Encounter Data Front-end System

[EDFS]

User Guide

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Introduction

Web services such as file uploads and mailbox maintenance are the main functions of the Encounter Data Front-end System (EDFS). Using a browser, registered users may browse the EDFS site for Encounter Data (ED) related documentation and other useful information. The file transfer and mailbox functions allow registered users to transfer and download/view data using any type of platform (i.e. Windows 95, UNIX, Macintosh, etc.). Using a web browser or FTP Client software, you can connect to the EDFS, upload, download and view files and reports.

EDFS Overview

The EDFS contains the following menu options:

- **Home**
  Returns you to the EDFS Home Page.
- **Mailbox**
  Allows registered users to download/view/delete Encounter data files, reports and responses from their outbound mailbox.
- **Upload File**
  Allows registered users to upload Encounter data files for processing.
- **Code Searc**
  Allows the user to look up descriptions for various system codes.
- **Help**
  Lists the help available on-line for the EDFS.
- **News & Updates**
  Displays a list of the latest news and updates for the EDFS.

Who to Call and Hours of Operation

If you have questions regarding the EDFS or the submission of Encounter data, you may access the **Help** menu option from the EDFS web site or call the CSSC Operations at (877) 534-2772. The CSSC hours of operation are from 8:00 AM to 7:00 PM EST Monday through Friday. This information is also available by accessing the **Contact Information** from the EDFS web site.

EDFS Availability

The EDFS is available for use 24 hours a day 7 days a week. The CSSC Operations 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 Day and Christmas Day**

Requirements for Using the EDFS

File uploads and mailbox maintenance are two main components of the EDFS. To access the EDFS menu options such as File Submissions or Help, users must have a web browser. Internet Explorer version 6 or higher are recommended and supported. Other browsers may be used; however, the EDFS technicians do not currently support browsers other than Internet Explorer, but will attempt in every way to assist you.

File transfers via the EDFS can be performed by use of a browser. You can also use other FTP software to upload your files. Before you can perform file transfers on the EDFS, you must have *one* of the following components available on your system:

- **Browser**
  You may use any browser you are comfortable with for the EDFS. Currently EDFS technicians can support only Internet Explorer, but will attempt to resolve any issues you may have with other browsers.

- **FTP Client Software**
  If you are using FTP software other than Microsoft command line FTP, you must refer to your FTP software documentation for correct FTP procedures. Currently EDFS technicians can support only command line FTP, but will attempt to resolve any issues you may have with other products. See the section titled "Using Other FTP Software."

Production Cycle

Production cycles are still under development and review. This section will be updated as soon as the requirements are finalized.

Testing Requirements

Testing requirements are still under development and review. This section will be updated as soon as the requirements are finalized.

Connecting to the EDFS

To establish an IP connection with the EDFS, you must be connected to the CMSNet, which is provided by Verizon. The CMSNet is the secure network linking the Encounter data processing entities.

All submitters with IP network access have been authorized to connect to the EDFS.

In order to submit claims to the EDFS via the CMSNet, you must be enrolled with the CSSC. If you are not enrolled, please contact the CSSC Operations at (877) 534-2772. Once enrolled with the CSSC to submit and retrieve data electronically, you will receive a Submitter ID and a password.

NOTE: This password is case sensitive. You must enter your original password exactly as it was assigned to you by the CSSC. See the Changing Passwords section for information on how to change your password.

Locating the EDFS

1. Refer to your CMSNet instructions for connecting to the CMSNet.

2. Once you have connected to the CMSNet, start your browser. At the Uniform Resource Locator (URL) or address field, type: https://32.77.242.4/edfs, as shown in Figure 1, and press **ENTER**. See the figure below for locating the EDFS site using Internet Explorer.

NOTE: If you type http://32.77.242.4/edfs in the URL you will automatically be forwarded to the Secure Sockets Layer (SSL) version of the site.

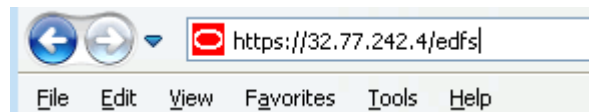Enter the address of the EDFS into the browsers location or address bar and press the Enter key.

Figure 1 Entering the EDFS URL.

Secure Sockets Layer Certificate – Internet Explorer 6

The EDFS now operates on the Secure Sockets Layer (SSL). Please follow the instructions detailed in the next section to verify and accept the Security Certificate. If you choose not to accept the certificate you will not be permitted to use the site.

Security Alert – Internet Explorer 6

When you first attempt to enter the site you may be prompted with a security warning like the one in Figure 2. This warning appears because the Secure Certificate used is issued by Palmetto GBA which is not a standard Certificate Signing Authority (CSA) shipped with web browsers. Depending on your system authority level and the web browser in use you can accept Palmetto GBA as a valid CSA and thus you will not be prompted with the security warning again.

Figure 2. SSL Security Warning using Internet Explorer 6

Verifying and Accepting the Security Certificate – Internet Explorer 6

In the Security Alert dialog box you can simply click **Yes** to accept the certificate which will then forward you to the EDFS and you will be using the HTTPS protocol for all activity on the site.

To verify the certificate is indeed from Palmetto GBA you can click on **View Certificate** which will display the dialog box in Figure 3.
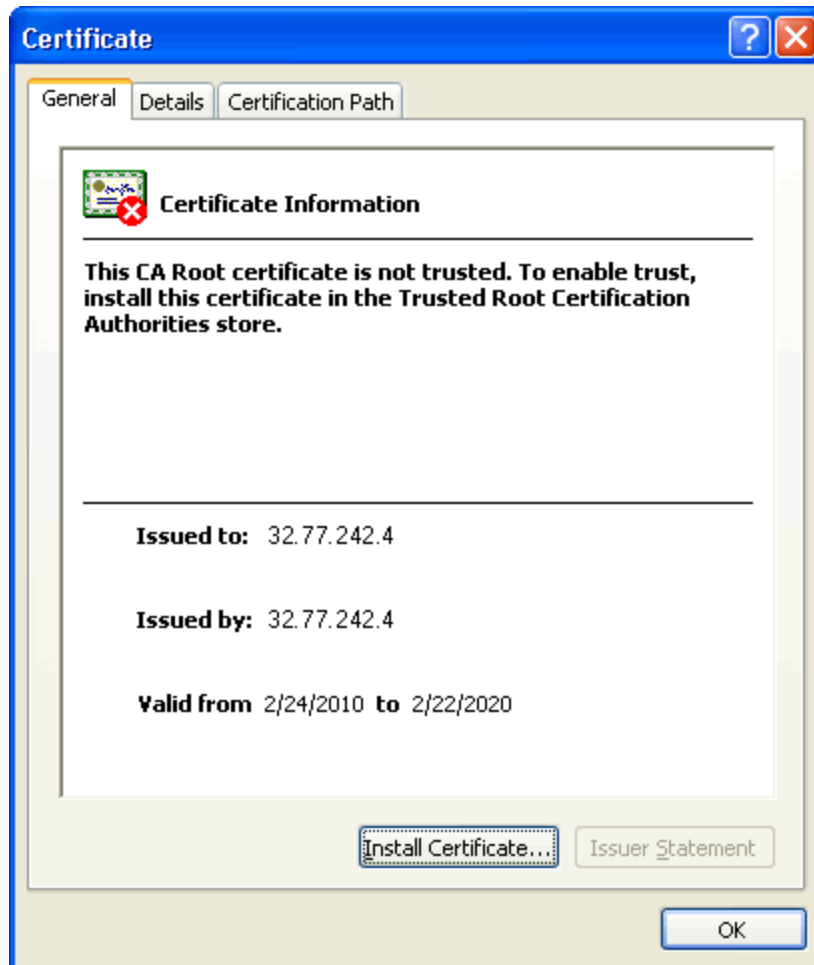
Click on the **Details** tab and then click on the **Subject** line. The information displayed should be similar to the information in Figure 4.

