

# WPS Gateway Update - **SES & SEAPI**

This document details the steps that customers on the SES/SEAPI platform must complete (**in addition to those detailed in the WPS emails**) in order to migrate their submitter ID connections to the new WPS Community Manager / Gateway Express.

All customers using SES or SEAPI **must complete the steps detailed below by the deadline WPS established: July 1, 2019.**

# Where to Get Help

WPS makes the following resources available to assist customers with Community Manager registration:

- WPS Community Manager User Guide:  
<https://wpshealth.com/resources/files/wps-comm-mgr-manual-getting-started.pdf>
- Much of the information in this guide pertains to completely new trading partners registering with WPS for the first time. The simpler process for existing trading partners (all migrating ABILITY® customers) is in **Section 3.8 Existing Trading Partner Migration**, starting on page 61 of the PDF.
- WPS Community Manager dedicated email address: [CommunityManager@wpsic.com](mailto:CommunityManager@wpsic.com)
- WPS EDI Phone:
  - Medicare J5 part A/B: 1-866-518-3285 Option 1
  - Medicare J8 part A/B: 1-866-234-7331 Option 1
  - TRICARE, VA, WPS Health Insurance(private), Family Care and Children's Waiver Program, Arise: 1-800-782-2680 Option 1

# Migration Procedure

For SES and SEAPI customers, ABILITY must assist with the credential configuration in Step 4.

## 1. Complete additional WPS Community Manager setup

WPS will send you emails with additional instructions about steps required to complete the transition. For the most seamless experience, please follow those instructions carefully.

After you have completed your registration, WPS sends you another email to establish your initial Community Manager password (Figure 1 below).

This email includes instructions to create additional Community Manager users. While you can create any number of users as needed to support your workflow, at minimum you must create two additional users:

- In addition to WPS' requirement to add one additional Super User, you must also create an additional Standard User; the credential to be used for automated file transfers (in this case, configured for use in the ABILITY software).

**A. You will configure this **Standard User** credential in the ABILITY software (Step 2 below). It should be separate from your individual username.**

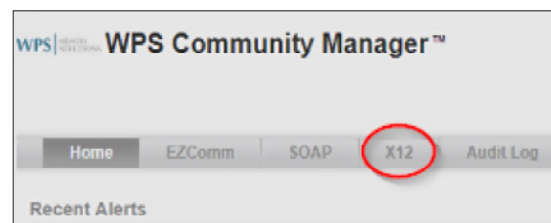
- i. The login ID must be unique – that is, not reusing the same ID used for any other Community Manager user. While the login ID must resemble an email address ('@' symbol and suffix), it does not need to be a valid email address (it's never required to receive an email, for account verification purposes; and you are able to route your notifications to a different address, as described in step B.v. below). ABILITY recommends using the following format:

**CustomerId-SubmitterId@abilitynetwork.com**  
**For example: 321321-98765@abilitynetwork.com**

- ii. This user must have both **Read** and **Write** permission in order for uploads/downloads to work in the ABILITY software.
- iii. This user should not be a Super User, as it should not be able to alter your organization's other users.

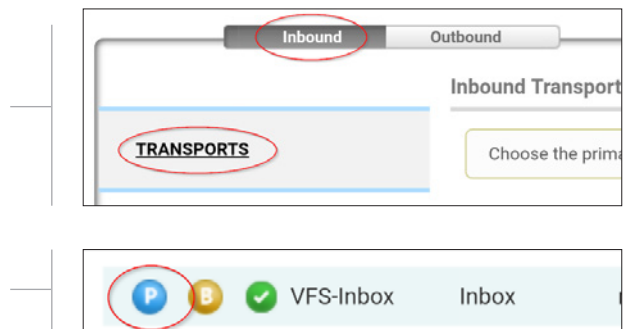
**B. Set the primary inbound transport as 'VFS-Inbox'. This configures the email address WPS uses when sending notifications related to your claim transfers and Community Manager status.**

- i. Click **X12** or **EZComm** on the top menu bar. As a reminder, X12 is for submitting uncompressed 837 claim files, while EZComm is for submitting ZIPped files.



# Migration Procedure

- ii. From the menu on the left, click the **TRANSPORTS** link.
- iii. Click the **Inbound** tab near the top-left of the page.
- iv. Community Manager displays the Inbound Transports list. Find the transport named **"VFS-Inbox"** on the list, and click the **P** icon next to it. Alternatively, you can click **"View/Edit Configuration"** under the **Action column**.
- v. Community Manager displays the configuration dialog for the VFS-Inbox transport. The email address defaults to your Super User email address. You can change this to whatever email address you want notices from WPS to go to. Keep any other default configuration already pre-filled, and click **Save and Set Primary** to make "VFS-Inbox" the primary transport.



