Front-End Risk Adjustment System (FERAS)

User Guide

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TRADEMARK INFORMATION

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INTRODUCTION

Web services such as file upload and mailbox maintenance are the main functions of the Front-End Risk Adjustment System (FERAS). Using a browser, registered users may browse the FERAS for Risk Adjustment (RA) Data 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 FERAS 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 FERAS technicians currently only support Internet Explorer.

WHO TO CALL AND HOURS OF OPERATION

Questions regarding the FERAS 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 FERAS.

FERAS AVAILABILITY

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

<div align="center">

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

</div>

PRODUCTION CYCLE

Production Cycles run at 8:00 p.m. Eastern Standard Time (EST) on Monday through Friday. RAPS data submitted via the FERAS must be completely transmitted prior to the start of each cycle.

TESTING AND CERTIFICATION REQUIREMENTS

Submitter testing and validation is required to ensure there are no data flow issues between the submitter and the FERAS. 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.

FERAS OVERVIEW

The FERAS contains the following menu options:

- **Home:** Returns the registered user to the FERAS 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 Risk Adjustment (RA) data files.
- **DDE:** Creating a RA data file using Direct Data Entry.
- **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 FERAS.
- **News & Updates:** Provides information on newly added features and information.

REQUIREMENTS FOR USING THE FERAS

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

CONNECTING TO THE FERAS

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 FERAS.

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

In order to submit Risk Adjustment files to the FERAS, the user must be enrolled by 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 Help Desk.

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>/feras

4. Select **ENTER**.

HOME PAGE

Once connected, the user will see the FERAS 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.

Figure 1 – Home Page

NEWS & UPDATES

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

Figure 2 – News & Updates Page

LOGGING INTO THE FERAS

Users must log into the FERAS 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

First Time Users and Initial Setup

> **Note:** 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**.

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.**
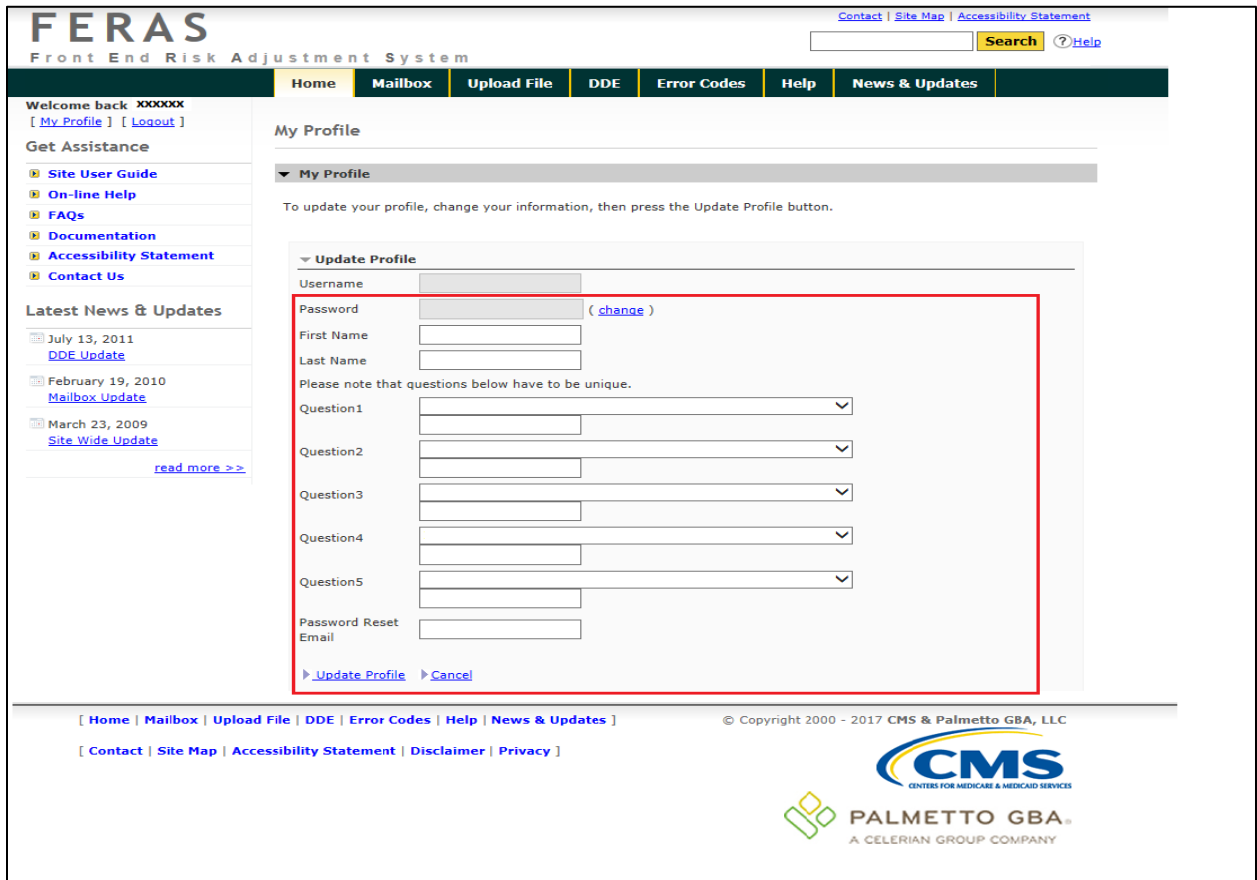
Figure 5 - My Profile Page

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**.

Note 1: All fields must be entered.

Note 2: Answers are case sensitive.

Note 3: The User Name and Password fields will display but are encrypted.

Maintaining a Password

EXPIRED PASSWORD

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

1. 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**.