Figure 3. View Certificate using Internet Explorer 6
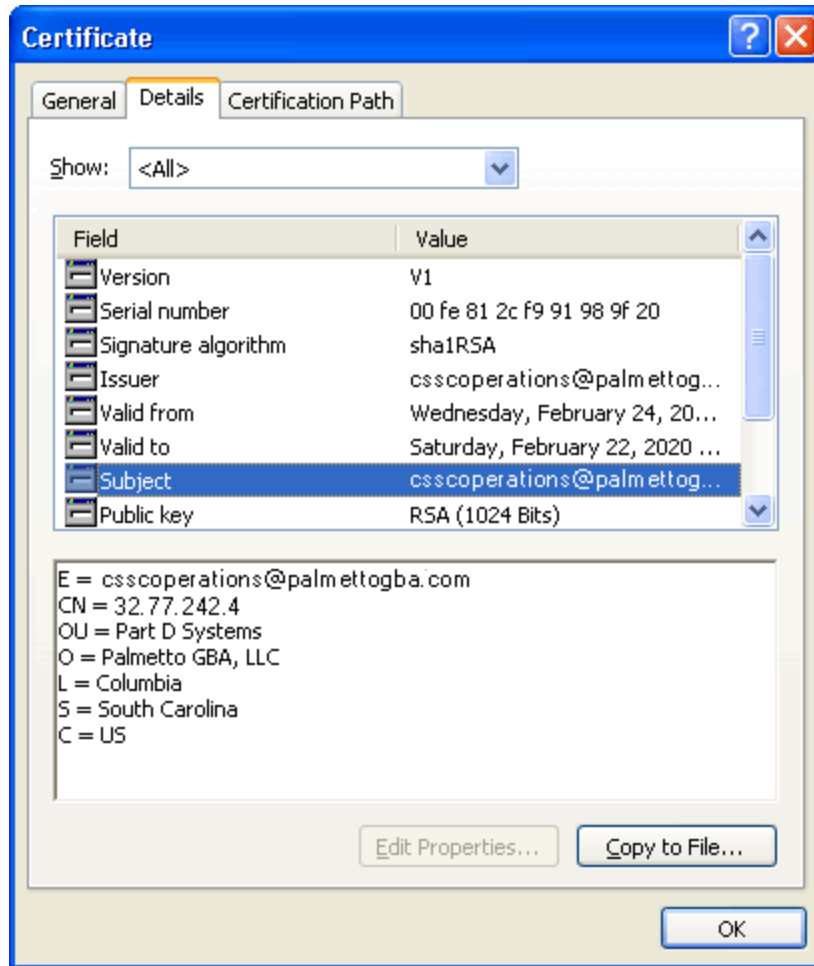
Once you have verified that the information is correct, click **OK** and you will then be forwarded to the SSL version of the EDFS which operates on the HTTPS protocol for all activity.

Figure 4. Certificate Details using Internet Explorer 6

If you do not or choose not to install Palmetto GBA as a valid Certificate Signing Authority you will be prompted to accept the certificate each time you first access the EDFS.   Once you close your browser session with the EDFS you will be prompted to accept the certificate upon reentry.

There are two ways to verify that you are in the SSL version of the site.

1. Check the URL in the address bar and ensure it starts with https://
2. Check for the "lock" which also indicates you are in the SSL version of the site. The location and style of this "lock" varies depending on the browser in use. Below in Figure 5 is the "lock" as seen in Internet Explorer. If you roll your mouse over the lock it should display the popup seen in the image below.

Figure 5. Internet Explorer SSL Lock using Internet Explorer 6

Secure Sockets Layer Certificate – Internet Explorer 8

The EDFS operates on the Secure Sockets Layer (SSL). Please follow the instructions detailed in the next section to verify and accept the Security Certificate. If you choose not to accept the certificate you will not be permitted to use the site.

Security Alert – Internet Explorer 8

When you first attempt to enter the site you may be prompted with a security warning like the one in Figure 6. This warning appears because the Secure Certificate used is issued by Palmetto GBA which is not a standard Certificate Signing Authority (CSA) shipped with web browsers. Depending on your system authority level and the web browser in use you can accept Palmetto GBA as a valid CSA and thus you will not be prompted with the security warning again.
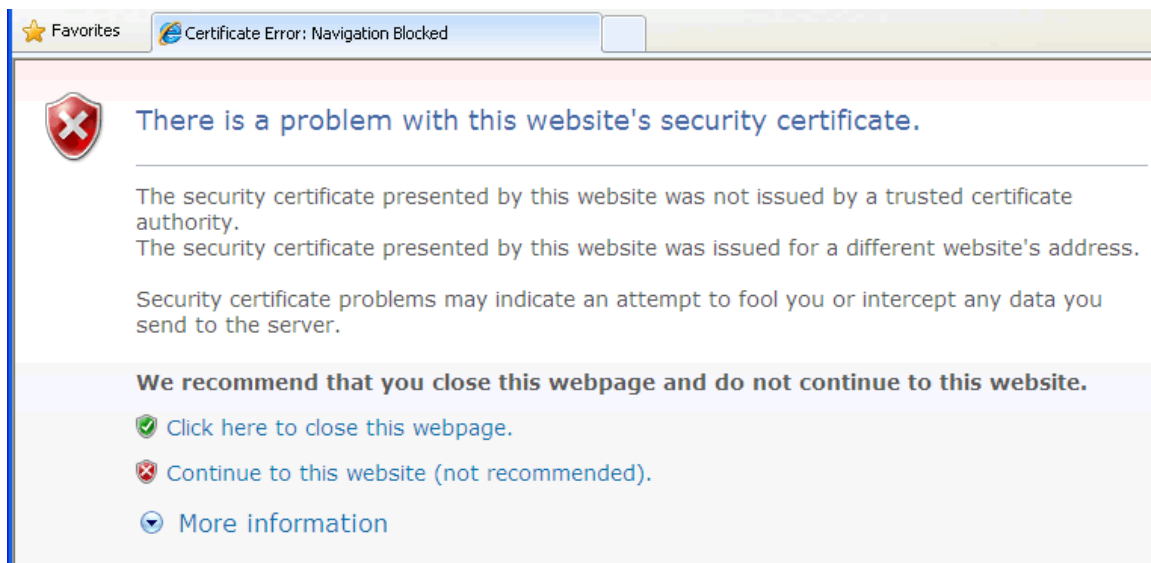
Figure 6. SSL Security Warning using Internet Explorer 8

