KY Medicaid Edifecs
Ramp Manager User Instruction Manual

Cabinet for Health and Family Services
Department for Medicaid Services

September 19, 2022

Document Change Log

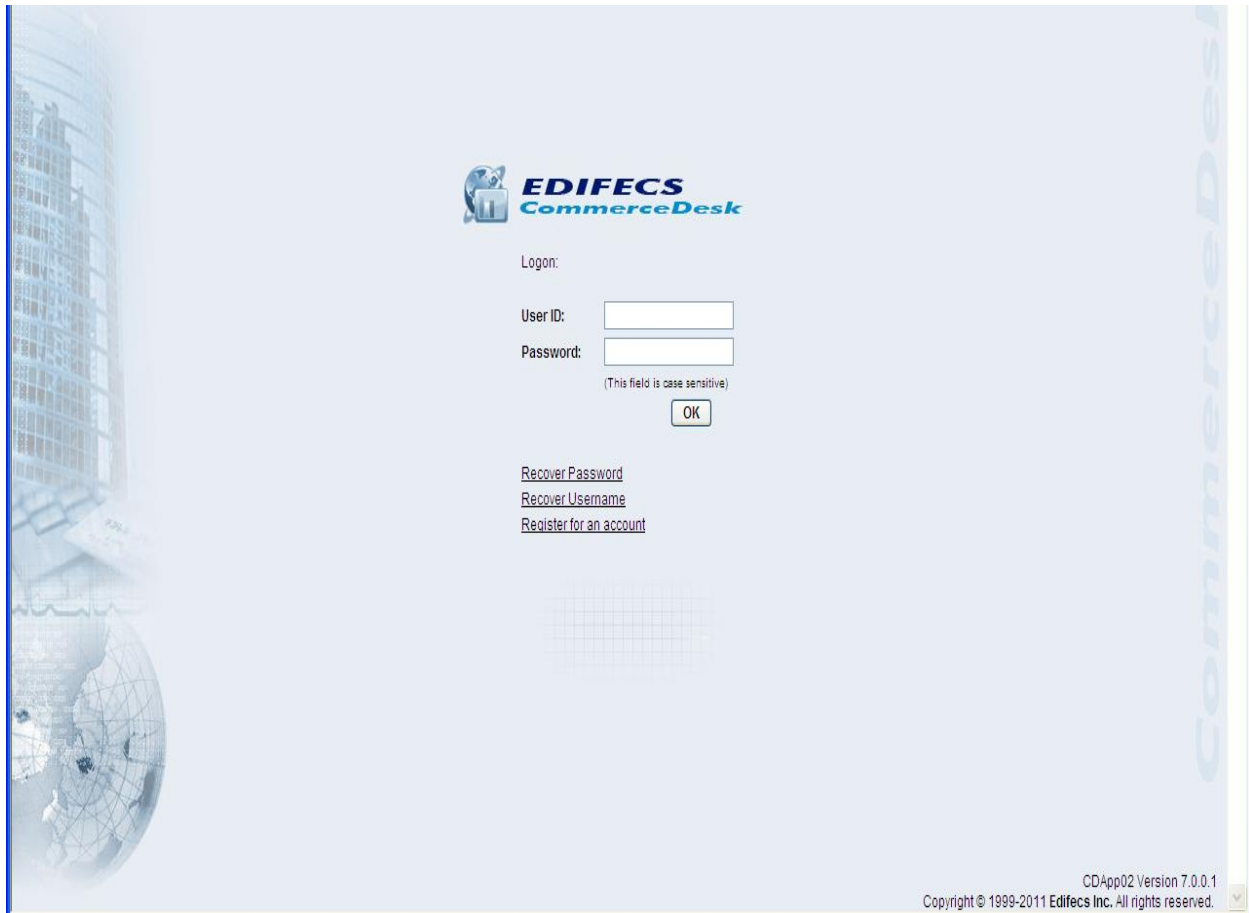| Version	Changed Date	Changed By	Reason
2.0	5/9/2011	Martha Senn Kathy Dugan Ron Chandler	Initial Creation
2.1	5/10/2011	Martha Senn Kathy Dugan Ron Chandler	Revised and formatted to DMS specifications.
2.2	6/9/2011	Martha Senn Kathy Dugan Ron Chandler	Revised and formatted to DMS specifications.
2.3	6/14/2011	Martha Senn Kathy Dugan Ron Chandler	Revised and formatted to DMS specifications.
2.4	6/17/2011	Martha Senn Kathy Dugan Ron Chandler	Revised and formatted to DMS specifications.
2.5	6/22/2011	Martha Senn Ann Murray	Revised and formatted to DMS specifications.
2.6	6/23/2011	Martha Senn	Revised and formatted to DMS specifications.
2.7	7/7/2011	Martha Senn	Updated Ramp Manager Screen shots.
2.8	1/3/2017	Martha Senn	Updates to outdated screen shots
2.9	9/19/2022	Brianna Hicks	Updated Header Logo from Kentucky Sunrise to Team Kentucky (CO33931)

