



**Web File Transfer System  
User Guide**

Version 1.1

April 11, 2016

## Document Information

<b>Document Title:</b>	Web File Transfer System User Guide
<b>Document ID:</b>	HPE_Web_File_Transfer_System.docx
<b>Version:</b>	1.1
<b>Owner:</b>	Ohio MITS Team
<b>Author:</b>	Ohio Department of Medicaid & Hewlett Packard Enterprise EDI Team

## Amendment History

Version	Date	Modified By	Modifications
1.0	09/09/2015	ODM & HPE EDI Team	Initial Creation.
1.1	04/11/2016	ODM & HPE EDI Team	Fixed the URLs in Section 2.1.

## Terminology and Acronyms

Term	Definition
BES	Business Exchange Services
DAS	Ohio Department of Administrative Services
EDI	Electronic Data Interchange
HPE	Hewlett Packard Enterprise
HTTP	Hypertext Transport Protocol
HTTPS	HTTP over SSL
ODM	Ohio Department of Medicaid
SSL	Secure Socket Layer
WFTS	Web File Transfer System

## Table of Contents

1	Web File Transfer System .....	1
1.1	Overview .....	1
1.2	System Requirements .....	1
2	Using WFTS .....	2
2.1	Home Page .....	2
2.2	Log On .....	2
2.3	Reset Password .....	4
2.4	Contact Us .....	5
2.5	Password Expired .....	6
2.6	Change Password .....	7
2.7	File Submit .....	8
2.8	File Retrieval .....	10
2.9	Submissions List .....	13
2.10	Log Off .....	15
3	Contact Information .....	16
3.1	EDI Customer Service .....	16
3.2	EDI Technical Assistance .....	16
3.3	Provider Service Number .....	16
3.4	Applicable Websites/Email .....	16

This page intentionally left blank

# 1 Web File Transfer System

## 1.1 Overview

The Web File Transfer System (WFTS) allows Trading Partners to interface with Ohio Department of Medicaid (ODM) over the public internet using a web browser. This system allows the Trading Partners to:

- Submit files to ODM.
- Retrieve files from ODM.

## 1.2 System Requirements

In order to access the WFTS, the Trading Partners are required to use Microsoft Internet Explorer 9.0 or higher with 128-bit encryption.

The browser must be configured to accept cookies.

## 2 Using WFTS

### 2.1 Home Page

The Web File Transfer System (WFTS) Home Pages are located at the following addresses:

- Certification environment: <https://odm-cert.bes.svcs.hpe.com>
- Production environment: <https://odm-prod.bes.svcs.hpe.com>

Users can logon to the system, reset their passwords, or communicate with the Support Group from the WFTS Home Page displayed below:

**Ohio**  
Department of Medicaid

## Web File Transfer System

*Use of this network is restricted to authorized users. User activity is monitored and recorded by system personnel. Anyone using the network expressly consents to such monitoring and recording*

*BE ADVISED: If possible criminal activity is detected, system records, along with certain personal information, may be provided to law enforcement officials.*

Already have a User ID and Password ?

User ID:

Password:

