other the	aing the Browse I entire path and G e 'Ci' drive, enter o E	auffor, ar typing in t e herne (example: i ::'myllies'mylrande	your file is	namiad 'mytra	CONVERSION OF	te.	

Figure 9 - File Upload Page

2. Use the File Upload window, as shown in **Figure 10**, to navigate to the file to upload. The user can select the file and choose Open, or double-click the filename.

Choose File to Upload	TA ITA A CONTRACTO		4. Search pdfifile	I STREET	
Organize - New folder	TA (D) • poisines		 4 Search pdhfiles III ● 		
Name D drugdata.txt					
((ir)	l.			
File name:		*	All Files (*.*) Open	Cancel	•

Figure 10 - File Selection Dialog Box

Once the user returns to the window, the file selected should appear in the text box next to the Browse button. Select **Upload File** to transmit the file. The window, as shown in **Figure 11** will appear after a successful upload. If the upload is unsuccessful, a pop-up window will appear containing the reason for the error.

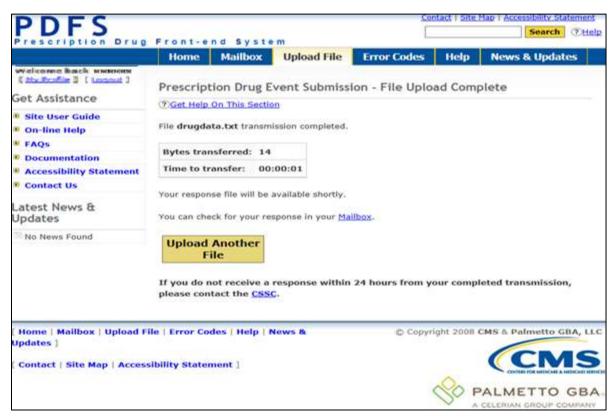


Figure 11 - Successful File Transfer

MAILBOX

Selecting the Mailbox tab from the main menu will display the page, as shown in **Figure 12**. The files available are those contained in the user's mailbox directory on the Palmetto GBA system. The file **Size** is indicated in bytes, and the **Date** indicates the date the file was placed in the user's mailbox.

Downloading Files from the Mailbox

To download files from the PDFS mailbox to the computer, follow these instructions:

- 1. Select the MAILBOX tab to open.
- 2. Select up to 5 files from the list of available files (use the CTRL and SHIFT keys to select multiple files).
- 3. Select the **Download** button.

Set Assistance Site User Guide On-line Help FAQs	Mailbox Listing T <u>Get Help On This Section</u> Your mailbox contains responses and reports for files you have submitted to the PDFS. You can download the files to your machine, view the files on-line and delete files that you no longer need
Site User Golde On-line Help FAQs	Your mailbox contains responses and reports for files you have submitted to the PDFS. You can
Charles and a strength on	
Accessibility Statement	Q Latest Downloads - retrieves the last list of files you downloaded D Latest Views - retrieves the last list of files you viewed
atest News E Ipdates	Filter Directory List By Date All V By File Type All V Apply Filter
No News Found	at one (arr c) at the form () (MERTING
	Hailbox Directory List *** Select multiple files by holding the Ctrl key while selecting. *** Select a range by holding the Shift key while selecting. NDD21252 - DSD PDD25 R25B R3FP23254 R.SD PDD78 R25P R3FP23254 R.SD PDD78 R25P R3FP23254 R.SD PDD78 R25P Size1 R3FP23254 R.SD PDD78 R25P Size1 R3FP23254 R.SD PD78 R25P Size1 R3FP23300 R.SD PD78 R25P Size1 R3FP23300 R.SD PD78 R25P Size1 R3FP23304 R5P PD78 R25P Size1 R3FP23300 R.SD PD78 R25P Size1 R3FP23300 R.SD PD78 R25P Size1 R3FP23304 R5P PD78 R25P Size1 R3FP23304 R5P PD78 R25P Size1 R3FP23304 R5P PD78 R25P Size1 Size1 Size1 S
	Fightenets [Diversioned] View [Diversion]

Figure 12 - Mailbox Page

The selected files will be returned once they are retrieved. After the downloads are prepared, the user will receive the page, as shown in **Figure 13**.

