MAPD Plan Connectivity

Frequently Asked Questions

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Contents

General Connectivity

Resources & Forms

Q: Where can I find documentation/resources for connectivity?

A: There is a webpage dedicated to connectivity on the MAPD website under Plan Connectivity Preparation. The resources and forms listed below are located there.

- The following resources are available:
    - **Data Exchange Preparation Procedures (DEPP)**. The DEPP is a detailed list of the technical steps to establish connectivity.
    - **Plan Connectivity Checklist**. This is a guide outlining the steps to establish connectivity for Plans listed by connectivity type.
- The following forms are available:
    - **Request for Server to Server Access to CMS for Enterprise File Transfer (EFT) Corporate Secure Point of Entry (SPOE) ID.**
        - This form is needed by the Plan to obtain access to CMS's SFTP server for submitting files and specifically the connectivity setups below:
            - New T1 Connect: Direct connections
            - TIBCO MFT Internet Server (SFTP & HTTPS)
              TIBCO Platform Server (PS)
            - Gentran setups (required only when automating file transfers)
            Note: Plans wishing to mirror a setup from another Plan do not need to apply for a new SPOE ID.
    - **Enterprise File Transfer (EFT) Partner Server Form**. This form is used to establish new connections with the EFT Team. The completed form is returned to eft_admin@cms.hhs.gov. It is optional but recommended to CC MAPDHelp@cms.hhs.gov. Please do not include the password on the form. The EFT Partner Server form is needed to allow CMS access to the Plan's SFTP server for sending files to the Plan.
    - **External Point of Contact (EPOC) Designation Letter Template and EPOC Access Acknowledgement Form.** These forms are required for all **NEW** EPOCs and for Annual Certification of **EXISITING** EPOCs for the MARx system (MARx – Medicare Advantage & Prescription Drug System). Return form to DPOEPOCS@cms.hhs.gov and MAPDHelp@cms.hhs.gov.

        Note: Both forms are required for the EPOC request to be approved.

Roles of Help Desks

Q: What is the role of the individual help desks in the Connectivity Process?

A: See the following listing.

- **MAPD Help Desk** will be your concierge throughout the connectivity process. If you have any questions or need guidance, contact the MAPD Help Desk.
- **Enterprise File Transfer (EFT) Team** will perform the technical aspects of setting up your connectivity and testing the delivery.
- **Health Plan Management System (HPMS) Help Desk** provisions users for access to the Plan Connectivity Data (PCD) module located within the HPMS website. To log in to the HPMS site, you

will need a EUA/RACF ID. Please navigate to the following site for more information: [HPMS User ID Process](#).

- **CSSC Operations** handles the Risk Adjustment Processing System (RAPS); Encounter Data Systems (EDS); and Prescription Drug Event (PDE) submissions and questions. Please contact them prior to sending in your PCD Module and gather/submit anything required for the transfer of these files. Following connectivity setup and the closure of the ticket with the MAPD Help Desk, contact CSSC Operations to ensure all routing and testing has been completed.
- **For a directory of help desks, navigate to "Who Do I Contact?" in the Welcome Packet.**

Connectivity Setup

Q: Do we need to have an EPOC and an MA Submitter in place for our connectivity to be established?
A: Yes. The MAPD Help Desk cannot send a request for setting up your Plan's connectivity until your Plan has both an approved EPOC in place and the EPOC has approved user(s) in the role of MA Submitter within the CMS Enterprise Portal[1].

Q: Do you have an outline of what needs to be done to setup my Plan to connect to CMS for the transfer of Enrollment, PDE, and RAPS files?
A: Please view the *Plan Connectivity Checklist* in the downloads section at the MAPD [Plan Connectivity Preparation](#) site.

Q: Am I able to submit multiple file uploads or downloads while utilizing Gentran as a connection method?
A: Potentially. The Gentran HTTPS and TIBCO MFT HTTPS methods do not support this feature. However, it is possible with Gentran SFTP and TIBCO MFT SFTP methods due to the SFTP application used.

HPMS Plan Connectivity Memo

Q: When will the annual memo regarding Plan Connectivity be sent? The memo is usually titled 'Plan Connectivity Data Submissions in HPMS.'
A: The memo is usually released in June and includes the requirement for the PCD Module to be filled out within the HPMS site, and the resulting pdf form to be submitted before the beginning of September.

