Medicare DDE User Guide

V3 – April 2022





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Overview

This document provides a quick overview of how to use Medicare DDE to connect to FISS, including step-bystep 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.

	Medicare DDE		A Notifications	🛿 Help	🔘 Demo Account 🔻
Fa ES	cility I All Payer Testing (2403)	Home			
Home Reports		Medicare DDE allows you to take advantage of eSolutions' secure direct connection to Medicare. This comprocess claims and check eligibility just as you normally would. If you need any assistance, please contact Client Services at 1.866.633.4726 Launch Medicare DDE	nection allows you to	D	

4. Follow the instructions in the next section, depending on your browser.

Run

Cancel

×



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.



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Do you want to run this application?

Name:

Location:

More Information

BlueZone Web-to-Host

http://172.16.39.211:8888

This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the location and publisher above.

Publisher: Rocket Software, Inc.

Do not show this again for apps from the publisher and location above

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.





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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.

Ор	ening bzw2h.jnlp
١	You have chosen to open:
	📄 bzw2h.jnlp
	which is: JNLP File (1.8 KB)
	from: http://172.16.39.211:8888
	What should Firefox do with this file?
	Open with Java(TM) Web Start Launcher (default)
	Save File
	$ \mathbb{V} $ Do this <u>a</u> utomatically for files like this from now on.
	Settings can be changed using the Applications tab in Firefox's Options.
	OK Cancel

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



You won't need to use the browser again.

Do you want to run this application?							
		Name:	BlueZone Web-to-Host				
See 1	Publisher:	Rocket Software, Inc.					
		Location:	http://172.16.39.211:8888				
This ap informa	plication will ru tion at risk. R	in with unrestri un this applicat	icted access which may put your computer and personal ion only if you trust the location and publisher above.				
☑ Do not show this again for apps from the publisher and location above							
Û	More Inform	ation	Run Cancel				



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.

S1 - eSolutions	- Navigator 2.0					
Eile Edit Session (options Iransfer View	Macro Sgript Help		and the second		
Connections: 🙆 Ver	rizon Direct			🛯 📰 🔀 💏		
PF01 PF02 PF0	3 PF04 PF05 PF06	PF07 PF08 PF09	PF10 PF11	Clear Attention		
		000000	10000 000	1000000 0000	e eeee	
		66 666				
ccccc	aaaaaa .	6 666	e eet			
CC . C	aa aa .	000	000	1000	the second s	
	5555555	- Case	a shake			
cc .	22 22	000	020	pond		
cc . c	aa aaa .	000	000	00000	REL 5.2/00	
CCCCC	aaaa aa .	000	666	00 000		
		000 (000	<u>ee</u> ee		
		eeeee ee	1999 (March 1999)	0000 0000		
Copyrig	ht (c) 2003	COMPUTER ASSO	TATES INT	FRNATTONAL.	TNC.	
Userid:		(or LOGOFF)			16:17:3	33
Password:					08/15/1	11
New Passw	ord:				T1VZ021	18
Account:					3192-24	1
Transfer:					SMRTTES	эт
Data contain for other th	ed is this sys an legitimate	tem is confide purposes authorinter CA-TPX Se	ential and prized by ssion Mar	f proprietary CDS of SC lagement	/. Use of thi will be pros	ls data secuted
	Pro-Logorr	ri b-rassword	Reset			
Ready	158.73.215.10	T1VZ0218	A		00:00:46	14,020



Getting started

Complete these steps in the following order:

- 1. <u>Review the information if Java is restricted on your workstation</u>.
- 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.

about black	Q - C @ Bla	nk Page	- 0 	×
🕞 🕣 🧭 about:blank	ρ - c Ø Bla	nk Page × Print File Zoom (100%) Safety Add site to Apps View downloads Manage add-ons	Ctrl+J	•••
	-	F12 Developer Tools Go to pinned sites Compatibility View settings Internet options About Internet Explorer	5	



3. From the Internet Options window that will appear, click the Security tab.



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

Internet Options					?	×		
General Security	Privacy C	ontent C	onnections	Programs	Advar	nced		
Select a zone to	view or chang	e security	setting			.		
	Ś	~		0				
Internet	Local intranet	Trusted	sites Re	stricted sites				
Trusted sites This zone contains websites that you trust not to damage your computer or your files.								
Security level for this zone Allowed levels for this zone: All Prompts before downloading potentially unsafe 								
Enable Protected Mode (requires restarting Internet Explorer)								
Custom level Default level								
Reset all zones to default level								
	[OK	Ca	ancel	Арр	ly		



- 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.

