Medicare DDE User Guide

V3 – April 2022

Contents

Overview

This document provides a quick overview of how to use Medicare DDE to connect to FISS, including step-by-step instructions for installing DDE and logging into the system.

Medicare DDE provides rapid and secure access to:

- Direct Data Entry (DDE)
- Fiscal Intermediary Shared System (FISS)
- Common Working File (CWF)

Medicare DDE will transform the way you connect to the Medicare DDE system. Using your desktop, you can access all your Medicare fiscal intermediaries using a high-speed, HIPAA-compliant connection. You have the ability also to open multiple fiscal intermediaries at one time.

How does Medicare DDE work?

Direct Data Entry (DDE) lets you enter claims in all Fiscal Intermediary Standard System (FISS) that you have access to. You can then edit, correct, and run status and beneficiary eligibility inquiries (HIQA and HIQH) on your claims. You'll be able to work with information directly from the Common Working File (CWF) and Multi-Carrier System (MCS). Because you have a live connection with Medicare DDE, the changes you make to a claim take effect immediately.

Installing the Java version of DDE

Medicare DDE is a Java-based application that allows you to use Internet Explorer, Chrome, or Firefox to initially access the program. After you download and run the program, you will not need to use an internet browser to access DDE.

1. After you receive confirmation that Waystar completed the DDE setup process on our end, open Internet Explorer, Chrome, or Firefox and navigate to:

   https://DDE.ecorpnet.com

2. Log in using your eSolutions credentials.

3. Click the **Launch Medicare DDE** button.
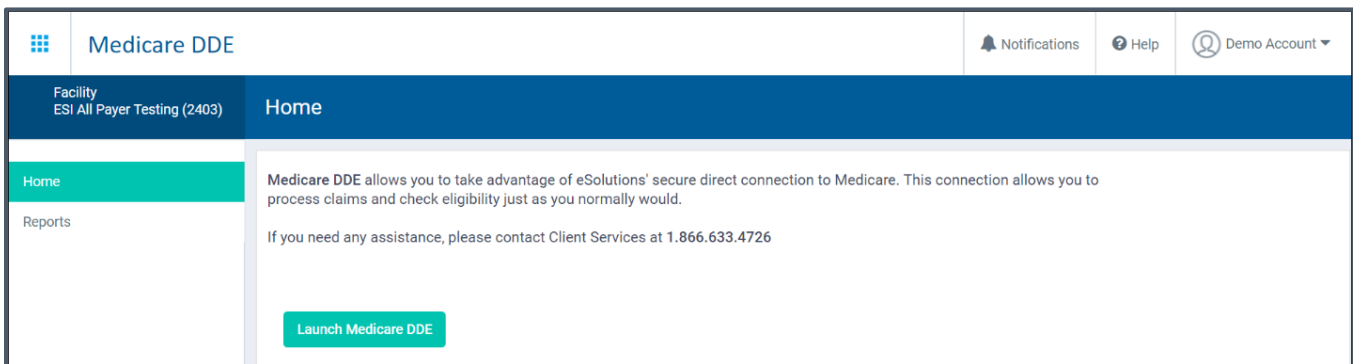
4. Follow the instructions in the next section, depending on your browser.

Internet Explorer installation instructions

To install using Internet Explorer:

1. Download the java file.

2. From the pop-up that will appear, ensure the **Do not show this again…** checkbox is selected.

3. Click the **Run** button.
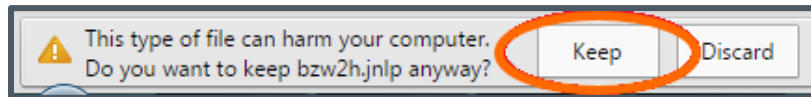
4. Click the **BlueZone** icon to access the program.
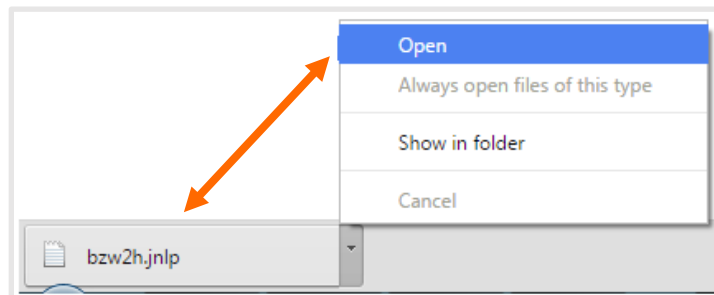
You won't need to use the browser again.
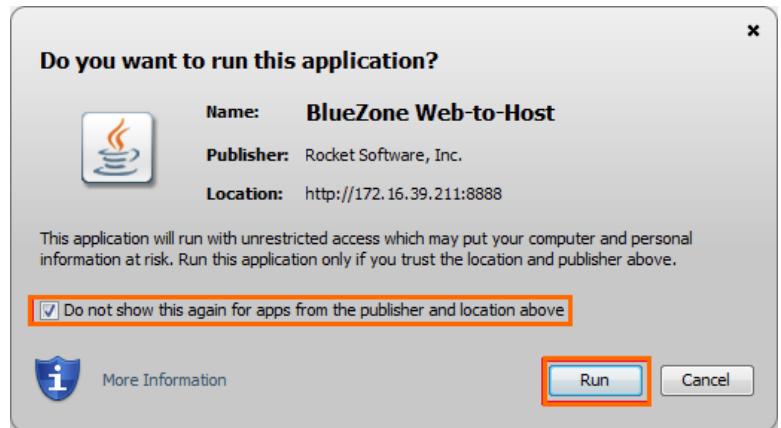
Chrome installation instructions

To install using Chrome:

1. Download the java file.

2. At the bottom-left corner of the browser, click the **Keep** button.
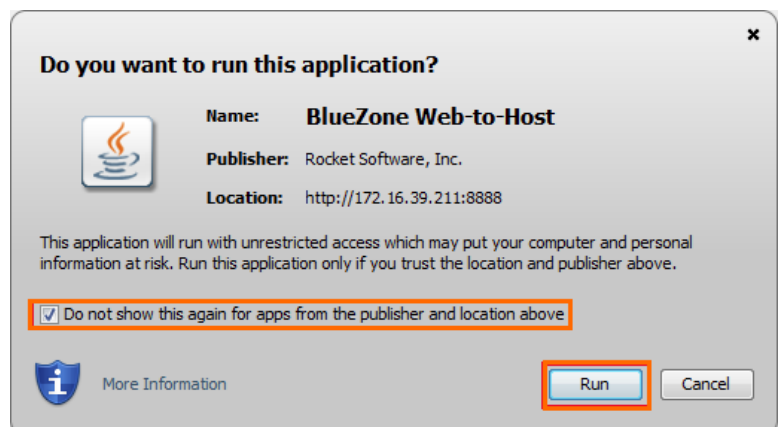
3. At the bottom-left corner of the browser, click the **.jnlp** file or click the **Open** selection from the menu.

4. From the pop-up that will appear, ensure the **Do not show this again…** checkbox is selected.

5. Click the **Run** button.

6. Click the **BlueZone** icon to access the program.

You won't need to use the browser again.

Firefox installation instructions

To install using Firefox:

1. Download the java file.

2. From the pop-up window that will appear, click the **Do this automatically for files like this from now on** checkbox.

3. Click the **OK** button.

4. From the next pop-up window that will appear, ensure the **Do not show this again…** checkbox is selected.

5. Click the **Run** button.
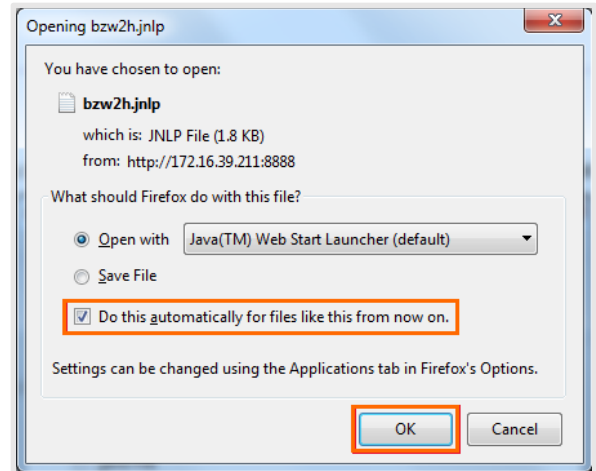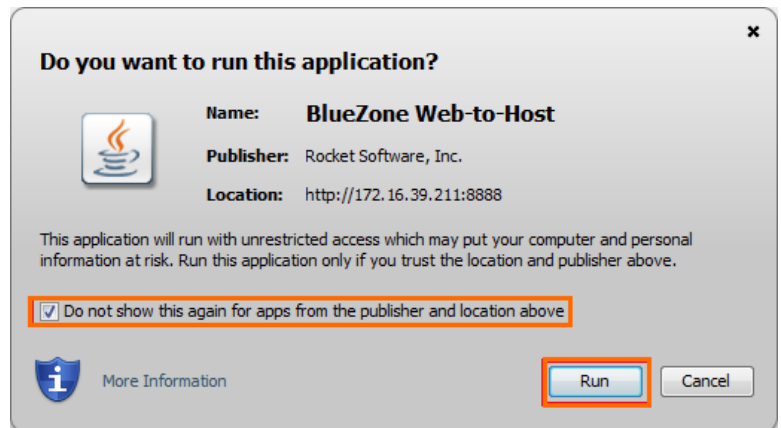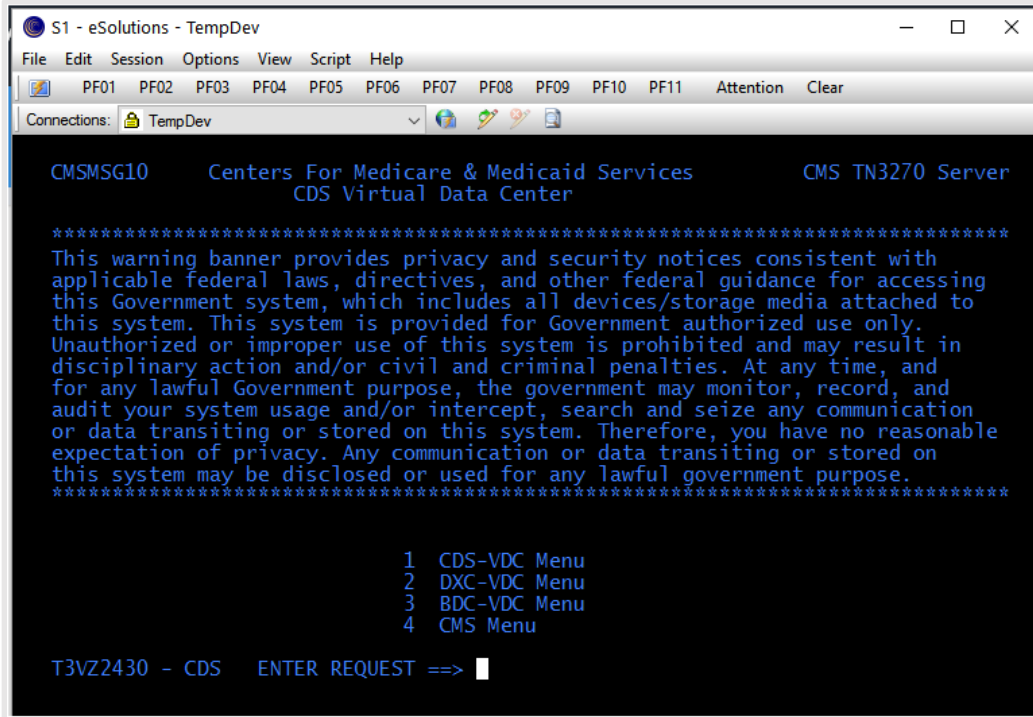
6. Click the **BlueZone** icon to access the program.

