Nevada Medicaid

Trading Partner User Guide

September 5, 2018

Medicaid Management Information System (MMIS)
Department of Health and Human Services (DHHS)
Division of Health Care Financing and Policy (DHCFP)

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Change History

The following change history log contains a record of changes made to this document.

Published/ Revised	Section and Nature of Change
08/06/2018	Initial creation.
09/05/2018	Added additional information in section 4.1, first paragraph. Removed “Other Conditions” comment in section 5.2 for 837s, Web Portal.

Table of Contents

1 Introduction

Information in this Nevada Medicaid Trading Partner User Guide is provided to Nevada Medicaid Trading Partners who intend to exchange electronic health care transactions with Nevada Medicaid.

Before Nevada Medicaid can process transactions, the submitter is required to obtain a Trading Partner ID using the Nevada Medicaid Provider Web Portal (PWP) and complete Certification testing.

1.1 Purpose and Scope

This Trading Partner User Guide is intended to assist Trading Partners with the Trading Partner Enrollment Application process on the PWP and selecting the appropriate connectivity method.

1.2 References

The Nevada Medicaid Companion Guides provide specific requirements to be used when preparing and processing electronic health care administrative data.

The Nevada Medicaid Companion Guides are available electronically at https://www.medicaid.nv.gov/providers/edi.aspx.

1.3 Additional Information

The intended audience for this document is the office manager, operational staff, or technical staff who will be responsible for completing the Trading Partner Enrollment Application and submitting electronic health care transactions.

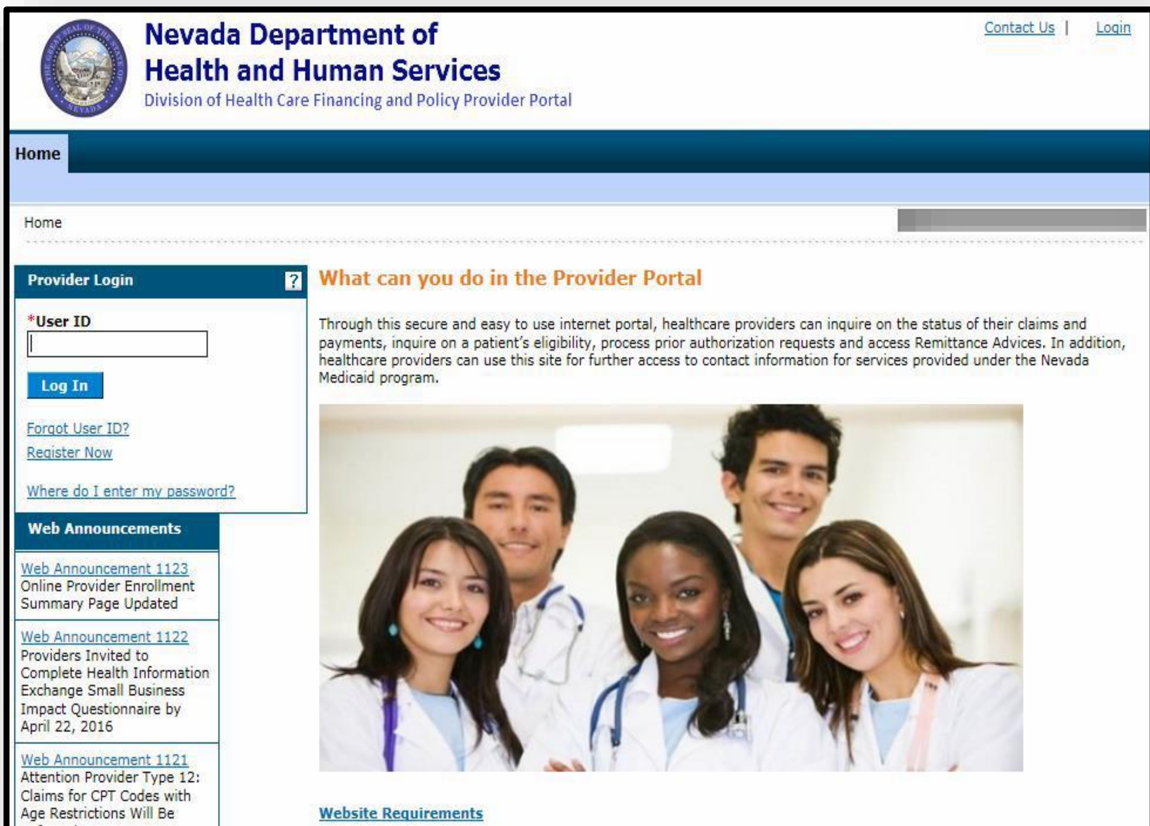
2 Trading Partner Enrollment

This section demonstrates the process by which a user may enroll as a Trading Partner with Nevada Medicaid.

The Provider Web Portal is a web-based software that allows Medicaid providers to manage their profiles, look up benefit information for their patients, and submit claims and prior authorizations for services. Additionally, the PWP will allow delegates and Trading Partners to perform various tasks on behalf of a provider, such as uploading and downloading files.

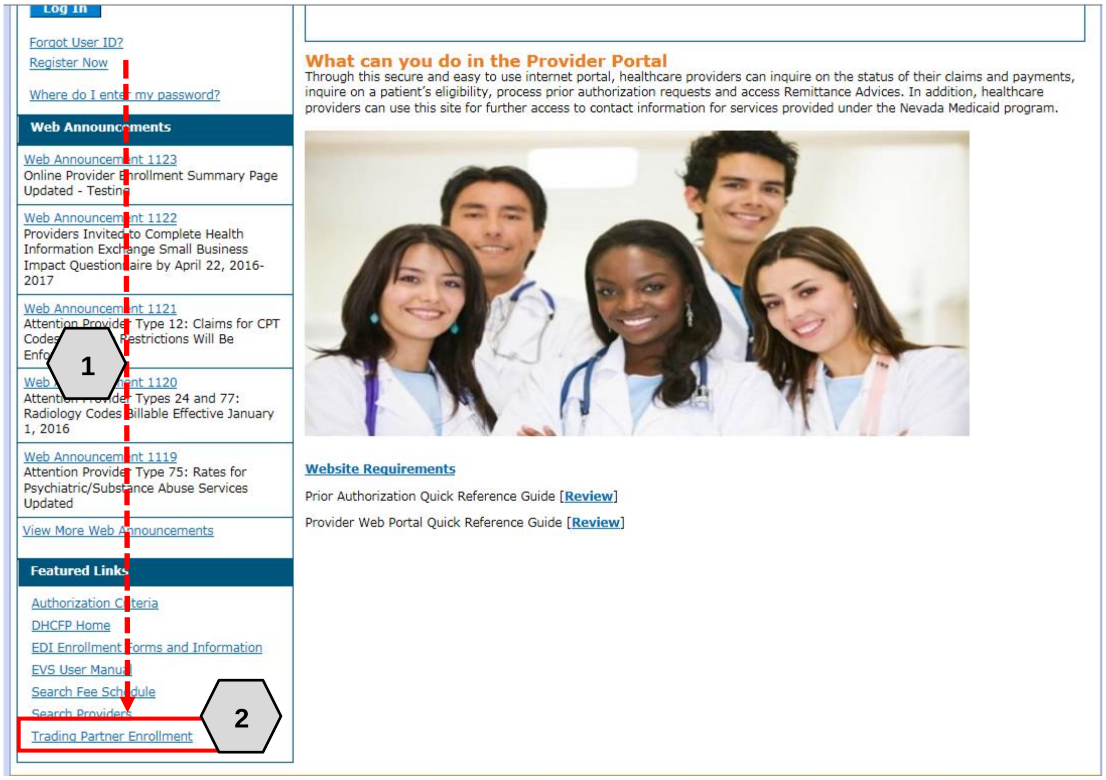
To access the PWP, users must have internet access and a computer with a web browser. (Microsoft Internet Explorer 9.0 or higher, Mozilla Firefox or Google Chrome are recommended).

The Provider Web Portal is located at the following location: https://portaluat.medicaid.nv.gov/hcp/provider/Home.



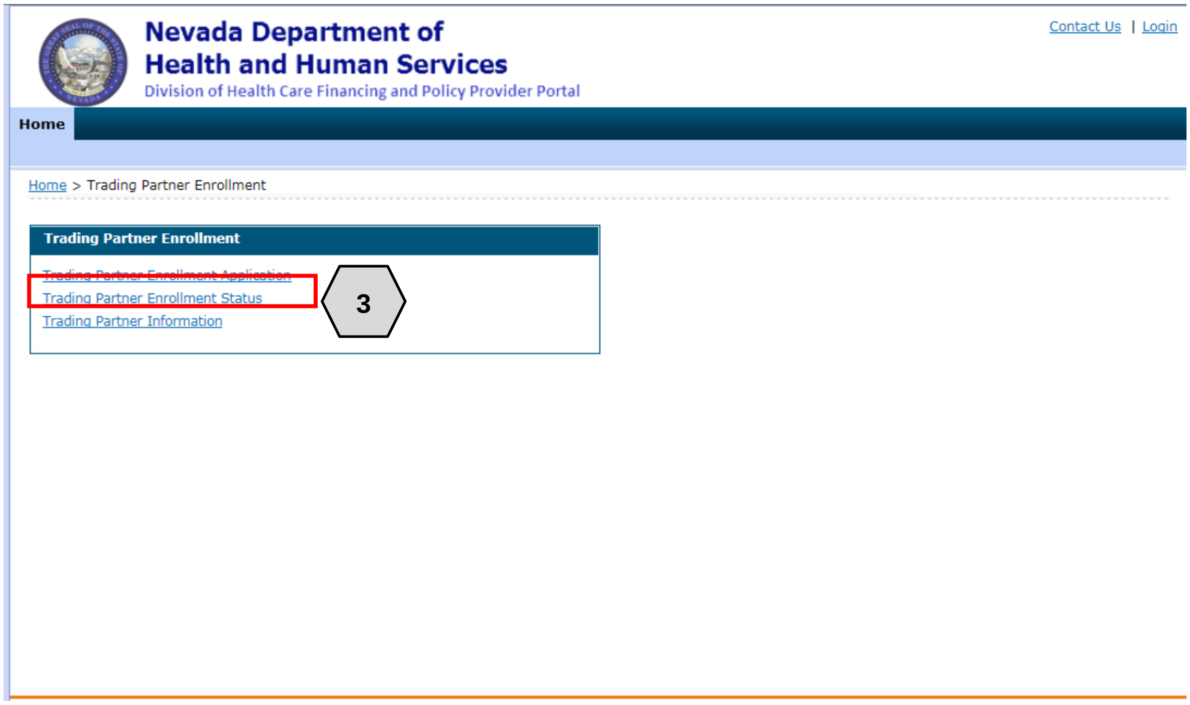
To begin using the PWP, users will first need to submit a Trading Partner Enrollment Application. From the PWP “Home” page:

1. Scroll to the bottom of the “Home” page
2. Click the **Trading Partner Enrollment** link on the bottom left side of the screen



Once the user clicks the **Trading Partner Enrollment** link, the “Trading Partner Enrollment” page will appear. From here the user will need to:

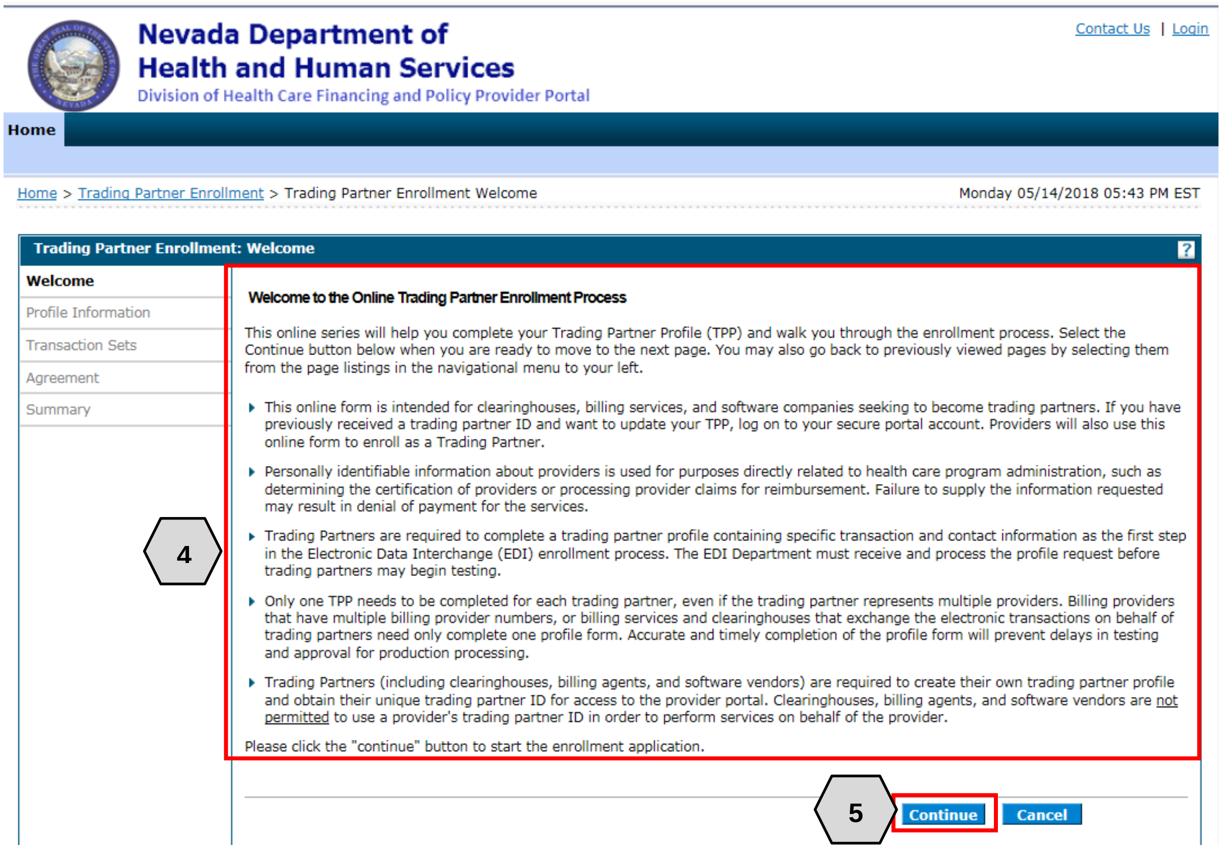
3. Click the **Trading Partner Enrollment Application** link