After choosing to continue to the site you will see the EDFS site appear and a Certificate Error indicated next to the address bar as shown in Figure 7.
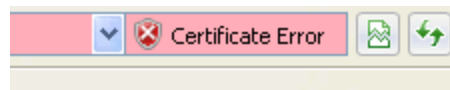
Figure 7. SSL Certificate Error using Internet Explorer 8

Verifying and Accepting the Security Certificate – Internet Explorer 8

Please follow the instructions detailed in the next section to verify and accept the Security Certificate

Click on the **Certificate Error** to display the certificate warnings box as shown in Figure 8.
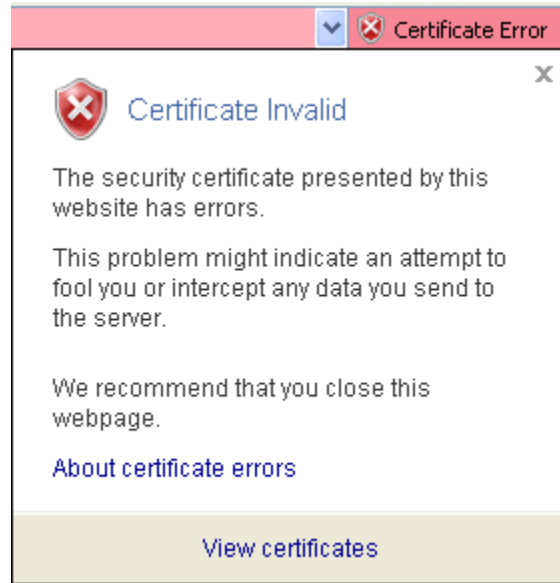
To verify the certificate is indeed from Palmetto GBA you can click on **View Certificates** which will

Figure 8. SSL Certificate Error Messages using Internet Explorer 8

display the dialog box in Figure 9.
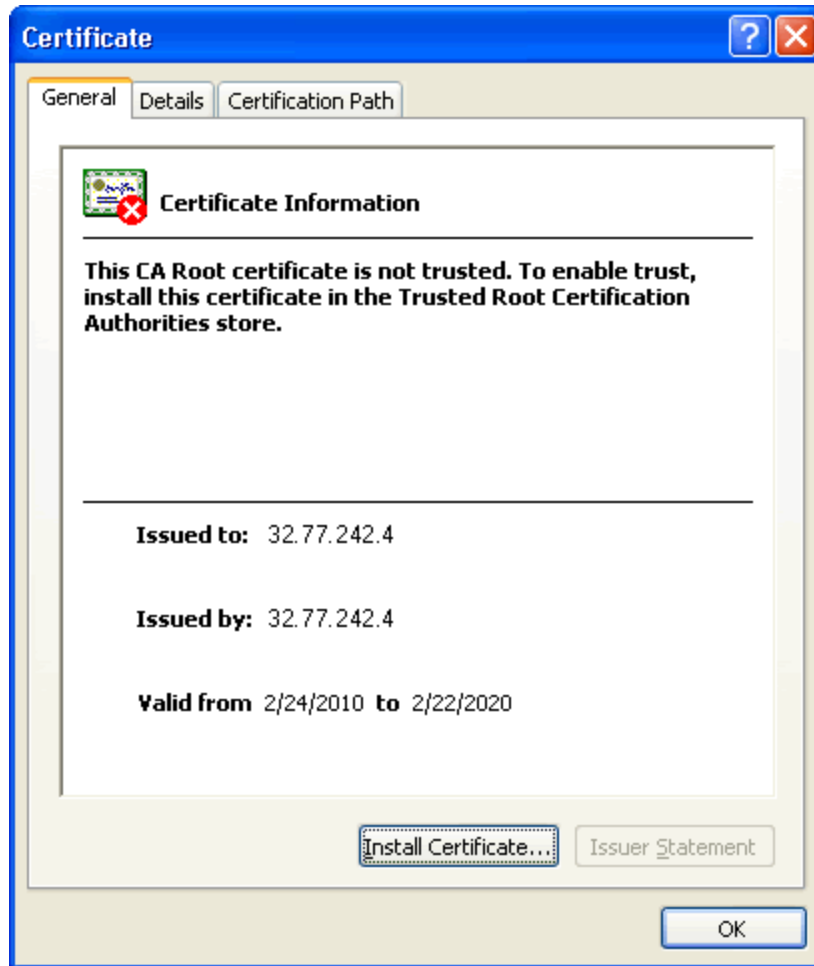
Click on the **Details** tab and then click on the **Subject** line. The information displayed should be similar to the information in Figure 10.

Figure 9. View Certificate using Internet Explorer 8
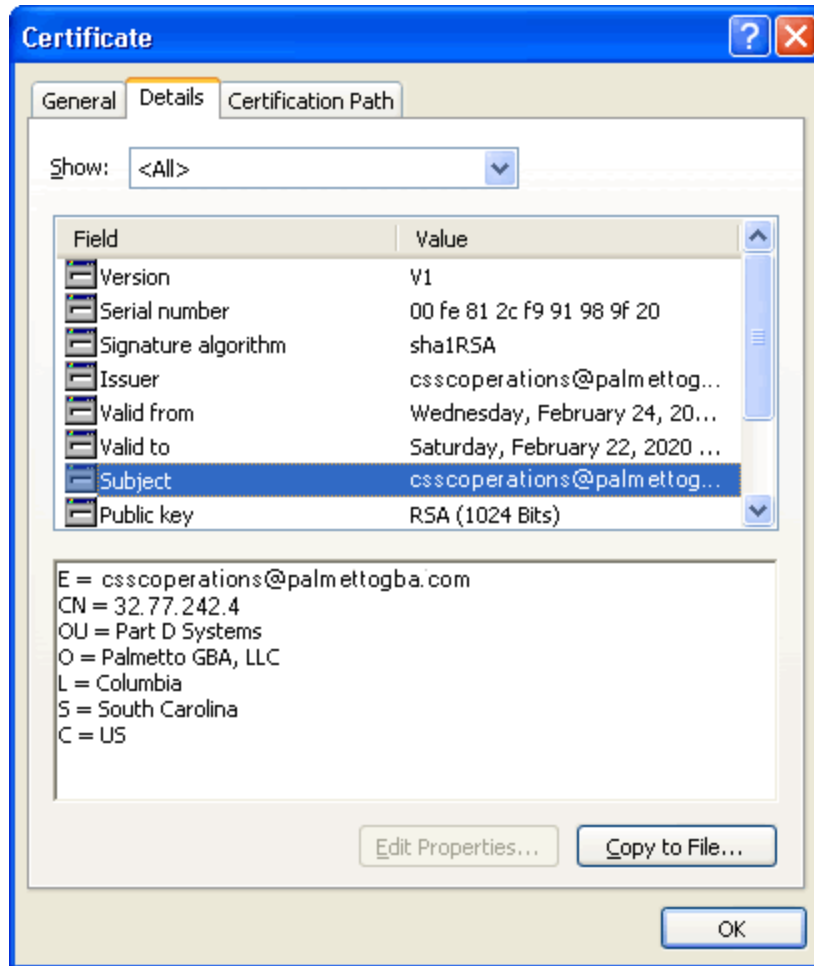
Once you have verified that the information is correct, click **OK**.