You won't need to use the browser again.

Entering the CMS window

The following window will appear with S1 – eSolutions – Navigator V1 as the title. The window will show CMS text on the screen if the connection was successful.

1. Type in the number for the data center you use.

2. The following login screen appears. You are now connected to FISS with Medicare DDE. Continue reading for additional instructions.
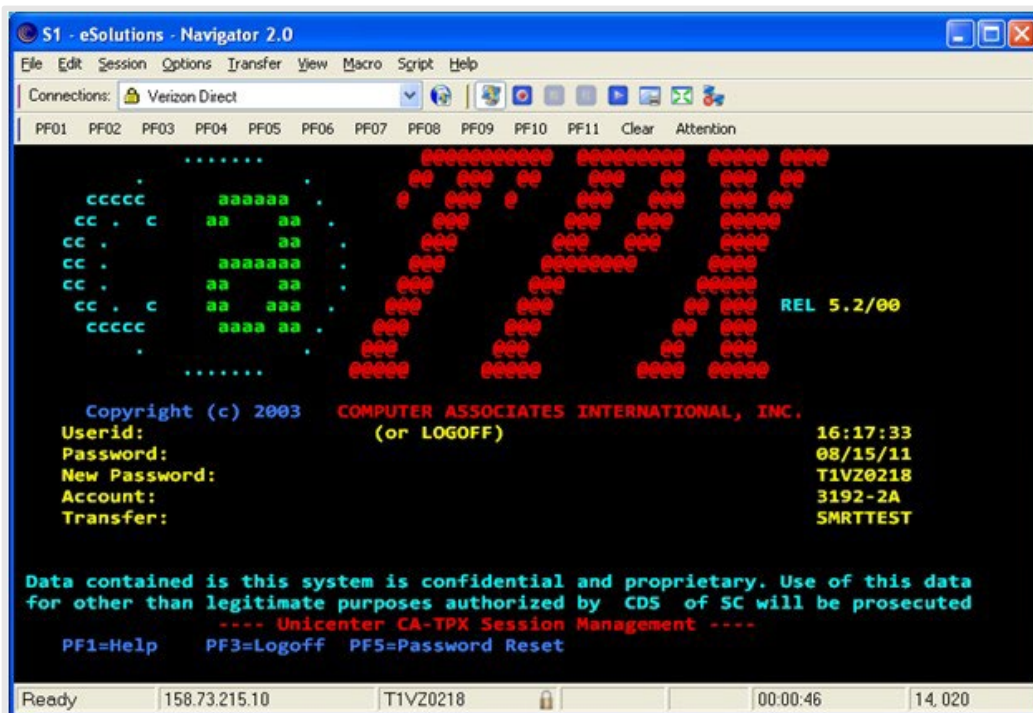
Getting started

Complete these steps in the following order:

1. Review the information if Java is restricted on your workstation.
2. Add the website to the Internet Explorer® Trusted Zone.
3. Install an Active X Control.
4. Log into a Medicare DDE session.

If Java is restricted on your workstation

There are a few things you need to set up before installing Medicare DDE and software that works with it. Please make sure you are aware of the following:

- Medicare DDE uses an Active X control. You need administrative rights to install programs on a computer or an administrator needs to be logged in.
- Internet Explorer 64 bit is the preferred browser. Medicare DDE does not support Mozilla Firefox™, Apple® Safari®, or Google® Chrome®.
- A static IP address is required to establish connection.
- For security purposes, if working from home, Waystar requires a static IP address or a VPN connection to your organization's network, where a static IP has already been configured.
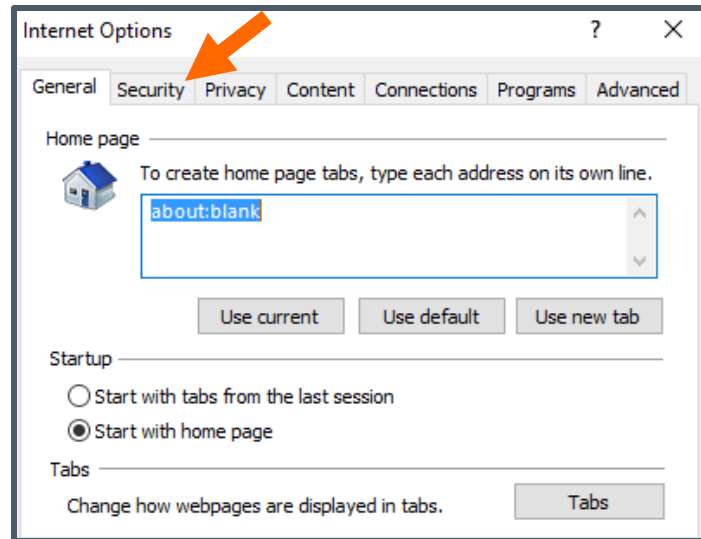
Add the website to the Trusted Zone

Before you begin using Medicare DDE, you'll need to add the website to the **Trusted Zone** in **Internet Explorer**. If you have administrative rights on your computer, you can do this yourself. If your privileges are restricted, you may need to have a System Administrator at your site do this for you. You may also need to have the administrator log in to your computer and allow the Active X control to be installed.