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.
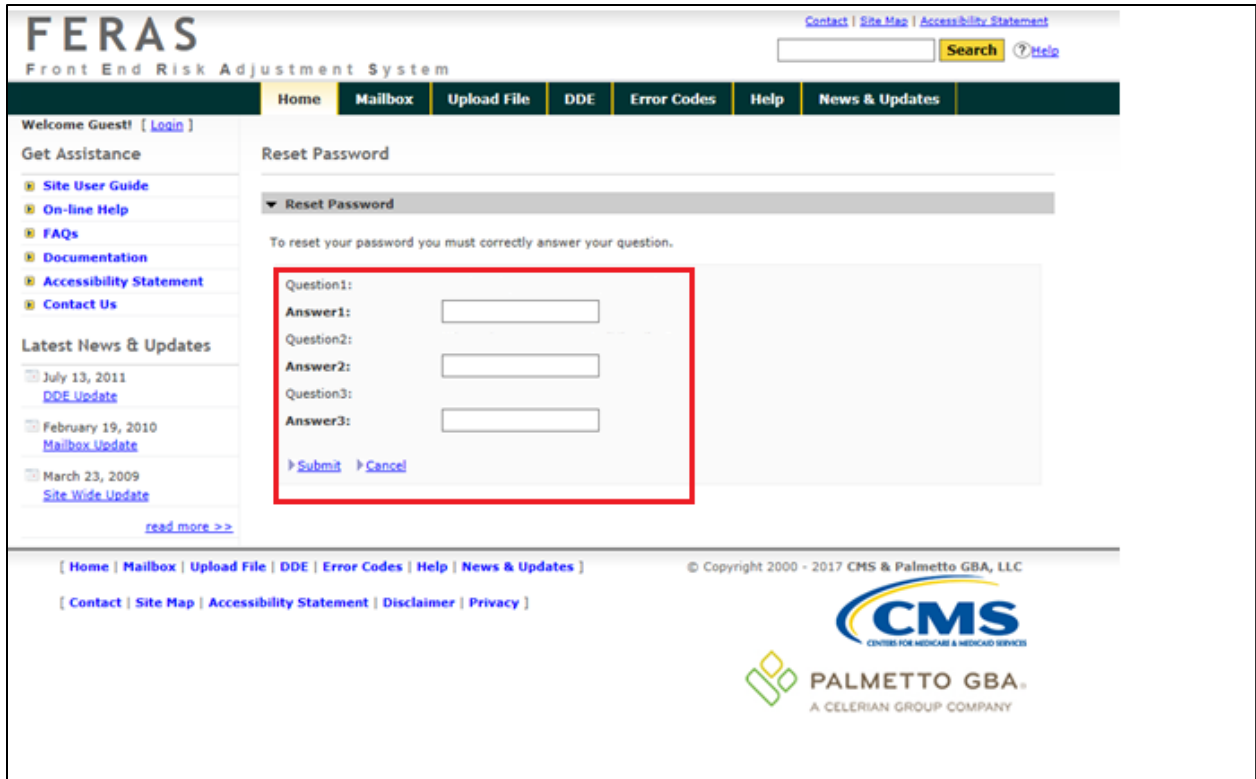
Figure 7 - Reset Password

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.**

> **N**ote 1: Answers are case sensitive.
>
> **N**ote 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 log in 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) command 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 FERAS.

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.
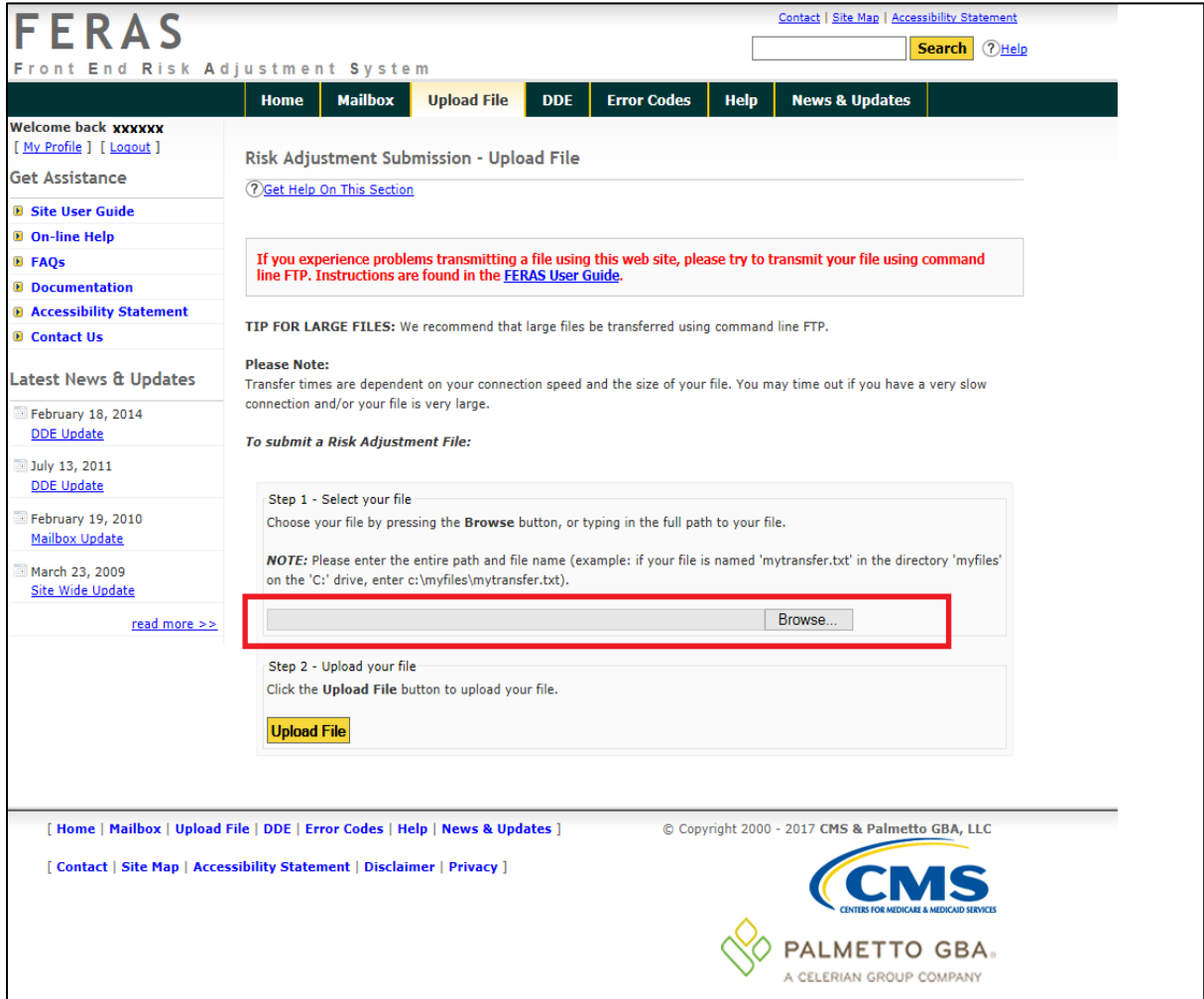
Figure 9 – File Upload Page