Forgot your Password ?  
*Click [HERE](#) for password reset.*

Have a question or need additional help ?  
*Click [HERE](#) to contact us.*

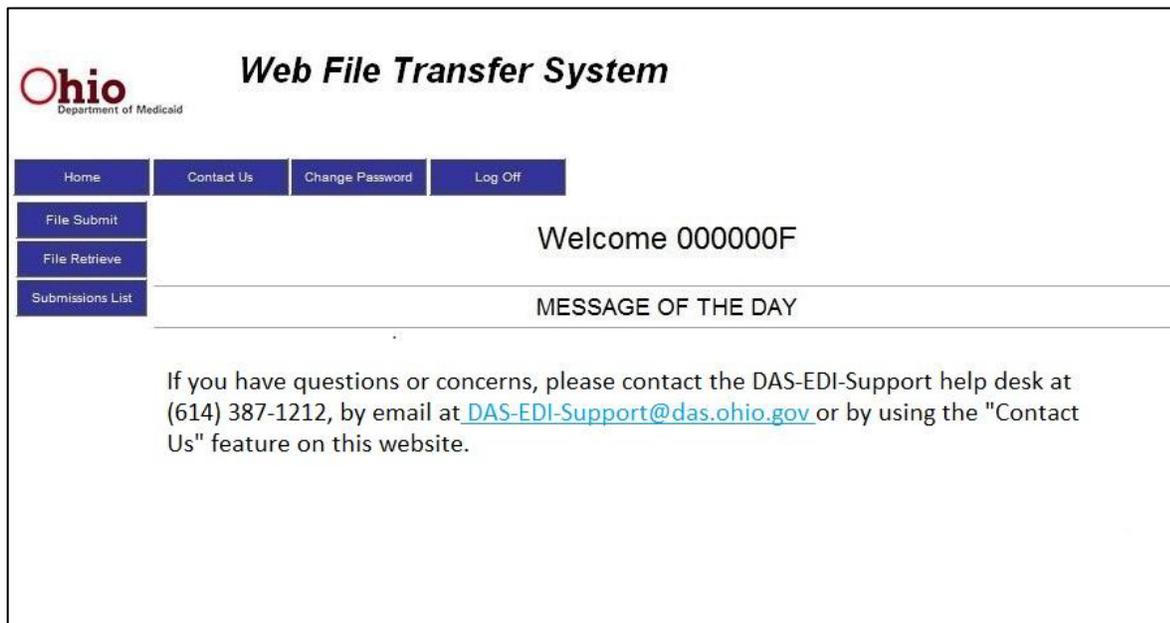
### 2.2 Log On

WFTS will require the user's assigned User ID and Password to be authenticated before access to the system is allowed.

- To log on to the system, the User must enter their User ID and Password as shown in the example that follows and click on **Logon**.
- Please note that the User ID and Password fields are case-sensitive.

The screenshot shows the login interface for the Ohio Web File Transfer System. At the top left is the Ohio Department of Medicaid logo. The main heading is "Web File Transfer System". Below this is a disclaimer: "Use of this network is restricted to authorized users. User activity is monitored and recorded by system personnel. Anyone using the network expressly consents to such monitoring and recording." followed by "BE ADVISED: If possible criminal activity is detected, system records, along with certain personal information, may be provided to law enforcement officials." There is a "Remember Me" checkbox. The "Already have a User ID and Password?" section contains a "User ID" field with "000000F" and a "Password" field with masked characters, and a "Logon" button. Below are links for "Forgot your Password?" and "Have a question or need additional help?".

- c. After clicking on **Logon**, the system will respond returning one of the following responses:
- If the authentication is successful, it will present the WFTS Main Menu; see the example below.
  - If the authentication is not successful, it will present an exception message.
  - If the password has expired, it will present the Password Expired page; see section 2.5, Password Expired.



d. The Main Menu page (shown above) will allow the User to access all of the functions in the WFTS:

- Contact Us
- Change Password
- File Submit
- File Retrieve
- Submissions List
- Logoff

## 2.3 Reset Password

The system provides a self-help option to reset a User's password in case it is forgotten.

- a. To reset a password, click on the **Forgot Password** option shown on the Home Page, referenced in 2.2 previously. The system will display the following page.

**Ohio**  
Department of Medicaid

## Web File Transfer System

*Use of this network is restricted to authorized users. User activity is monitored and recorded by system personnel.  
Anyone using the network expressly consents to such monitoring and recording*

*BE ADVISED: If possible criminal activity is detected, system records, along with certain personal information,  
may be provided to law enforcement officials.*

Please enter User ID and e-Mail Address

User ID:

e-Mail Address:

[Reset Password](#) [Cancel](#)

Click [HERE](#) to return to main page.

- b. Enter the User ID and the email address associated to the User ID. Click on **Reset Password** to continue or **Cancel** to return to the previous page without resetting the User's password.
- c. If the entry matches the information on record; the system will reset the password, send an email to the email address on record containing the new password, and display the following confirmation message:

**"Password has been reset and emailed to the address on record."**

## 2.4 Contact Us

The "Contact Us" page provides the User with the means to send a note related to the website operation or technical difficulties to the Support Group. This page should not be used to request password resets or any other type of information not related to the website operation.

