Ohio | Department of Medicaid

OXi Trading Partner Mailbox Portal User Guide

Version 1.1

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Document Information

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Amendment History

Version	Date	Modified By	Modifications
0.1	10/10/2016	HPE OXi Team	Initial draft
0.2	11/02/2016	HPE OXi Team	Formatted
1.0	11/04/2016	HPE OXi Team	Submitted to ODM for review
1.1	11/17/2016	HPE OXi Team	Updated per ODM feedback

Terminology and Acronyms

Term	Definition
ACA	Affordable Care Act
ACA 1104	Section 1104 of the ACA
BES	Business Exchange Services
CAQH	Council for Affordable Quality Healthcare
CORE	Committee on Operating Rules for Information Exchange
DAS	Ohio Department of Administrative Services
EDI	Electronic Data Interchange
HPE	Hewlett Packard Enterprise
HTTP	Hypertext Transport Protocol
HTTPS	HTTP over SSL
MITS	Medicaid Information Technology System
ODM	Ohio Department of Medicaid
SOAP	Simple Object Access Protocol
URL	Uniform Resource Locator

Term	Definition
WFTS	Web File Transfer System
WSDL	Web Service Definition Language

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1 Introduction

1.1 Purpose

This document describes procedures and steps to educate users how to properly navigate through the IBM Sterling B2B Integrator mailboxes, for the Hewlett Packard Enterprise Health & Life Sciences OXi leveraged Electronic Data Interchange (EDI) service.

1.2 System Requirements

The IBM Sterling B2B Integrator Mailbox Dashboard requires Microsoft Internet Explorer 9.0 or higher.

1.3 Site URLs

Certification (CERT) environment: https://mft-qa.oxi.arcaas.com/mailbox

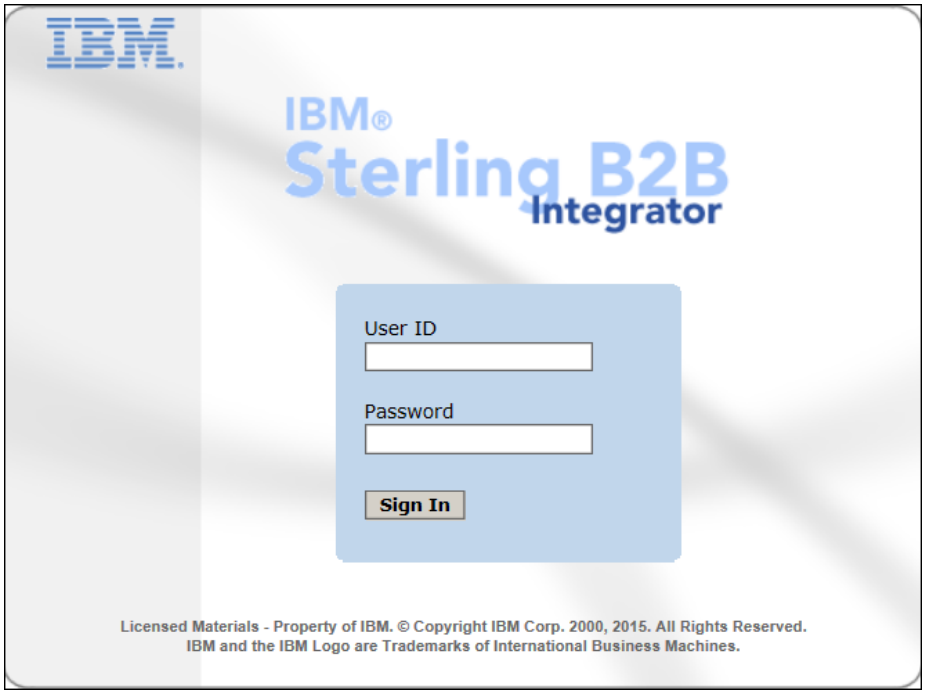
Production (PROD) environment: https://mft.oxi.arcaas.com/mailbox