This page will list the files to choose to download to the computer. To begin a download, **leftclick on the filename** and choose **"Save as..."**. The files may be downloaded one file at a time, or simultaneously.

The file names chosen will be modified to replace all period separators with underscores, and a file extension will be added. Compressed (zipped) files will receive a **.zip** extension; all other files will receive a **.txt** extension. The added extension eliminates the need to rename zipped files, so they are recognized as such by the compression software.



Figure 13 - Preparing Downloads

NOTE: Left-clicking on the file may cause some browsers to attempt to display the file. In such a case, the user can right-click on the file and choose **"Save-as..."** option.

To return to the most current list of downloads, select the **Back To My Mailbox** button from the **Mailbox** page.

Deleting Files from the Mailbox

To delete a file(s) from the PDFS mailbox, follow these instructions:

- 1. Select the file(s) from the list of files, see Figure 12.
- 2. Select the **Delete** button to bring up the confirmation page in **Figure 14**.
- 3. Select Delete File(s) to delete the file(s),
- **NOTE:** When **Delete File(s)** is selected, the file will be permanently deleted from the PDFS mailbox.

DDEC					Contact Site	Map 7 Accessibility Statement	
PUTD Prescription Drug	Frontes	nd Syst				Search @tisk	
	Home	Mailbox	Upload	File Error Co	ides Help	News & Updates	
Velcome back xxxxxx [<u>My Profile</u>] [<u>Loqout</u>] Get Assistance		ile Confir	11100000000				
Site User Guide On-line Help	 Gst.Help.On.This Section How to delete the file(s) Click on the Delete file(s) link to delete the file from your mailbox. You will be returned to your mailbox listing after the file(s) are deleted. How to cancel the delete Click on the Cancel link to cancel the delete process and return to your mailbox listing. 						
FAQs Documentation Accessibility Statement							
atest News &							
No News Found		Ile Name		d/Time Created Nov 25 10:03	Size in Bytes 2570		
	Delete (s)		ancel				
Home Mailbox Upload Fi Ipdates]	ile Error Co	des Help	Nows &	0	Copyright 2008	CMS & Palmetto GBA, LL	
Contact Site Map Access	sibility States	nent]			~	(CMS	
					So	PALMETTO GBA	

Figure 14 – File Delete Confirmation Page

Viewing Files in the PDFS Mailbox

To view files in the PDFS mailbox, follow these instructions:

- 1. Select up to 5 files from the available list.
- 2. Select View.
- 3. A dialog box will appear to inform the user that the download is being prepared, as shown in **Figure 15**.