Q: We received the HPMS Memo titled, 'Plan Connectivity Data Submissions in HPMS.' We are an established Plan with no changes in connectivity or contacts. Do we need to send in the PCD Form?
A: Forms for the Plan Connectivity Data module only need to be submitted for NEW contracts or if there are ANY changes to the Plan's connectivity methods. In addition, the form must be submitted if there are changes to the Plan Organization's Contact Information (Technical Point of Contact/SPOE Contact).

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[1] The CMS Enterprise Portal (portal.cms.gov) is the front-end interface for accessing the MARx UI and for maintaining login credentials for the IDM User ID. The IDM User ID is also needed for logging into applications such as Gentran.

Forms

Request for Server to Server Access to CMS for Enterprise File Transfer (EFT) Corporate Secure Point of Entry (SPOE) ID

Q: When do I need to complete and return the '*Secure Point of Entry (SPOE) form*'?

A: The SPOE ID Request form is needed when a Plan does not have a current ID to connect to CMS or the need to communicate that information has changed on an existing SPOE ID Request form. The SPOE ID is needed by the Plan to access CMS's SFTP server for submitting files.

Instances where you will need the SPOE ID Request form:
- All Connect: Direct setups.
- All TIBCO MFT Internet Server (SFTP & HTTPS) & TIBCO Platform Server (PS) setups.
- Gentran setups (required only when automating file transfers).

Instances where you may not need the SPOE ID Request form:
- Plan is using an established third party with an existing SPOE ID.
- Plan has an existing SPOE ID that they will utilize.
- Set up will be Gentran, and Plan will not be automating.

Q: We have an existing SPOE ID that we want to utilize. Do we need to complete and return the SPOE ID form, if we already have a Plan number?

A: No, but you will need to input your SPOE ID information in the PCD Module.

Q: Where do we return the form?

A: Please print, sign, and email the form to DPOISSO@cms.gov. It is optional but recommended to CC MAPDHelp@cms.hhs.gov.

Plan Connectivity Data (PCD) Module Form

Navigation

Q: How do I locate the PCD Module in HPMS?

A: Once access to HPMS has been established, use the instructions below to access the PCD module:
1. Navigate to the HPMS site.
2. Log in to HPMS with EUA/RACF User ID and password.
3. Select '**Contract Management**' from the Menu, then select '**Plan Connectivity Data**.'
4. On the next page, select '**Enter/Edit Connectivity Data.**'
5. Select your contract.

Q: How do I obtain access to HPMS and the Plan Connectivity Data (PCD) Module?

A: Please navigate to the HPMS User ID Process page on the CMS.gov site. If you have further questions or need assistance, please contact the HPMS Help Desk at HPMS_access@cms.hhs.gov or 1-800-220-2028.

Q: Is there a user guide to help users fill out the PCD Module?

A:

- **For technical assistance with the module**, HPMS has a technical user's guide available in HPMS. To locate, log in to the HPMS site. Navigate to Contract Management > Plan Connectivity Data > Documentation > *Technical User's Manual.*
- **For definitions and further information**, please navigate to the *Data Exchange Preparation Procedures* (DEPP) resource found in the downloads section of the MAPD Plan Connectivity Preparation site. For more information, contact the MAPD Help Desk at MAPDHelp@cms.hhs.gov or 800-927-8069.

Q: How do I send a completed PCD Module?

A: Instructions can be found in the *Technical User's Manual* located at the HPMS site.

Note: The form submitted to the MAPD Help Desk <u>must match</u> what is listed in HPMS – screenshots, pictures, etc., are not acceptable. Plans must fill out, print, sign, and email the form to the MAPD Help Desk at MAPDHelp@cms.hhs.gov.

Content

Q: Who should fill out the PCD Module?

A: The form may be filled out by anyone from your organization with a User ID and permissions to access the module. It is recommended that someone with IT or technical knowledge fill out the module.

Note: The person who submits the form to the MAPD Help Desk will become the Plan's contact for connectivity setup.

Q: May I take a screenshot or picture of the page, and sign and send it in?

A: The form submitted to the MAPD Help Desk <u>must match</u> what is listed in HPMS – screenshots, pictures, etc., are not acceptable. Plans must fill out, sign, and email the form to the MAPD Help Desk at MAPDHelp@cms.hhs.gov. Both electronic and handwritten signatures are accepted.

Effective Date

Q: What should I put for the 'Effective Date'?