2. Use the File to 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.
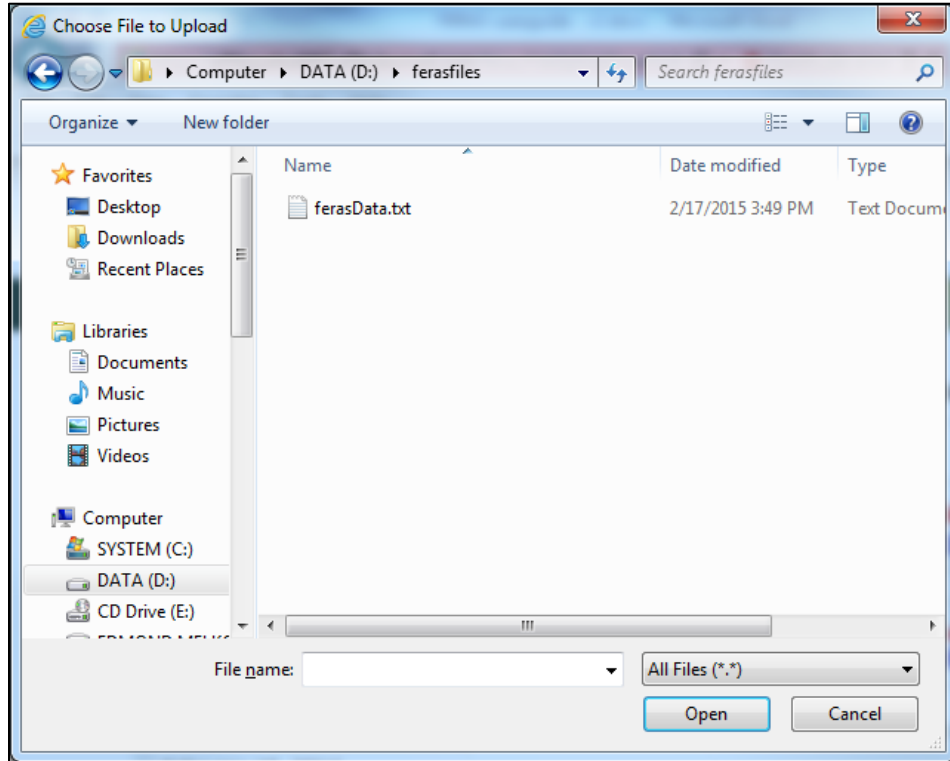
Figure 10 – File Selection Dialog Box

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 then 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 FERAS 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.
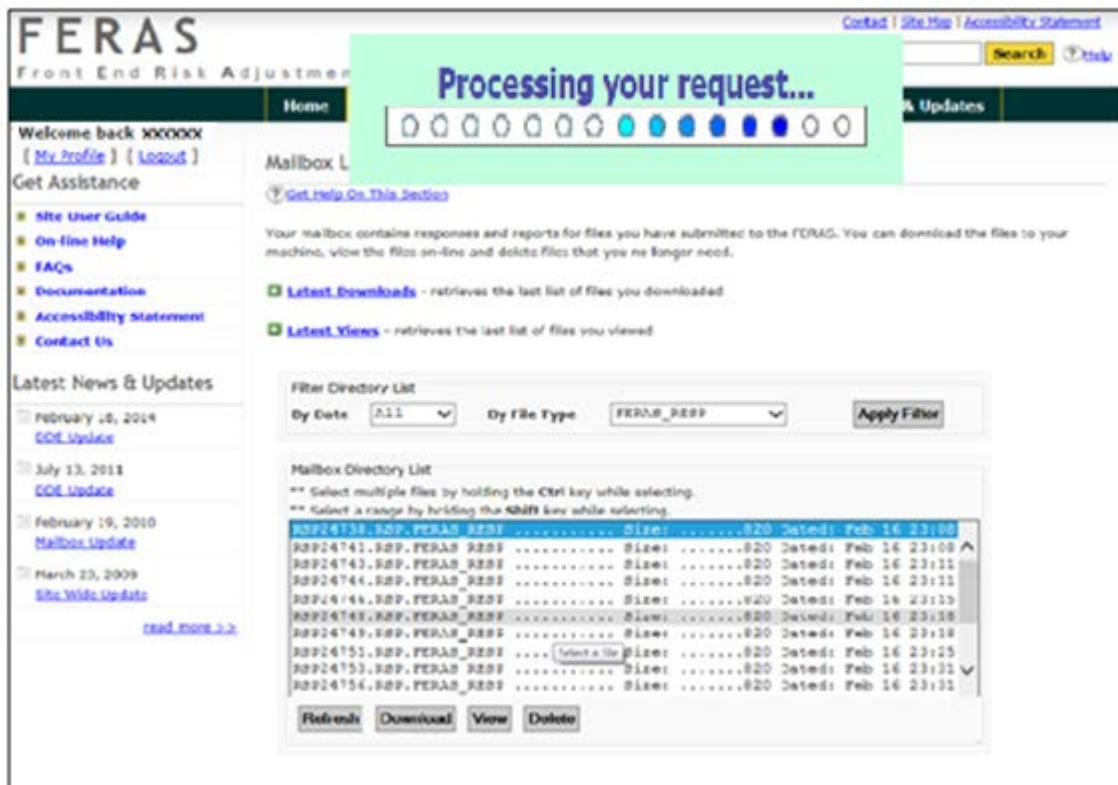
Figure 12 – Mailbox Page

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

This page will list the files to choose to download to the computer. To begin a download, **left-click 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 FERAS mailbox, follow these instructions:

1. Select the file(s) from the list of files, as shown in **Figure 12.**

2. Select the **Delete** button to bring up the confirmation page, as shown 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 FERAS mailbox.
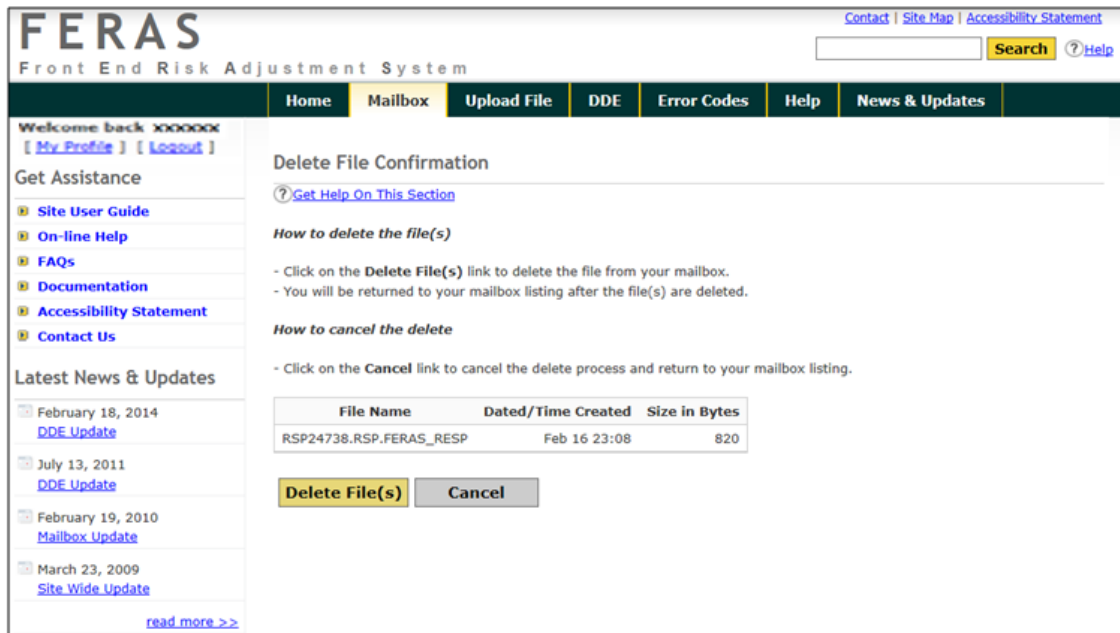
Figure 14 – File Delete Confirmation Page

Viewing Files in the FERAS Mailbox

To view files in the FERAS 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.**
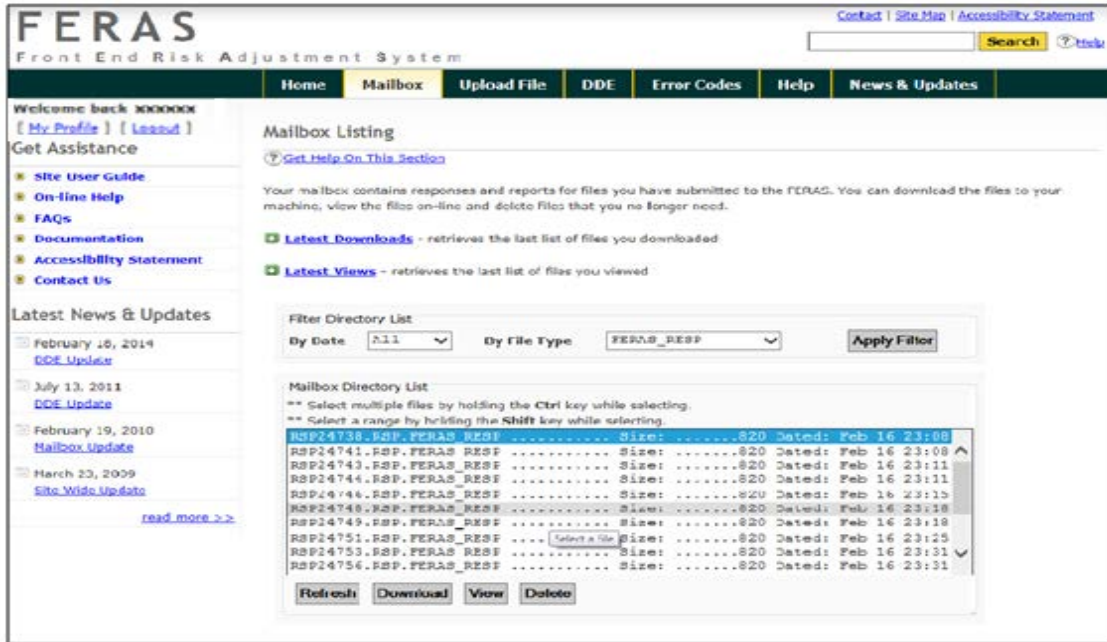
Figure 15 – Lists of Selected Files

This window, as shown in **Figure 16,** displays the contents of the file selected.
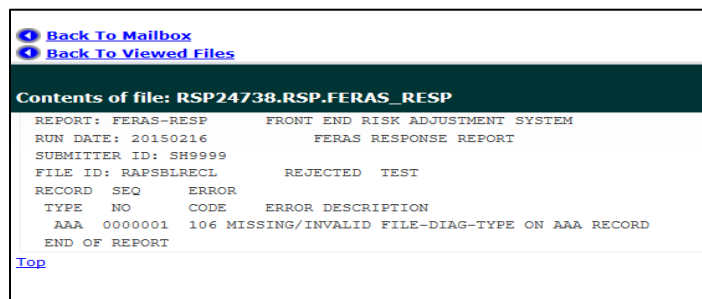
Figure 16 – Viewing a File

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

CREATING A RAPS FILE - (Direct Data Entry)