Home Mailbox Li	Mailbox	Upload File	Error Codes	Help	News & Update	
	and the second states in the					
Your mailtios download the	contains res files to your	ponses and report r machine, view th	e files on-line and	delete files ti		
				babadi.		
	Constraints and the second		1977-		(autoritation)	
** Select Select R5P2325 R5P2325 R5P2325 R5P2326 R5P2330 R1P2330 R1P2330 R5P2330 R5P2330	multiple files a range by h 4. RSP - PD 6. RSP - PD 9. RSP - PD 2. RSP - PD 2. RSP - PD 4. RSP - PD 9. RSP - PD 3. RSP - PD 3. RSP - PD	olding the Shift ki SA FORDE FS RELEP FS RELEP FS RELEP FS RELEP FS RELEP FS RELEP FS RELEP FS RELEP FS RELEP FS RELEP	v while selecting Size Size Size Size Size Size Size Size Size Size		736 Dated: 736 Dated: 736 Dated: 738 Dated: 738 Dated: 738 Dated: 738 Dated: 738 Dated: 738 Dated: 738 Dated: 738 Dated:	
	Voor mailbox download the D Latest Dor D Latest Vie Filter Dire By Date Mailbox D Salect Hip2232 RSP2332 RSP2332 RSP2332 RSP2332	Vour mailbox contains re download the files to you D Latest Downloads - n D Latest Views - retriev Filter Directory List By Date A11 ~ Mailbox Directory List ~ Select arrange by h BSP23294 , RSP - PD RSP23294 , RSP - PD RSP23294 , RSP - PD RSP23304 , RSP - PD	download the files to your machine, view the Diatest Downloads - ratrieves the last lis Diatest Views - retrieves the last list of fil Filter Grectory List By Date All With the file type Mailbox Directory List *** Select multiple files by holding the Ct *** Select multiple files by holding the Shift ks BSP23294, RSP, PDFP REEP RSP23304, RSP, PDFP REEP RSP234, RSP, RSP RSP234, RSP, RSP RSP234, RSP, RSP RSP234, RSP, RSP RSP234, RSP	Your mailtiox contains responses and reports for files you have download the files to your machine, view the files on-line and the files to you control the files to you control the files to you control the files to you will be the files you viewed Diatest Downloads - retrieves the last list of files you viewed Bitstest Views - retrieves the last list of files you viewed Filter Directory List By Date All Mailbox Directory List	Your mailliox contains responses and reports for files you have submitted t download the files to your machine, view the files on-line and delete files to O Latest Downloads - retrieves the last list of files you downloaded O Latest Views - retrieves the last list of files you viewed Filter Directory List By Date All Mailbox Directory List	Your mailliox contains responses and reports for files you have submitted to the PDFS. You of deveload the files to your machine, view the files on-line and delete files that you no looger Diatest Downloads - retrieves the tast list of files you downloaded Diatest Views - retrieves the tast list of files you downloaded Filter Directory List By Date All Wy File Type Melbox Directory List By Date All Apply File Melbox Directory List Select moltiple files by holding the Ctel kay while selecting. Apply File Melbox Directory List Select moltiple files Dy holding the Staff kay while selecting. 7.26 Datewill Rapp23296, NBP, PDFP REPP Bizet 7.36 Datewill Rapp23296, NBP, PDFP REPP Sizet 7.38 Datewill Ra

Figure 15 - Lists of Selected Files

This window, as shown in Figure 16, displays the contents of the file selected.

ntents of file: RSP232	IG.RSP.INVALID_FILE_HDR	
REPORT: PDFS-RE	SP PRESCRIPTION DRUG	FRONT END SYSTEM
RUN DATE: 20090 SUBMITTER ID: 5	방문(T) : · · · · · · · · · · · · · · · · · ·	N REPORT
FILE ID: PDFSCO	NNO1 REJECTED TEST	
RECORD SEQ	EPROP	
TYPE NO	CODE BRROR DESCRIPTION	
HDR 0000001		AST 12 MONTHS
END OF REPORT		

Figure 16 - Viewing a File

To return to the most current list of files, select the **Back To Mailbox** link from the **Mailbox** page.

Revised Date: 6/30/2017 Printed Date: 6/29/2017

ERROR CODE LOOKUP PAGE

The **Error Codes** menu option will take the user to the window shown in **Figure 17** where the user may search for specific Prescription Drug Event errors. To perform an Error Code search, key the Error Code into the text box and select **Search**.