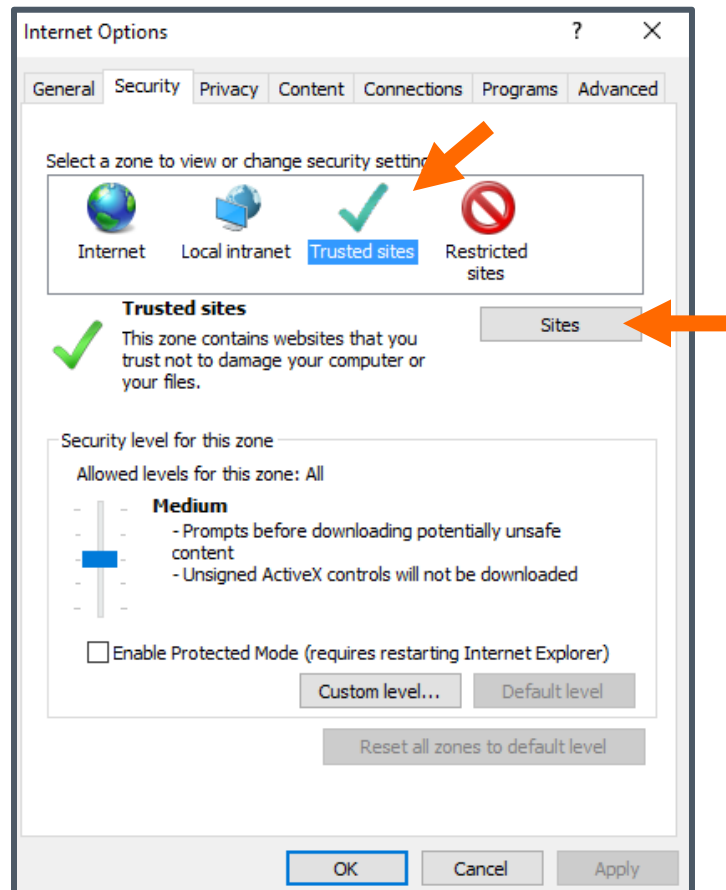To add the website to the Trusted Zone:

1. Open **Internet Explorer**.
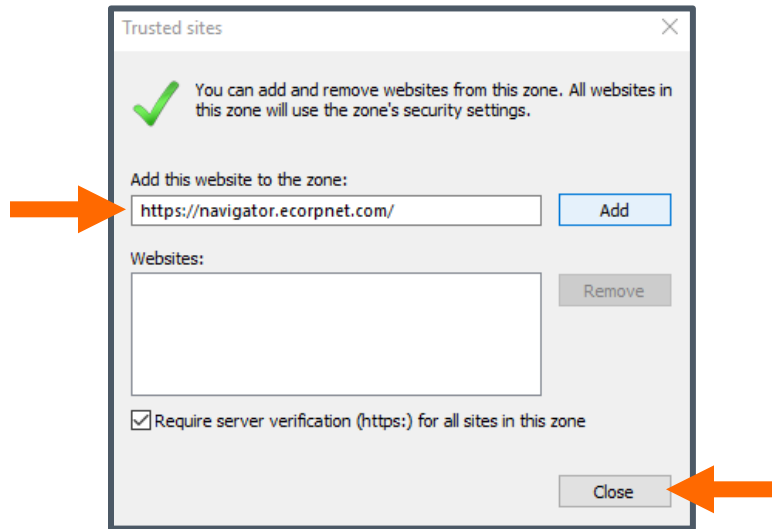2. From the **Tools** menu, select **Internet Options**.
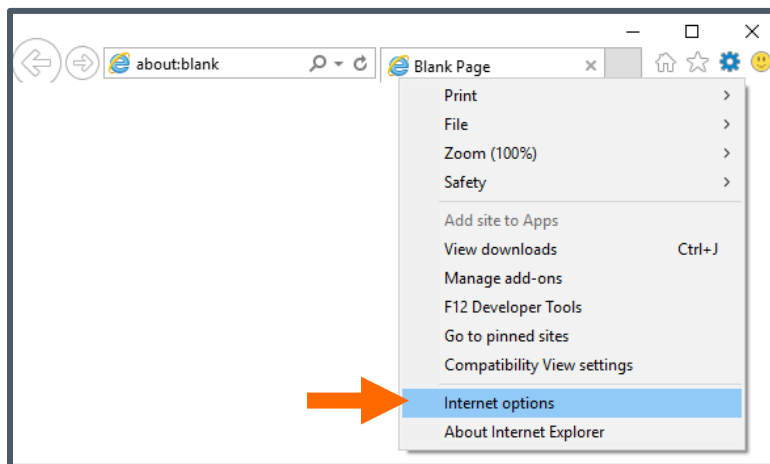
3. From the Internet Options window that will appear, click the **Security** tab.

4. Select **Trusted sites** and then click the **Sites** button.

5. In the **Add this website to the zone** field, type or copy **https://DDE.ecorpnet.com**

6. To the right of the field, click the **Add** button.

7. At the bottom of the window, click the **Close** button.

The Medicare DDE website is now added to the Internet Explorer Trusted Zone.

Install an Active X control

ActiveX controls are small, add-on programs that are used on the Internet. Active X controls work with your computer to perform tasks on the website you are using. Some websites, such as the Medicare DDE site, require you to install ActiveX controls.

To install the Active X control:

1. On the Medicare DDE landing page, click the **Launch Medicare DDE** button.

2. The Rocket Software© website prompts you to install an add-on. Follow the prompts in the Information Bar.

3. Internet Explorer may prompt you to send your information again. If it appears, click the **Retry** button in the Explorer pop-up.