2 Log On

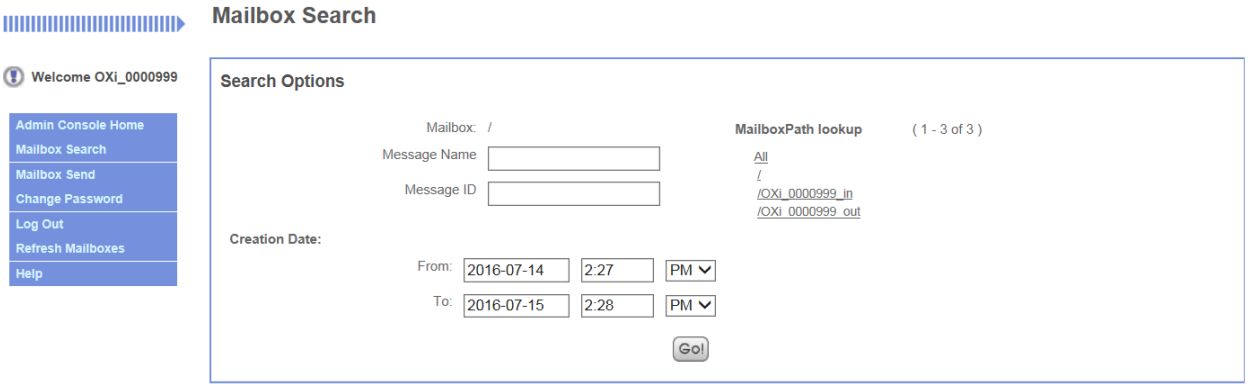
2.1 Logging In

The OXi system will require the user's assigned User ID and Password to be authenticated before access to the system is allowed.

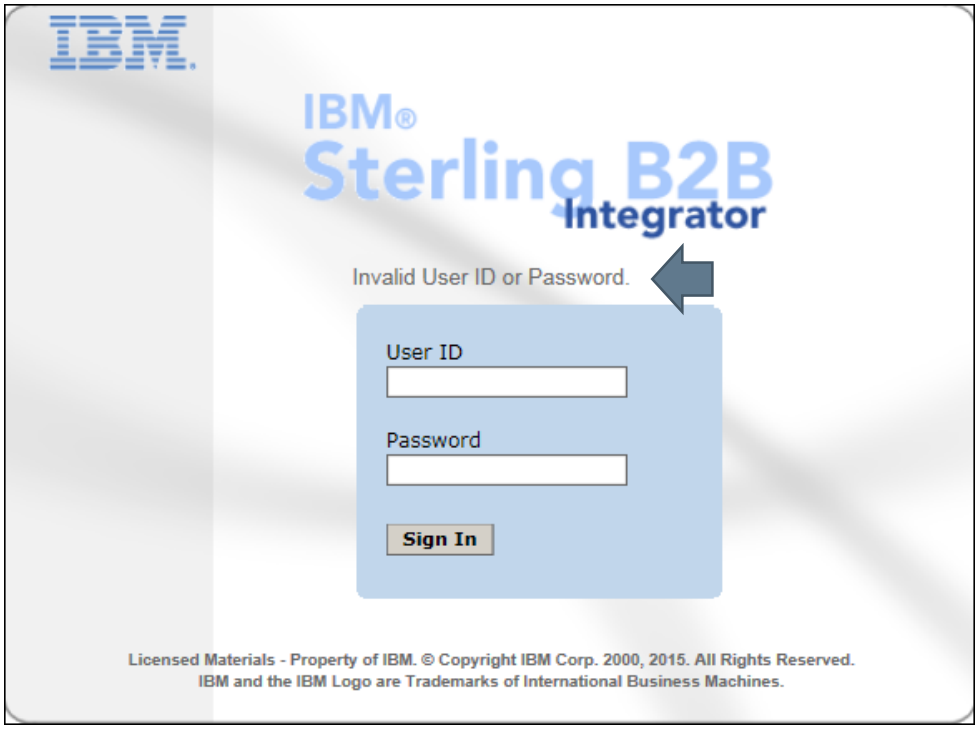
Note: The User ID and Password fields are case-sensitive.



1. Enter your **User ID** and **Password**.
2. If authentication was successful, it will take you to the Admin Console Home shown below.