Table of Contents

1   Introduction

Edifecs Ramp Management provides a branded, self-service portal to onboard trading partners that reduces the resources, time and cost to integrate partners, while enhancing partner support and reducing the risk of errors in production.

In addition, it provides a best-practice approach to quickly and efficiently guide partners through every step of the on-boarding process. Self-service testing and troubleshooting decrease internal technical support requirements and accelerate task completion. Partner self-service testing is supported by communication tools and a resource library that simplifies, enriches and streamlines communication with partners. Dashboards and reports provide internal managers with a comprehensive view of partner progress.

2   Purpose

- Reduce cost to on-board trading partners using guided programs for self-service testing and troubleshooting; these programs aid partners in their on-boarding tasks and reduce the testing burden on internal staff;

- Shorten lead-time to production using best-practice on-boarding and testing processes that accelerate partner task completion;

- Provide better support to trading partners with a reference library, issue management system, and a dashboard that provide a rapid, accurate and comprehensive view of partner on-boarding status; and,

- Reduce risk of errors in production using a program and task model that delivers a best practice on-boarding process to yield high-quality results in production.

3   Register an Account
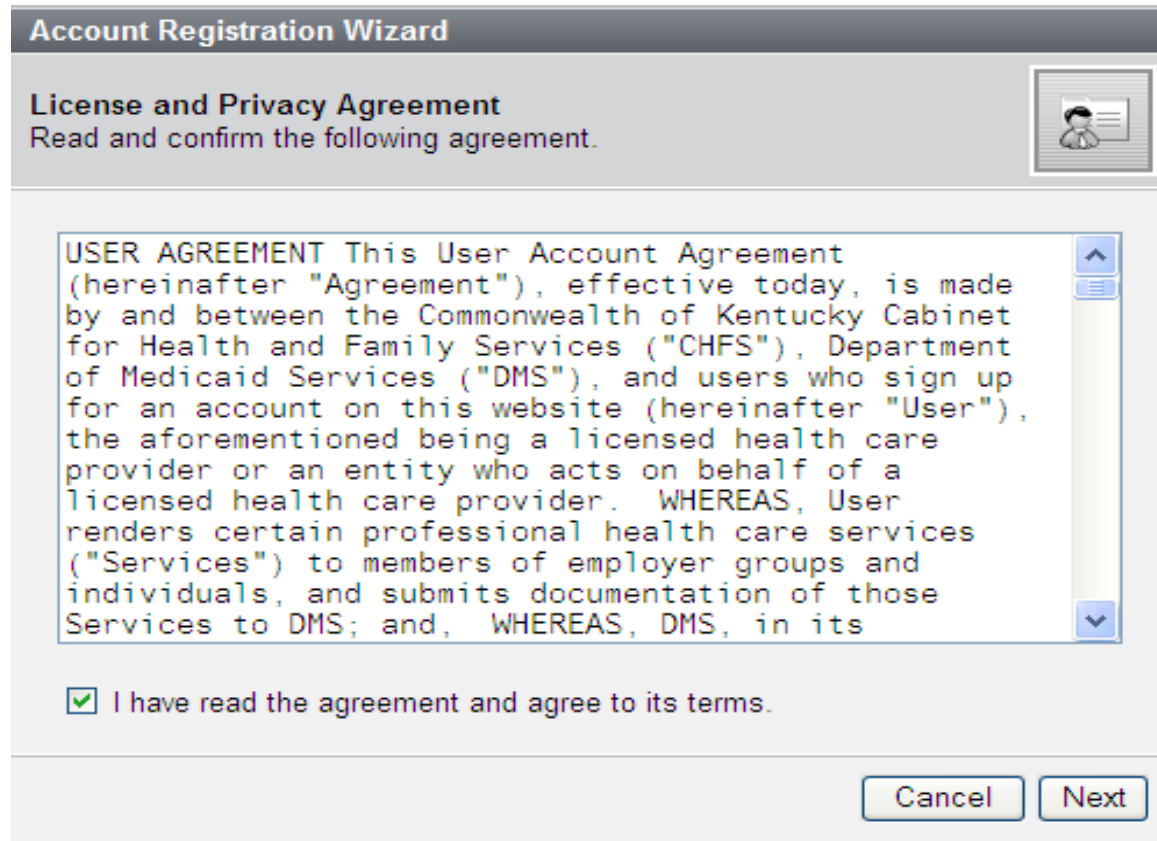
To register an Account click on the Register Link to Self-register and create a user profile account for the Kentucky Medicaid Ramp Manager System. The link to the Ramp Manager System is available at https://sites.edifecs.com/sites/default/start.jsp?uid=tuvWi9K&SiteKey=medicaidky&UserName=