4. From the Security Warning pop-up, click the **Run** button. Several caching messages will display rapidly.
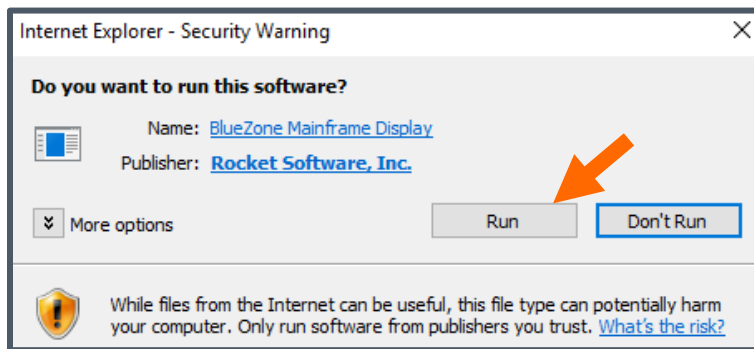
The CMS Login screen appears on top of the Medicare DDE page (it may be minimized when it opens). You have successfully installed the ActiveX control that lets you perform tasks in FISS and on the Medicare DDE website.
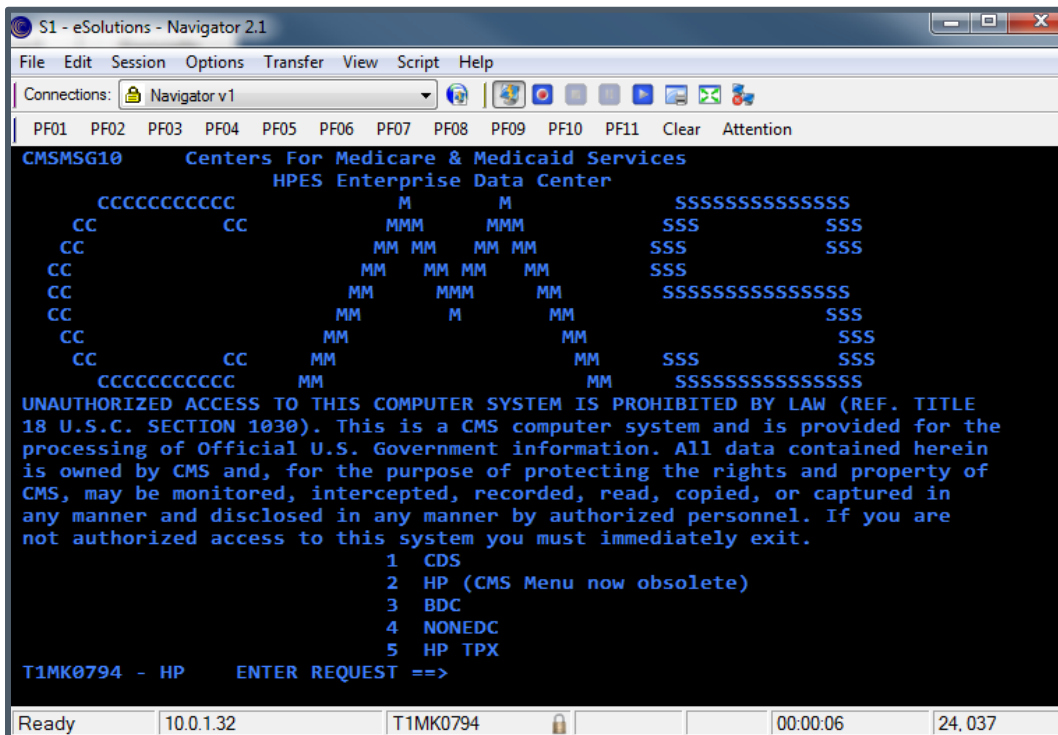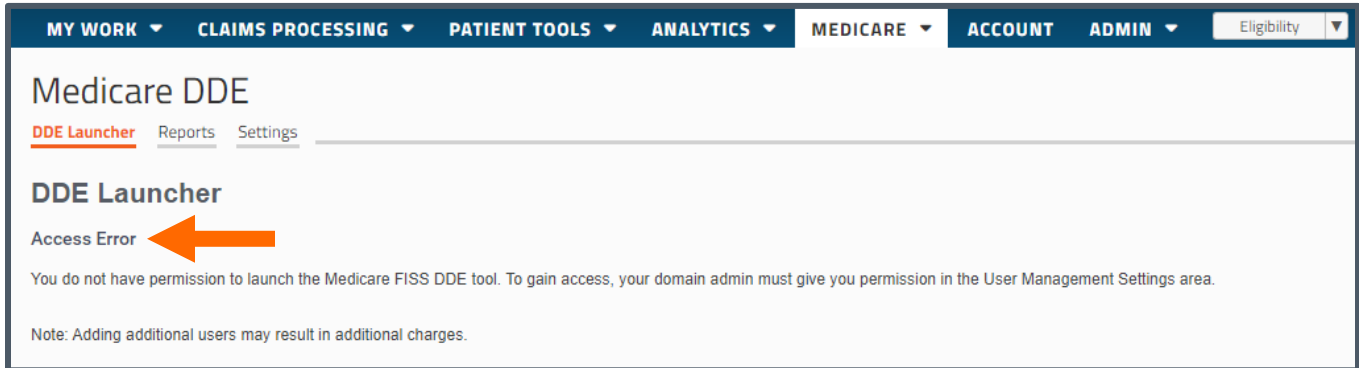
Log into a Medicare DDE session

To log into a Medicare DDE session:

1. Using Internet Explorer, log into the Waystar portal.

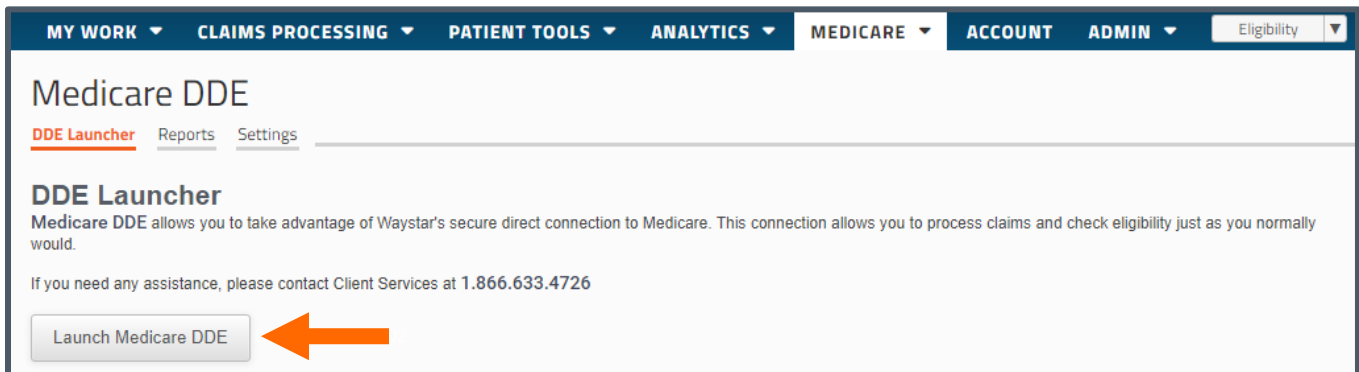2. Go to **MEDICARE > DDE > DDE Launcher**.