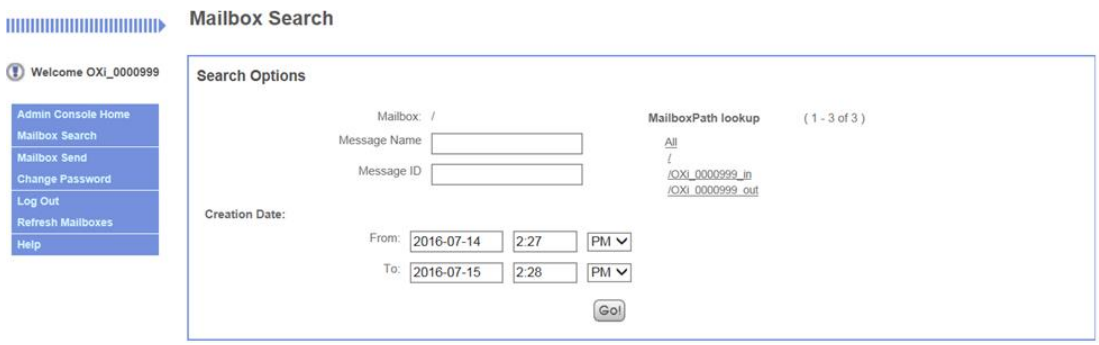
3. If authentication was unsuccessful, an “Invalid User ID or Password” message will appear.



4. Check your login information and try again.

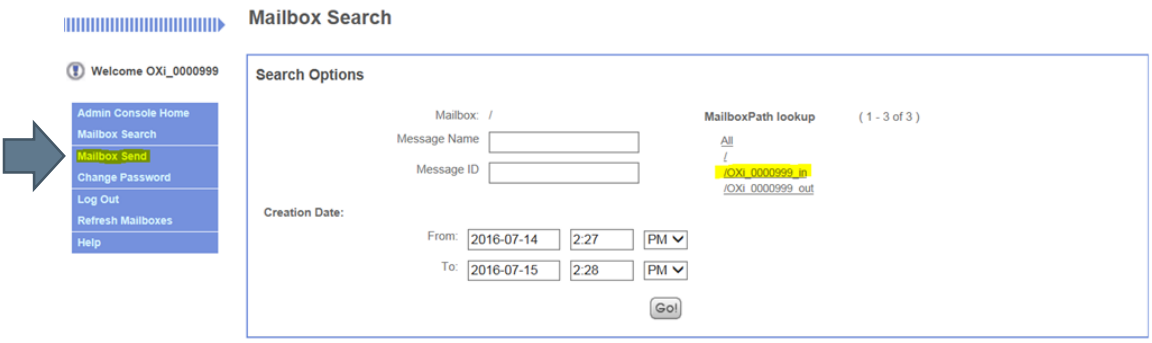
   Note: More than five (5) invalid attempts will lock your account and you will need to contact the HPE EDI Support team for assistance.