.
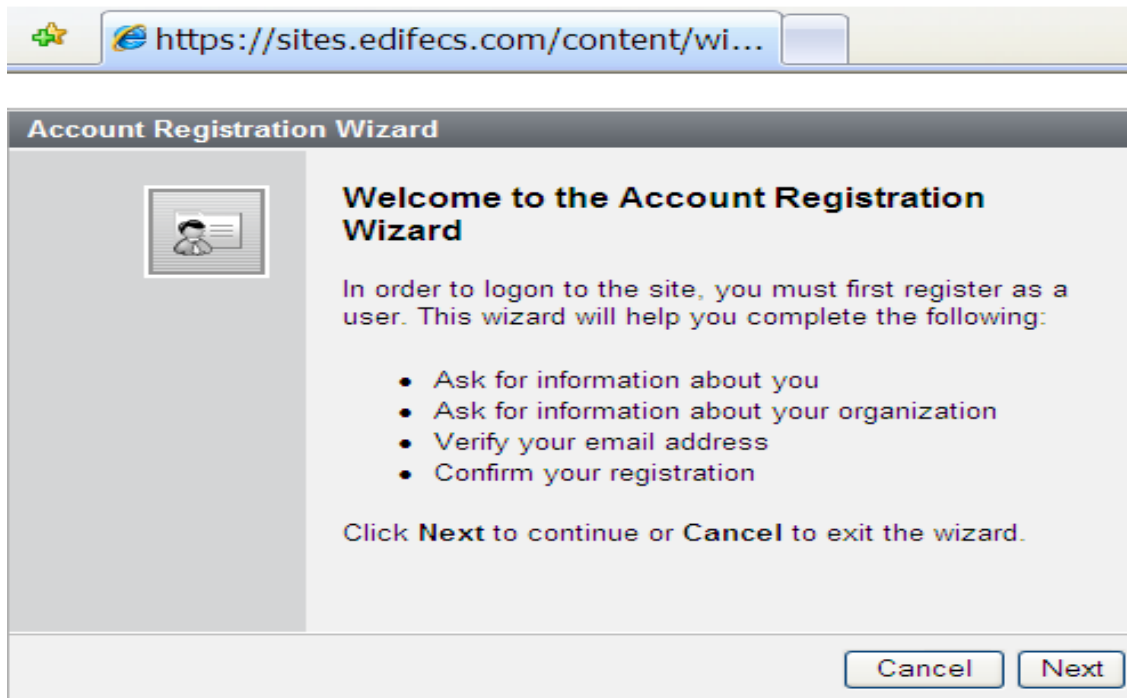
- Click Next to continue;

Account Registration Wizard

License and Privacy Agreement
Read and confirm the following agreement.

> USER AGREEMENT This User Account Agreement
> (hereinafter "Agreement"), effective today, is made
> by and between the Commonwealth of Kentucky Cabinet
> for Health and Family Services ("CHFS"), Department
> of Medicaid Services ("DMS"), and users who sign up
> for an account on this website (hereinafter "User"),
> the aforementioned being a licensed health care
> provider or an entity who acts on behalf of a
> licensed health care provider. WHEREAS, User
> renders certain professional health care services
> ("Services") to members of employer groups and
> individuals, and submits documentation of those
> Services to DMS; and, WHEREAS, DMS, in its

☑ I have read the agreement and agree to its terms.

Cancel   Next

- Read the License Agreement;

- Click Next to continue;

- Complete User Identification Name and Password Screen;

- Click Next to continue;

NOTE: HP/EDI request that <u>all fields</u> be completed; the User Name of the account must be the KY Medicaid 10- digit Trading Partner ID 99XXXXXXX.