A: This is the date that you would like the connectivity to be effective. This must be a date at least **2 weeks** from the day the signed PCD form is submitted to the MAPD Help Desk. Allow additional time if all forms have not been completed or if all roles are not in place. In the case of a brand new T1 Connect: Direct Connection (not a new contract to add to an existing connection), please allow at least **6 weeks** for setup and testing.

Note: For new Plans establishing connectivity for the following year, connectivity cannot be established until early October when the Plan is loaded into IDM and has an EPOC and MA Submitter in place.

EUA ID/RACF ID

Q: Who needs to request an Enterprise User Administration (EUA)/Resource Access Control Facility (RACF) ID?
A: The EUA/RACF ID should belong to the person(s) who will be the MA Submitter(s) for your Plan. Please ensure that these users have applied for and received an EUA/RACF ID. To obtain an account, navigate to the Enterprise User Administration (EUA) site to register.

Q: When will I use my EUA/RACF ID?
A: Your EUA/RACF ID is your CMS User ID, and it is used in the file naming convention/header record for specific files. For more information see Appendix B.

Users will also utilize their EUA/RACF ID to login to HPMS.

Note: The EUA/RACF ID is not the same as the IDM User ID.

IDM User ID

Q: Who needs to request an IDM User ID from the CMS Enterprise Portal?
A: For the purposes of file submission, users who will be an EPOC or an MA Submitter for a Plan will navigate to portal.cms.gov and create an IDM User ID. From there they can request the role needed to obtain access. See the MARx Role Request and EPOC Role Request documents.

Q: When will I use my IDM User ID?
A: Your IDM User ID will be used when logging into the CMS Enterprise Portal and other applications such as Gentran. It will also be used in the file naming convention/header record for certain files. For more information, see Appendix B.

EPOC Approver and Organization Representative

Q: Who should be the Organization Representative and EPOC Approver?
A: The **Organization Representative** should be someone within the organization/Plan who will be the point of contact for the Plan's PCD form.

The Plan **EPOC Approver** is the 'Top of Chain' role for an organization/Plan. This individual should have the authority to designate and approve the External Point of Contact (EPOC) for your organization. See Appendix A.

Q: Can the EPOC Approver (who signs the PCD Form) be the same person as the person with the role of EPOC within the CMS Enterprise Portal?
A: The EPOC Approver is the 'Top of Chain' role for the organization/Plan who designates the External Point of Contact (EPOC) within the CMS Enterprise Portal. We recommend that the EPOC Approver and the EPOC within the CMS Enterprise Portal not be the same person. See Appendix A.

TIBCO Setup

Q: How do I fill out the 'Plan Setup Information for TIBCO'?

A: Please see the guidance below:

SSH Server IP: Plan site's IP address
SSH Server Password: This is the password that EFT will use to connect to your server.
SSH Server port: 11222
SSH Server Directory – Production: This is the production directory on the Plan's server where EFT will push production files.
SSH Server Directory – Test: This is the directory on the Plan's server where EFT will push test files to your organization on either port 22, or as an alternative, port 11022. This can be the same as the production directory if the Plan does not wish to separate their files.
Platform: This should be an Operating System such as Microsoft Windows, Unix, Linux, etc.

EPOC Access Acknowledgement Form and EPOC Designation Letter Template

Q: Who is the 'user' referred to under 'user information?'
A: The user is the EPOC.

Q: What User ID should I input in the 'User ID' field?
A: This is the IDM User ID that the EPOC will utilize when accessing the CMS Enterprise Portal.

Q: Who should I list as the 1st Approver?
A: This is the 'Company Official' authorized to designate a Plan EPOC. This should be the same as the 'EPOC Approver' on the PCD Module, as well as the official of the company identified on the EPOC Designation Letter Template.

EFT Partner Server Form

General Questions

Q: What is the purpose of the EFT Partner Server form?
A: The EFT Partner Server form is used for new connections into Enterprise File Transfer (EFT) and provides the IP address and connectivity details for the EFT Team. The EFT Partner Server form is needed to allow CMS access to the Plan's SFTP server for sending files to the Plan. This form is returned to eft_admin@cms.hhs.gov. It is optional but recommended to CC MAPDHelp@cms.hhs.gov.

Note: Please do not include the password on the form.

Q: When is the EFT Partner Server form needed?
A: This form is needed for new TIBCO MFT IS (SFTP) or TIBCO PS connections by providing the IP address and connectivity details to the Enterprise File Transfer (EFT) Team.