3 Admin Console Home

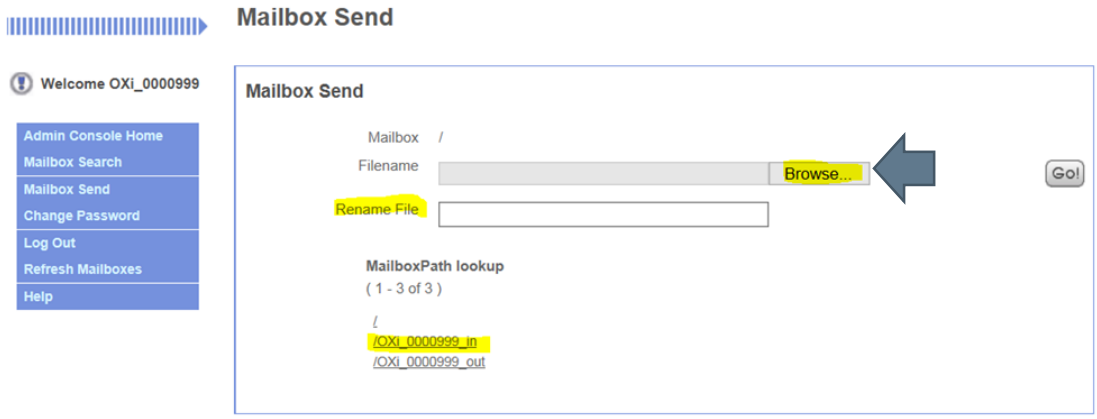


3.1 Mailbox Send (Upload a File)

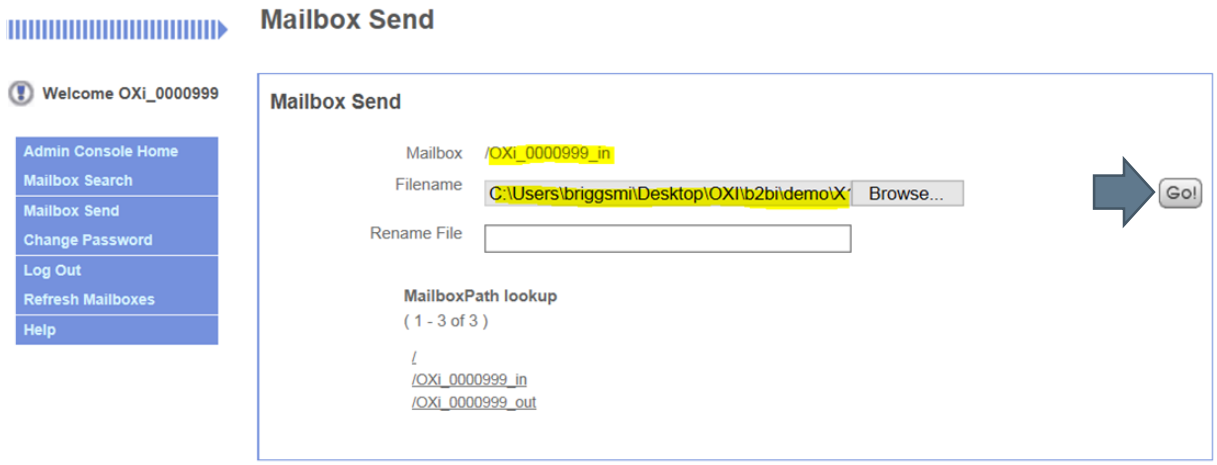
1. Select **Mailbox Send** from the Admin Console Home screen.
2. Under MailboxPath lookup, select the **'in' MailboxPath**.



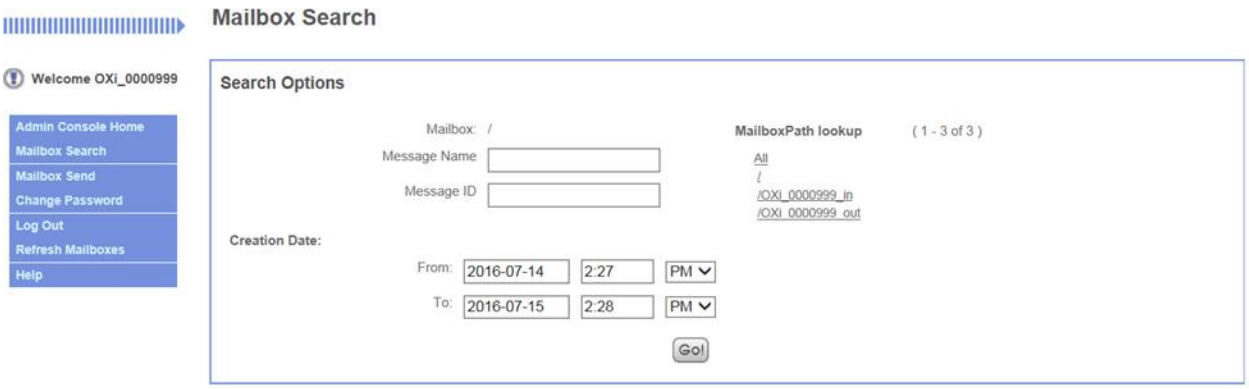
3. Click the **Browse…** button to find the file you want to submit.
4. If you wish to rename the file, enter the new filename in the **Rename File** field.