- Complete the Organization information;

- If prior page was completed use the Copy User Information to Auto Populate the information; and,

- Click Next to continue.

Enter New Partner Information
Enter partner name, address and identifiers.

Trading Partner

Name and Identifiers
Name: *   9900002154

Phone, URL, and Email
Primary Phone: 800-205-4696   Extension:
Primary Fax:
Email Address: ky_edi_helpdesk@hpe.c
Home Page:
Commerce Page:

Billing Address
Billing Address Line 1:
Billing Address Line 2:
City: State/Region:
Zip/Postal Code: Country: Please select a country

Shipping Address
Shipping Address Line 1:
Shipping Address Line 2:
City: State/Region:
Zip/Postal Code: Country: Please select a country

Cancel   Previous   Next

Account Registration Wizard

CONGRATULATIONS! Your registration has been successful.

The account has been created with the following information:

Account Summary

UserName:	9900002154
E-Mail:	ky_edi_helpdesk@hpe.com

Please make sure that you print and retain a copy of your account information. Click finish to complete registration and return to the logon page. Then enter your user name and password to enter the community.

Finish

- The account registration is complete, click on Finish.

3.1   Logging On to a Ramp Management Business Application

TO LOG ON TO A RAMP MANAGEMENT BUSINESS APPLICATION

    1. Go to the KY Ramp Management Site at
https://sites.edifecs.com/sites/default/start.jsp?uid=tuvWi9K&SiteKey=medicaidky&UserName=

    2. Type your user name in the **User ID** text box.

    3. Type your password in the **Password** text box.

    4. Click Sign In.

- Add any additional profile information; and,

- Click Next to continue.

The Partner Profile confirmation screen appears once on the initial log on. User can update profile information at any time. After completion select Next to confirm the Welcome screen appears.

Click **Manage** next to your user name in the top right corner of the Ramp Management ActionBar. The View Contact screen is displayed.

3.2   Logging Off from a Ramp Management Business Application

TO LOG OFF

- Click **Logoff** on the ActionBar, located in the top right corner of the screen. The Ramp Management Login screen is displayed.

3.3   Compliance Report

Compliance Report Summary by Transaction

Click on **Report** to achieve this view; screen print into a word document along with the Validation Certificate. Send the document to the KY Medicaid EDI Helpdesk at KY_EDI_Helpdesk@hpe.com.

3.4   Creating a Validation Certificate

When a partner completes an EDI data validation task against an ECS guideline, a validation certificate can be generated in Ramp Management.

To create a validation certificate

1. Click the **Programs** tab, and then click the name of the program containing the EDI data validation task you have completed.
2. Click **Tasks** on the NavigationBar. A list of program tasks is displayed.
3. Click the name of the EDI validation task. Select Test History, details of the task are displayed.
4. Click **Create Certificate**. A certificate is automatically generated.
5. Click **View Certificate** to view the generated certificate in a new screen.
6. Click **Close**

Ramp Management

| Home | Programs | KY 5010 Validation P... |

Start
Reference Material
Tasks
Inbox
Issues
Participants

View Test Record
Below are the details for this test file submission. Reports are generated by XEngine validator.

(1) Test Summary

EDI Helpdesk

Submitted By:	
Submitted Date:	01/03/2017
Status:	**Passed**
Notes:	Test passed.
Task:	Test 837 Professional Claims
Guideline:	837P_5010.ecs

Deblocking settings

Type:	Auto Detected Deblocking
Removed Chars:	0A0D
Record Terminator:	7E
Block Size:	

Certification

Create Certificate:	Click here to recreate Certificate
View Certificate:	Click here to view Certificate

(2) Attachments (Physical files for this test, including the uploaded data and generated compliance report.)

File Name	Created	Size
9900002154.001 - A Data file in a plain text format.	January 3, 2017	1 KB
CERT_01032017_Test 837_4018839.jpg - The image file containing the Certificate for the Test	January 3, 2017	37.9 KB
9900002154.001.processed - Test Data that was cleaned up by preprocessing it	January 3, 2017	0.9 KB
results.html - The HTML version of the compliance report created by the XEngine validator.	January 3, 2017	3.4 KB
results_print_version.html - The printer friendly HTML version of the compliance report created by the XEngine validator.	January 3, 2017	3.8 KB
9900002154.001_report.xml - The XML version of the compliance report created by the XEngine validator.	January 3, 2017	6.7 KB
SummarySimpleErrorReport.html	January 3, 2017	6.3 KB
SummaryInterleavedErrorReport.html	January 3, 2017	17 KB
InterleavedErrorReportWithData.html	January 3, 2017	42.3 KB
InterleavedErrorReportWithoutData.html	January 3, 2017	18.5 KB

Select the Cert by date, in the example 01032017 Test 837P has the image of the validation test certificate.