Figure 10. Certificate Details using Internet Explorer 8

If you do not or choose not to install Palmetto GBA as a valid Certificate Signing Authority you will be prompted to accept the certificate each time you first access the EDFS.   Once you close your browser session with the EDFS you will be prompted to accept the certificate upon reentry.

Site Layout

The EDFS site is constructed so that there is a common Site Header, Site Menu, Left Sidebar and Footer shared by each page of the site. The Login Page shown in Figure 11 shows the entire site with the header, menu, left column and footer, the remaining screen shots will not include these common items, please refer back to this section for information on the shared portions of the EDFS site.

Site Header

The site Header contains the site logo, search and links to the contact, site map and accessibility sections of the site.

Site Menu

The site Menu contains links to all of the major sections for the EDFS.

Left Sidebar

The left Sidebar contains your welcome message along with a link to log in or out of the EDFS. Also contained within this section is the Get Assistance menu where you can find help, documentation, contact information, etc. that will assist you as you use the EDFS.

Site Footer

The site Footer contains the same links as the Site Header and Site Menu along with logos for CMS and Palmetto GBA.
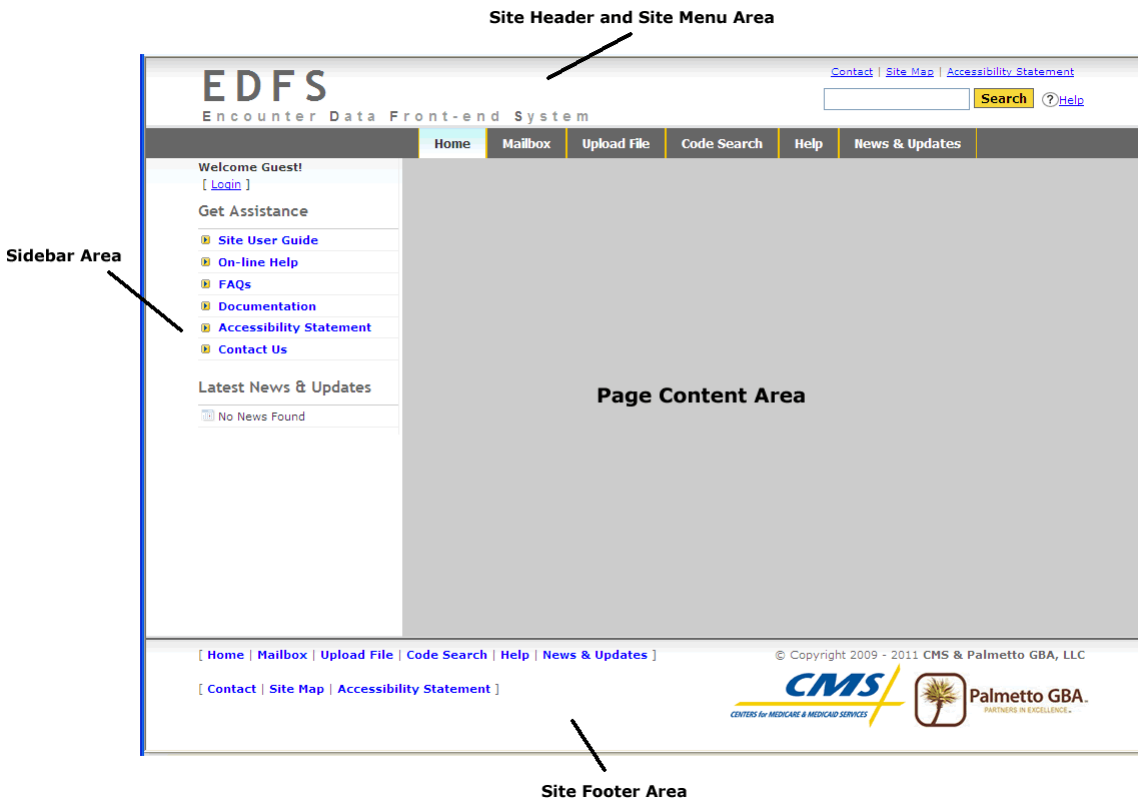
Figure 11 Site Layout

Login Page

Once you establish an IP connection, you will see the Login Page for the EDFS, shown in Figure 12. This will serve as your Home page if you are not logged into the system.

Welcome to the Encounter Data Front-end System [EDFS] web site!

You must be a registered user to use this site.

If you require access to this site, please contact the Customer Service and Support Center (CSSC).

Registered Users Please Log In

User Name

Password

Login

** Forgot your password? Contact the CSSC.

As a registered user you can...

▢ Retrieve reports from your mailbox
▢ Upload EDFS files for processing
▢ Search the Error Code database
▢ Retrieve EDFS related information

Figure 12 Login Page

Logging into the EDFS

To access most of the pages on the EDFS you must log in using the user name and password assigned to you. You will be prompted for your **User Name** and **Password** as shown in Figure 12. This is the Submitter ID and password assigned to you when you enrolled for electronic claims submission with the CSSC.

Menu and Home Page

After you enter a valid username and password, you will see the page in Figure 13. You can choose to go to any of the file actions from this menu. You can go back and forth between these functions by using the menu bar or the links at the bottom of the site. This page also serves as your Home page once you have logged into the EDFS. By selecting the **Home** menu option, or pressing ALT + H then ENTER, you will be returned to this page

Welcome to the Encounter Data Front-end System [EDFS] web site!

(?)Get Help On This Section

Some of the main features of the EDFS site are...

Upload EDFS files for processing

Download reports from your mailbox

Search the Error Code database

Retrieve EDFS related information

If you require assistance using this site, try the following...

Access the EDFS online Help

Read the EDFS User Guide

Contact the Customer Service and Support Center (CSSC)

Figure 13. Menu and Home Page.

News & Updates Page

The **News & Updates** page can be reached by clicking News & Updates menu item or by clicking the read more >> link in the sidebar area under Latest News or by pressing ALT + N then ENTER. The News & Updates page is shown in Figure 14. This page is used to post new information that pertains to the EDFS.

Figure 14. News and Updates page.

Mailbox

Clicking the Mailbox menu button from the main menu bar will display the page shown in Figure 15. The files available are those contained in your mailbox directory on our system. The **Size** is the size of the file in bytes; the **Date** is the date the file was placed in your mailbox.

The files in your directory list ordered by the date from oldest to newest with the oldest files being on top of the list.

Figure 15. Mailbox Page.

Filtering Your Mailbox Listing

You can filter your directory list by choosing either the Date, File Type or both using the Filter Directory List function on the Mailbox page. In the example below, shown in Figure 16, a filter was applied to show only the EDFS Response Files dated September 12th.

In the example below, shown in Figure 17, the mailbox listing was reset to show all of the files by setting both the Date and File Type drop down lists to "All" and clicking the Apply Filter button.