5. Click the **Go!** button.

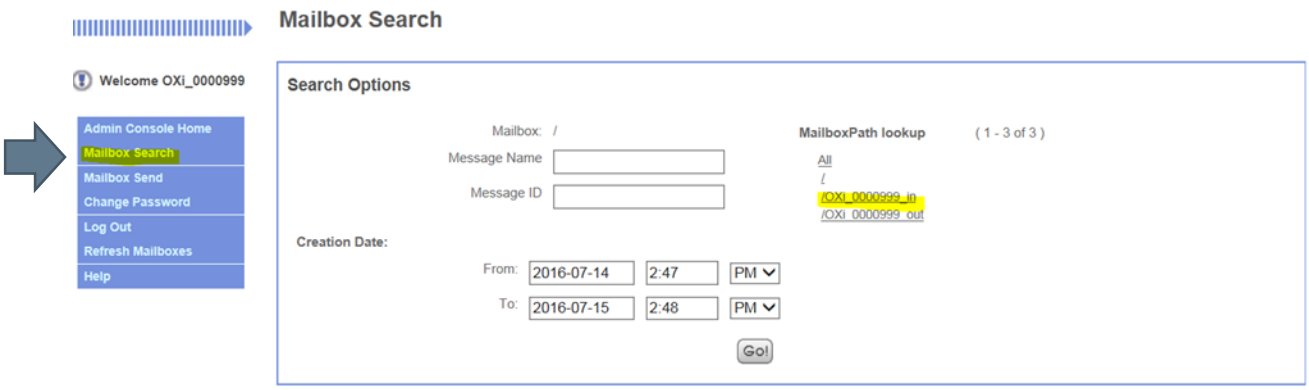


After selecting Go!, the application will take you back to the main Admin Console Home screen.

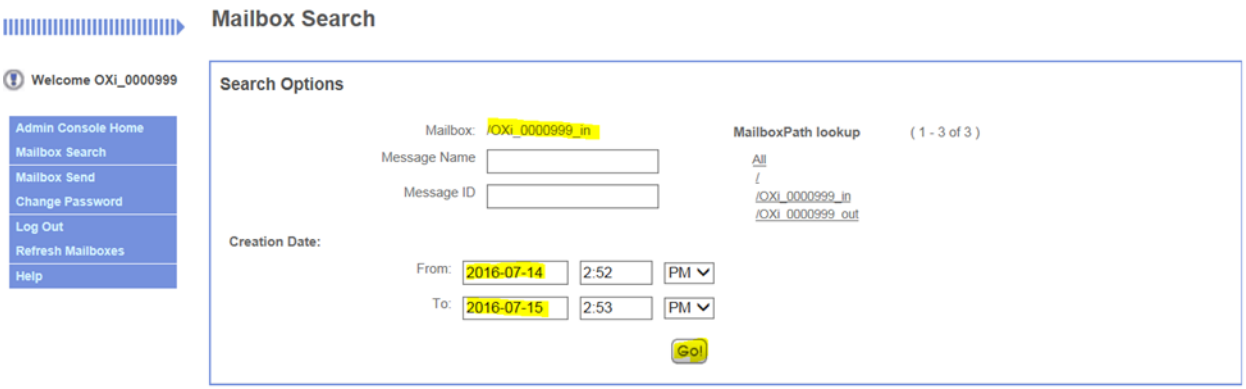


3.2 Mailbox Search

1. In the left navigation, select **Mailbox Search** to open the Mailbox Search screen.
2. Choose desired **MailboxPath lookup**:
   a. Select the 'in' MailboxPath to see files you have submitted, or
   b. Select the 'out' MailboxPath to list / retrieve response transactions.