Once the user clicks **Trading Partner Enrollment Application**, the “Trading Partner Enrollment Welcome” page will appear. From here the user will need to:

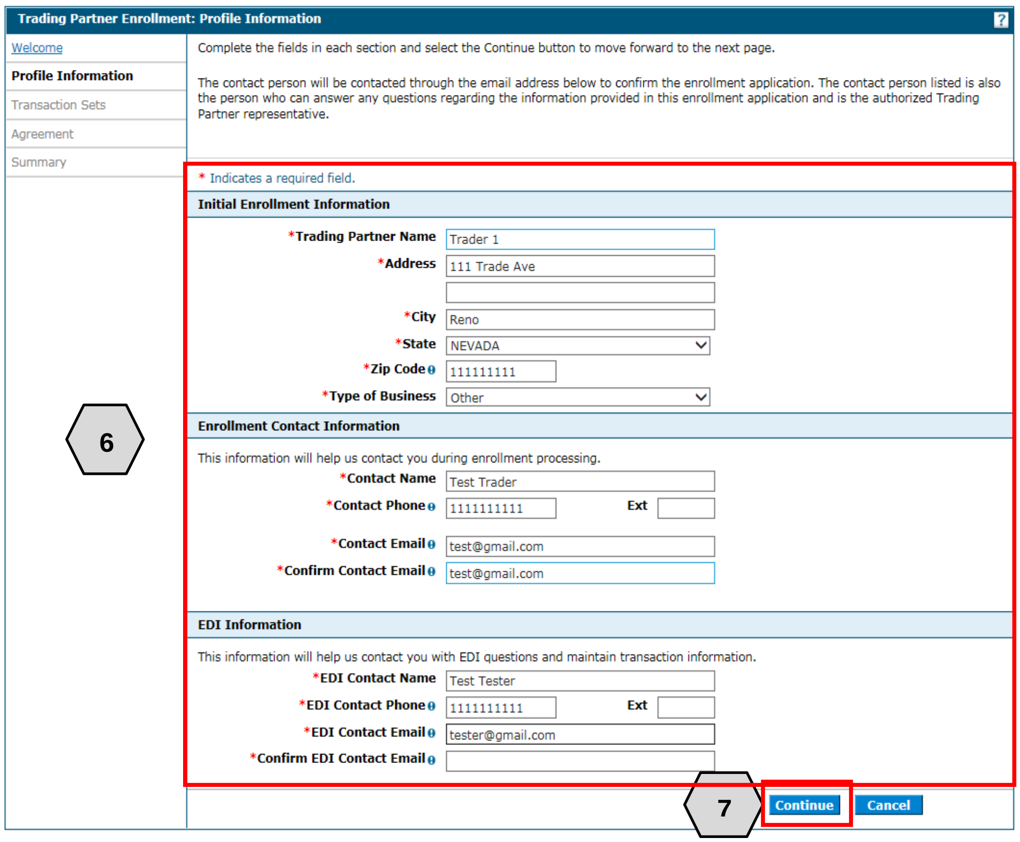
4. Read the welcome information/instructions
5. Click the **Continue** button when ready

NOTE: At any point prior to submission, the user may click the **Cancel** button to discard the enrollment and the information will not be submitted.



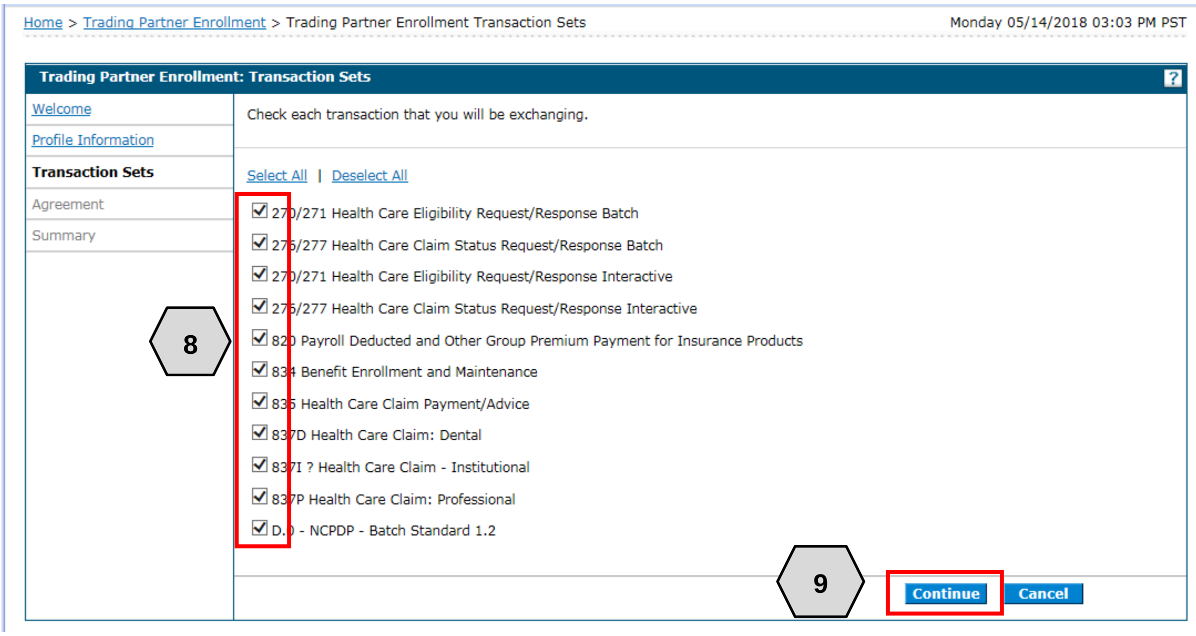
Once the user clicks **Continue**, the "Trading Partner Enrollment Profile Information" page will be displayed. The user may then begin filling out the application. The user will need to:

6. Complete all required fields, indicated with a red asterisk (*)
7. Click **Continue**



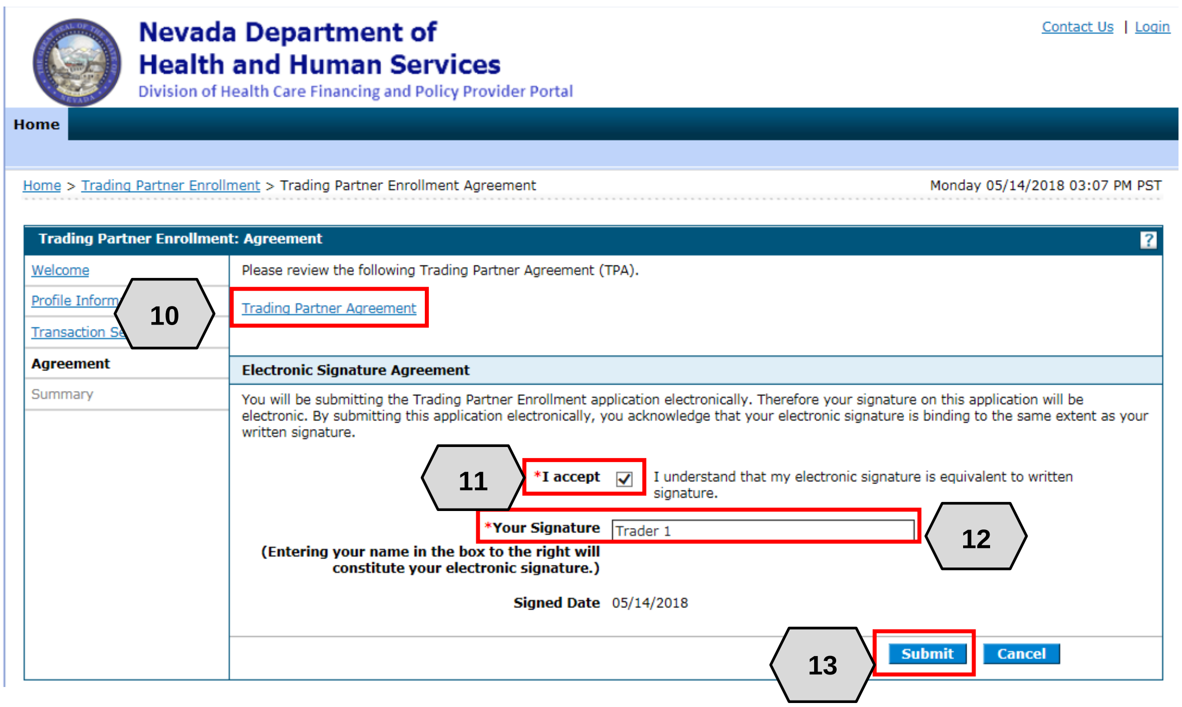
After clicking **Continue**, the user will be prompted to check all transaction sets that will be exchanged:

8. Place a checkmark next to each transaction set the user will exchange
9. Click **Continue**



The “Trading Partner Enrollment Agreement” page is displayed after **Continue** was clicked on the previous screen. After the transaction sets are selected, users will:

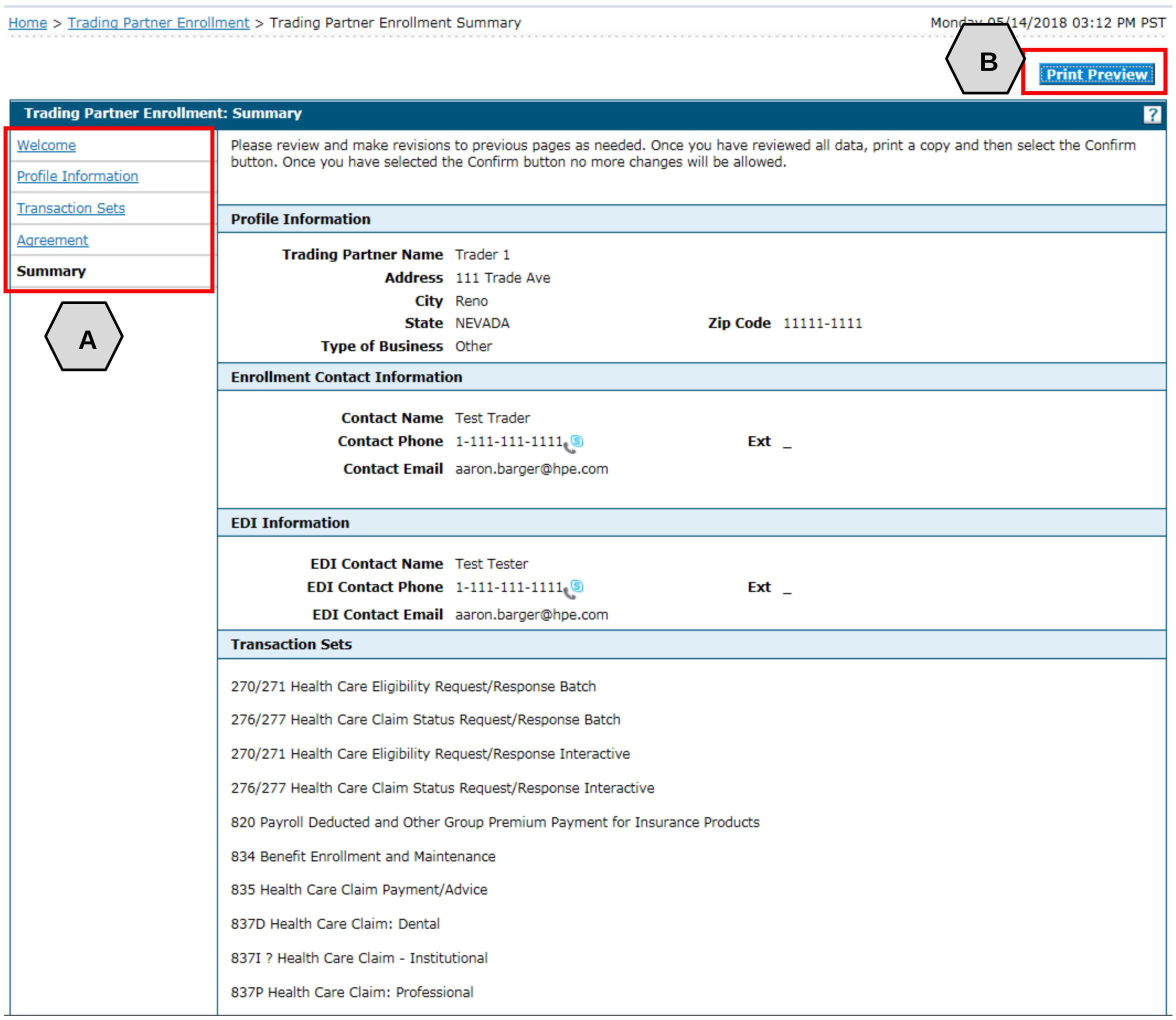
10. Click the **Trading Partner Agreement** link to read the agreement
11. Once the user has read the agreement, click the **I accept** checkbox, if the user agrees to the terms
12. Type the name of the individual completing the enrollment into the **Your Signature** field
13. Click **Submit**



Once the user clicks **Submit,** the “Trading Partner Enrollment Summary” page will be displayed. From there, the user will have the opportunity to review the application.