Figure 16. Applying a Mailbox Filter.

Figure 17. Removing the Mailbox Filter.

Downloading Files From Your Mailbox

To download files from your EDFS mailbox to your computer, follow these instructions:

1. Select up to 5 files from the list of available files.
2. Click the left mouse button once to select the file, use the CTRL and SHIFT keys to select multiple files.
3. Click the **Download** button.

Once your selected files are ready for downloading you will receive the page shown in Figure 18.

You can save the file with the same name as the file you are downloading, or, if you wish, you can rename the file to something else when downloading it to your computer; simply type the file name you want in the **File name** text box.

Download Files

?Get Help On This Section

Notes:
- The latest set of files downloaded will be removed from the system at midnight.
- Compressed files will have a **.zip** extension so that your zip program will recognize the file.

How to download the file(s):
- **RIGHT** click on the link to download the file on your computer.

File Name	File Date	File Size (bytes)
RSP00001_RSP_REJECTED_ID.txt	Sep 12 13:09	116
RSP00002_RSP_REJECTED_ID.txt	Sep 12 13:09	118
99974152_RSP.txt	Sep 12 13:05	349
99984114_RSP.txt	Sep 12 13:05	321
99987590_RSP.txt	Sep 12 13:05	349

You can return to this list by clicking the **Latest Downloads** link on the mailbox directory page.

Back To My Mailbox

If you have problems with the download, please contact the CSSC.

Downloading Files to Your Computer

Figure 18. Downloading Files.

The page in Figure 18 lists the files you chose to download. To begin a download, right click on the filename and choose "Save as…" or whatever menu item that allows you to save the file onto your computer. Also note that the size of the file is displayed next to each link and those large files will take a long time to download. You can select to download one file at a time, or you can select each file to download simultaneously.

You will notice that the file names you chose have been modified to replace all period separators with underscores and to add a file extension. Compressed (zipped) files will receive a **.zip** extension; all other files will receive a **.txt** extension. This is done to eliminate the need to rename zipped files so they are recognized as such by your compression software.

NOTE: Left clicking on the file may cause your browser to attempt to display the file. This is why we recommend the right click method.

Returning to the Latest Downloads

You can return to the latest list of downloads by clicking the Latest Downloads link from the My Mailbox page. This will display the page in Figure 18 just as it appeared when you first chose this set of files to download.

Deleting Files From Your Mailbox

To delete files from your EDFS mailbox, follow these instructions

1. Place the mouse pointer over the file you wish to delete (use the down arrow to display the list if your file does not appear in the box).
2. Click the left mouse button once to select the file.
3. Click the **Delete** button to bring up the confirmation page in Figure 19.
4. Select **Delete File(s)** to delete the file or **Cancel** to cancel the delete.

NOTE: If you click the **Delete File(s)** button, the file will be permanently deleted from your EDFS mailbox.

File Delete Confirmation Box

Click **Delete File(s)** button to delete the file, or **Cancel** to cancel the deletion.

Figure 19. Mailbox File Delete Confirmation.

Viewing Files in Your EDFS Mailbox

To view files in your EDFS mailbox, follow these instructions
1. Select up to 5 files from the list of available files.
2. Click the left mouse button once to select the file, use the CTRL and SHIFT keys to select multiple files.
3. Click the **View** button.

NOTE: Large files will take a short while to display.

Viewing The Selected Files

The page in Figure 20 lists the files you chose to view. To view a file, click on the View File link next to the filename. Once the file is retrieved for viewing you will receive the page shown in Figure 21. Also note that the size of the file is displayed next to filename and large files will take a long time to display.

Figure 20. Mailbox View File List.

Viewing a File

This page will display the contents of the file selected. Click the back button to go back to your file list.
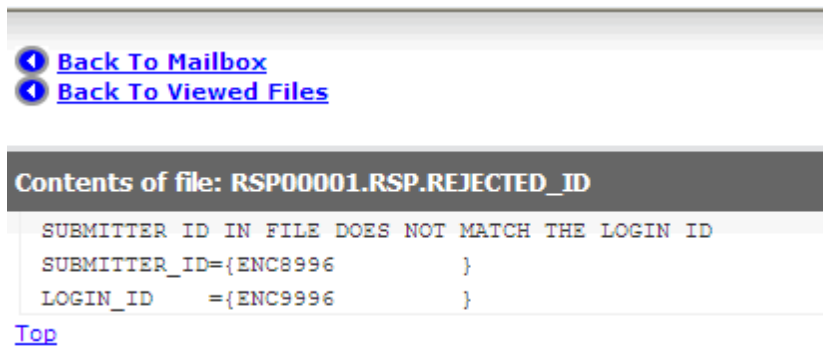
Returning to the Latest List of Files Viewed

You can return to the latest list of files you chose to view by clicking the Latest Views link from the My Mailbox page. This will display the page in Figure 20 just as it appeared when you first chose this set of files to view.

Upload File

Clicking the Upload File menu item from the main menu bar, by clicking ALT + U then ENTER, or from the bottom of any page will display the page shown in Figure 22.

Upload Restrictions

- The EDFS web site has an upload file size limit of 75 megabytes. It is recommended that you zip all files you intend to upload. If you experience problems with large file uploads via the EDFS web site it is recommended that you then try using the command line method.
- You can only upload one physical file at a time.

Upload Tips

- It is recommended that you compress (zip) all files prior to uploading via the web site.
- Large files can take a long time to upload and this time is dependent on your connection speed.
- Although the site can handle files up to 75 megabytes, it is recommended that large files are zipped and uploaded using the command line method.

What constitutes a large file? This can be anywhere from 5 to 75 megabytes. If you have trouble uploading a large file or your connection times out, then you should use command line FTP. As stated before the file upload time is dependent on your connection speed, low connection speed = long upload time with possible time outs.

Upload File Storage on Our System

Your file is kept on our system for approximately 17 days. After 17 days an uploaded file will be removed from our system permanently. The file is not stored in your directory when uploaded. The file is kept in

the system queue directory for approximately 3 days then it is moved to the archive directory where it is kept for approximately 14 days.

Follow the steps on the next few pages to select your file on your system and upload it to the EDFS.

1. Click the **Browse** button to select a file to transfer.

Encounter Data Submission - Upload File

? Get Help On This Section

If you experience problems transmitting a file using this web site, please try to transmit your file using command line FTP. Instructions are found in the EDFS User Guide.

TIP FOR LARGE FILES: We recommend that large files be transferred using command line FTP.

Please Note:
Transfer times are dependent on your connection speed and the size of your file. You may time out if you have a very slow connection and/or your file is very large.

To submit a Encounter Data File:

Step 1 - Select your file
Choose your file by pressing the **Browse** button, or typing in the full path to your file.

NOTE: Please enter the entire path and file name (example: if your file is named 'mytransfer.txt' in the directory 'myfiles' on the 'C:' drive, enter c:\myfiles\mytransfer.txt).

[   ] [Browse...]

Step 2 - Upload your file
Click the **Upload File** button to upload your file.