To send a message to the support group:

- a. On the Main Menu, click on the **Contact Us** option, the following page is displayed:

**Ohio** Department of Medicaid

## Web File Transfer System

Home Contact Us Change Password Log Off

File Submit

File Retrieve

Submissions List

### Contact Us

#### Technical Web Site Questions

To submit questions about items appearing on the web site or technical difficulties using this site, please enter your information into the form below and click on the submit button.

For password reset, please use the self-service password reset feature or call the Help Desk. For security reasons, password resets cannot be completed via e-mail.

Please enter your information below:  
(Fields marked with \* are required)

User ID: \*

Name: \*

Provider Name:

Provider Number:

Phone Number:

Organization Name: \*

e-Mail Address: \*

Comments:\*

Submit Reset

- b. Fill in the information in the web page, the fields User ID, Name, Organization Name, e-Mail Address and Comments are required.
- c. Clicking on “Reset” will clear all the fields in the form. Clicking on “Close” closes the Contact Us form and returns to the Main Menu.
- d. When completing the form, click on the “Submit” button to send the message to the support group. The system will provide the following confirmation:

**Your message has been sent.**

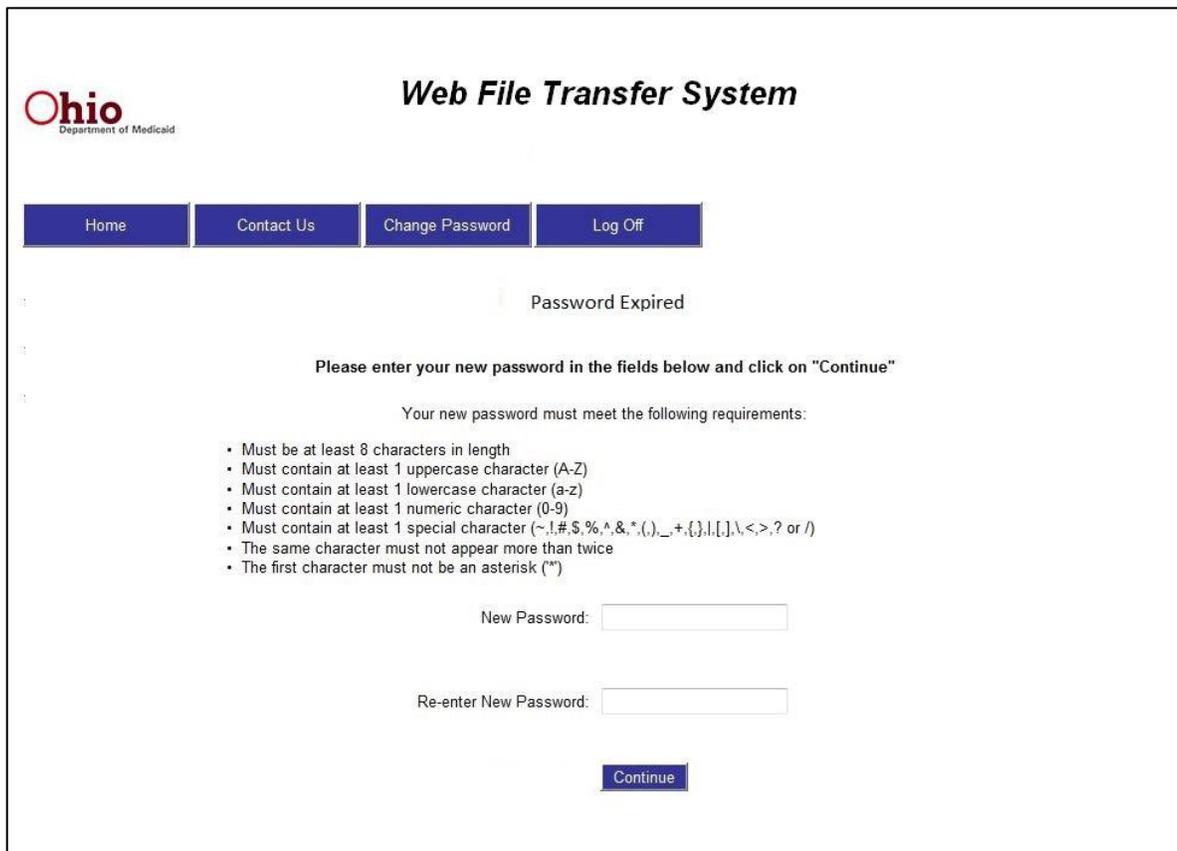
Your message has been sent to the web site support group. Thank you.