   If you see the following error message, then you are not set up as an ***active*** user. See the Setting up permissions and active users section for more information.

   With the correct permissions, you'll see the following screen.

3. Click the **Launch Medicare DDE** button.

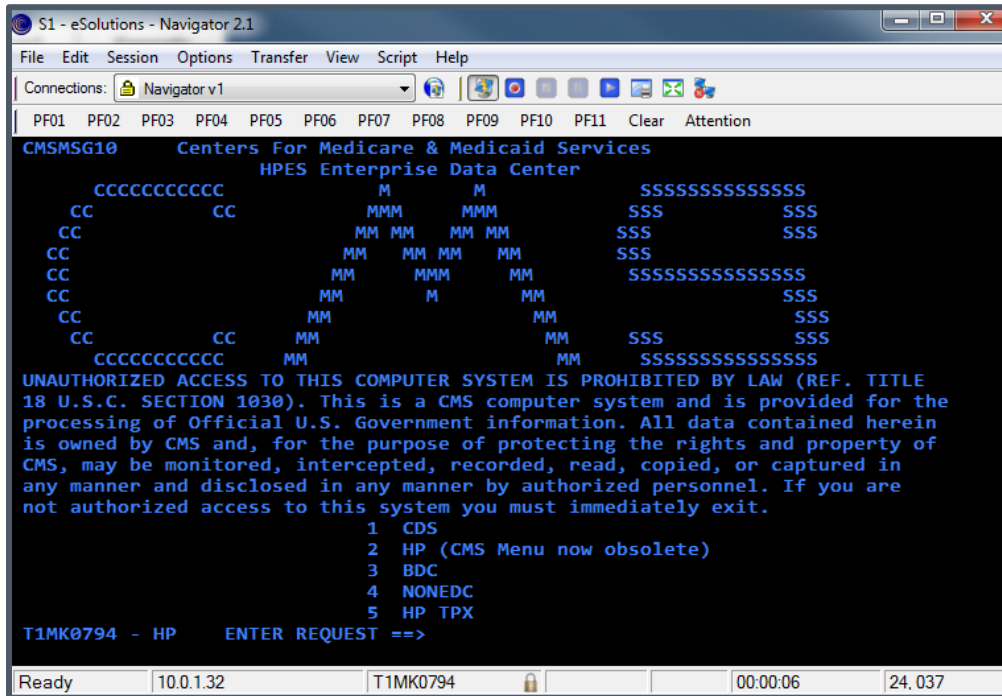The CMS home page will appear.

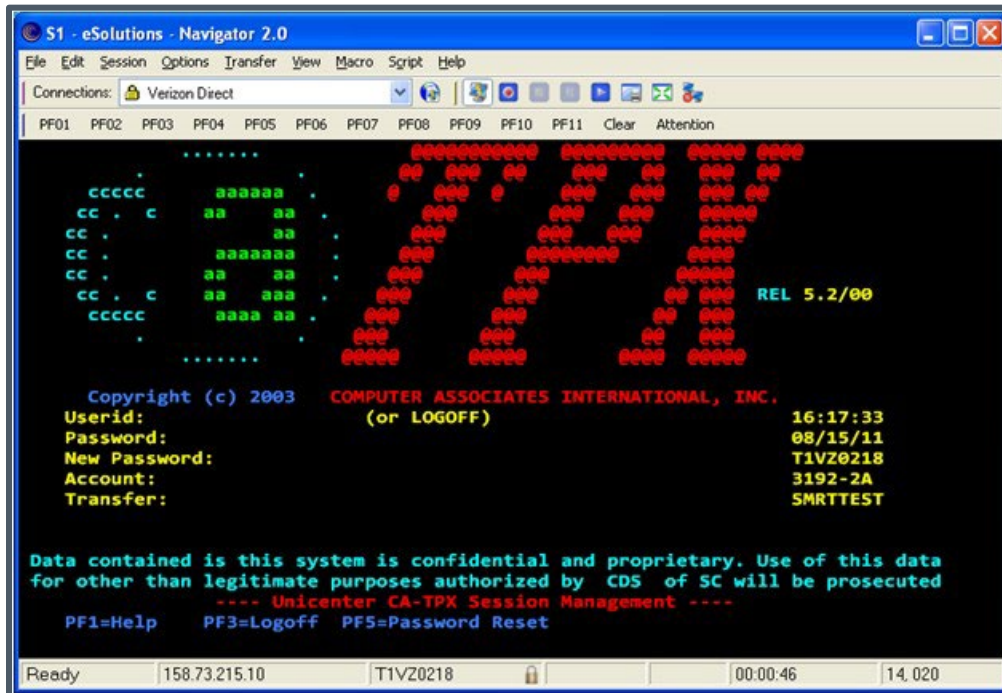4. From the **File** menu, select **Open Session > Mainframe Display**.

The following screen displays when you first connect.

5. Type in the number for the data center you use.

The login screen will appear.

6. Enter your DDE/FISS Userid and Password.

You are now connected to FISS with Medicare DDE. You can begin working with your Medicare claims.

Setting up permissions and active users

IMPORTANT: For admin users only.

This section explains how an admin user or security manager can set up active users for Medicare DDE and how they can set permissions for users.