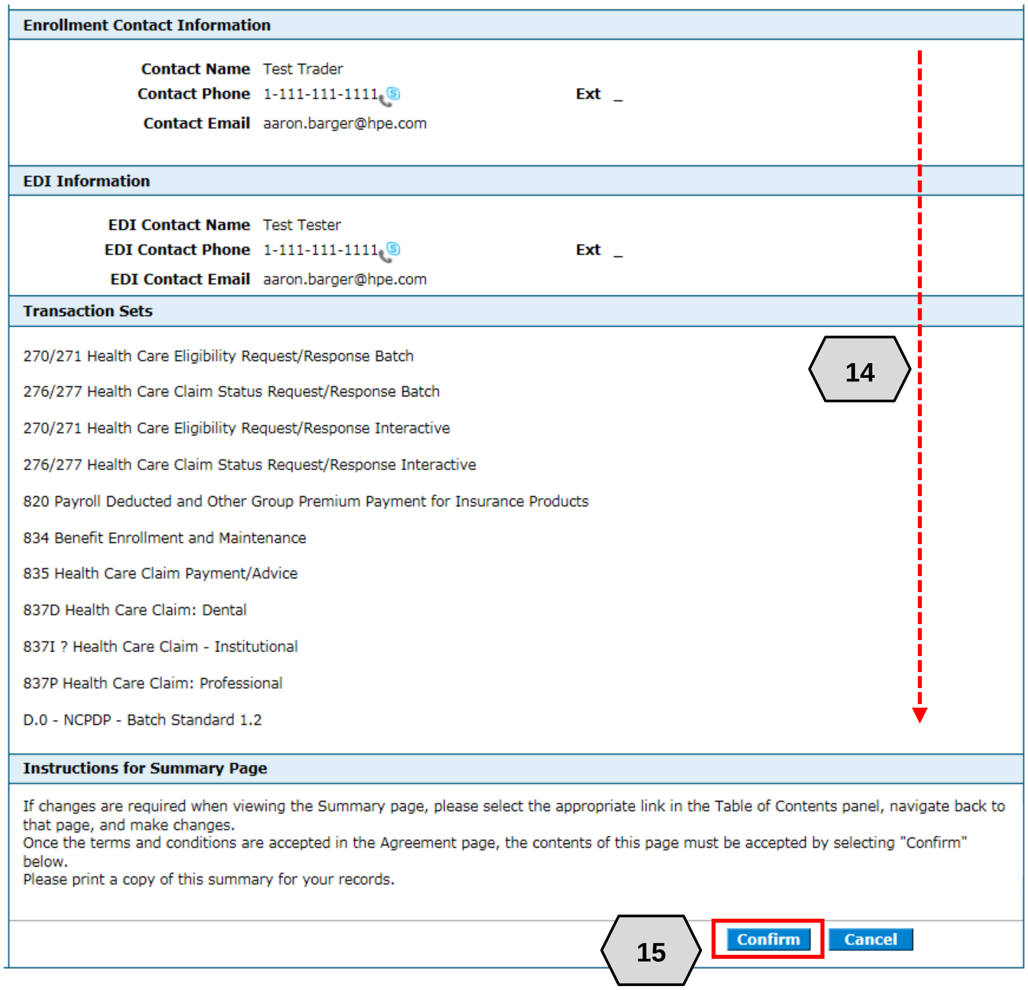
A. To edit information, in one of the sections, users will click the **section title** in the left navigation panel to go to that section and make any desired edits

B. To print the application summary, users will click the **Print Preview** button



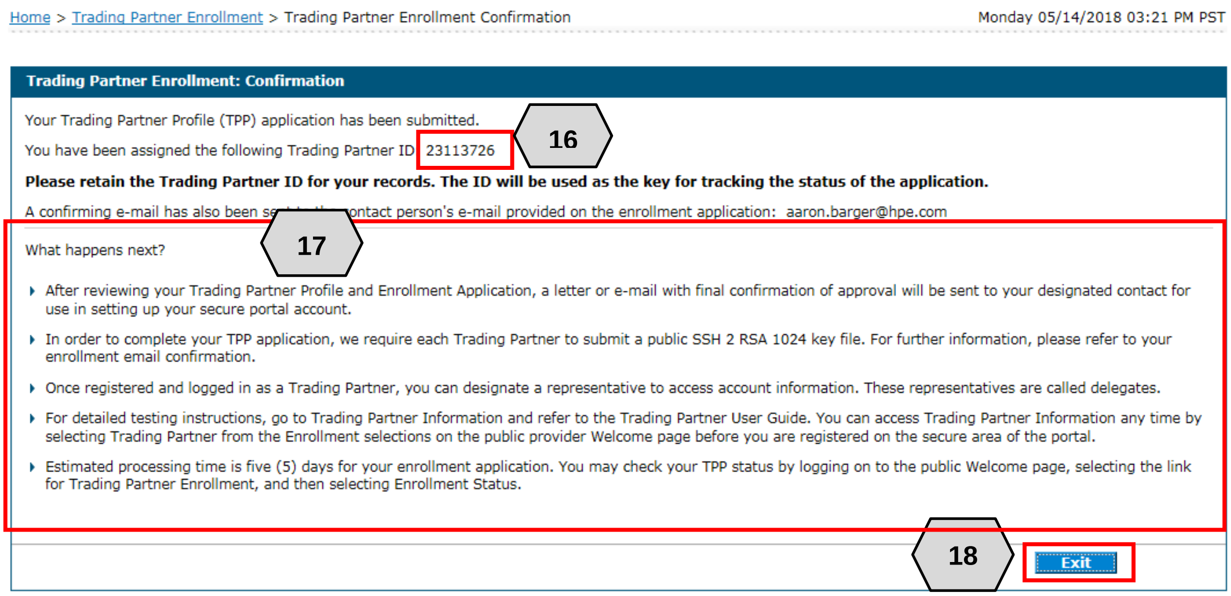
If the application is satisfactory, users will:

14. Scroll to the bottom of the page
15. Click the **Confirm** button. Once the terms and conditions are accepted in the "Agreement" page, the contents of this page must be accepted by selecting **Confirm**.



Once the user clicks **Confirm**, a message explaining that the application is complete will be sent to the user. The user will then need to:

16. Take note of the automatically generated Trading Partner ID. This ID will be needed when registering in the portal.
17. Read the **"What happens next"** section, which will provide further instructions for completing the registration process
18. Click **Exit**



Once the user clicks **Exit**, an email indicating that the submission was successful is sent to the user. The email includes the tracking number, which will be the same as the Trading Partner ID received previously. To complete the application, the user will:

19. Send an email to the address provided in the confirmation email containing their public "SSH 2 RSA 1024" key file.

Once the "SSH 2 RSA 1024" is received, the application will be reviewed for completion.

NOTE: The application can take up to 5 business days to process.

Reply Reply All Forward IM

Mon 5/14/2018 5:22 PM

HC Portal Dev PM

Trading Partner Enrollment Confirmation

To

Cc Nevada Medicaid EDI Testing Support Team

Dear Trading Partner,

Thank you for submitting your Trading Partner Profile application (TPP) with Nevada Medicaid.
Your contact email information was provided to us during the application process initiated from the Nevada Medicaid Provider Web Portal. The following is the tracking number assigned to this application "23113726".

As a Trading Partner, you can use this tracking number to check on the status of your Trading Partner Enrollment application or to register with the Nevada Medicaid Provider Web Portal which is located at: https://portalmod.medicaid.nv.gov/hcp/provider/Home/tabid/135/Default.aspx

In order to complete your TPP application we require each Trading Partner to submit a public SSH 2 RSA 1024 key file. If we do not receive your public SSH key file, we will not be able to process your TPP application.

19

Note: Please send an email containing your public SSH 2 RSA 1024 key file to nvmed.editestingsupport@dxc.com.
Include your Trading Partner name and your new Trading Partner ID in the subject line.
Example: Public Key / Disney Hospital / 10000001

After we have received your public SSH 2 RSA 1024 key file, we will complete the TPP application. Please allow an estimated time of five business days to process your application.
We will notify the designated contact person via email with confirmation that your TPP application has been approved.

This is an automatically generated email, please do not reply. If you believe you have received this email in error or need further assistance, please contact the Nevada Medicaid EDI Testing Support Team via email at: nvmed.editestingsupport@dxc.com.

Sincerely,
Nevada Medicaid Provider Web Portal

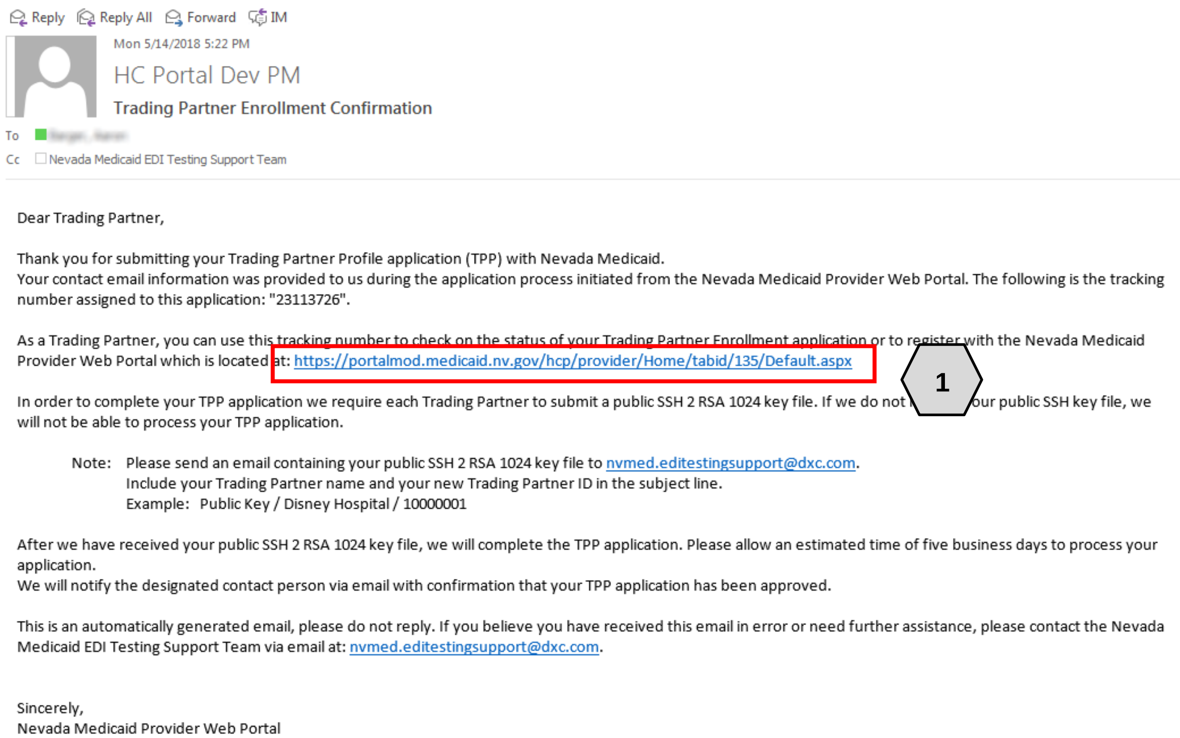
2.1 Viewing Trading Partner Application Status

This section demonstrates the process by which a user may check the status of their Trading Partner Enrollment Application.

A user may view the status of their submitted application by:

1. Clicking **the link** located in the confirmation email

NOTE: The email shown here is an example.


Reply Reply All Forward IM
Mon 5/14/2018 5:22 PM
HC Portal Dev PM
Trading Partner Enrollment Confirmation
To
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Dear Trading Partner,

Thank you for submitting your Trading Partner Profile application (TPP) with Nevada Medicaid.
Your contact email information was provided to us during the application process initiated from the Nevada Medicaid Provider Web Portal. The following is the tracking number assigned to this application: "23113726".

As a Trading Partner, you can use this tracking number to check on the status of your Trading Partner Enrollment application or to register with the Nevada Medicaid Provider Web Portal which is located at: https://portalmod.medicaid.nv.gov/hcp/provider/Home/tabid/135/Default.aspx

1

In order to complete your TPP application we require each Trading Partner to submit a public SSH 2 RSA 1024 key file. If we do not r[...]our public SSH key file, we will not be able to process your TPP application.

Note: Please send an email containing your public SSH 2 RSA 1024 key file to nvmed.editestingsupport@dxc.com.
Include your Trading Partner name and your new Trading Partner ID in the subject line.
Example: Public Key / Disney Hospital / 10000001

After we have received your public SSH 2 RSA 1024 key file, we will complete the TPP application. Please allow an estimated time of five business days to process your application.
We will notify the designated contact person via email with confirmation that your TPP application has been approved.

This is an automatically generated email, please do not reply. If you believe you have received this email in error or need further assistance, please contact the Nevada Medicaid EDI Testing Support Team via email at: nvmed.editestingsupport@dxc.com.