To create a Risk Adjustment Processing System (RAPS) file using Direct Data Entry (DDE), select "Start DDE" to start the creation of the file, as shown in **Figure 17**.
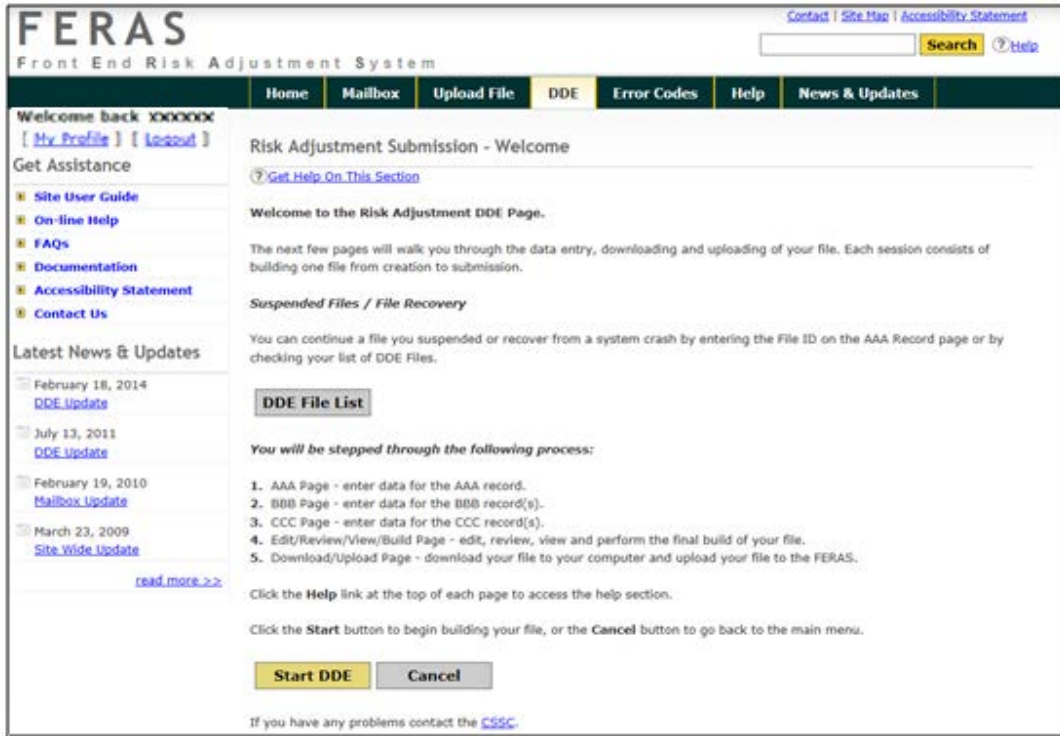
Figure 17 – Creating a RAPS File DDE File

AAA Record Page

The AAA Record Page, as shown in **Figure 18**, is for entry of data and will appear in the file's AAA record.   Follow the steps below to create the AAA record:

Figure 18 – Storing the AAA record

1. Enter a File ID. This can be up to 11 characters in length.

2. Select TEST, PROD, or OPMT from the PROD/TEST Indicator field. This will determine how the file is processed.

3. Select ICD9 or ICD10 from the Diagnosis File Type.

4. Select one of the following buttons, depending on the option desired:
- **Store AAA -** Submit the AAA record data and proceed to the BBB Record.
- **Suspend/Cancel -** Suspend or Cancel the building of this file and confirmation.
- **Reset -** Resets the AAA record to blanks (except for the system-generated fields).

NOTE: The Submitter Number is the login submitter ID. The Record ID and Transfer Date are generated by the system. Select the **Help** button at the top of the page for help at any time.

BBB Record Page

The BBB Record Page, as shown in **Figure 19**, is for entry of data and will appear in the file's BBB record.   Follow the steps below to create the BBB record:

Figure 19 – Storing the BBB record

1.   Enter a Plan Number. This is 5 characters in length (example: H9999).

2.   Select one of the following buttons, depending on the option desired:
*   **Store BBB -** Submit the BBB record data and proceed to the CCC Record.
*   **Suspend/Cancel -** Suspend or Cancel the building of this file and confirmation.
*   **Reset -** Resets the BBB record to blanks (except for the system-generated fields).

NOTE: The Record ID and Sequence Number are generated by the system. Select the **Help** button at the top of the page for help at any time.

CCC Record Page

The CCC Record Page, as shown in **Figure 20**, is for entry of data and will appear in the the file's CCC record.   Follow the steps below to create the CCC record:

Figure 20 – Storing the CCC record

1. Enter the following data:
- Patient Control Number (PCN), this can be up to 40 characters in length. The PCN is optional.
- Medicare ID, this can be up to 25 characters in length. This field was formally called the HIC (Health Insurance Claim) Number.
- Patient Date of Birth (DOB) is optional; if submitted must be in the format CCYYMMDD

2. Enter the Diagnosis Cluster information:
- Provider Type, the two-character provider type.
- From Date, must be in the format CCYYMMDD.
- Thru Date, must be in the format CCYYMMDD and cannot be prior to the From Date.
- Delete Indicator if applicable; choose this from the drop down box, either blank or 'D'.
- Diagnosis Code:
    - If ICD9 is defined on the AAA Record, Diagnosis Code maximum length is 5 characters in length (Omit the decimal).
    - If ICD10 is defined on the AAA Record, Diagnosis Code length is 3 – 7 characters in length (Omit the decimal).

- Risk Assessment Code.

NOTE: The first Diagnosis Cluster is required; if clusters 2 through 10 are used, they must contain valid data.

3. Select one of the following buttons, depending on the option desired:
- **Store CCC -** Submit the CCC record data and proceed to the next CCC Record.
- **Suspend/Cancel -** Suspend or Cancel the building of this file and confirmation.
- **Reset -** Resets the CCC record to blanks (except for the system-generated fields).

NOTE: The **Build File** and **Next BBB** buttons will be enabled after one CCC record has been created.

4. Once the **Build File** and **Next BBB** buttons are enabled, the user may choose to add another BBB record, build the file, or add additional CCC records. These actions are covered next.

Additional tasks

Adding Additional CCC Record(s)

The **Store CCC** button is used to add additional CCC records under the current BBB record. All edits apply to each CCC record. The Sequence Number will be incremented by the system for each new CCC record.

Adding Additional BBB Record(s)

The **Next BBB** button is used to add additional BBB records under the current AAA record. All edits apply to each BBB record. The Sequence Number will be incremented by the system for each new BBB.

The YYY Record(s)

A YYY Record will be created by the system for every BBB record that has been created. There is no need to create the YYY Record(s) when building the file via the FERAS.

The ZZZ Record

A ZZZ Record will be created by the system and added to the file when the file building process is completed. There is no need to create the ZZZ Record when building the file via the FERAS.

Building the file

The **Build File** button is used to build the file with the data that has been entered (see the section titled **Edit/Review Page**). The Edit/Review Page is used to edit the data that has been entered, view the file as it will be submitted to the FERAS, and review each record that has been created.

