

WPS Gateway Update - **myABILITY**

This document details the steps that **ABILITY CHOICE**[®] Medicare Claims customers on the myABILITY 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 **ABILITY CHOICE** Medicare Claims customers – including those using myABILITY – **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
- 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

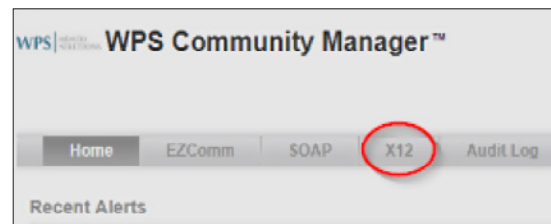
1. Complete additional WPS Community Manager setup

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).

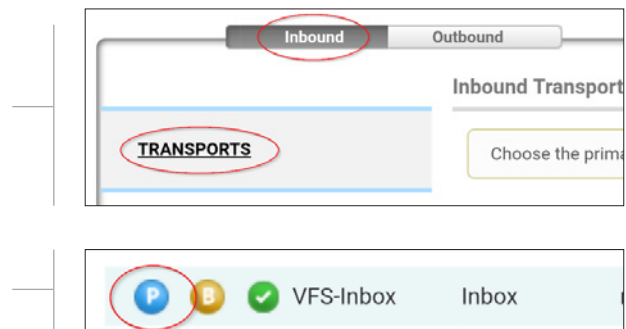
This email includes instructions to create additional Community Manager users. While you can create any number of users as needed to support your workflow, at minimum you must create two additional users:

- 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 ABILITY CHOICE Medicare Claims).
 - 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.



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- 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 or call us at

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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

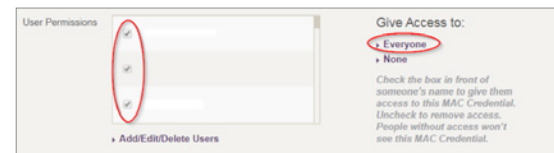
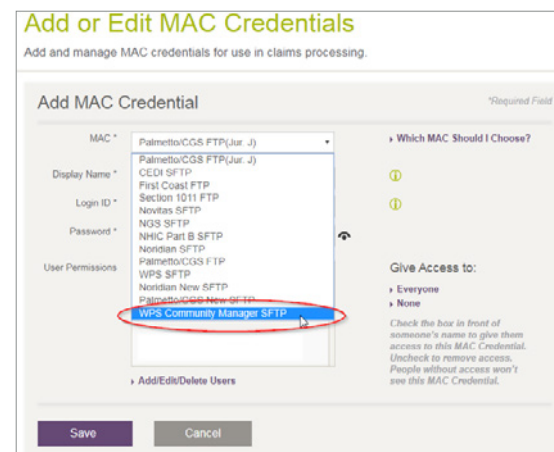
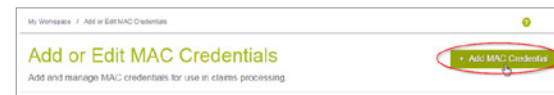
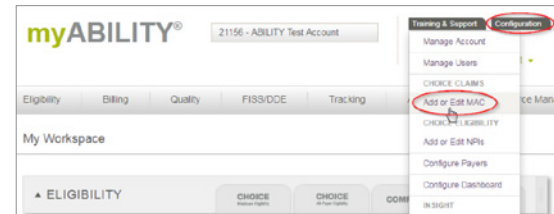
Migration Procedure

2. Configure new credential for use in myABILITY

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

A. Credential configuration for myABILITY:

- i. Click **Configuration**, found near the top right of most myABILITY pages, and select **Add or Edit MAC**.
- ii. Click **Add MAC Credential**.
- iii. Select **“WPS Community Manager SFTP”** from the MAC dropdown.
- iv. Enter a **Display Name** to help identify the new credential connection. This is free text and can be anything that helps you differentiate it from your other connections (including your legacy WPS Medicare EDI Gateway connection).
- v. Enter the **Login ID** and **Password** created for the Standard User in Step 1.A.i above.
- vi. Check the boxes for **User Permissions** to give users access to uploads and downloads for the new ID; or click **“Give Access to: Everyone”** to avoid clicking through many individual users.
- vii. Click **Save** when done configuring the new credential.



Migration Procedure

3. Cease submissions to legacy gateway

Following the successful configuration of your new credential 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) continues 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.

4. Ongoing password maintenance

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. Password updates on Community Manager must be coordinated with updating the password in **ABILITY CHOICE** Medicare Claims, as described here.

- A. **When the periodic password change is needed, first update the password on the WPS Community Manager site. To do this:**
 - i. From any page in Community Manager, hover over the user's name at the top right corner (this is the name for the Standard User you set up for use in the ABILITY software, not your personal Community Manager credential). A menu of options displays.
 - ii. Click the **Account Settings** option. The Account settings dialog displays.
 - iii. Click the **Change password** button to set up a new user password.

- B. **After updating the password in Community Manager, update the MAC Credential password used in myABILITY. To do this:**
 - i. Click **Configuration**, found near the top right of most myABILITY pages, and select **Add or Edit MAC** (if needed, screenshots available in Step 2.A above).
 - ii. Delete the old password from the **Password** field, and enter the new password.
 - iii. Click the Save button at the bottom of the page. myABILITY tests the credential with the new password, and updates its configuration to use the new password.