Setting up Medicare DDE user permissions

Admin users and security managers can grant user permissions for other admin users or for base users.
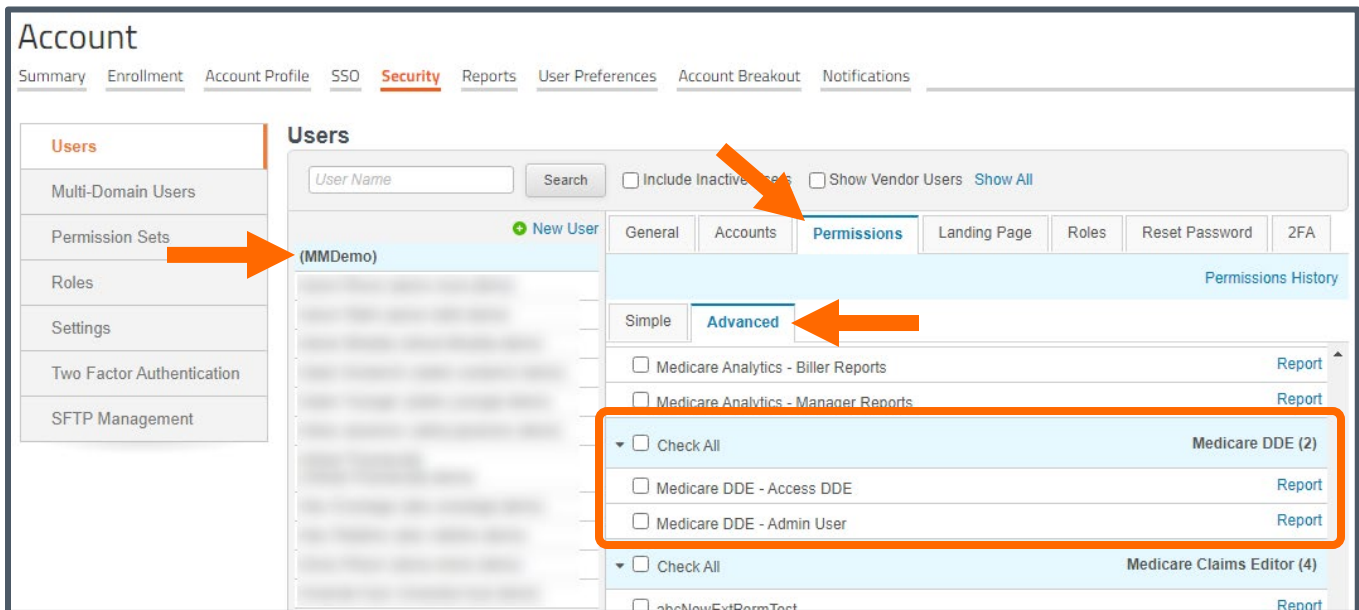
To set up permissions:

1. Admin user or security manager goes to **ACCOUNT > Security > Users**.
2. From the list of users, find and select the appropriate user.
3. Click the **Permissions** tab.
4. Click the **Advanced** tab.
5. Scroll the list of permissions to find **Medicare DDE (2)**.

    Tip: To find the permissions more easily, press <**Ctrl**> <**f**> and search for **Medicare DDE**. The following is an example of the Chrome Search Field:

6. Click the appropriate permissions checkbox(es).

Medicare DDE – Admin User:

- This permission controls which users have access to the Medicare DDE Settings screen to manage users who can access the Medicare DDE Launcher.

- Admin users and security managers are assigned this permission automatically.

**Medicare DDE – Access DDE** (base user):

- This permission allows users to access **Medicare > DDE > DDE Launcher**.

- Base users control the list of users that display in the "Available Users" list in the Medicare DDE Settings screen.

- A user must have the Access DDE (base user) permission to appear in the Available Users list and, as appropriate, launch Medicare DDE.

- Admin users and security managers are assigned this permission automatically.

Setting up active users for Medicare DDE

This section explains how an admin user or security manager can set up active users, giving the user the ability to launch Medicare DDE.

IMPORTANT:

- Adding additional users could result in overage charges because your billing is based on your organization's contracted rate for ***active*** users.