Edit/Review Page

Selecting the **Build File** button from the CCC Record Page will display, as shown in **Figure 21**. This page is used to edit and review the file just built before the actual file creation and submission to the FERAS. The user can also choose to continue building the file if more information needs to be added. The build process will continue at the next CCC record under the last BBB record entered. The user may also choose to suspend or cancel this file.
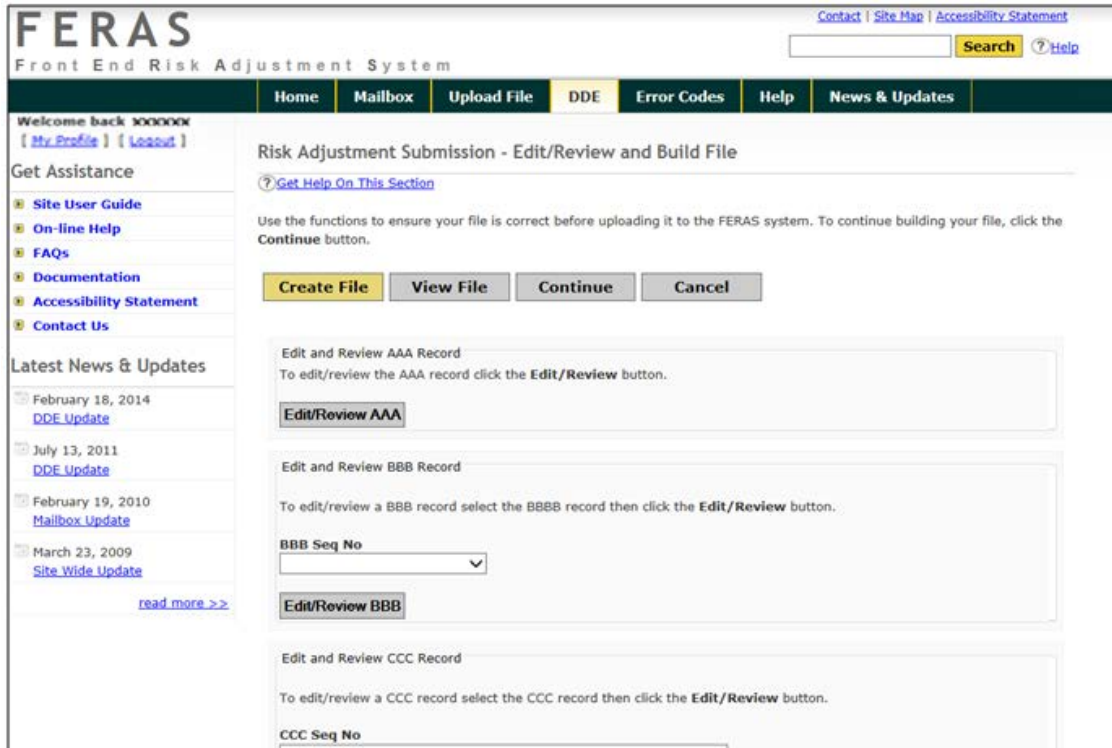
Figure 21 – Edit/Review page

Edit/Review The AAA Record

The Edit/Review AAA button is used to change any piece of information that has been previously entered.

How to Edit/Review The AAA Record

To edit the AAA Record, make any changes to the fields that have been entered and select the **Update AAA** button. If no changes are needed, or simply review the record, just select the **Back** button and the user will be returned to the Edit/Review page.

NOTE: Changes cannot be undone once they are submitted; the user will have to edit the record again to make further changes.

Edit/Review The BBB Record

To edit the BBB record(s), the user must know the sequence number for the record to edit. The user may find this information by viewing the file to see which BBB record sequence numbers are available. By selecting the Edit/Review button, the user will be able to change any piece of information that has been previously entered.

How to Edit/Review The BBB Record

To edit the BBB Record(s), make any changes to the fields that have been entered and select the **Update BBB** button. If no changes are needed, or simply review the record, just select the **Back** button and the user will be returned to the Edit/Review page.

NOTE: Changes cannot be undone once they are submitted; the user will have to edit the record again to make further changes.

Edit/Review The CCC Record

To edit the CCC record(s), the user must know both the CCC and BBB sequence numbers for the record to edit. The user may find this information by viewing the file to see which CCC record sequence numbers are available, and to which BBB record sequence number they belong. By selecting the Edit/Review button, the user will be able to change any piece of information that has been previously entered.

How to Edit/Review The CCC Record

To edit the CCC Record(s), make any changes to the fields that have been entered and select the **Update CCC** button. If no changes are needed, or the user is simply reviewing the record, select the **Back** button to be returned to the Edit/Review page.

NOTE: Changes cannot be undone once they are submitted; the user will have to edit the record again to make further changes.

Editing files from the View File page

The user can edit records from the View File Page, by selecting the **Edit** links next to the AAA, BBB and CCC records. The user cannot edit the YYY and ZZZ records as these are generated by the system using the information previously entered.

Once the user has edited the records, see sections entitled **Edit/Reviewing AAA Records**, **Edit/Reviewing BBB Records**, and **Edit/Reviewing CCC Records** for more detail. The user will be returned to this page to check that the updates were successfully applied.

Suspending/Canceling a file

Choosing the **Suspend/Cancel** button when available, the user may choose to suspend the building of a file for continuation at a later time or date, or to cancel the building of a file all together. Canceling a file will permanently delete all records that relate to that file and will make the File ID available for reuse. Use the Back button to return to the previous page.

Suspending a file

By choosing the **Suspend** button from the Suspend/Cancel page, the user will be returned to the Welcome page and the file will be available for continuation. Please note that when the user continues the file, it will start at the next record after the last saved record. If there are no BBB records, then the user will start at a BBB record 1. If there is a BBB record, then the user will start with the next CCC record under the last BBB record saved.

Canceling a file

By choosing the **Cancel** button from the Suspend/Cancel page, the user will be returned to the Welcome page and the file will be permanently deleted from the system. The user can then reuse that same File ID to create another file.

Download/Submit page

By selecting the **Create File** button on the Edit/Review Page, the user may download the file created to the computer, then upload the file to the FERAS. To cancel the build process at this point, select the Cancel button. The user will be prompted to confirm the cancellation process. The user may also choose to continue building the file if more information needs to be added. The build process will continue at the next CCC record under the last BBB record entered.

Download a file

To download the file created, select the Download File button, and then choose a location on the computer to store the file from the **"Save As…"** dialog box. The user may also choose to return to the previous page using the **Back** button, continue building this file using the **Continue** button, or to suspend and/or cancel this file using the **Suspend/Cancel** button.

NOTE: The user must download the file prior to performing the upload. This is done to ensure that a copy of the file is available if an error occurs during the upload process.

Submitting a file

To submit the file to the FERAS, select the Upload File button. The user will receive a confirmation page with statistics on the file.