	Home Mailbox	Upload File	Error Codes	Help	News & Updates
elcome back XXXXXXX <u>Ny Profile</u>] [<u>Logout</u>]	Error Code Search	1			
et Assistance	(?)Get Help On This Section	i			
Site User Guide					
On-line Help	Error Code Search				
FAQs	Enter Code Sealids				
Documentation	Code 648				
Accessibility Statement	Search				
Contact Us	Courter				
itest News & Updates					
No News Found					
Home Mailbox Upload File	Error Codes Help News 8	Updates]		© Cop	yright 2005 CMS & Palmetto GBA, LLC
	un ann an an ann an an an an an an an an	Privacy I			CNIC
Contact Site Map Accessibi	lity Statement Disclaimer	1111111			(CIMS
Contact Site Map Accessibi	inty Statement Disclaimer			1	
Contact Site Map Accessibi	inty Statement Disclaimer			R	PALMETTO GBA

Error codes can be returned from the response files previously discussed.

Figure 17 - Error Code Search Page

When a successful search is performed, the results will appear, as shown in Figure 18.

	Home	Mailbox	Upload File	Error Codes	Help	News & Updates	
Welcome back xxxxxx [<u>Hy Profile</u>] [<u>Logout</u>]	Error Code	Search R	ecults	6	(Constraint)		ų.
Get Assistance	(7)Get Help On This Section						
Site User Guide	(Diget help of	FILE SECON	5)				
B On-line Help	Code	648					
E FAQS	Description						
Documentation	Description		uription Grigin Cod 1', '1', '2', '3', '4' an		values are	0	
Accessibility Statement							
B Contect Us							
Latest News & Updates						4	
Latest news d opdates							
No News Found	Suggestions	Far DOS effective lanuary 1, 2010 and furward. This edit only applies to non-standard format PDEs and standard format PDEs for refills (Fill Number not = '00').				^	
		100					
	New Sear	ch					
					10.101844		
Home Mailbox Upload File	Error Codes He	Ip News &	k Updates]		© Cop	vright 2008 CMS & Pale	nettu GBA, LL
Contact Site Map Accessibi	lity Statement D	isclaimer i	Privacy 1			6	
Contact (and thep) Meeting		The second s	renter 1				MS

Figure 18 - Successful Error Code Search

GET ASSISTANCE

There are several types of assistance available in the **Get Assistance** area located on the left side of the PDFS Home Page, as shown in **Figure 19**.



Figure 19 - Documents Page

- The **Documentation** menu item, as shown in **Figure 19** located beneath **Get Assistance** provides PDFS support documents such as the PDFS Record Layout. Updates to this page are captured on the "**News & Updates**" page.
- The Frequently Asked Questions (FAQs) menu option provides a list of frequently asked questions pertaining to the PDFS.
- The **On-line Help** menu option provides various help topics for the PDFS.
- The **Contact Us** menu option provides contact information for the CSSC Help Desk.

CONNECT USING SFTP

SFTP Application Software

SFTP is a program in UNIX shell interface. For demonstration purposes, the figures in this section are examples of an UNIX client with a user ID SH9999. Please reference UNIX client documentation.

Connect to Palmetto GBA using SFTP

The **PORT ID** must equal: **22** and the **HOST ID** has not changed. For information regarding the HOST ID, please contact the CSSC Help Desk at 877-534-CSSC (2772). Consult with the Network Service Provider when utilizing SFTP.

Users will be required to enter the submitter ID and password issued to them by Palmetto GBA. The CSSC Operations will assign a submitter ID and an original password. If a password is misplaced or becomes compromised, contact the CSSC Help Desk at (877) 534-CSSC (2772).

The "userid/userid" format should be used when entering the submitter ID. Once connected via SFTP, the customer will be prompted for a password. Current passwords will be transferred to the new application.

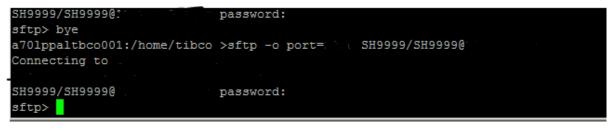


Figure 20 - SFTP Screen Shot #1

The "ls" command will list the "inbox" and "outbox". The inbox will house reports such as the *Error Summary and Tranaction Validation. The* outbox is used for the submission of PDE files. Follow the steps outlined below for data submissions and report retrievals.