[Upload File]

Figure 22 File Upload Page

2. Use the File Upload window, as shown in Figure 23, to navigate to the file you wish to upload. You can click on the file you wish to upload, press the Open button, and close the File Upload window, or double-click the file and the file will be selected and the window will close automatically.
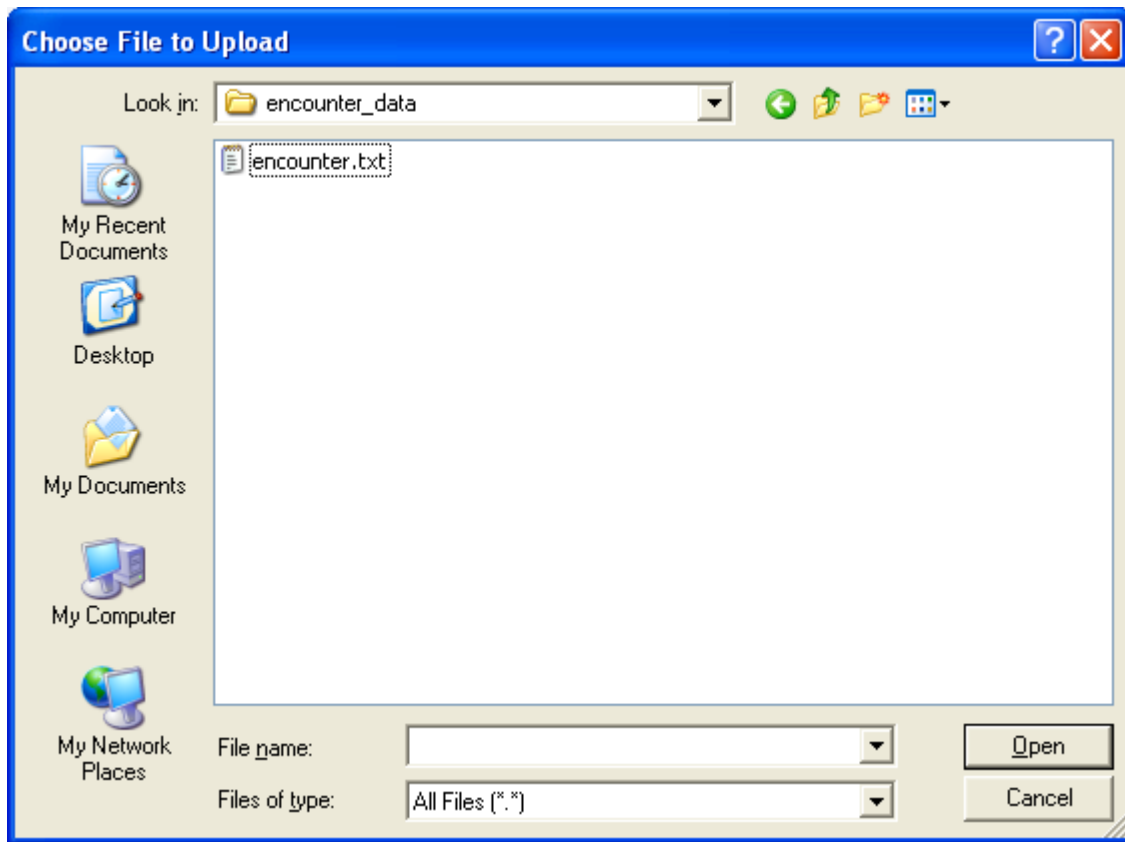
3. Once you return to the window in Figure 22, the file you selected should appear in the text box next to

Figure 23 File Selection Dialog Box

the Browse button. If the file is correct press the **Upload File** button to transmit the file. The window shown in Figure 24 will appear after a successful upload. If the upload is not successful, you will receive a window which will display a short reason for the error, and some information on why the error may have occurred.

Encounter Data Submission - Upload File

? Get Help On This Section

File **encounter.txt** transmission completed.

Bytes transferred:	2593644
Time to transfer:	00:00:02

Your response file will be available shortly.

You can check for your response in your Mailbox.

Upload Another File

If you do not receive a response within an hour from your completed transmission, please contact the CSSC.

Figure 24. Successful File Transfer

Code Lookup Page

The **Code Search** menu option will take you to the window shown in Figure 25. Here, searches can be performed to look up a description for a particular code for Encounter Data.

Performing a Search

To perform a code search enter the code into the text box, select a code type then click the search button.

Figure 25 Code Search Page

Search Results

When a successful search is performed, the window shown in Figure 26 will appear, showing a table with the code you searched on and the description that was found.

Error Code Search Results

?)Get Help On This Section

Code	231
Code Type	CLAIM ADJUSTMENT REASON CODES
Begin Date	20090701
End Date	
Definition	Mutually exclusive procedures cannot be done in the same day/setting. Note: Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present.

View Full Listings
CLAIM ADJUSTMENT REASON CODES < current chosen listing
HEALTH CARE SERVICES DECISION REASON CODES
PROVIDER TAXONOMY
REMITTANCE ADVICE REMARK CODES
CLAIM STATUS CATEGORY CODES
CLAIM STATUS CODES

New Search

Figure 26 Successful Code Search

Full Code List

Click on any of the links below the **View Full Listings** to get a list of the codes for that category.

Error Code List

?)Get Help On This Section

Click the Code to get details.

Code	Begin Date	End Date	Definition (Excerpt)
01			Price Authorization Expired
02			Price authorization no longer required
03			Product not on the price authorization
04			Authorized Quantity Exceeded
05			Special Cost Incorrect
06			No Credit Allowed
07			Administrative Cancellation
08			Unit resale higher than authorized

Figure 27. Full Code List.

Help Page

The **Help** menu option will take you to the window shown in Figure 28. From here you can access various help topics for the EDFS.

Help

Please Choose a Help Topic

- Overview of the EDFS
- Requirements for Using the EDFS
- Connecting to the EDFS
- Testing
- Production Cycles
- Mailbox
- Transferring Files
- Seaching for an Error Code Description
- Exiting the EDFS

For more detailed information please check out the User Guide - HTML | MS Word

Figure 28 Help Page

Frequently Asked Questions Page

The **FAQs** menu option will take you to the window in the Figure 29. From this page you can access the frequently asked questions pertaining to the EDFS.

Frequently Asked Questions
_____

Please Choose a FAQ Section

▣ General FAQs

▣ File Transfer FAQs

▣ General EDFS Related FAQs

For more detailed information please check out the User Guide - HTML | MS Word

Figure 29 Frequently Asked Questions Page

Documentation Page

The **Documentation** menu option will take you to the window shown in Figure 30.   This page is for documents pertaining to the EDFS such as this user guide.   There will be updates to this page from time to time and will be documented on the News & Updates page.

Documentation

_____

EDFS DOCUMENTATION
Click HTML next to the document to view it in HTML format. Some documents are also available in Microsoft Word and PDF formats. :

EDFS Reports and Documents

Report / Document	Available Format
EDFS User Guide	HTML	MS Word
EDFS Response Reports	Coming Soon!
EDFS Response Copybook Layout	Coming Soon!
EDFS Record Layout	Coming Soon!
EDFS Error Code Listing	Coming Soon!
EDFS/EDFS Error Code Lookup	Search Page
Encounter Data System Reports	Coming Soon!
EDFS Naming Conventions	Coming Soon!