Continuing a suspend file (File Recovery)

The user may choose to continue a file that has not been submitted to the FERAS. The user may stop building a file at any point in the build process, by selecting the **Suspend/Cancel** button when available, and continue that file at a later time or another day. User's should make note of the File ID and enter that same File ID on the AAA Record page or choose from the list of files created from the Welcome or AAA Record pages.

Why to continue a file?

There are many reasons why this feature has been implemented, some of which are listed below. Mainly this feature is available for recovery purposes.

1. Not enough time to complete the file in one sitting.
2. Lost connection to the FERAS.
3. The web server experiences problems or crashes.
4. More information to complete the file is needed.

Continuation process

If there are no BBB records in the file, the continuation process will begin with the first BBB record. If there are BBB records in the file, the continue process will always start at the next CCC record under the last BBB record entered.

File status in progress

A status of 'In Progress' indicates that the file has not been submitted and can be continued at the next CCC record under the last BBB record submitted.

File status complete

A status of 'Complete' indicates that the file was already submitted to the FERAS. In this case, the user will have to start a new file with a different File ID.

Choosing from the list of files

By selecting the **list of files** link from either the Welcome or AAA Record Page, the user will receive a list of files. This page lists all of the files that have created since January 21, 2003.

Completed files

Completed files can be viewed, downloaded, and deleted from this page. When deleting a file, the user will be asked for a confirmation, as this will permanently delete all records associated with the file from the web site database. Since these files have already been completed and submitted to the FERAS, they are not available for continuation.

Incomplete files

Incomplete files are marked as "In Progress". These files can be continued for completion and submission to the FERAS, and then deleted. These files are not available for viewing or downloading from this page, however these features are available from the Edit/Review Page when the user reaches that point in the building process for that file. When deleting a file, the user will be asked for a confirmation, as this will permanently delete all records associated to the file from the database on the web site database.

ERROR CODE LOOKUP PAGE

The **Error Codes** menu option will take the user to the window, as shown in **Figure 22,** where the user may search for specific Risk Adjustment errors. To perform an Error Code search, key the Error Code into the text box and select **Search**.
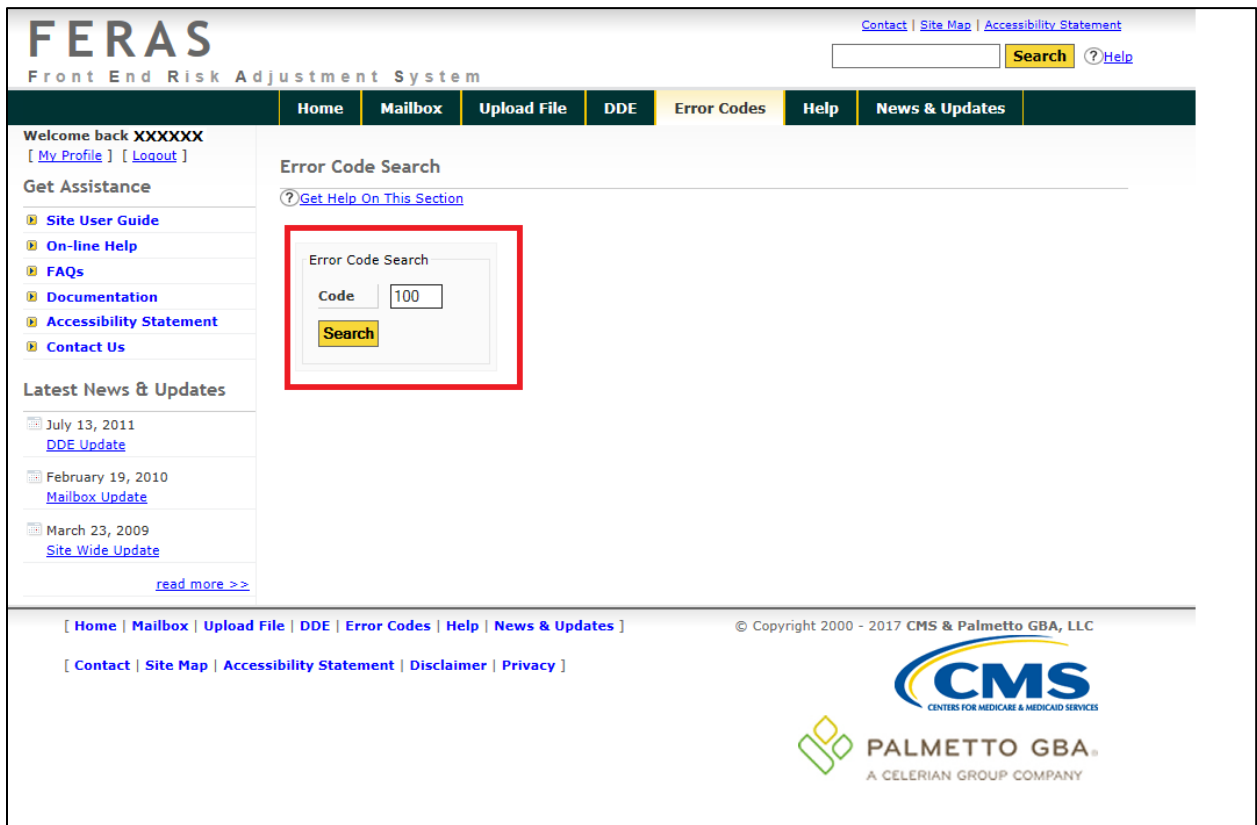
Figure 22 – Error Code Search Page

When a successful search is performed, the results will appear, as shown in **Figure 23.**

Figure 23 – 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 FERAS Home Page, as shown in **Figure 24**.
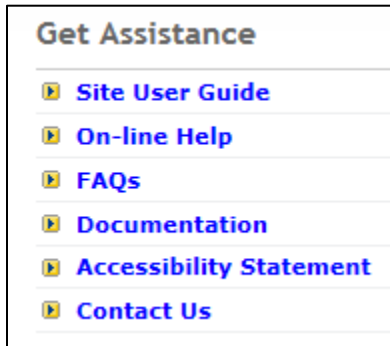
Figure 24 – Documents Page

- The **Documentation** menu item, as shown in **Figure 24,** located beneath **Get Assistance** provides FERAS support documents such as the FERAS 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 FERAS.

- The **On-line Help** menu option provides various help topics for the FERAS.