EPOC Role

Role Request and Approval

Q: How does a user become an External Point of Contact (EPOC)?
A: Please refer to the *EPOC Role Request* Document located on the [MAPD Plan Connectivity](#) site.

Q: When will the new contracts be loaded into the CMS Enterprise Portal so that we may request the role of EPOC?
A: Contracts are usually loaded into the CMS Enterprise Portal the first weekend of October.

Q: We have an EPOC who is no longer in that role or has left our Plan. What do we need to do to ensure they no longer have access to our Plan?
A: Plans have two options to remove an EPOC:
1. Have the user remove their role from their account.
2. Choose 'disconnect' on the EPOC Access Acknowledgement Form, fill it out, print, sign, and return via email to DPOEPOCS@cms.hhs.gov and MAPDHelp@cms.hhs.gov.

Q: My role as EPOC has not been approved. Whom do I contact?
A: First verify these two things:
1. Ensure that you have sent in **both** the EPOC Access Acknowledgement form and EPOC Designation Letter Template to DPOEPOCS@cms.hhs.gov and MAPDHelp@cms.hhs.gov.
2. If both have been submitted, ensure that a role request has been placed for the role of EPOC within the CMS Enterprise Portal.

If both forms have been submitted and a request has been placed within the CMS Enterprise Portal, please contact the DPO EPOC team at DPOEPOCS@cms.hhs.gov.

Role Request Error Messages

Q: I am attempting to request access to my new contract, but when I enter the new contract number, I get the following error message, "Error: The contract number _____ is invalid or terminated. Please enter a valid contract."
A: New Plans for the upcoming year will be unable to request the EPOC role for their new contract(s) until the contracts are loaded into the CMS Enterprise Portal. This usually occurs the first weekend in October.

Q: Our new Plan would like to add MA/PDP Representatives, but they are getting an error message that an approver cannot be found.
A: Please ensure that you have an EPOC in place for your contract. If your Plan is new, an EPOC must be approved before access can be requested. See [Appendix A](#) for MARx Role Hierarchy.

Annual Certification

Q: Is there an annual certification process for EPOCs?

A: Yes. The annual certification process for EPOCs is completed by sending the EPOC Access Acknowledgement Form and EPOC Designation Letter Template to DPOEPOCS@cms.hhs.gov and MAPDHelp@cms.hhs.gov.

Appendix A

Organizational Hierarchy

EPOC APPROVER

- 'Top of Chain' role for an organization.

- Has authority to designate the External Point of Contact (EPOC) for the organization.

- Should be a person in a role above the EPOC.

- Signs the PCD Form.

- Is the 'Company Official' on the EPOC Designation Letter.

- Is the 1st Approver on the EPOC Access Acknowledgement Form.

EPOC

- Has an account in the Enterprise Portal with the role of EPOC.

- Approves End User Access within the Enterprise Portal.

END USERS

- These roles will perform file submission and/or utilize the MARx User Interface:

- MA Submitter

- MA Representative

- MCO Representative UI Update

Appendix B

EUA/RACF User ID vs. IDM User ID

	EUA/RACF User ID	IDM User ID
Otherwise known as	Enterprise User Administration (EUA) ID	Globally Unique Identifier (GUID)
Where to create an account	eua.cms.gov	portal.cms.gov
Password reset/unlock account	eua.cms.gov	portal.cms.gov
Applications that use this User ID to login	EUA, HPMS	CMS Enterprise Portal, MARx UI, Gentran
Help Desk for Account Assistance	**CMS IT Service** 800-562-1963 CMS_IT_Service_Desk@cms.hhs.gov	**MAPD Help Desk** 1-800-927-8069 MAPDHelp@cms.hhs.gov
Files that require this User ID within the Filename	- Batch Eligibility Query (BEQ) - Electronic Correspondence Referral System (ECRS) Batch Submittal File - Prescription Drug Event (PDE) Submittal File - Risk Adjustment Payment System (RAPS) Submittal File - Encounter Data Services (EDS) Submittal File	- Batch Eligibility Query (BEQ) - Electronic Correspondence Referral System (ECRS) Batch Submittal File - Prescription Drug Event (PDE) Submittal File - Risk Adjustment Payment System (RAPS) Submittal File - Encounter Data Services (EDS) Submittal File - MARx Batch Input File
Files that require this User ID within the Header Record	None	MARx Batch Input File