- e. Click on **Close** to return to the Home Page.

## 2.5 Password Expired

The password to access the system is valid for 30 days. After this time, the User is required to change their password.

When the User logs in after the password has expired, the system prompts for a password change by presenting the following screen:



The screenshot shows the 'Web File Transfer System' interface. At the top left is the Ohio Department of Medicaid logo. The title 'Web File Transfer System' is centered at the top. Below the title is a navigation menu with four buttons: 'Home', 'Contact Us', 'Change Password', and 'Log Off'. The 'Change Password' button is highlighted. The main content area displays the message 'Password Expired' and prompts the user to enter a new password. It lists requirements for the new password: at least 8 characters, one uppercase (A-Z), one lowercase (a-z), one numeric (0-9), one special character, and no repeated characters or asterisks. There are two input fields: 'New Password:' and 'Re-enter New Password:'. A 'Continue' button is at the bottom.

- Enter a new password in the field indicated. Confirm the password entered in the field "Re-enter Password".
- Click on **Continue**.
- It is important to note that the new password cannot be the same as any of the last six passwords utilized (including the current one).
- If the passwords match each other and meet the requirements as indicated in the screen; the system will change the password and respond with the following confirmation message:

**"Password successfully changed."**

## 2.6 Change Password

The User can change their password at any time, even if it is not expired, and may do so by clicking on the **Change Password** button located on the Main Menu at any time during the session.

The screenshot shows the 'Web File Transfer System' interface. At the top left is the Ohio Department of Medicaid logo. The main title is 'Web File Transfer System'. Below the title is a navigation bar with four buttons: 'Home', 'Contact Us', 'Change Password', and 'Log Off'. The 'Change Password' button is highlighted. The page title is 'Change Password'. Below the title is a message: 'Please enter your new password in the fields below and click on "Continue"'. Underneath is a list of requirements for the new password: 'Your new password must meet the following requirements:'. The requirements are: 'Must be at least 8 characters in length', 'Must contain at least 1 uppercase character (A-Z)', 'Must contain at least 1 lowercase character (a-z)', 'Must contain at least 1 numeric character (0-9)', 'Must contain at least 1 special character (~,!,#,\$,%^,&\*,(,)\_+,{,}|,[,],\,<,>,? or /)', 'The same character must not appear more than twice', and 'The first character must not be an asterisk (\*)'. Below the requirements are two input fields: 'New Password:' and 'Re-enter New Password:'. At the bottom is a 'Continue' button.

- Enter the new password in the New Password field. Confirm the password by re-entering it in the Re-enter New Password field. Make sure the new password meets the password requirements as listed in the screen.
- It is important to note that the new password cannot be the same as any of the last six passwords utilized (including the current one).
- Click on **Continue** to change the password or **Cancel** to return to the Home Page without changing the password.
- When the password is changed, the system will display the following confirmation message:

**“Password successfully changed.”**

## 2.7 File Submit

File submissions are files sent directly from the Trading Partner to the ODM system. These files are typically claims or payment files that are being submitted for processing. A submission number is assigned to each file submission for tracking purposes. Please note the submission number when the file is submitted for reference in case there is the need to call the Customer Support Center for assistance.