- C. **Optional steps:** The WPS email also includes instructions for accessing other features of the WPS Community Manager site. These steps are out of scope for this documentation because they are **not necessary for configuring Community Manager for use with ABILITY products**. If you are interested in leveraging these features, consult the documentation WPS provides in their email:
- i. Access WPS Gateway Express to send and receive transactions.
  - ii. Access Display and Reporting User Interface.

# Migration Procedure

**Figure 1: WPS “Registration Update Advisory” Email**

Welcome <TradingPartnerName>,

You have successfully enrolled as a Trading Partner in WPS Community Manager! Just follow the steps below and you'll be ready to go.

1. Initialize your first-time password using the following credentials in WPS Community Manager.

Trading Partner Name : <Participant>

User Name : <userEmail>

First time password change link : <modifypwd>

2. Create Users in WPS Community Manager. You will need to have at least two Super Users to make sure your business can be self-sufficient with password resets and staffing changes. WPS EDI Help Desk is not able to reset passwords in WPS Community Manager.
  - A. In WPS Community Manager, go to the 'User' tab.
  - B. Create super user or standard user access. Super Users cannot use the same e-mail address.
  - C. Grant Write Accesses to standard or super users
  - D. Grant Send/Receive Accesses to standard or super users
  - E. In WPS Community Manager, set up your primary inbound transport as VFS-Inbox.
3. For a copy of the External Manual please contact the Help Desk at the numbers listed below.
4. Access WPS Gateway Express on our web site at <https://www.wpsic.com/edi/wps-gateway-express.shtml> to send and receive transactions with WPS Health Solutions. Your Gateway Express User Name and password are the same as what you created for WPS Community Manager. Need instructions attached.
5. Access Display & Reporting User Interface on our web site at <https://edi.wpsic.com/reporting/> to view your provider relationship approvals. If you would like to update your provider relationships or add types of insurance/benefits or transactions, go to the WPS EDI website and click on the “Enrollments” link

Best Regards,

WPS Health Solutions Trading Community (WCM)  
717 West Broadway  
Madison WI 53713

\*\*\* If you have any questions on how to self-register with WPS Community Manager Server, please email us at [communitymanager@wpsic.com](mailto:communitymanager@wpsic.com) or call us at

Medicare J5 part A/B: 1-866-518-3285 Option 1

Medicare J8 part A/B: 1-866-234-7331 Option 1

TRICARE, VA, WPS Health Insurance(private), Family Care and Children's Waiver Program, Arise: 1-800-782-2680 Option 1

# Migration Procedure

## 2. Configure new credential for use in SES/SEAPI

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Once you have completed your WPS Community Manager setup, including establishing a dedicated Standard User for use in the ABILITY claims application, the new user credential must be configured for use.

### A. Credential configuration for SES and SEAPI customers:

- i. Contact ABILITY Partner Support at 888.886.2096. Support will configure your new connection for WPS Community Manager
- ii. Coordinate your workflow changes with the ABILITY configuration update, depending on platform:
  - a. **SES:** Each new WPS Community Manager credential needs a new in/out folder pair within the existing folder tree/share on your file server (SFTP or SMB). Either you or ABILITY can create the new folders, but both parties must be in agreement so their respective applications can be updated appropriately.
  - b. **SEAPI:** Many SEAPI partners need to know the updated SEAPI ID for the new WPS Community Manager connection, so they can update any hard-coded values in their software. ABILITY Support can provide this to you upon configuring the new connection.
- iii. ABILITY will closely monitor your initial file transfers on the new connection, and we advise you do the same. You should contact ABILITY if you do not receive any responses within one day of your initial submission, as this indicates a potential problem with the new connection.

## 3. Cease submissions to legacy gateway

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Following the successful configuration of your new credential(s) for WPS Community Manager, cease the submission of claim files (837) on the old connection for the legacy Medicare EDI Gateway. You may wish to do this gradually – trying a single file to test the new configuration and any workflow changes you need to make – but it is in your best interest to complete the change as soon as possible. **All trading partners must transition their claims before 7/1/19.**

During the transition period, responses (TA1, 999, 277CA) will come from WPS through whichever gateway you submitted your 837 to. Remittance advice (835, ERAs) continue to come from WPS through the legacy Medicare EDI Gateway until the cutoff date, 7/1/19, unless you contact WPS to request to disable access to the legacy gateway. ABILITY will leave all legacy WPS connections intact until after the cutoff date to ensure any residual files are picked up and delivered.

# Migration Procedure

## 4. Ongoing password maintenance

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WPS requires all users to change their password every 60 days. This applies to the additional Standard User you set up for use in the ABILITY software. For SES and SEAPI customers, the ABILITY software manages these periodic password updates, as it does for other MAC implementations. No further action is needed from you to maintain the Community Manager password for any ID configured in the ABILITY software.