Sending Files

At the sftp> command prompt, enter: **cd outbox/EZComm/BC/1.0/Notify.** To display the current working directory, enter the command **pwd**, as shown in **Figure 21** below.

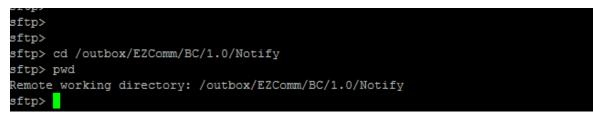


Figure 21 - SFTP Screen Shot #2

Once in the outbox/EZComm/BC/1.0/Notify directory, using the "put" command, enter the file name to upload. For example: put SH9999*. The file upload will display and the sftp> prompt will appear once the upload is complete.

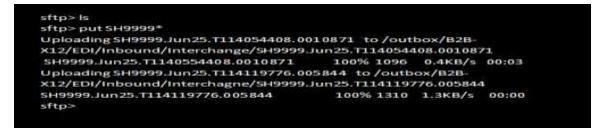


Figure 22 - SFTP Sending File Screen Shot

Receiving Files

If the connection remains intact following a file upload, the user may switch to the inbox directory by entering: **cd /inbox/EZComm/BC/1.0/Notify.**



Figure 23 - SFTP Receiving File Screen Shot

Once in the inbox/EZComm/BC/1.0/Notify directory, using the "get" command enter the file name to download. For example: get *.*. The screen will display the file being downloaded and the sftp> prompt will appear once the download is complete.

CONNECT USING FTP

File Transfer Using Microsoft FTP Software

The following instructions apply to the FTP client software available in Windows 95 and Windows NT. Reference **Appendix D** for a sample script to automate file transfers using Microsoft FTP software.

Passwords

Users will be required to enter the User Name or submitter ID and password issued to them by Palmetto GBA. The CSSC Help Desk will assign a User Name or submitter ID and password. If a password is misplaced or becomes compromised, contact the CSSC Help Desk at (877) 534-CSSC (2772).

Log On to the FTP Server

To connect to the FTP server using Microsoft FTP, follow these instructions and reference **Figure 24**.

1. At the DOS prompt, the user will need to launch the FTP software. Enter **ftp** at the DOS prompt and select the Enter key.

To turn off Interactive Logging so that the question will not be asked for individual file confirmation when transferring multiple files, use the '-i' option. **ftp> –i**

- The user must open the server connection. Enter the following at the ftp> prompt and select the Enter key.
 ftp>open xxxxxxxxx 2021 where xxxxxxxxxx is the FTP server URL.
- 3. A connection message will display, along with a prompt to enter a User Name or submitter ID and Password. Enter a valid User Name and select the Enter key. Enter a valid Password and select the Enter key.

The User Name or submitter ID and password are assigned upon enrollment with the CSSC Help Desk.

Note: The User Name and Password are both case sensitive. Enter the User Name or submitter ID exactly as they were assigned by the CSSC Help Desk.

c:\windows> ftp ftp> open xxxxxxxxxxx2021 Connected to xxxxxxxxxxx2021 xxxxxxxxxxxxxxxxxxxxxxx User (ftp.xxxxxxxxxxxxxx [FTP ... server ready User name okay, need password. Password:

Figure 24 – Login Command Sequence

 Once the User Name and Password have been successfully entered, a welcome message will display. Set the mode to "binary" to allow for zipped files. Enter the following command at the ftp> prompt and select the Enter key: ftp> binary

A "Type Set to I" message will appear, indicating that the user may receive and send binary files.

5. The user is now logged into the FTP server and ready to perform data transfers.

PDE Data Upload Using Microsoft FTP

Perform the following steps to place claim files in the upload directory.