- To submit a file, click on the **File Submit** button located on the Home Page and the system will display the following page:

The screenshot shows the 'File Submit' page of the Ohio Web File Transfer System. At the top left is the Ohio Department of Medicaid logo. The main title is 'Web File Transfer System'. Below the title is a navigation bar with buttons for 'Home', 'Contact Us', 'Change Password', and 'Log Off'. On the left side, there is a vertical menu with buttons for 'File Submit', 'File Retrieve', and 'Submissions List'. The main content area is titled 'File Submit' and contains the instruction: 'Locate the file to submit and click on "Continue".'. Below this instruction is a text input field with a 'Browse...' button to its right. At the bottom of the form is a blue 'Continue' button.

- b. Indicate the file to be submitted by either entering the file name into the field or using the Browse button to locate the file in the local system.
- c. Click on the **Continue** button to submit the file.
- d. The system will display the following confirmation page. Please note the submission number as it correlates to the Batch ID. This is a unique number that will be required should the Customer Support Center be called with regards to the file.



- e. The User can print this confirmation by selecting the Print button, or select a menu item to leave this page.

## 2.8 File Retrieval

This functionality allows the Trading Partner to download a file from the ODM system. These files are typically responses to previously submitted claims. The listing of files available for download is organized by file type. File Retrieval also provides the Trading Partner the option of removing a file from the file retrieval list. If files have not been submitted or are not ready, this screen will be blank.

- a. Click on the **File Retrieve** button located on the Home Page, the system will display with the following screen.



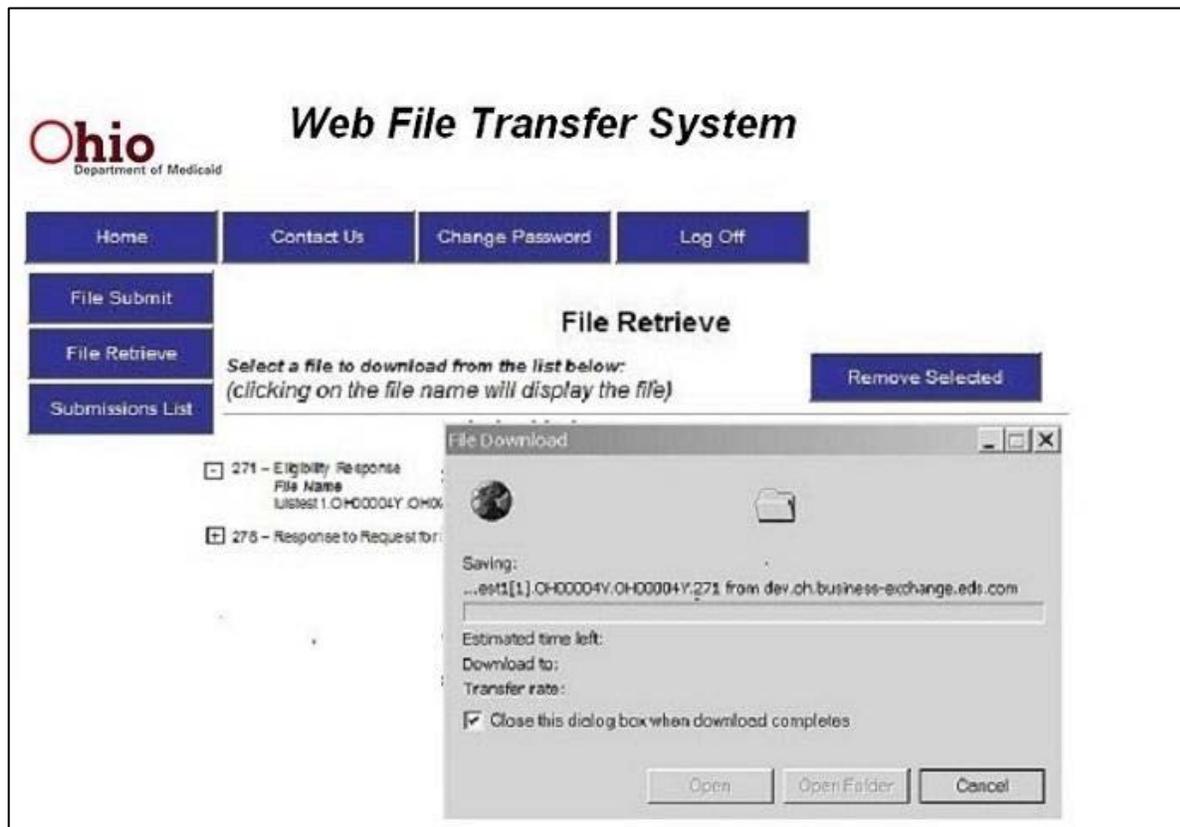
- b. Select one of the file type "+" boxes. The system will expand a list of files of that type and display them.
- c. Clicking on the file name shown on the File Retrieve page will display the first 1024 characters of the file contents as the example below shows.