- The **Contact Us** menu option provides contact information for the CSSC Help Desk.

CONNECT USING SFTP

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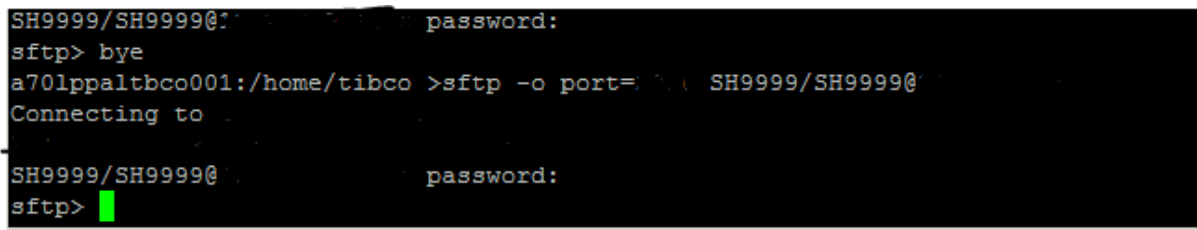
SFTP is a program in UNIX shell interface. For demonstration purposes, the figures in this section are examples of a UNIX client with a user ID SH9999. Please reference UNIX client documentation.

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 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).

The "userid/userid" format should be used when entering the submitter ID, as shown in **Figure 25**. Once connected via SFTP, the customer will be prompted for a password. Current passwords will be transferred to the new application.

Figure 25 – SFTP Screen Shot #1

The "ls" command will list the "inbox" and "outbox". The inbox will house reports such as the *FERAS Response Report and the RAPS Return File.* The outbox is used for the submission of Risk Adjustment 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 26.**

Figure 26 – SFTP Screen Shot #2

Once in the outbox/EZComm/BC/1.0/Notify directory, using the "put" command, enter the file name to upload, as shown in **Figure 27.** For example: put SH9999*. The file upload will display and the sftp> prompt will appear once the upload is complete.

Figure 27 – 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,** as shown in **Figure 28**.

Figure 28 – 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, as shown in **Figure 29.**

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

2. The user must open the server connection. Enter the following at the ftp> prompt and select the Enter key.
   ftp>open xxxxxxxxxxxxxxx 2021 where xxxxxxxxxxxxxxx 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 XXXXXXXXXXXXXXXX2021
Connected to XXXXXXXXXXXXXXX
XXXXXXXXXXXXXX _FTP ... server ready
User (ftp.XXXXXXXXXX (none)): SH9999
User name okay, need password.
Password:
```

Figure 29 – Login Command Sequence

4. 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.

Risk Adjustment 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.

2. 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.

Risk Adjustment Data 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.

2. 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 30**.

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

Figure 30 – Download Commands

4. To display all files available for download, enter the following command and select the Enter key, as shown in **Figure 31.**
ftp> ls

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

Figure 31 – All Files Available for Download Commands

Downloading a Single File
1. 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
1. To download all of the remote files, enter the following command and select the Enter key, as shown in **Figure 32**.
ftp>mget *

2. After selecting the Enter key, the FTP software will transfer the file(s).

3. 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 32.**

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

Figure 32 – 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

1. 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 Risk Adjustment 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 FERAS informing of any system, and/or report distribution problems.

- Visit www.csscoperations.com for system status, report distribution messages, and alerts.

Appendix A: Record of Change

Table 1:   Record of Change

Version Number	Date	Author/Owner	Description of Change
1.0	2011	Ray Dailey	Initial Creation.
2.0	2015	Edmond Melkomian Brooke MooreGayle Robinson	Revisions for TIBCO.
3.0	2017	Steve Braswell	2017 Annual Review. Changes made were formatting and wording changes for clarity and to conform to CSFES (Customer Support and Front-End System) Standards. Content changes made were on Page 6 (cycle runs), Page 21 (AAA Record) and Page 23 (include ICD9 and ICD10).
4.0	2017	Steve Braswell	Added Password Controls (CSFESCR0003 for CSFES 2017 Q3).
4.1	8/04/2017	Steve Braswell	- Changed HIC Number to Medicare ID in the CCC Record Page Section due to CSFESCR0002 – CSFES SSNRI (Social Security Number Removal Initiative) Field Name Change. - Cosmetic Changes to conform to CSFES Standards.

Appendix B: Acronyms

Table 2: Acronyms

Acronym	Literal Translation
CMS	Centers for Medicare & Medicaid Services
CSSC	Customer Service and Support Center
CSFES	Customer Support and Front-End System
DDE	Direct Data Entry
DOB	Date of Birth
EST	Eastern Standard Time
ET	Eastern Time
FAQ	Frequently Asked Questions
FERAS	Front-End Risk Adjustment System
FTP	File Transfer Protocol
HIC	Health Insurance Claim
ID	Identification Data
IP	Internet Protocol
LLC	Limited Liability Company
NSV	Network Service Vendor
PCN	Patient Control Number
RA	Risk Adjustment
RAPS	Risk Adjustment Processing System
SFTP	Secure File Transfer Protocol
SSNRI	Social Security Number Removal Initiative
URL	Uniform Resource Locator

Appendix C: Error Messages for Invalid Login Entry

Error Messages for invalid entry of User Name and Password.

Table 3: Error Messages for Invalid Login Entry

#	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.

Appendix D: Error Messages for Invalid Password Entry

Error Messages for invalid entry for Password Creations.

Table 4: Error Messages for Invalid Password Entry

#	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 characters (ALL CAPS).	ERROR – Password rules have not been met. Please try again.
3	New valid criteria but in all lower case characters.	ERROR – Password rules have not been met. Please try again.
4	No numeric characters but with existing characters of previous password.	ERROR – New Password should have a minimum of 4 changed characters from the previous password. Please try again.
5	No numeric characters but with new valid characters.	ERROR – Password rules have not been met. Please try again
6	Valid Criteria but with an invalid Special Character.	ERROR – Password rules have not been met. 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

Appendix E: Error Messages for Invalid Profile Entry

Error Messages for invalid entry on My Profile Page.

Table 5: Error Messages for Invalid Profile Entry

#	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.

Appendix F: FTP Script

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.xxx.x> 2021

user <<username>> <<password>>

binary

cd upload

mput c:\mco\upload\*

lcd c:\mco\download

cd \download

mget *

bye
```