4   What to Do If You Forget Your User Name

If you have forgotten your Ramp Management user name, you can use the User Name Recovery Wizard to request that it be sent to your email address.

4.1   To recover your USER NAME

1. Type the URL of the Ramp Management community in your web browser Address Bar, and then press Enter. The Ramp Management Login screen is displayed;
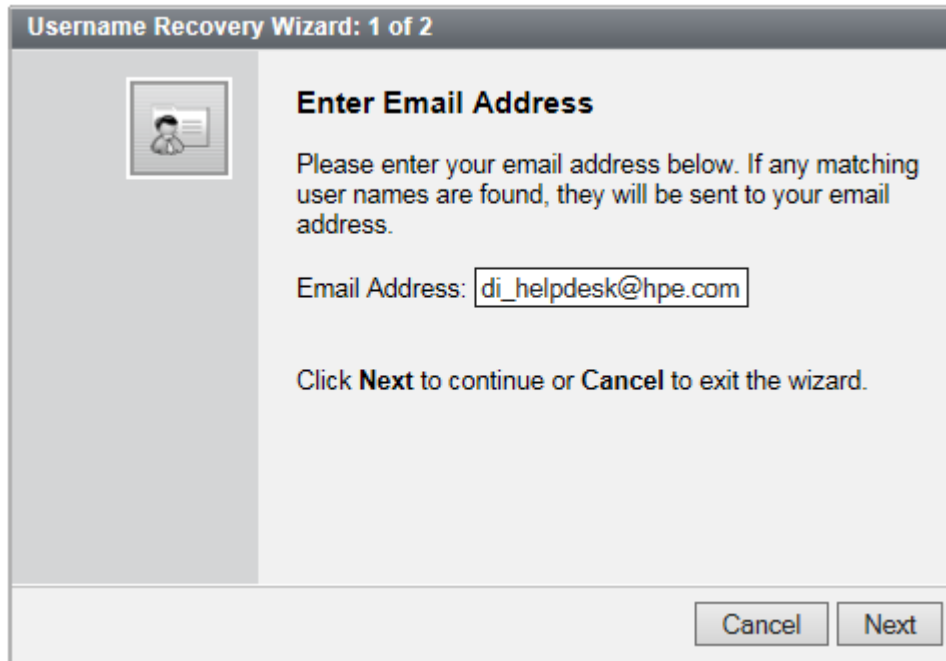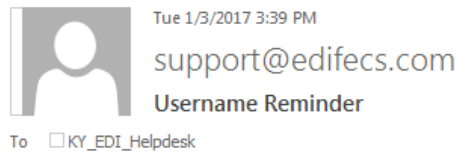

2. Click the Recover Username link;

3. Type your Email Address, and then click "Next". This must be the email address specified in your Ramp Management community contact profile; and,
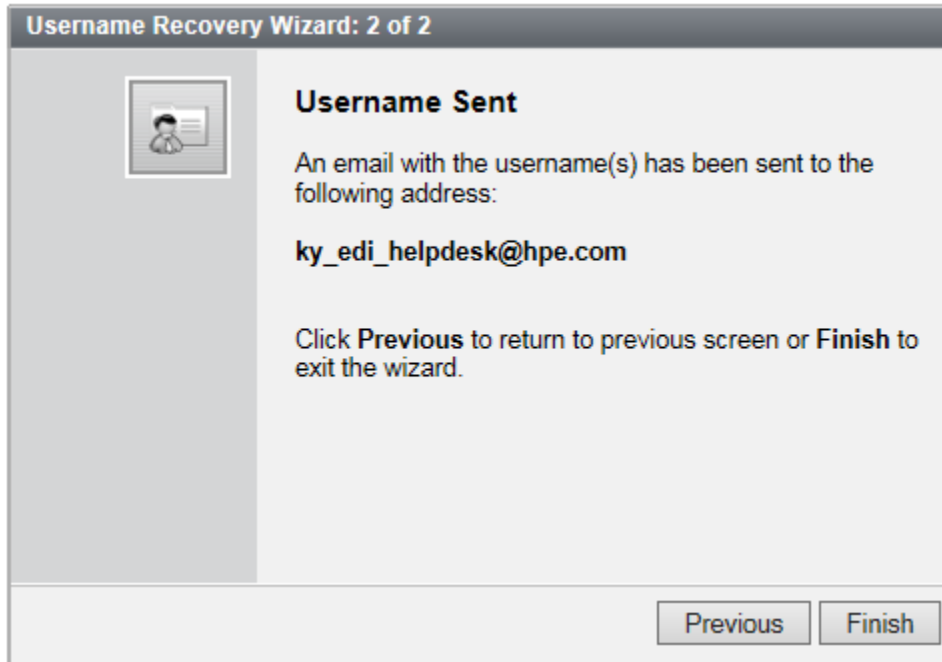
4. Click Finish. Your user name is sent to your email address.