- 1. Reference the above section titled "Log On to the FTP Server" to establish an FTP session.
- At the ftp> prompt, enter the "put" command to upload the file and select the Enter key.
 ftp> put YOURFILENAME CUSTOMER_UPLD!FTP

- 3. After selecting the Enter key, the FTP software will transfer the file(s).
- 4. A "File transfer is complete" message will appear indicating successful transfer of each file.
- 5. The FTP software will navigate back to the ftp> prompt when the transfer operation is complete.

Note: The return to the ftp> prompt does not mean that all files were successfully transferred. Please verify the "File transfer complete" message for each file uploaded.

PDE Download Using Microsoft FTP

Perform the following steps to download remittances, reports and other files.

- 1. Reference the above section titled "Log On to the FTP Server" to establish an FTP session.
- Enter the following commands and select the Enter key after each line to change to the download directory on the server:
 ftp> cd ..
 ftp> cd outbound

3. A "CWD command successful" message will display, which indicates that the current directory has changed, as shown in **Figure 25**.

```
ftp> cd outbound
250 CWD command successful.
```

Figure 25 – Download Commands

 To display all files available for download, enter the following command and select the Enter key, as shown in Figure 26.

ftp> ls

```
ftp> ls
200 PORT command successful.
150 Opening data connection for ..
file1
file2
226 File transfer complete.
```

Figure 26 – All Files Available for Download Commands

Downloading a Single File

- To download a single file, enter the following command and select the Enter key. ftp> get FILENAME
- 2. The FILENAME to get must match the file name in the outbound directory exactly (wild cards "*" will be accepted only if "glob" is on). If the user does not delete the files after successfully downloading them, the files will remain in the outbound directory for 14 days, at which time they will be automatically purged.

Downloading Multiple Files

- To download all of the remote files, enter the following command and select the Enter key, as shown in Figure 27. ftp>mget *
- 2. After selecting the Enter key, the FTP software will transfer the file(s).
- A "File transfer complete" message will appear indicating successful transfer of each file. The user will be asked to confirm each file by selecting the Enter key, as shown in Figure 27.

```
ftp> mget *
100 PORT command successful.
150 Opening BINARY mode data connection for ..
226 File transfer complete
```

Figure 27 – All Files Available for Download Commands

4. The FTP software will navigate back to the ftp> prompt when the transfer operation is complete.

Note: The return to the ftp> prompt does not mean that all files were successfully transferred. Please verify the "226 File transfer complete" message for each file downloaded.

Logging-Off the FTP Server

 To log-off and exit the FTP software, enter the following command at the ftp> prompt and select the Enter key. ftp>bye

File Transfer Using Other FTP Software

If using FTP software other than Microsoft FTP for Windows, follow these basic steps. Consult the FTP software documentation for detailed instructions for completing each step.

- 1. Log-On to the FTP defined server on port 2021 using the User Name or submitter ID and password as assigned by the CSSC Help Desk.
- 2. Upload the claims.
- 3. Download the claims from the defined FTP server\outbound\ directory.
- 4. Log-Off the FTP server.

Note: The upload and download directories are specific to the User Name or submitter ID. Each submitter has a specific upload and download location on the server.

HELPFUL HINTS

- By zipping upload files in a PK-ZIP 14+ compatible format, the upload time can be decreased by as much as 90%.
- Do not use the same filename for Prescription Drug Event data files as this may potentially overwrite files that are waiting for processing. Try using sequential names (i.e., FILE1, FILE2, etc.).
- Visit our **News & Updates** page periodically to check for new features, changes, or updates.
- Watch for the red alert box on the PDFS informing of any system and/or report distribution problems.
- Visit <u>www.csscoperations.com</u> for system status, report distribution messages, and alerts.

Appendix A

Error Messages for invalid entry of User Name and Password.

#	ENTRY	ERROR
1	No User Name or Password.	User Name field was blank. Please try again.
2	No Password.	Password field was blank. Please try again.

Table 1: Appendix A Error Messages for invalid login entries

Appendix B

Error Messages for invalid entries for Password Creations.