Trusted s	ites	×
\checkmark	You can add and remove websites from this zo this zone will use the zone's security settings.	ne. All websites in
Add this	website to the zone:	
https:/	/navigator.ecorpnet.com/	Add
Website	s:	
		Remove
Requ	ire server verification (https:) for all sites in thi	s zone
		Close

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.

S1 - eSolutions -	Navigator 2.1					
File Edit Session	n Options Transf	fer View Script Hel	р			
Connections: 🔒 N	avigator v1	-	🔇 🖸 🔳 💷	🕒 📰 🔀 🧞		
PF01 PF02 P	F03 PF04 PF05	PF06 PF07 PF08	PF09 PF10 PF	11 Clear Atter	ntion	
CMSMSG10	Centers Fo	or Medicare & M	ledicaid Ser	vices		
	HPE	S Enterprise D	Mata Center			
		MMM	MMM	 	2222222	
			IM MM	222 CCC	222	
				222	333	
		MM MMM	MM			
		MM M	MM	33333333	222	
cc		MM	MM		SSS	
cc	CC	MM	MM	SSS	SSS	
ccccc	сссссс м	IM	MM	SSSSSS	SSSSSSSS	
UNAUTHORIZE	D ACCESS TO	THIS COMPUTER	SYSTEM IS P	ROHIBITED E	Y LAW (REF.	TITLE
18 U.S.C. S	ECTION 1030)	. This is a CM	S computer	system and	is provided	for the
processing	of Official	U.S. Governmen	t informati	on. All dat	a contained	herein
is owned by	CMS and, fo	or the purpose	of protecti	ng the righ	its and prope	erty of
CMS, may be	monitored,	intercepted, r	ecorded, re	ad, copied,	or captured	lin
any manner	and disclose	d in any manne	r by author	ized person	nel. If you	are
not authori	zed access t	o this system	you must im	mediately e	xit.	
		1 CDS				
		2 HP (C	MS Menu now	obsolete)		
		3 BDC				
		4 NONED	C			
		5 HP TP	X			
T1MK0794 -	HP ENTER	REQUEST ==>				
Ready	10.0.1.32	T1MK0794			00:00:06	24,037



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 <u>Setting up</u> <u>permissions and active users</u> section for more information.

MY WORK - CLAIMS PROCESSING -	PATIENT TOOLS 🔻	ANALYTICS -	MEDICARE -	ACCOUNT	ADMIN 👻	Eligibility 🔻	
Medicare DDE							
DDE Launcher							
Access Error You do not have permission to launch the Medicare FISS DDE tool. To gain access, your domain admin must give you permission in the User Management Settings area.							
Note: Adding additional users may result in additional cha	rges.						

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

3. Click the Launch Medicare DDE button.

MY WORK 🔻	CLAIMS PROCESSING 🔻	PATIENT TOOLS -	ANALYTICS -	MEDICARE 🔻	ACCOUNT	ADMIN 🔻	Eligibility 🔻	
Medicare	DDE eports Settings							
DDE Launcher Medicare DDE allows you to take advantage of Waystar's secure direct connection to Medicare. This connection allows you to process claims and check eligibility just as you normally would.								
If you need any assistance, please contact Client Services at 1.866.633.4726								
Launch Medicare DDE								



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.

S1 - eSolutions	- Navigator 2.1						
File Edit Sessio	on Options Transfer	View Script Help)				
Connections: 🔒	Navigator v 1	- 🔞	🕙 🖸 🔲	N 🛐 🖂 🧞			
PF01 PF02 F	PF03 PF04 PF05 F	PF06 PF07 PF08	PF09 PF10 PF11	Clear Attent	ion		
CMSMSG10	Centers For	Medicare & Me	edicaid Serv	ices			
	HPES	Enterprise Da	ata Center				
		M	M	5555555	5555555		
	LL		11111	555	555		
			1 MM	222	222		
			MM	222			
		MM M	MM	333333333	222		
cc		MM	MM		SSS		
CC	сс м	M	MM	SSS	SSS		
cccc	CCCCCC MM		MM	SSSSSSS	SSSSSSS		
UNAUTHORIZ	ED ACCESS TO T	HIS COMPUTER S	SYSTEM IS PR	OHIBITED B	Y LAW (REF.	TITLE	
18 U.S.C. 9	SECTION 1030).	This is a CMS	6 computer s	ystem and :	is provided	for the	
processing	of Official U	.S. Government	t informatio	n. All data	a contained	herein	
is owned by	/ CMS and, for	the purpose of	of protectin	g the right	ts and prope	erty of	
CMS, may be	e monitored, i	ntercepted, re	ecorded, rea	d, copied,	or captured	l in	
any manner	and disclosed	in any manner	r by authori	zed person	nel. If you	are	
not author	ized access to	this system y	/ou must imm	ediately ex	xit.		
1 CDS							
2 HP (CMS Menu now obsolete)							
3 BUC							
T1MKA794 - HD ENTER REGUEST ==>							
	IIF ENTER R	LG0121>					
Ready	10.0.1.32	T1MK0794			00:00:06	24, 037	