- d. Select the **Retrieve** button to download the file. The system will display the File Download dialog box as shown in the next screen example.



- e. Select the **Save** button on the File Download dialog box to open the Save As window. Once that displays, select a file name and location, then click on that **Save** button to begin the file download as shown below.



- f. The WFTS will also allow the User to remove files that have been successfully saved to the User's local system, from the File Retrieve listing.
- g. Repeat steps a. and b. of the File Retrieve process.
- h. Click on the box to the left of each file name to be deleted. Note that multiple files can be selected at one time.
- i. When all the files have been selected for deletion, click on the Remove Selected button on the File Retrieve page. The system will remove the identified files from the listing of retrievable files.

## 2.9 Submissions List

Trading Partners have the option to access a list of their file submissions. The submission list shows all the file submissions related to a particular User ID. To access the Submissions List:

- a. Click on the "Submissions List" button in the Function Menu. Note that the search dates will default to the current system date and any files submitted for that date will be listed.

**Ohio**  
Department of Medicaid

**Web File Transfer System**

Home Contact Us Change Password Log Off

File Submit

File Retrieve

Submissions List

**Submissions List**

Batch ID Start Date [Select Date](#) End Date [Select Date](#) Search

Search will only display the first 100 records

Displaying 2 records. [Prev](#) [Next](#)

Batch ID	Submission Date/Time
<a href="#">OH000WLQ</a>	2014-02-04 05:05 PM CST
<a href="#">OH000WLP</a>	2014-02-04 05:05 PM CST

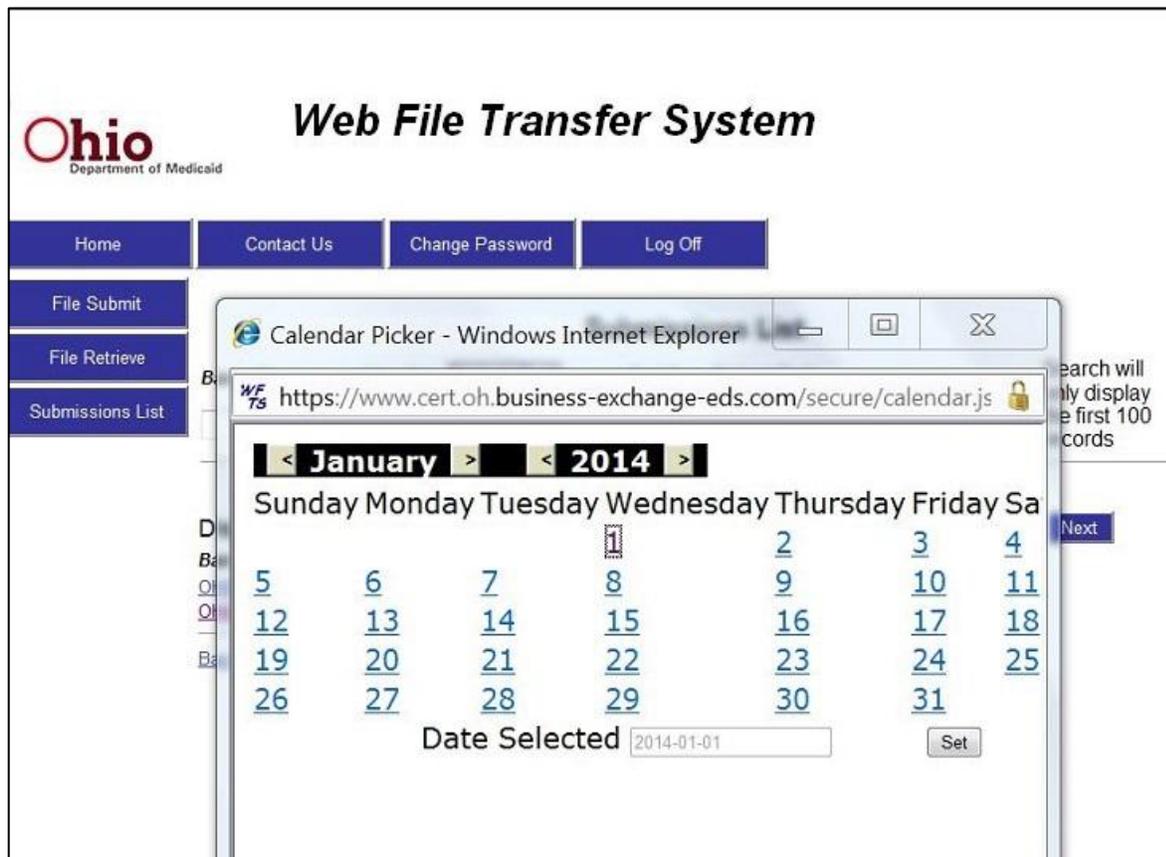
[Back to Top](#)