Figure 30 Documents Page.

Site Accessibility Information

The **Accessibility Statement** menu option will take you to the window shown in Figure 31. From here you can access information on how this site conforms to Section 508 Accessibility Guidelines.

Accessibility Statement

If you have any questions or comments about the accessibility of this site, feel free to contact the Customer Service and Support Center (CSSC).

Access keys

Most browsers support jumping to specific links by typing keys defined on the web site. On Windows, you can press ALT + an access key; on Macintosh, you can press Control + an access key.

The home page and all other pages define the following access keys:

- Access key 0 - Accessibility statement
- Access key 1 or H - Home page
- Access key 2 - Skip to page content
- Access key 3 - Site Map page
- Access key 4 - Search box
- Access key 9 - Contact Us page
- Access key F - Frequently Asked Questions (FAQ) page
- Access key L - Login and Logout pages
- Access key M - Mailbox page
- Access key U - File Upload page
- Access key E - Error Code Lookup page
- Access key N - News page
- Access key Y - Documentation

Visual design

1. This site uses cascading style sheets for visual layout.
2. This site uses only relative font sizes, compatible with the user-specified "text size" option in visual browsers.
3. If your browser or browsing device does not support stylesheets at all, the content of each page is still readable.

Navigation aids

1. All pages on this site include a consistent set of global navigation links.
2. All pages on this site include a search box (access key 4).

Links

1. Many links have title attributes which describe the link in greater detail, unless the text of the link already fully describes the target.
2. Wherever possible, links are written to make sense out of context. Many browsers (such as JAWS, Home Page Reader, Lynx, and Opera) can extract the list of links on a page and allow the user to browse the list, separately from the page.
3. Link text is never duplicated; two links with the same link text always point to the same address.
4. There are no "javascript:" pseudo-links. All links can be followed in any browser, even if scripting is turned off.
5. There are no links that open new windows without warning.

Images

1. All content images used on this site include descriptive ALT attributes. Purely decorative graphics include empty ALT attributes.

For more information please check out the User Guide - HTML | MS Word

Contact Info Page

The **Contact Information** menu option will take you to the window shown in Figure 32. From here you can access the contact information for the CSSC Help Desk.

Contact Information

Phone Number

CSSC Help Desk (877) 534-CSSC (2772)

FAX Number

(803) 935-0171

Mailing Address

Palmetto GBA
CSSC Operations - AG-570
P.O. Box 100275
Columbia, SC 29202-3275

Express Mailing Address

Palmetto GBA
CSSC Operations - AG-570
2300 Springdale Drive, Bldg. One
Camden, SC 29020

Figure 32 Contact Info Page

Site Map Page

The **Site Map** menu option will take you to the page shown in Figure 33. This page contains a list of links to all of the pages available on the EDFS web site. You can use the menu at the top of the page to jump to the sections of the EDFS, or simply scroll down to browse through all the pages of the EDFS.

Site Map
_____

- Help

    - Home

    - Mailbox

    - Upload File

    - Error Codes

    - Help

        ◦ Overview of the EDFS
        ◦ Requirements for Using the EDFS
        ◦ Connecting to the EDFS
        ◦ Testing
        ◦ Production Cycles
        ◦ Mailbox Help
        ◦ File Transfer Help

            ▪ Netscape Navigator® 3.0 or higher
            ▪ Microsft Internet Explorer® 5.0 or higher
            ▪ Standard Microsoft® FTP software
            ▪ Other FTP software

                ▪ Appendix A

            ▪ Helpful Hints and FAQs for Transferring Files

        ◦ Seaching for an Error Code Description
        ◦ Exiting the EDFS

    - FAQs

        ◦ General Web Site Related FAQs
        ◦ FAQs for Transferring Files
        ◦ General EDFS Related FAQs
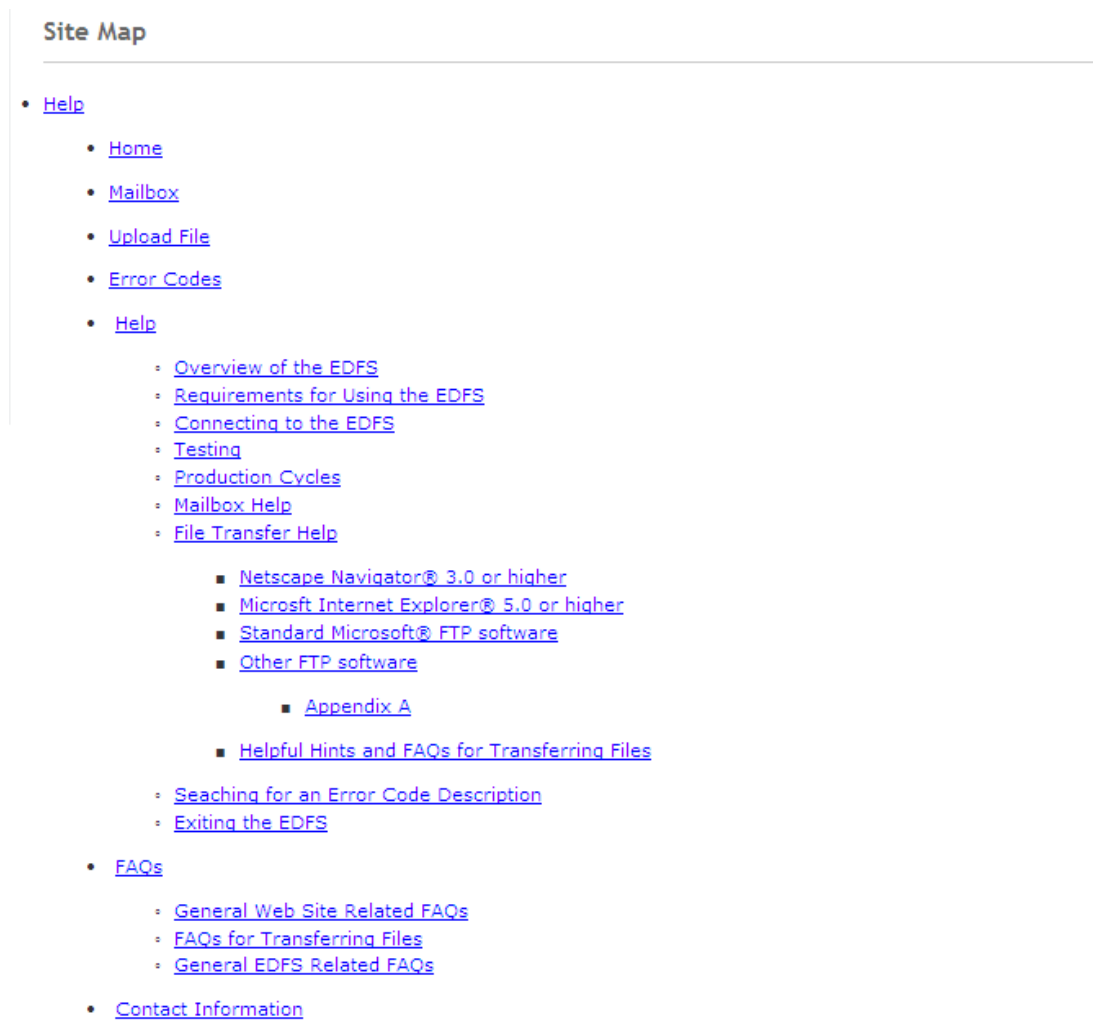
    - Contact Information

Figure 33 Site Map Page

Searching The EDFS Site

The Search page allows you to search the EDFS using keywords.