Sincerely,
Nevada Medicaid Provider Web Portal

Once the user clicks **the link**, the "Trading Partner Enrollment" page will appear. From there, the user will:

2. Click the **Trading Partner Enrollment Status** link

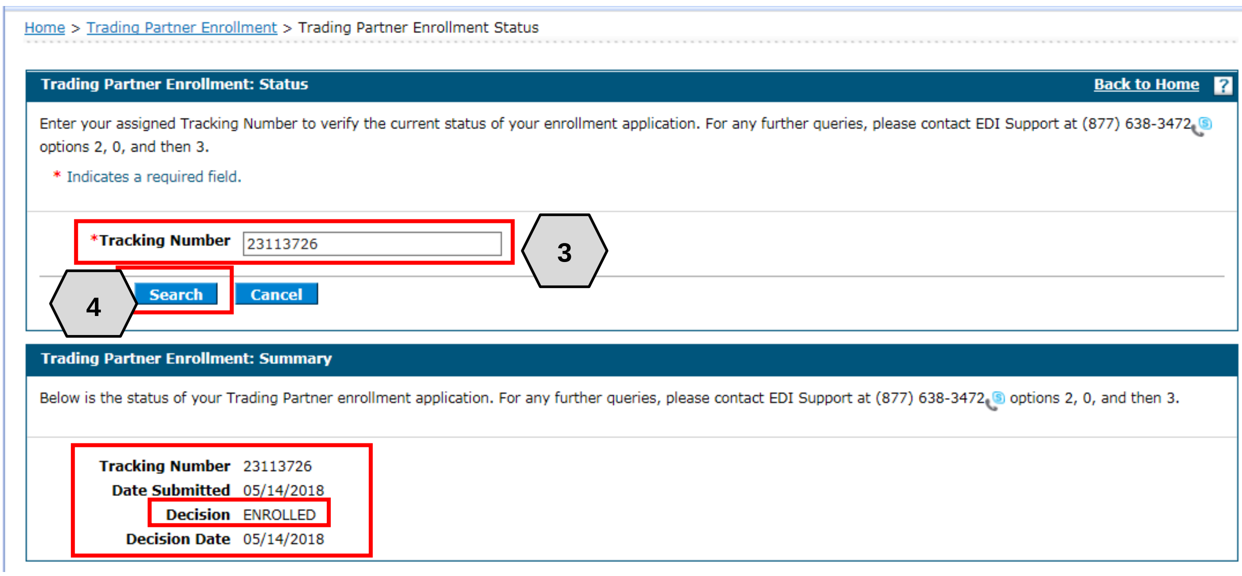
NOTE: This page can also be accessed by clicking the **Trading Partner Enrollment** link located on the home page. See the previous section.

Once the user clicks the **Trading Partner Enrollment Status** link, users will be prompted to:

3. Enter the **Tracking Number** that was received in the confirmation email
4. Click **Search**

The information will populate below. When first submitted, the **Decision** field will read "ENROLLED."

NOTE: Once registered, the user may give the Trading Partner ID to any providers that will be exchanging files.



Once the Trading Partner submits an SSH key, as shown in the previous section, the EDI Helpdesk will change the status from “ENROLLED” to “TESTING”, and the Trading Partner receives via email the EDI Trading Partner Welcome Letter indicating the Trading Partner Profile (TPP) has been approved for testing. Users may now submit the transactions through the Secure File Transfer Protocol (SFTP) or the PWP.

May 29, 2018

TP_TEST_ENROLLMENT
Trading partner LG
4122 legacy drive
plano, TX 75024

Trading Partner ID: 24609766

Dear Nevada Medicaid Trading Partner,

We have processed your Trading Partner Profile application. You may now begin the testing process. All Nevada Medicaid Trading Partners must successfully pass the testing process in order to be approved to submit Production transactions.

You have chosen to enroll into the following transactions:
5010-Professional (837P)

In order to ensure a smooth testing process, please review the Trading Partner User Guide and the Nevada Medicaid Companion Guides located at:
https://www.medicaid.nv.gov/providers/edi.aspx.

After you have submitted a test file to Nevada Medicaid, please notify the Nevada Medicaid EDI Testing Support Team via email at: nvmed.editestingsupport@dxc.com. Please make sure to include the file name for the test file you have submitted.

If you have questions, please contact the Nevada Medicaid EDI Testing Support Team via email at: nvmed.editestingsupport@dxc.com.

Thank you for participating as a Trading Partner with Nevada Medicaid. We look forward to working with you.

DXC Technology
NV Medicaid EDI Testing Support Team

If a Trading Partner wishes to submit transactions via PWP, they will need to register as demonstrated in the next section.

Once the testing process is complete, the Trading Partner will be set to a final status of “APPROVED”. The Trading Partner will receive the Production Authorization Letter via mail containing the list of approved transactions that could be submitted to the production environment. The email will contain the connection to the DXC/Nevada Medicaid SFTP Production Server.

3 Connectivity Options

This section describes the connectivity options from which a Trading Partner will need to choose for the submission of transactions.

Nevada Medicaid supports multiple methods for exchanging electronic healthcare transactions depending on Trading Partner needs.

For transactions, the following can be used:

- Secure File Transfer Protocol (SFTP) (this only applies to batch transactions)
- Nevada Medicaid Provider Web Portal (this only applies to batch transactions and is restricted to the transmission file size limits in Section 5.2)
- CORE-certified multi-format network Interface (this applies to real-time and batch 270/271 and 276/277 transactions)

3.1 Secure File Transfer Protocol

This section describes the Secure File Transfer Protocol (SFTP) which a Trading Partner can select as a connectivity option.

If the Trading Partner will be exchanging files using SFTP, after the TPP Agreement has been completed the Trading Partner must submit a Secure Shell (SSH) public key file to Nevada Medicaid to complete their enrollment. Once the SSH key is received, users will be contacted to initiate the process to exchange the directory structure and authorization access on the Nevada Medicaid external SFTP servers.

Failure to provide the SSH key file to Nevada Medicaid will result in the TPP application request being rejected and the Trading Partner will be unable to submit transactions electronically to Nevada Medicaid. Trading Partners should submit the SSH public key via email within five business days of completing the TPP application.

What is a public SSH key?

SSH is used for managing networks, operating systems and configurations. It is also inside many file transfer tools and configuration management tools. Every major corporation uses it in every data center.

SSH Keys enable the automation that makes modern cloud services and other computer-dependent services possible and cost-effective. They offer convenience and improved security when properly managed.

Functionally, SSH keys resemble passwords. They grant access and control who can access what. The private key is kept secret and stored on the computer used to connect to the remote system. The public key can be shared with everyone.

How do I create an SSH public key?

Puttygen is a utility for creating public Keys.

- In the “Key” section choose SSH-2 RSA and press **Generate.**
- Move your mouse randomly in the small screen in order to generate the key pairs.
- Enter a key comment which will identify the key (useful when you use several SSH keys)
- Type in the passphrase and confirm it. The passphrase is used to protect your key. You will be asked for it when you connect via SSH.
- Click “Save private key” to save your private key.

- Click “Save public key” to save your public key.

Once you have created the public key, email it to nvmed.editestingsupport@dxc.com. In the subject line, enter ‘Public Key/Your Trading Partner Name/your 8 digit Trading Partner ID’. (Example: Public Key/Disney Hospital/12345678).

After the public key has been received, Nevada Medicaid will complete the TPP application. Please allow an estimated time of five business days to process the application. The designated contract person will be notified via email with confirmation when the TPP application has been approved and the testing process may begin.

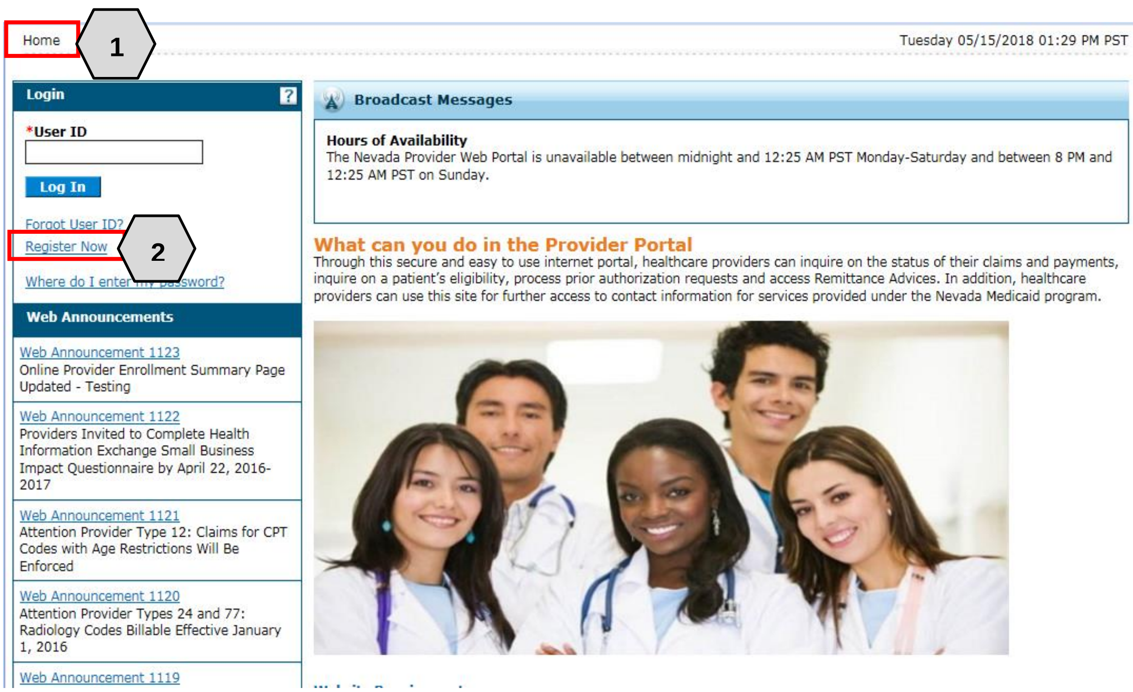
3.2 Provider Web Portal

This section describes the Prover Web Portal (PWP), which a Trading Partner can select as a connectivity option.

In order to submit transactions using the Provider Web Portal, the Trading Partner, having an approved application, will need to register on the PWP.

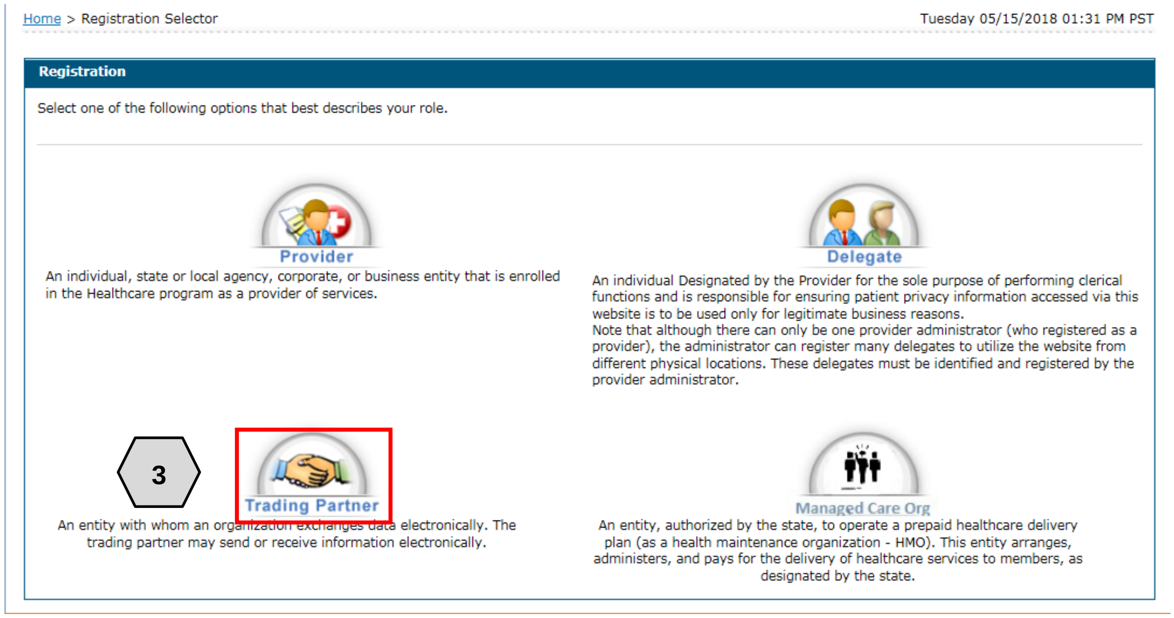
To register for a PWP account, the user will:

1. Return to the “Home” page
2. Click the **Register Now** link



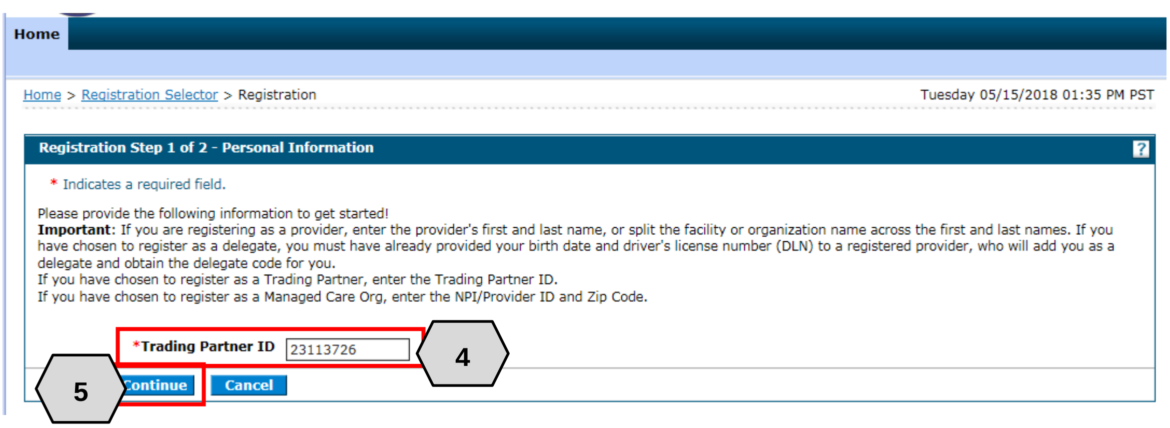
Once the user clicks the **Register Now** link, they will be taken to the "Registration Selector" page. From here, a role type prompt will appear and users will then need to:

3. Click Trading Partner



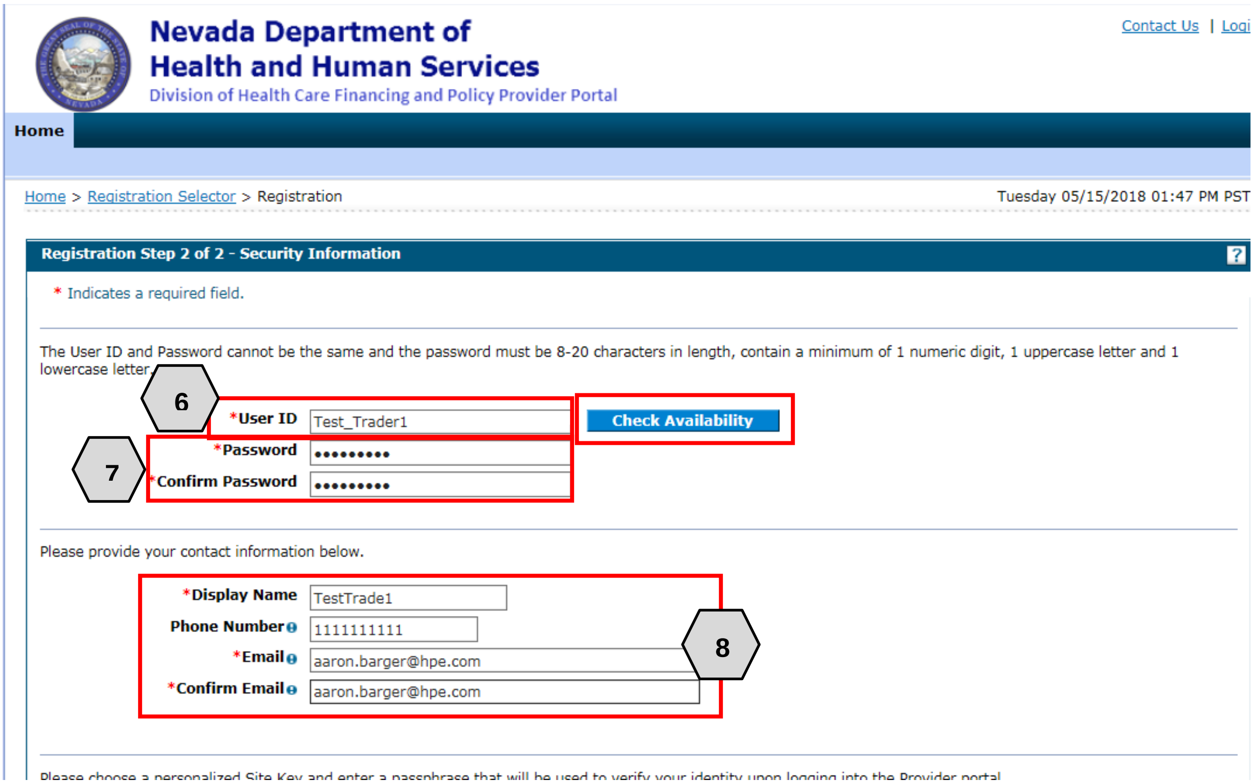
After clicking **Trading Partner**, the user will be prompted to enter their **Trading Partner ID**. This is the unique ID received after the application submission step.

4. Enter the **Trading Partner ID**
5. Click **Continue**



6. Create a **User ID** (this is different from the Trading Partner ID)
7. Create a **Password**
8. Enter **Contact Information**

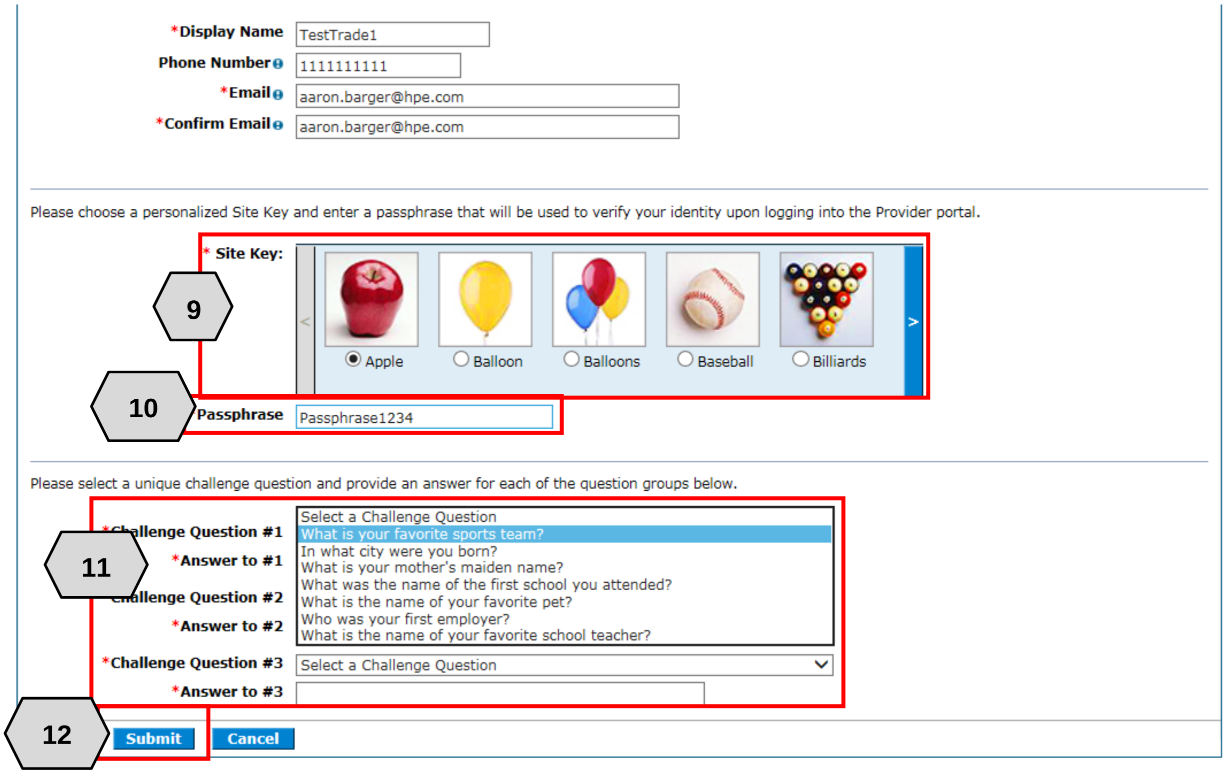
NOTE: The user may click the **Check Availability** button to determine whether the User ID entered is available.



Next, the user will:

9. Select a **Site Key** image
10. Enter a unique **Passphrase**
11. Choose 3 **Challenge Questions** from the drop-down list and create a unique answer for each
12. Click **Submit**

Once the user clicks the **Submit** button, PWP registration is complete.

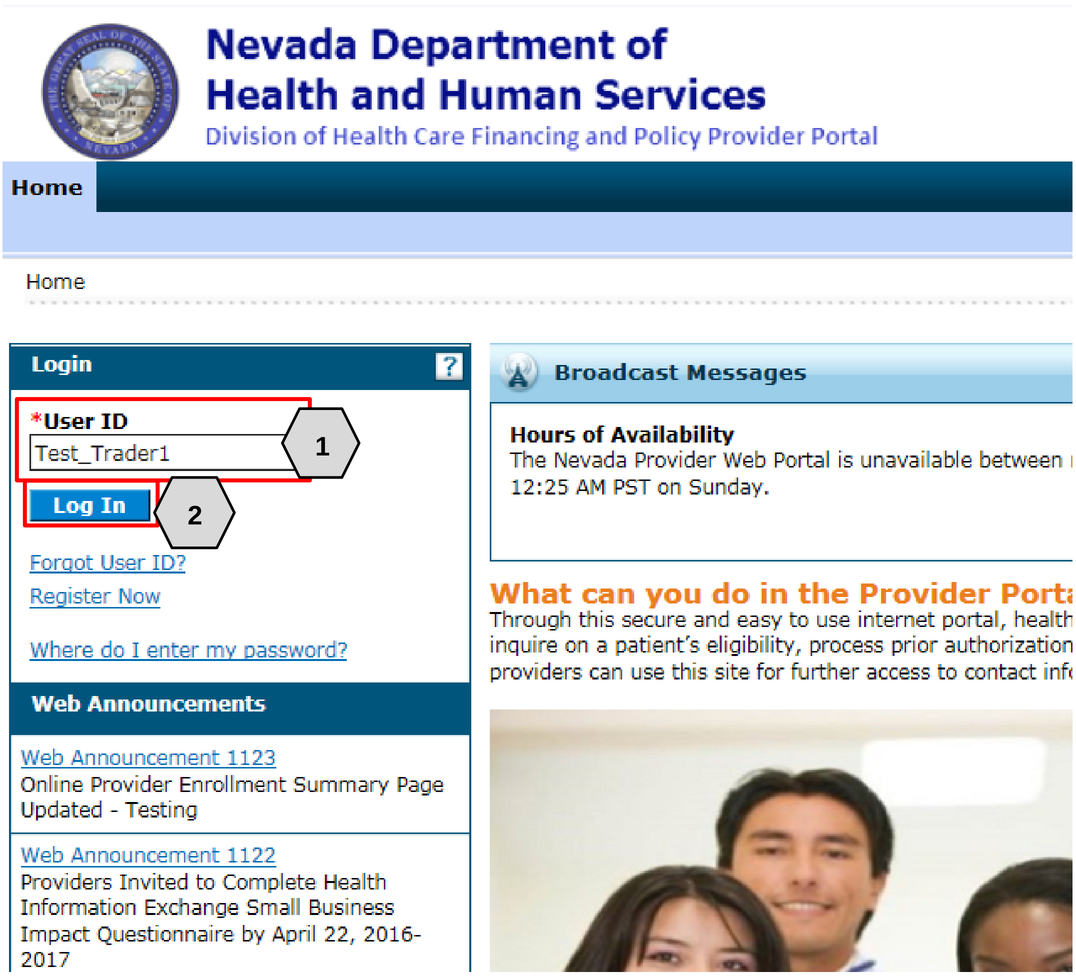


3.3 Navigating the PWP

This section demonstrates how to log in and use the basic navigational features of the PWP for a Trading Partner.

From the PWP “Home” page, registered users may access their accounts by:

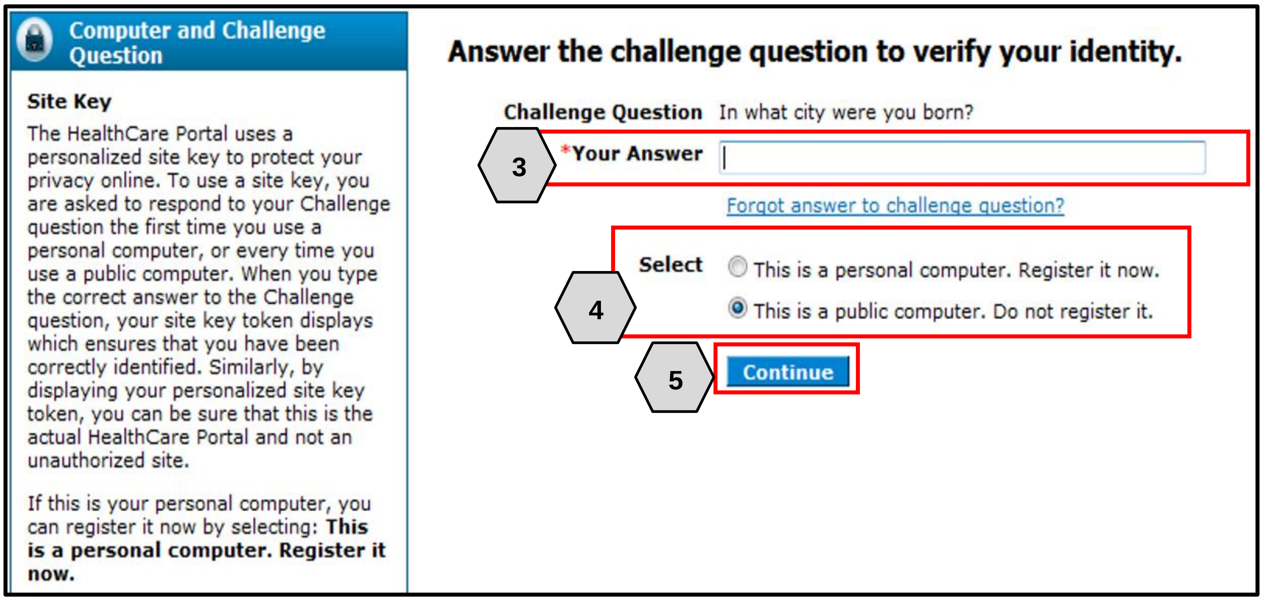
1. Entering their **User ID**
2. Clicking **Log In**



Once the user has clicked the **Log In** button, identity verification is required. Users will:

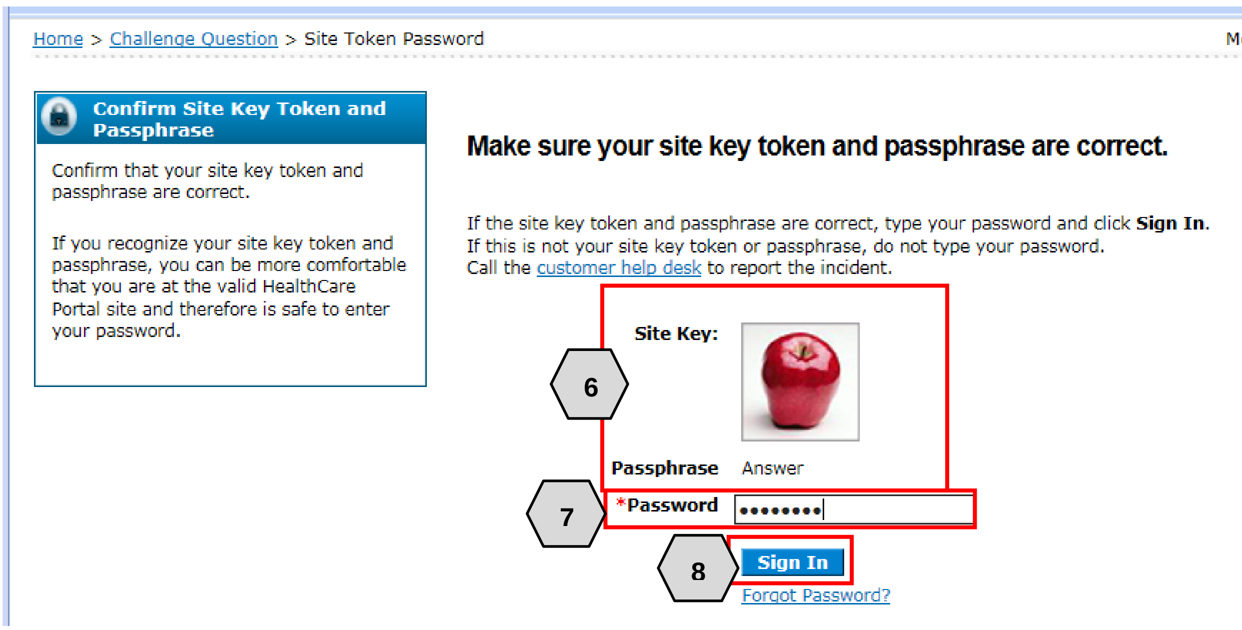
3. Type in the answer to their **Challenge Question** to verify their identity
4. Choose logging in method as either with a **personal computer** or a **public computer**
5. Click the **Continue** button

NOTE: Users will need to answer the Challenge Question only for the first-time log in from a personal computer and every time from a public computer.



6. To confirm that the Site Key token and Passphrase are correct, the user should recognize the Site Key token and Passphrase to be assured that it is the valid PWP website, and safe to enter their password.
7. Enter **Password**
8. Click the **Sign In** button

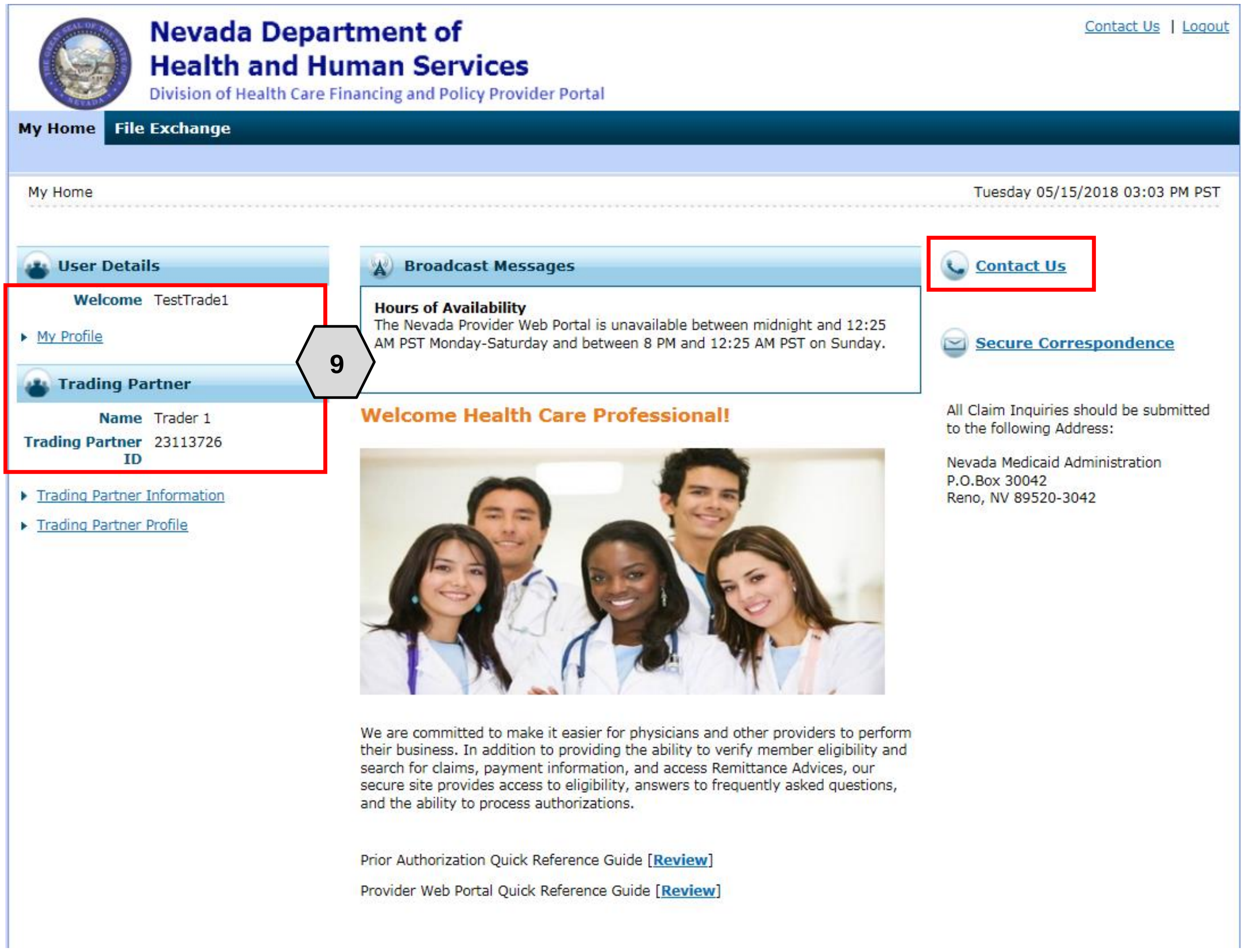
NOTE: If users do not recognize their **Site Key** or **Passphrase**, users should not enter their password. Instead, users should contact the Helpdesk.



Once the user has confirmed identity verification successfully and entered their password, the “My Home” page will display. From there, users will need to:

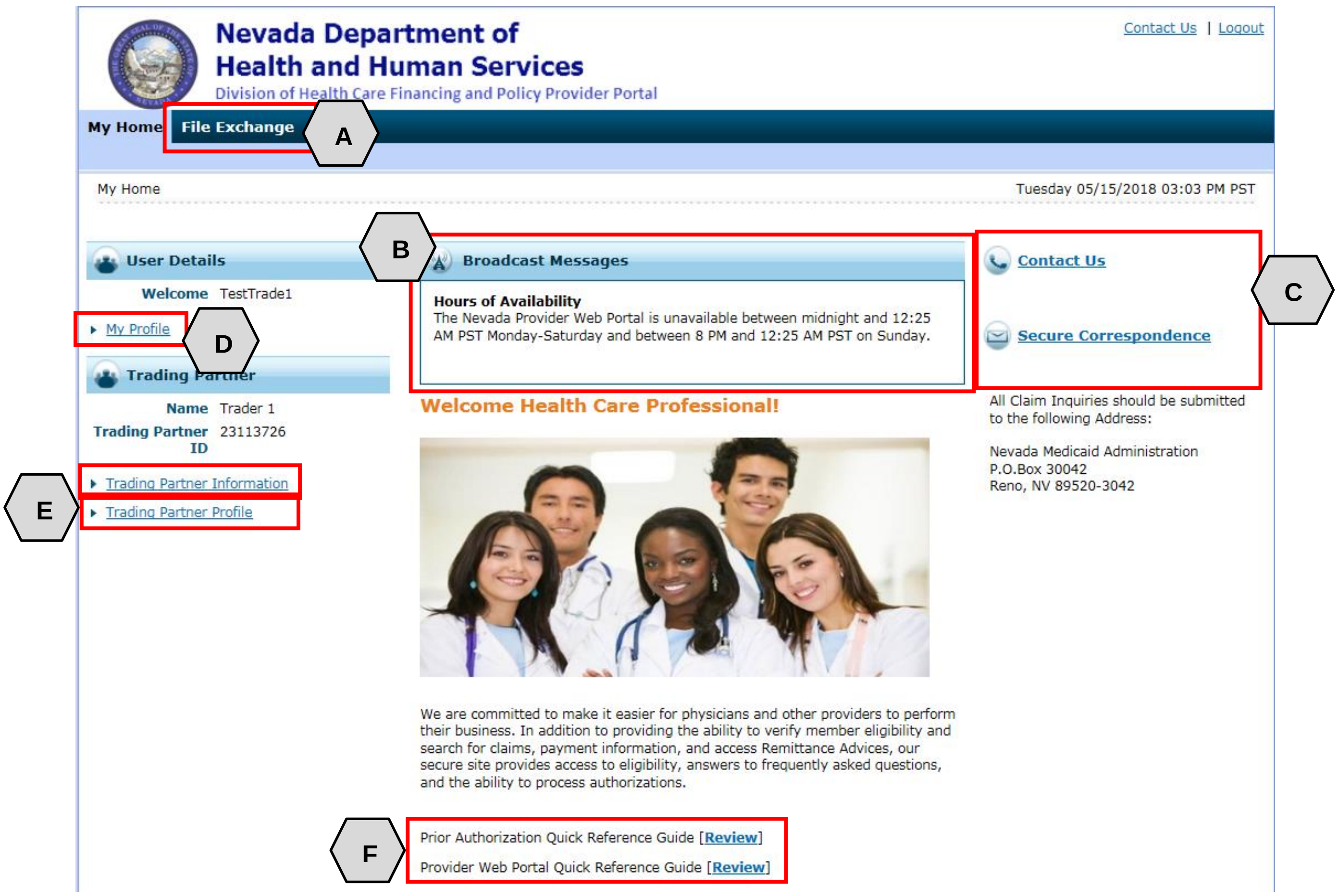
9. Verify all Trading Partner information located on the left margin of the screen

NOTE: It is important for the user to verify all of the information to ensure they are logged in correctly. If this information is incorrect, another log in attempt may be required or the user may need to contact support by clicking the **Contact Us** link in the right margin of the page.



Once the information has been verified, the user may explore the portal. Some features the user will find include:

A. A tab for accessing File Exchange functions
B. A panel that displays informative Broadcast Messages
C. Links to contact customer support services
D. Links to manage user account settings, such as passwords and contact information
E. Links to information regarding Trading Partners
F. Links to additional PWP resources



3.4 CORE-Certified Multi-Format Network Interface

This section describes the CORE-Certified Multi-Format Network Interface which a Trading Partner can select as a connectivity option.

If you have selected the real-time option when submitting your TPP, the EDI Helpdesk will contact you within five business days to provide you with additional information in order to submit CORE-Certified multi-format network Interface transactions.

If you want information on submitting batch CORE-Certified multi-format network interface, please send an email to nvmed.editestingsupport@dxc.com.

4 Exchanging Files

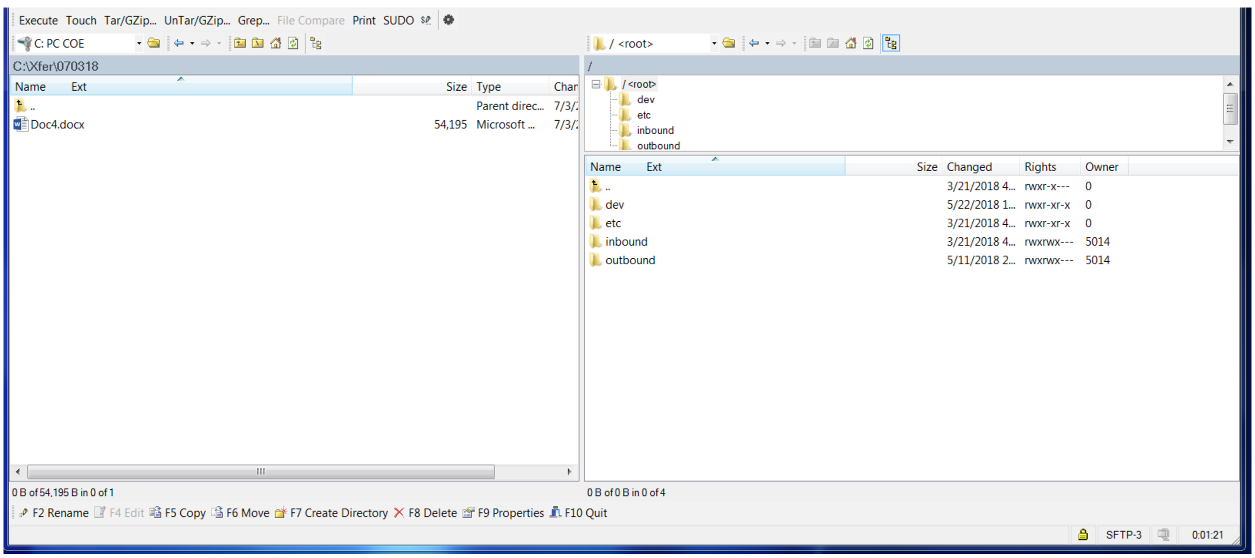
This section describes the process by which Trading Partners may upload and download files via the SFTP or PWP.

4.1 Submitting/Receiving Files using SFTP

This section demonstrates the process by which Trading Partners may upload/download files via SFTP.