- To be set up as an active user, that user must first have permissions set to Medicare DDE – Access DDE. Without this permission, a user navigating to **MEDICARE > DDE > DDE Launcher** will see this error message:
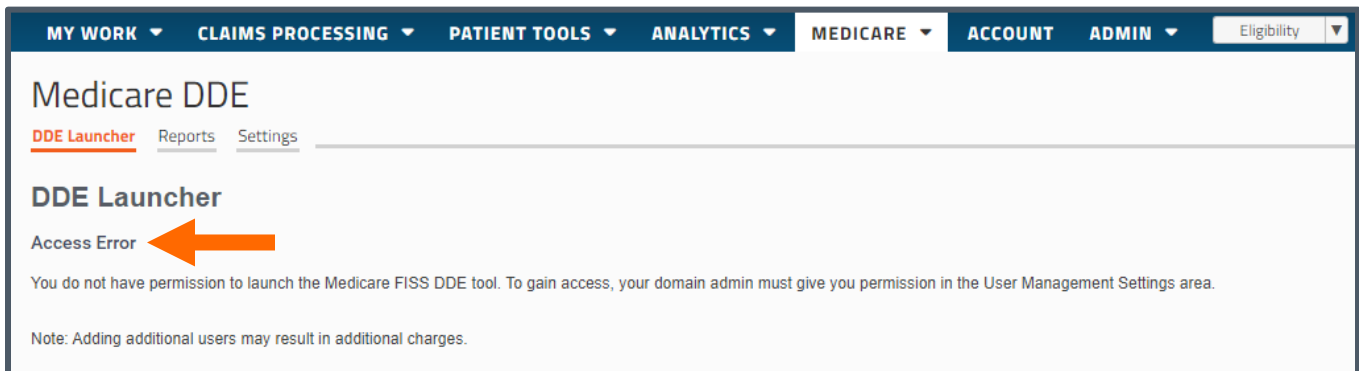
To set up active users:
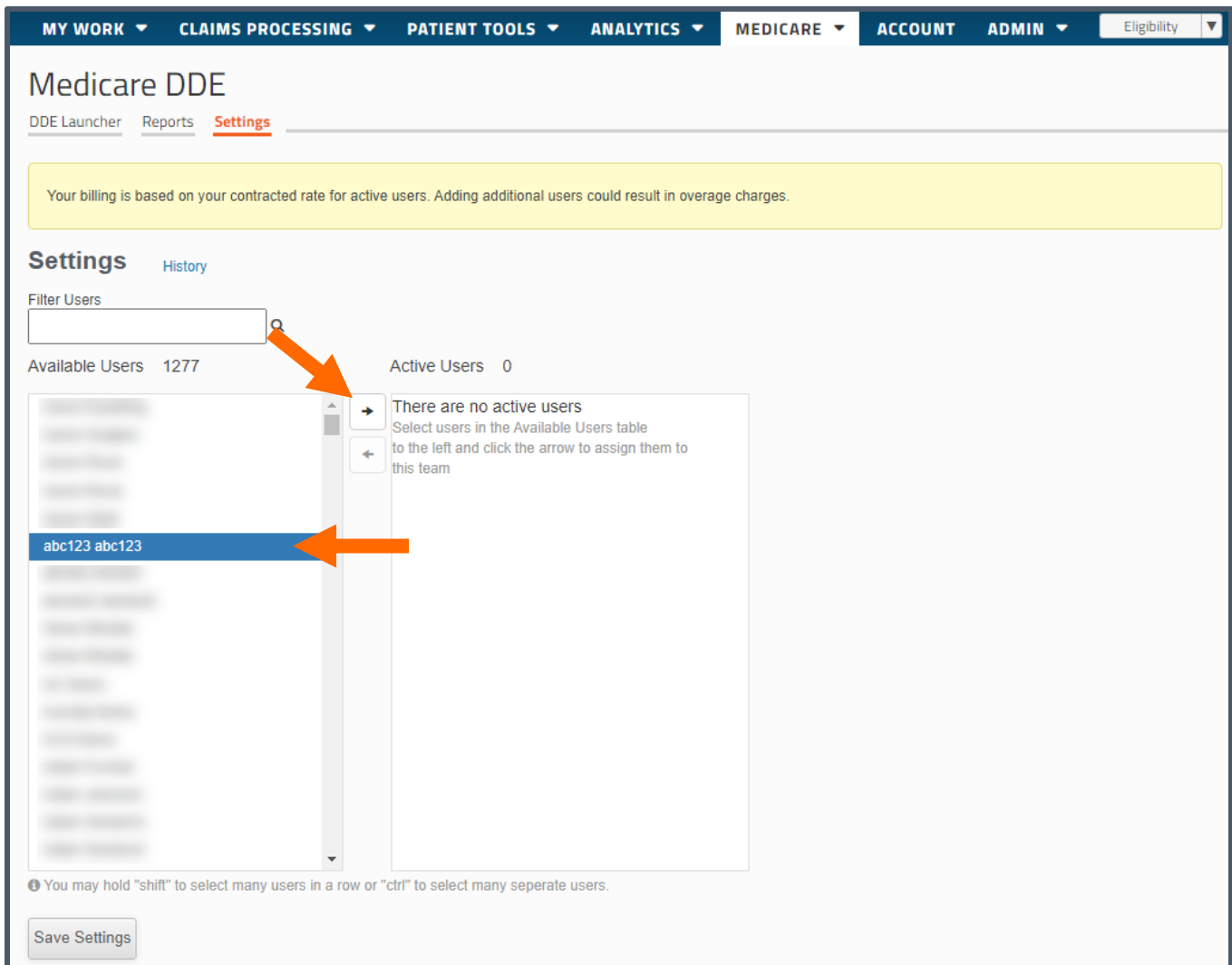
1. Admin user or security manager logs into the Waystar portal.

2. Go to **MEDICARE > DDE > DDE Launcher > Settings** tab.

3. From the **Filter Users** field, find the appropriate user.

    If you can't find the user, make sure they have their permissions set to Medicare DDE – Access DDE.

4. Select the user, and then click the right arrow button.

    IMPORTANT: Adding additional users could result in overage charges because your billing is based on your organization's contracted rate for ***active*** users.

5. When finished adding active users, click the **Save Settings** button at the bottom of the screen.

Troubleshooting

Difficulty getting started – Trusted Zone

If you have difficulty getting started, be sure that you added our website to the **Trusted Zone**. Some facilities have restrictions that require a domain administrator to install Active X controls. If you work with more than one FI, Client Services can help you customize your setup to allow for this.

FISS screen locked

If you inadvertently type in an area of the screen that is not recognized, the FISS screen locks. The locked screen is identified by the **X Not Here** message in the lower left corner (see screenshot). To release the locked screen, press <**Crtl**> <**r**> and tab to the next field.

Cannot connect to the FISS system

There are a number of reasons why Medicare DDE may be prevented from fully functioning. The following steps can be used to help eliminate causes. In some cases, you may need to involve your IT department or domain administrator if you do not have administrative rights for your computer.

- Medicare DDE requires Internet Explore 64bit.

  Note: Safari, Firefox, and Chrome are not supported.

- Make sure pop-up blockers are turned off for the Medicare DDE website. You may also need to add the Medicare DDE website as a trusted site in your browser settings.

- Try to uninstall and reinstall Medicare DDE.

First time launching Medicare DDE

To start Medicare DDE:

1. Log in to the Medicare DDE website.

2. Click Launch Medicare DDE.

3. Allow BlueZone Software to run. This may require admin rights.

Password isn't working on the FISS screen

The Medicare DDE service is a connection to the Medicare data center. Your DDE User ID, access permissions, and password is maintained by your Medicare Administrative Contractor (MAC). If you cannot log into the Medicare system, or cannot access certain areas, you will need to contact the EDI department for your MAC.

Revision Log

Date	Description	Version
April 2022	• Updated the Log into a Medicare DDE session section • Added the Setting up permissions and active users section • Combined the Troubleshooting and FAQ sections under the Troubleshooting heading • Removed the Getting Support section as it pertained to legacy eSolutions	3