#	ENTRY	ERROR
1	Previously used password.	ERROR – The new Password entered matched a
		previous Password. Please try again.
2	New valid criteria but in all upper case	ERROR – Password rules have not been met.
	characters (ALL CAPS).	Please try again.
3	New valid criteria but in all lower case	ERROR – Password rules have not been met.
	characters.	Please try again.
4	No numeric characters but with existing	ERROR – New Password should have a minimum
	characters of previous password.	of 4 changed characters from the previous
		password. Please try again.
5	No numeric characters but with new valid	ERROR – Password rules have not been met.
	characters.	Please try again
6	Valid Criteria but with an invalid Special	ERROR – Password rules have not been met.
	Character.	Please try again.
7	Begin with a number and valid characters.	ERROR – Password rules have not been met.
		Please try again.
8	Valid criteria but less than 8 positions.	ERROR – Password should be 8 characters in
		length. Please try again.
9	Nothing/Blanks.	ERROR – One of the Password fields are empty.
		Please try again
10	All alpha characters entered.	ERROR – Password rules have not been met.
		Please try again
11	All numeric characters entered.	ERROR – Password rules have not been met.
		Please try again.
12	Valid Criteria but with no Special Character.	ERROR – Password rules have not been met.
		Please try again

Table 2: Appendix B Error Message for invalid password creation entries

Appendix C

Error Messages for blank entries on My Profile Page.

#	ERROR			
1	First Name field is empty.			
2	Last Name field is empty.			
3	Password Reset Email is empty.			
4	Answer 1 field is empty.			
5	Answer 2 field is empty.			
6	Answer 3 field is empty.			
7	Answer 4 field is empty.			
8	Answer 5 field is empty.			

Table 3: Appendix C Error Messages for invalid profile entries .

Appendix D

The following information is a script to automate the FTP transfer using the Microsoft FTP software.

Create a batch file to launch the FTP transfer with the following commands.

```
Sample batch file (c:\ftp\ftpbatch.bat):
ftp -n -i -s:c:\ftp\ftpscript.txt
```

```
Command line reference:
-n Suppress auto login
-i Suppress interactive prompting
-s <<Filename>> Specify what file contains commands to
execute in ftp session
```

This file calls ftpscript.txt which contains the commands to be executed when the FTP program starts. The file ftpscript.txt should contain the following commands:

Sample FTP Command Script (c:\ftp\ftpscript.txt):

```
open <<xx.xx.xx.x> 2021
user <<username>> <<password>>
binary
cd upload
mput c:\mco\upload\*
lcd c:\mco\download
cd \download
mget *
bye
```

Acronyms

Acronym	Literal Translation			
СМЅ	Centers for Medicare & Medicaid Services			
CSSC	Customer Service and Support Center			
CSFES	Customer Support and Front-End System			
DOB	Date of Birth			
EST	Eastern Standard Time			
ET	Eastern Time			
FAQ	Frequently Asked Questions			
FTP	File Transfer Protocol			
ніс	Health Insurance Claim			
ID	Identification Data			
IP	Internet Protocol			
шс	Limited Liability Company			
NSV	Network Service Vendor			
PCN	Patient Control Number			
PDFS	Prescription Drug Event Front-End System			
PDE	Prescription Drug Event			
SFTP	Secure File Transfer Protocol			
URL	Uniform Resource Locator			

Table 4: Acronyms

Version Number	Date	Author/Owner	Description of Change
1.0	2011	Ray Dailey	Initial Creation
2.0	2014	Jim Mayer Meryle Greve	Revisions for TIBCO
3.0	2017	Steve Braswell	2017 Annual Review. Changes made were format and wording changes for clarity and to conform to CSFES (Customer Support and Front-End System) Standards.
4.0	2017	Steve Braswell	Added Password Controls (CSFESCR0003 for CSFES 2017 Q3).

Record of Change

Table 5: Record of Change