- b. Users can click on the Batch ID to show a list of the files associated with it, search for specific files by Batch ID or by submission date, and also the batch submission details window as follows:

**Submission Detail**

Batch ID	Status Date/Time	Status	File Name	File Size (bytes)	Service
OH000WH8	2014-01-21 11:47 AM CST	Received	TP-0000006-276-UAT1.txt	608.0	HTTPS

- c. To search by submission date, the User must select the **Select Date** link above the Start Date field. A dialog box will appear allowing the User to select the desired Start Date from the calendar as shown below. The User will need to click on **Set** to save the date. Repeat this process for the End Date and then select the **Search** button. See the following example.



- d. After selecting the Search button, the system will display all of the batch records that meet the date search criteria. Note that only 100 records are displayed at one time. The additional batch records can be accessed by using the Prev and Next buttons (shown to the right of the list in the example of 3.9, a. above) to page through any additional records.
- e. To search for a specific Batch, enter the Batch ID in the field indicated and click on "Search". Please note that the system will search for the Batch ID within the period of time indicated by the Start and End Dates.

## 2.10 Log Off

It is important to log off after completing work with the Web File Transfer System. For security reasons, the system will automatically terminate the session after a system defined period of inactivity. If the session expires, the Trading Partner will be sent to the Home Page.

To log off, click on the **Log Off** button on the Main Menu. The system will terminate the session and return to the Home Page.

## 3 Contact Information

### 3.1 EDI Customer Service

**Days Available:** Monday through Friday

**Time Zone:** Eastern Time (ET)

**Time Available:** 8:00 am to 5:00 pm

**Phone:** (614) 387-1212

**Email:** [DAS-EDI-Support@das.ohio.gov](mailto:DAS-EDI-Support@das.ohio.gov)

### 3.2 EDI Technical Assistance

**Days Available:** Monday through Friday

**Time Zone:** Eastern Time (ET)

**Time Available:** 8:00 am to 5:00 pm

**Phone:** (614) 387-1212

**Email:** [DAS-EDI-Support@das.ohio.gov](mailto:DAS-EDI-Support@das.ohio.gov)

### 3.3 Provider Service Number

Provider Assistance Unit 1-800-686-1516. Please listen to the entire message before making your selection.

Web URL: <http://medicaid.ohio.gov/PROVIDERS.aspx>

### 3.4 Applicable Websites/Email

Ohio Medicaid Website: <http://medicaid.ohio.gov>

The Trading Partner web page can be found by following: Providers > Billing > Trading Partners  
(<http://medicaid.ohio.gov/PROVIDERS/Billing/TradingPartners.aspx>)

To contact Ohio Medicaid for assistance, use the link - <http://medicaid.ohio.gov/CONTACT.aspx>