4.1.1   Example Email for Username Reminder

Tue 1/3/2017 3:39 PM

support@edifecs.com

Username Reminder

To ☐ KY_EDI_Helpdesk

Dear User,

Following your on-line request, this e-mail contains the list of usernames that you can use to logon to the State of Kentucky site:
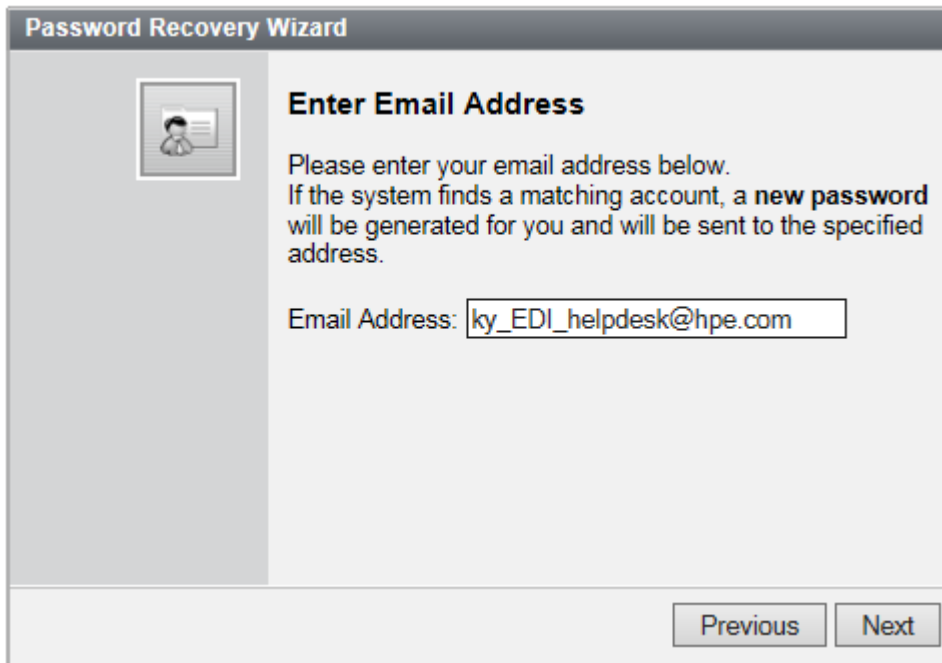
9900002154