The login screen will appear.

6. Enter your DDE/FISS Userid and Password.

S1 - eSolutions - Navigator 2.0	
Elle Edit Session Options Transfer View Macro Sgript Help	
Connections: 🙆 Verizon Direct 🔗 🚱 🕼 🕼 💷 🔯 🔀	
REAL REAL REAL REAL REAL REAL REAL REAL	
PT01 PT02 PT03 PT04 PT03 PT06 PT07 PT06 PT03 PT10 PT11 Clear Auditual	
cc. c aa aa . 600 600 600 6000	
cc. aa. 800 600 600 600	
cc. aaaaaaa . eee eeessee eees	
Copyright (c) 2003 COMPUTER ASSOCIATES INTERNATIONAL, INC.	
Decknord' (of LOGOFF) 10:17:33	
New Password: T1V20218	
Account: 3192-2A	
Transfer: SMRTTEST	
Data contained is this system is confidential and proprietary. Use of this data	
for other than legitimate purposes authorized by CDS of SC will be prosecuted	
Unicenter CA-TPX Session Management	
PF1=Help PF3=Logoff PF5=Password Reset	

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).

Account	rofile SSO <mark>Security</mark> Reports User Prefe	erences Account Breako	ut Notifications				
Users Multi-Domain Users	Users User Name Search	□ Include Inactive, se	Show Vendor	r Users Show All			
Permission Sets	New User (MMDemo)	General Accounts	Permissions	Landing Page	Roles	Reset Password	2FA
Roles						Permissi	ons History
Settings		Simple Advanced					
Two Factor Authentication	Medicare Analytics - Biller Reports Report						
	Medicare Analytics - Manager Reports Report					Report	
SFTP Management	Check All Medicare DDE (2)						
	and the second second	Medicare DDE - Access DDE					Report
	Medicare DDE - Admin User					Report	
		▼ □ Check All Medicare Clain				Medicare Claims Ec	litor (4)
						Report	



Medicare DDE – Admin User:

- This permission controls which users have access to the <u>Medicare DDE Settings screen</u> to manage users who can access the <u>Medicare DDE Launcher</u>.
- 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 <u>Medicare DDE</u> <u>Settings screen</u>.
- A user must have the Access DDE (base user) permission to appear in the Available Users list and, as appropriate, <u>launch Medicare DDE</u>.
- 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 <u>permissions set to Medicare DDE Access</u> <u>DDE</u>. 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.

MY WORK - CLAIMS PROCESSING -	PATIENT TOOLS -	ANALYTICS -	MEDICARE -	ACCOUNT	ADMIN -	Eligibility 🔻
DDE Launcher Reports Settings						
Your billing is based on your contracted rate for active users. Adding additional users could result in overage charges.						
Settings History Filter Users						
Available Users 1277	Active Users 0					
abc123 abc123	There are no active users Select users in the Available to to the left and click the arrow this team	S Users table to assign them to				
You may hold "shift" to select many users in a row or Save Settings	'ctrl" to select many seperate u	sers.				



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.

Ι	
I	•
I	
ľ	
l	PROCESS COMPLETED NO MORE DATA THIS TYPE PLEASE MAKE A SELECTION, ENTER NEW KEY DATA, OR PRESS PF3 TO EXIT
ſ	31 X Not Here API Active - A 5 T1VZ0091 🔒 10:57:18 11/20/2013 NUM 00:06:54 13, 035

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 <u>add the</u> <u>Medicare DDE website as a trusted site</u> 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	3
	 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 	