In order to upload files using SFTP, users will need to use an SFTP client (like WinSCP, FileZilla, or any of their choice) and input the correct credentials, including, hostname, port and username. The connection to the Nevada Medicaid SFTP Testing server is sftptest3.medicaid.nv.gov. Please be sure to use your SSH private key and your assigned username, which is your Trading Partner ID. There is no password for the connection. Make sure your setup is listed with SFTP and use port 22 for the login.

Once you are logged in, you will have different folder options.



The “inbound” folder is where you will drop files needing to be processed, and the “outbound” folder is where you will pick up files such as the TA1/999 acknowledgement response and the 835.

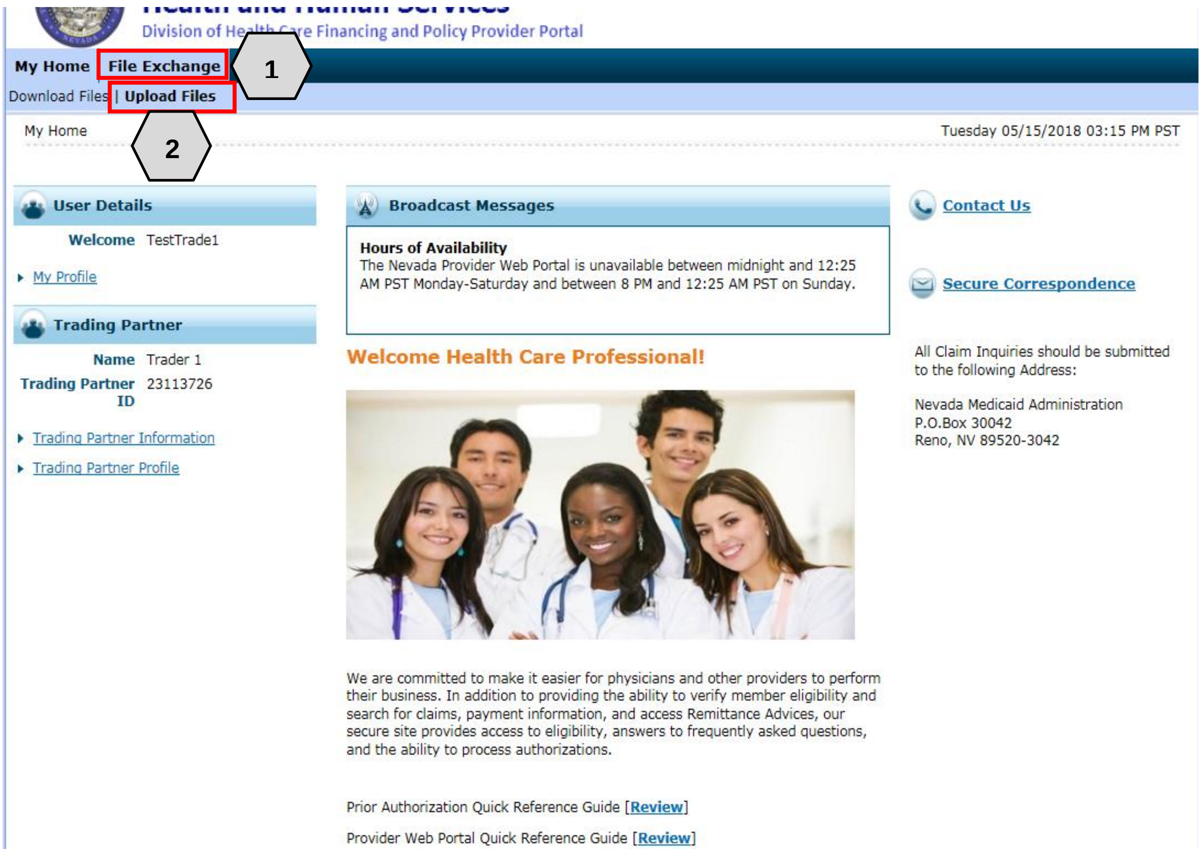
Note: Trading Partners should delete the files from the outbound directory after picking them up. Right mouse click and delete after copying the file over from the outbound directory.

4.2 Submitting/Receiving Files using PWP

This section demonstrates the process by which Trading Partners may upload/download files via the PWP.

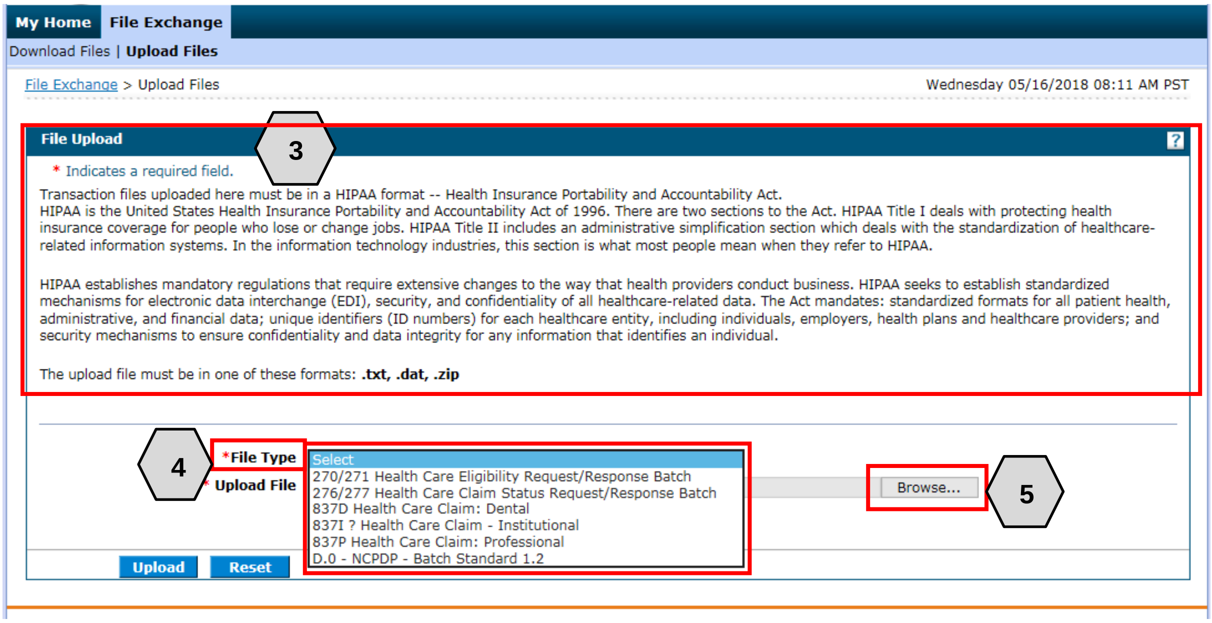
To upload files, users will need to:

1. Hover over the **File Exchange** tab
2. Click **Upload Files**



Once the user clicks **Upload Files**, the "Upload Files" page will appear. From there, the user will:

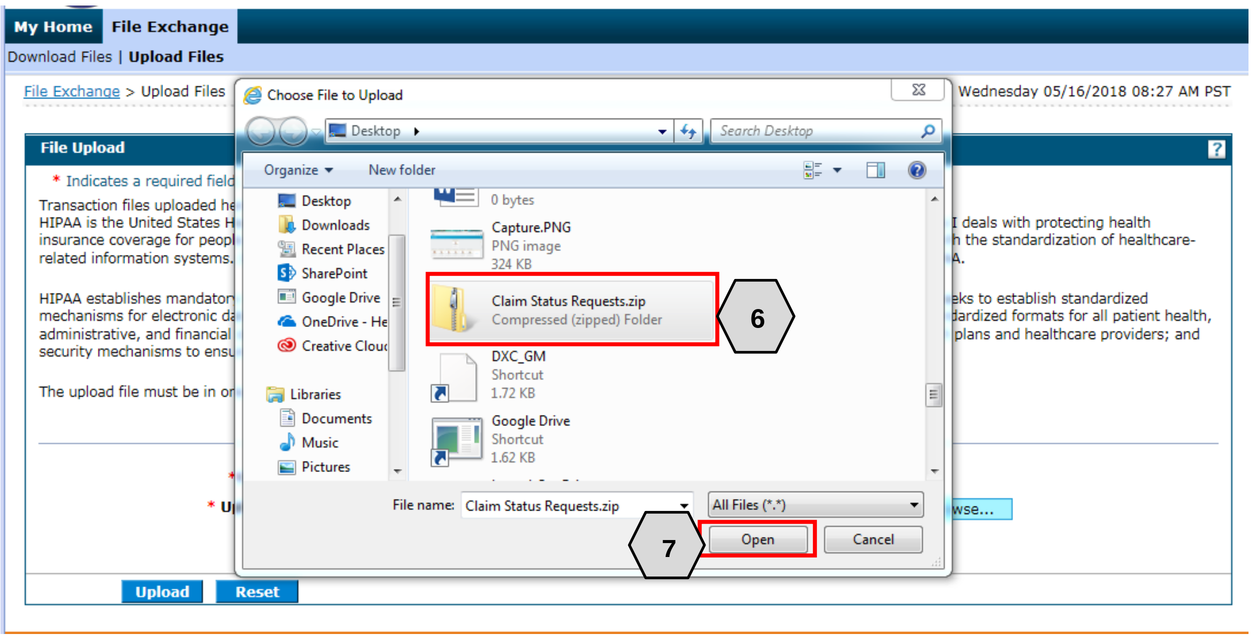
3. Review the File Upload section to ensure that any uploaded files are in a HIPAA compliant format
4. Select a **File Type**
5. Click the **Browse** button



Once the user clicks **Browse**, the “Choose File to Upload” window will pop up. From there, the user will need to:

6. Select the desired file for upload
7. Click the **Open** button

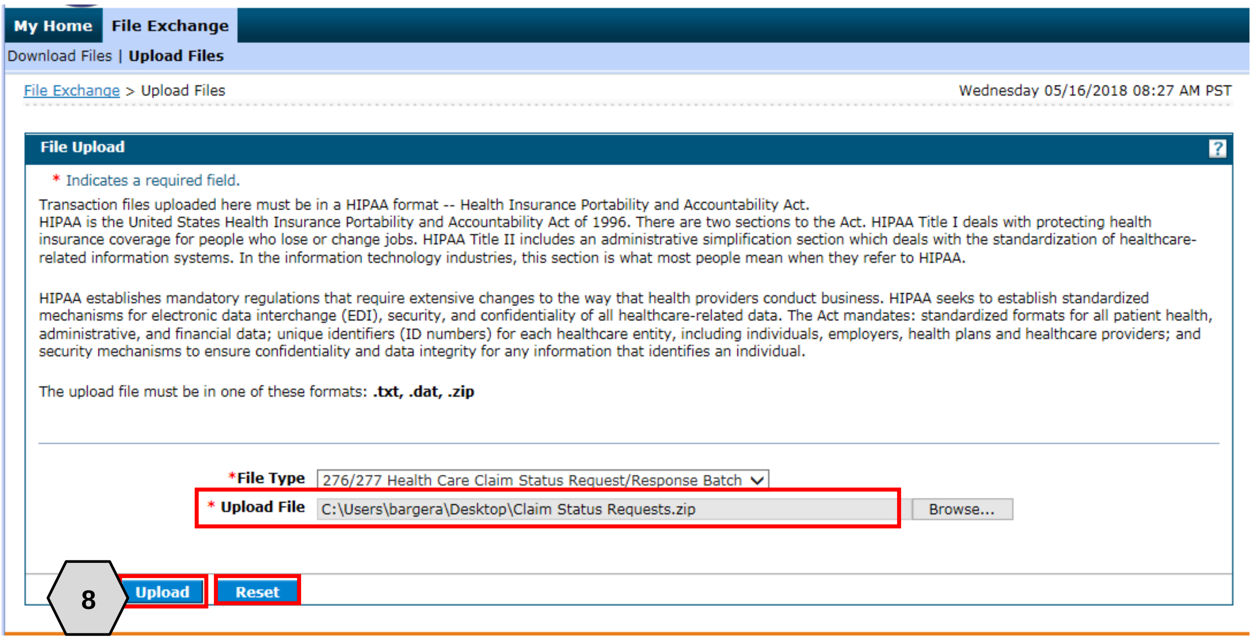
NOTE: Any files uploaded to the PWP must be in . txt, .dat, or .zip format and no larger than 4 MB. Zip files may not contain more than one file.



Once the user selects a file, it will display in the **Upload File** field. If the user is satisfied with their selections, they will:

8. Click the **Upload** button

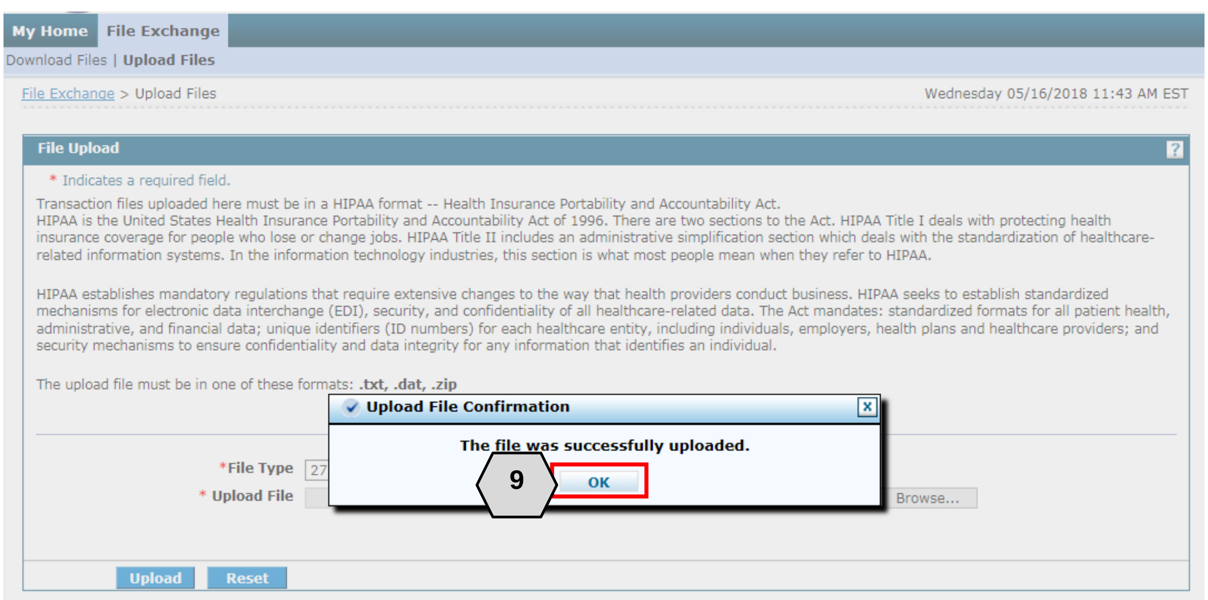
NOTE: The user may also click the **Reset** button to clear all files and start over if needed.