5   What to Do If You Forget Your Password

If you have forgotten your password, you can use the Password Recovery Wizard, accessed from the Ramp Management application Logon screen, to request a new password.
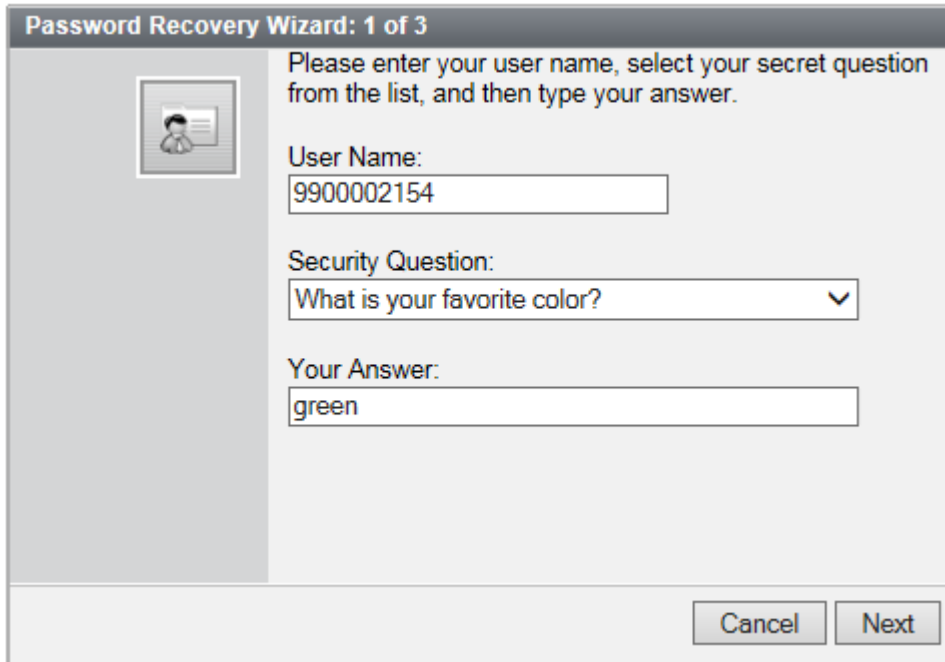
5.1   To recover your password

1.   Type the URL of the Ramp Management application's web site in your web browser Address Bar, and then press Enter. The application Logon screen is displayed;

2.   Click the Recover Password link;

3.   Type your Email Address;

4.   Click Next. An email message containing a unique password code is automatically sent to your email address; and,

5.   At the Ramp Management Logon screen, log on with your new password.

6.   Click Next to continue

Password Recovery Wizard: 1 of 3

Please enter your user name, select your secret question from the list, and then type your answer.

User Name:
9900002154

Security Question:
What is your favorite color?

Your Answer:
green

Cancel   Next

Note

- Password recovery codes are sent to the email address specified in your Ramp Management community contact profile.

7. Click Next to continue.

5.1.1   Example Email for Password Recovery Code

Tue 1/3/2017 3:44 PM

support@edifecs.com

Password Recovery Code

To   ☐ KY_EDI_Helpdesk

Dear   EDI Helpdesk

Following your request for password recovery a unique code
has been generated to further verify your identity
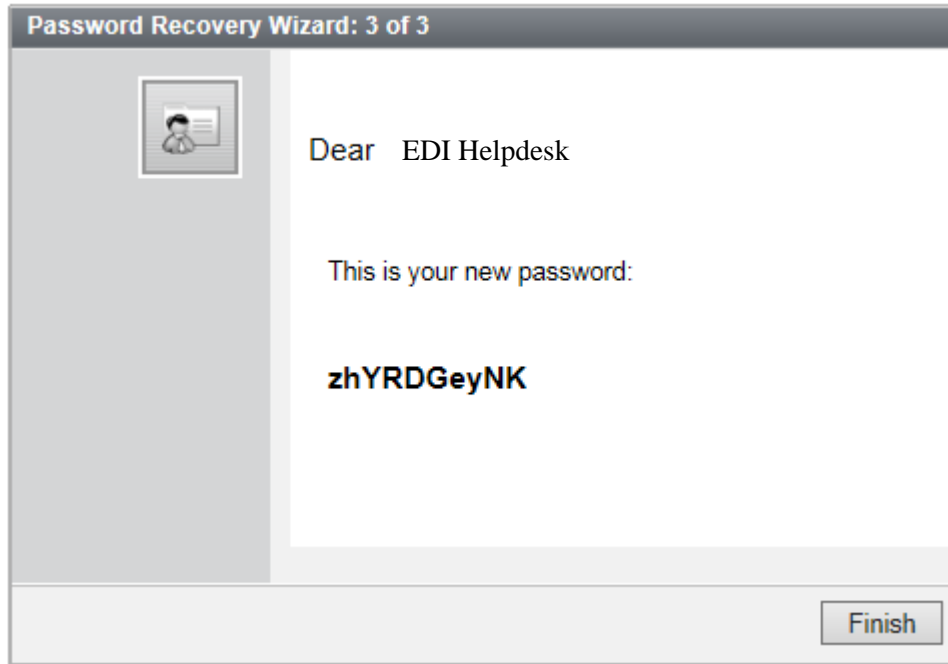
Code: rf8qXKb

Please enter this code now in the password recovery wizard.

Please note that if you close the browser window prior to entering this code
it will automatically become invalid.
You will have to run the Password Recovery Wizard again.