Performing a Search

To search the EDFS, type a keyword(s) in the search box, as shown in Figure 34, and press the Search button. If the search is successful, a page will be returned with links to the pages that contain the keyword(s) you typed in, as shown in Figure 35. Otherwise a page will be returned informing you that no pages were found matching your search criteria.

Search Results

Figure 34 Searching the Site

This is the window that will appear for a successful search, click on the link to go to any of the pages that match your search criteria.

Search Results

(?)Get Help On This Section

10 page(s) found using keywords: ftp

1. **FTP Using MS Explorer**
Performing file transactions using Microsoft Internet Explorer

2. **FTP Helpful Hints**
Helpful hints for performing file transactions

3. **Microsoft FTP**
Performing file transactions using Microsoft FTP

4. **FTP Using Netscape Navigator**
Performing file transactions using Netscape Navigator

5. **Other FTP Software**
Performing file transactions using other types of FTP software

6. **File Transfer FAQs**
File Transfer Frequently Asked Questions

7. **File Transfer Help**
File Transfer Help

8. **File Upload Page**
PDFS file upload page (requires login)

9. **FTP Appendix A**
Appendix A for help on FTP

10. **FTP Using MS Explorer**
Performing file transactions using Microsoft Internet Explorer

Figure 35 Search Found Page

File Transfer Using Microsoft FTP Software

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

Passwords

The CSSC assigns you a Submitter ID and an original password. If you forget your original, CSSC assigned, password or if your password becomes compromised, you must call the CSSC Operations at (877) 534-2772.

NOTE: If you change your password and then forget your new password, there will be a delay while the CSSC resets or reassigns your password.

Logging-On to the FTP Server

To connect to the EDFS using Microsoft FTP, follow these instructions, see Figure 36:
1. Refer to your CMSNet connection instructions.
2. At the DOS prompt, you need to launch the FTP software. Type **<FTP>** at the DOS prompt and press **<ENTER>**. If you want to turn off Interactive Logging so you will not be asked for individual file confirmation when transferring multiple files, use the '-i' option.
   Example: ftp –i
3. At this point, you must open the server connection. Type the following at the **ftp>** prompt and press **<ENTER>**:
   ftp> **open 32.77.242.3** **2021**
4. A connection message will display, along with a prompt to enter your User Name and Password. Type your User Name and press **<ENTER>**. Type your password and press **<ENTER>**. This is the Submitter Id and password assigned to you when you enrolled for electronic claims submission with the CSSC. You may change your password.
   NOTE: This user name and password are both case sensitive. You must enter the user name and password exactly as they were assigned to you by the CSSC. After you enter the password at least once, you may change the password. If you do change the password, be sure to remember it because the CSSC will not have a record of it.

```
c:\windows> ftp
ftp> open 32.77.242.3 2021
Connected to 32.77.242.3
220 A70Atedi2 FXF_FTP ... server ready
User (ftp. 32.77.242.3: (none)): SH9999
User name okay, need password.
Password:
```

Figure 36 Login Command Sequence.

5. Once you have successfully entered the required user name and password, a welcome message will display. You now need to set your mode to "binary" to allow for zipped files. Type the following command at the **ftp>** prompt:
   ftp> binary
6. A "Type Set to I" message will appear, indicating that you may receive and send binary files. You are now logged on to the EDFS FTP server and ready to perform data transfers.

Encounter data Upload Using Microsoft FTP

Perform the following sample steps to place claim files in your upload directory:
1. See the above section titled "Logging-On to the FTP Server" to establish an FTP session.
2. At the ftp> prompt, type the "**put**" command to upload the file and press **<ENTER>.**
   ftp> **put YOURFILENAME CUSTOMER_UPLD!FTP <enter>**
3. Once you press **<ENTER>**, the FTP software will transfer the file(s). A "File transfer is complete" message will appear indicating successful transfer of each file. You will return to the ftp> prompt when the transfer operation is complete. *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.*

Encounter data Download Using Microsoft FTP

To download remittances, reports and other files, follow these sample steps:
1. See the above section titled "Logging-On to the FTP Server" to establish an FTP session.
2. Type the following commands and press **<ENTER>** to change to the download directory on the server:
   ftp> cd .. <enter>
   ftp> cd outbound <enter>
3. You will see a "CWD command successful" message, which indicates that your current directory has changed.
4. To display all files available for download, type the following command press **<ENTER>**.
   ftp> ls

Downloading a Single File

1. Type the following command and press **<ENTER>**.
   ftp> get FILENAME
2. The FILENAME you wish to receive must match the file name in the outbound directory exactly (wild cards "*" will be accepted only if "glob" is on). If you do not delete the files after successfully downloading them, they 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 your remote files type **mget *** at the **ftp>** prompt and pres **<ENTER>,** see Figure 37.

```
ftp> cd outbound
250 CWD command successful.
ftp> ls
200 PORT command successful.
150 Opening data connection for ..
file1
file2
226 File transfer complete.
ftp> mget *
100 PORT command successful.
150 Opening BINARY mode data connection for ..
 226 File transfer complete
```

Figure 37 Downloading Multiple Files.

2. Once you press **<ENTER>** the FTP software will transfer the file(s).
3. A"transfer is complete" message will appear indicating successful transfer of each file. You will be asked to confirm each file by pressing **<ENTER>.** You will return to the **ftp>** prompt when the transfer operation is complete. *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, type the following command at the **ftp>** prompt and press **<ENTER>**.

 ftp> bye

File Transfer Using Other FTP Software

If you will be using FTP software other than Microsoft FTP for Windows 95, you will need to follow these basic steps. Consult your FTP software documentation for detailed instructions for completing each step.
1. Refer to your CMSNet connection instructions.
2. Log-On to the FTP server ([32.77.242.3](32.77.242.3)) on port 2021 using your EDFS Submitter Id (User Id) and password as assigned to you by the CSSC.
3. Upload your claims.
4. Download your claims from the 32.77.242.3\outbound\ directory.
5. Log-Off the FTP server.

NOTE: The upload and download directories are specific to your EDFS Submitter Id (User Id). Each Submitter has a specific upload and download location on the server.

Helpful Hints

*   Zip your upload files in a PK-ZIP 2.0 compatible format. This can diminish your upload time by as much as 90%.
*   With Encounter data files, do not use the same filename. This may cause problems with uploading as you may potentially overwrite files that may be 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.

Appendix A

To automate the FTP transfer, create a batch file to launch the FTP software with the following command line options. Example:

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 32.77.242.3 2021

user <<username>> <<password>>

binary

cd upload

mput c:\mco\upload*

lcd c:\mco\download

cd \download

mget *

bye