Once the user clicks the **Upload** button, their file will be submitted and an “Upload File Confirmation” window will appear. Once uploaded, the user will:

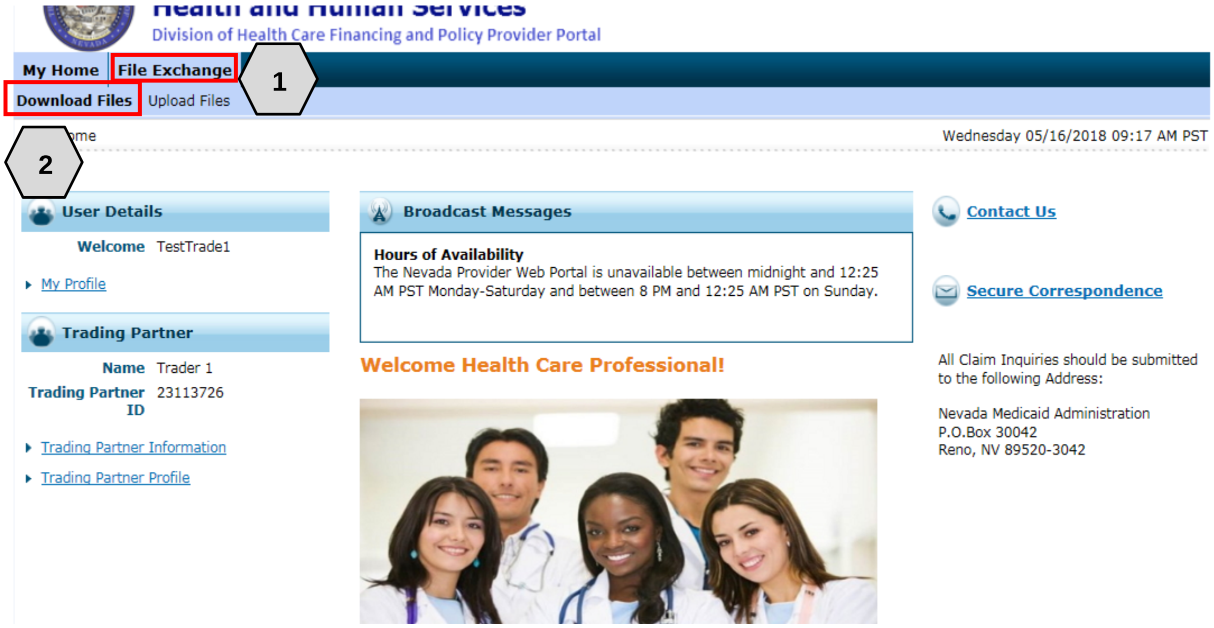
9. Click **OK**

Once the user clicks **OK**, they will be returned to the “Upload Files” page where users may upload more files if needed.



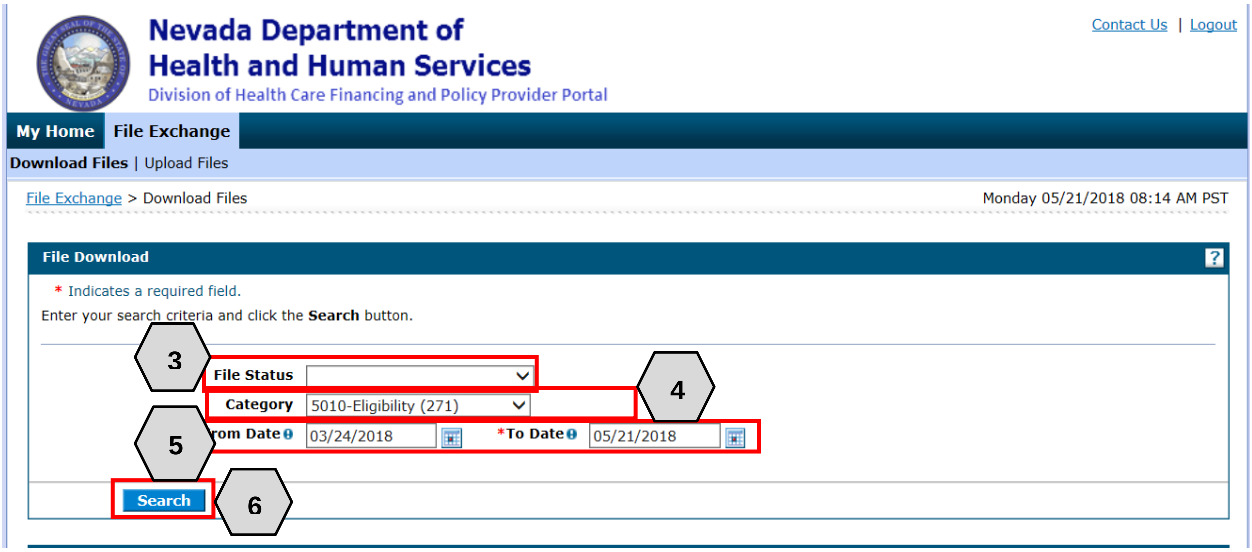
To download files, users will need to:

1. Hover over the **File Exchange** tab
2. Click **Download Files**



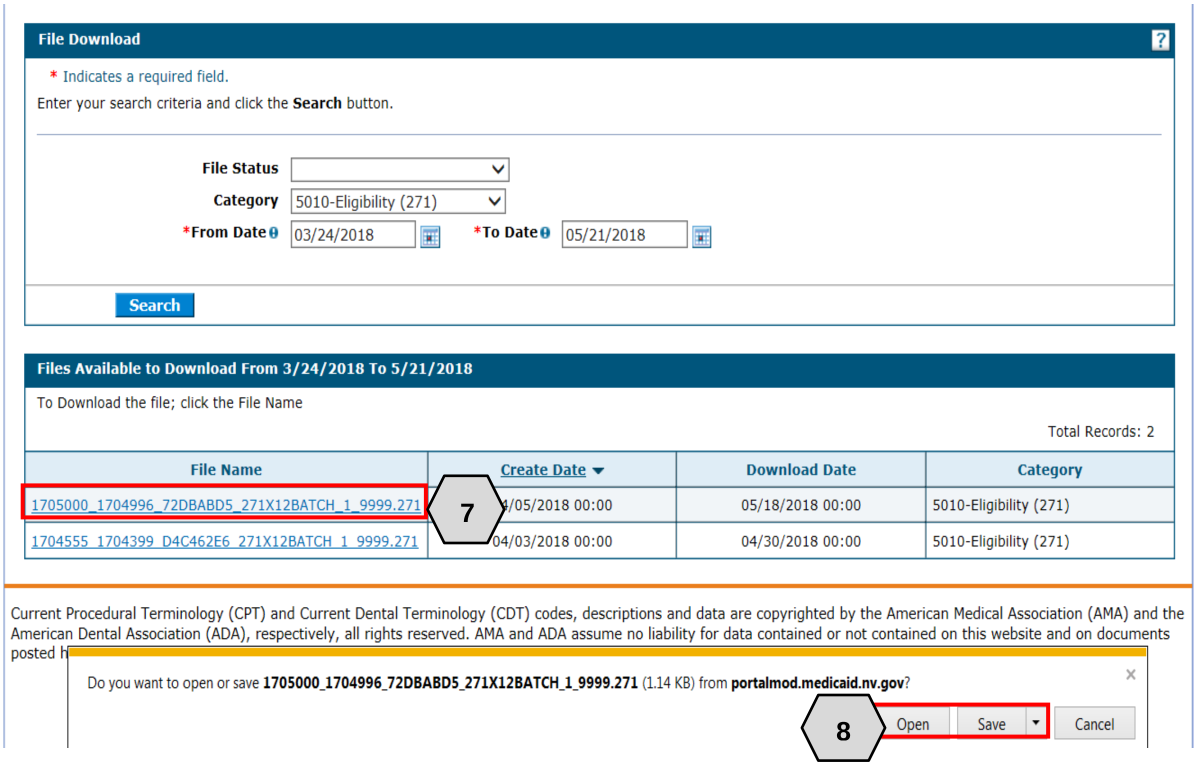
Once the user clicks **Download Files**, the “Download Files” page will appear. From there the user will:

3. Choose a **File Status** from the drop-down (options will be New Files or Previously Downloaded Files)
4. Choose a file **Category** from the drop-down list: Interchange Ack, Eligibility, Claim Status, Enrollment, Payment/Advice, Capitation or Functional Ack
5. Enter a date range using the **From Date** and **To Date** fields
6. Click **Search**



Once the user clicks **Search**, results will appear below. From there, the user will:

7. Select the desired option by clicking the blue link in the **File Name** column
8. Choose to **Open** or **Save** the file



5 Testing Information

This section contains additional information needed before the Trading Partner can begin the testing phase.

Testing is conducted to ensure compliance with HIPAA guidelines. Inbound and outbound transactions are validated through Strategic National Implementation Process (SNIP) Level 4.

As related to testing, data such as provider IDs and recipient IDs will not be provided. Users should submit recipient information and provider information as done for production.

There is no limit to the number of files that may be submitted; however, it is recommended that a test file be submitted via batch that contains a mimimum of 10 and maximum of 50 claims, eligibility requests or claim status requests. Results of the system's processing of transactions are reviewed by the EDI team and communicated back to the Trading Partner via email. Once a test file passes EDI compliance, a production URL and Production Authorization letter will be sent to the Trading Partner confirming certification.

The following transaction types are available for inbound testing:

- 270 Eligibility Request/271 Eligibility Response
- 276 Claim Status Request/277 Claim Status Response
- 837D Dental – Fee for Service and Encounter Claims
- 837P Professional (CMS-1500) – Fee for Service and Encounter Claims
- 837I Institutional (UB-04) – Fee for Service and Encounter Claims
- NCPDP Batch Transaction Standard Version 1.2 and Telecommunication Standard Version D.0 – (Encounters Only)

After submitting a test file to Nevada Medicaid, please notify the Nevada Medicaid EDI Testing Support Team via email at: nvmed.editestingsupport@dxc.com. Please make sure to include the file name for the test file submitted. This should include the Trading Partner ID as illustrated in Section 5.1 (File Naming Standard).

If the file is an 837 transaction, the testing is conducted to ensure compliance with HIPAA guidelines through SNIP Level 4. If the file is a 270 Eligibility Request or a 276 Claim Status Request, the file will be submitted through the test system and a 271 Eligibility Response or a 277 Claim Status Response will be created and delivered to the Trading Partners outbound folder. DXC will notify the Trading Partner once the 271 or the 277 batch response is available to download.

When an 837 file passes HIPAA guidelines through SNIP Level 4 compliance, the Trading Partner will be approved to submit the transaction type in the Production environment. The Trading Partner Authorization Letter will be sent to the Trading Partner via email.

5.1 File Naming Standard

Use the following naming standards when submitting files to Nevada Medicaid:

- Trading Partner ID = 8-digit assigned, example -- 01234567
- Filetype = transaction type, example -- 270, 276, 837P, 837D, 837I
- UniqueID = any unique ANSI qualifier, example -- DATETIMESTAMP

[CCYYMMDDHHMMSSS as 201708301140512]

Here are some examples of appropriate file naming standards:

- 01234567_837P_201708301140512.dat
- 01234567_276_TRANS01_20170830.dat
- 01234567_270_SMALL_FILE_2017_08.txt
- 01234567_ENCOUNTERS_837P_PROD_201808301140512.dat
- 01234567_ENCOUNTERS_NCPDP_PROD_201808301140512.dat

The preferred extension is .dat; however, .txt is also allowed. Zip files (.zip) may also be submitted, but each zip file can contain only one file, either .dat or .txt. Both the zip file and the transmission file it contains must meet the file naming standards.

If the file does not meet the file naming standard, the file will not be processed. In this instance, the Nevada Medicaid EDI Helpdesk will notify the submitter of the issue and request correction and resubmittal. The user will need to correct the file name and resubmit the file in order for it to process.

Note: Refer to the specific companion guide for file naming standards.

5.2 Transmission File Size

Transactions	Submission Method	File Size Limit	Other Conditions
837s	SFTP	300 MB	5,000 claims per transaction set
270 Batch	SFTP	30 MB	
276 Batch	SFTP	30 MB	
270 Real-Time	CORE		Real-time limited to 1 eligibility request per transaction
276 Real-Time	CORE		Real-time limited to 1 claim status request per transaction
837s	Web Portal	4 MB	
270 Batch	Web Portal	4 MB	
276 Batch	Web Portal	4 MB	