8. Enter Code provided in email;

9. Click Next to continue;

Password Recovery Wizard: 2 of 3

An e-mail has just been sent out to the e-mail
associated with your account that contains a unique
code. Please enter this code now. Note that if you close
the browser window that code will no longer be valid
and you will need to run the Password Recovery
Wizard again.

Code: rf8qXKb

| Cancel | Next |

Password Recovery Wizard: 3 of 3

Dear   EDI Helpdesk

This is your new password:

zhYRDGeyNK

Finish

10. Click Finish to return to the logon screen; and,

11. Enter user name and new password.

6   How to access Help

6.1 Using Help

Ramp Management business applications include comprehensive Help designed to provide a step-by-step guide to using the features of the installed system.

Most application screens contain brief instructions for performing pertinent tasks. In addition, a Help button provides help with the fields in the current screen.
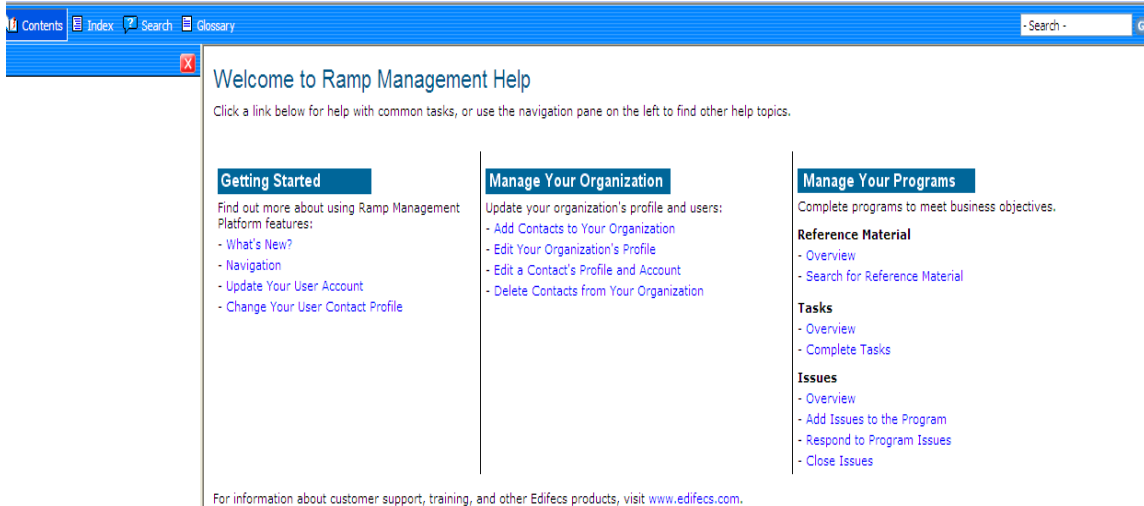
To get help with the current screen

- Click the **Help** button on the screen ActionBar. A new browser window opens, containing help for each field in the current screen.
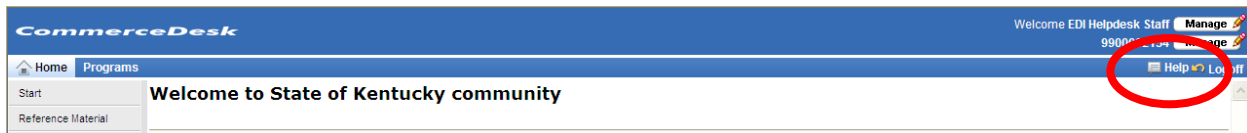
To open the Application Help file

- Click the **Help** button on the application ActionBar, located in the top right corner of the application window.

- Help is displayed in a new browser window. Click Contents, Index, or Search to find the relevant Help topic.

7 Contact Information

7.1 Helpful links

- KY Ramp Manager at
  http://www.kymmis.com/kymmis/Electronic%20Claims/5010provoutreach.aspx;

- KYMMIS page at www.kymmis.com;

- Centers for Medicare and Medicaid Services at http://www.cms.gov;

- Washington Publishing Company at http://www.wpc-edi.com;

- Workgroup for Electronic Data Interchange at http://www.wedi.org; and,

- KY Department for Medicaid Services at http://chfs.ky.gov/dms.

7.2 Contact Information

- If you have questions, contact the EDI Helpdesk by email at ky_edi_helpdesk@hp.com or by phone at 800-205-4696; and,

- If you have technical questions regarding the KY Ramp Management System contact support@edifecs.com.