3. Use the **To:** and **From**: fields to set the time parameters for your search criteria.



4. Click the **Go!** button to review the search results.

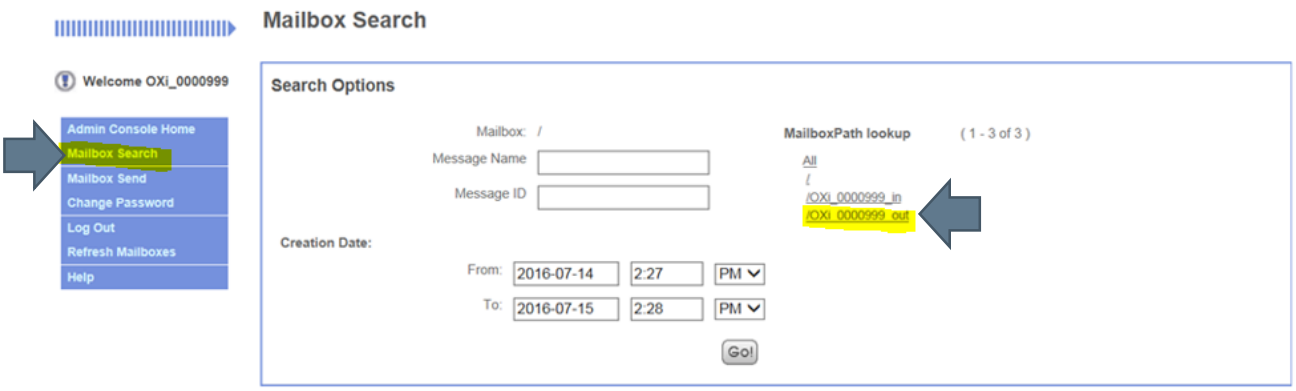
The example below reflects the search results for the submitted file, the appropriate returns, and if it is extractable as shown under the Extract Policy column.

Extract	Message Name	Id	Created	Size	Mailbox	Extract Policy	Policy Value
	0000999.814628156324c0b94node1-2108.20160728.1122571.999	2111	2016-07-28 11:23:02.85	292	/OXi_0000999_out	Extractable	True
	0000999.814628156324c0b94node1-2108.20160728.1122571.HTML	2112	2016-07-28 11:23:03.018	2076	/OXi_0000999_out	Extractable	True
	0000999.814628156324c0b94node1-2108.20160728.1122571.TA1	2110	2016-07-28 11:23:02.67	408	/OXi_0000999_out	Extractable	True
	837D-Test_0000999.x12814628156324c0b94node1-2108_COR.xml	2113	2016-07-28 11:23:03.147	172	/OXi_0000999_out	Extractable	True

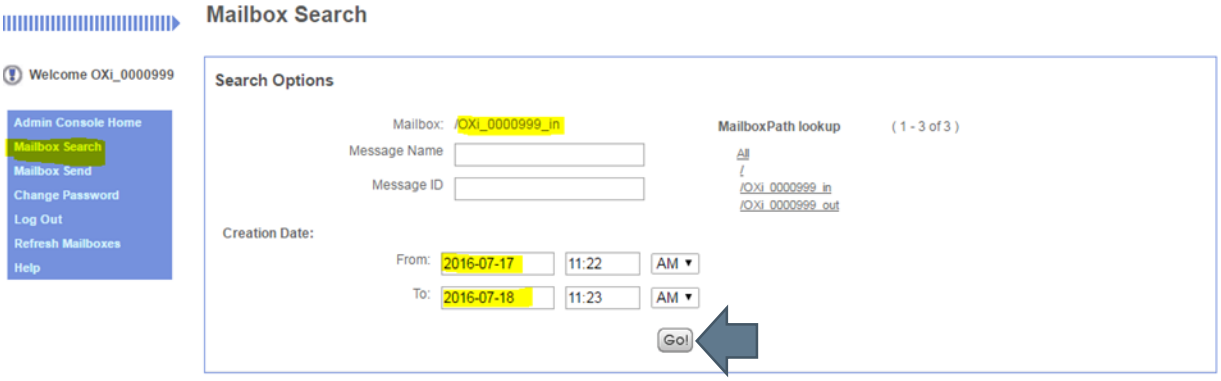
Note: If your file is not shown, try redefining your search parameters or use the 'All' option.

3.3 Mailbox Search (Extracting/Retrieving a File)

1. Follow the steps to search for a file (3.2 Mailbox Search), choosing the 'out' MailboxPath.



2. Set search criteria, including the time frame of the original file submission.



3. Once everything is set, click the **Go!** button to begin your search.

Extract	Message Name	Id	Created	Size	Mailbox	Extract Policy	Policy Value
	0000999.814628156324c0b94node1-2108.20160728.1122571.999	2111	2016-07-28 11:23:02.85	292	/OXi_0000999_out	Extractable	True
	0000999.814628156324c0b94node1-2108.20160728.1122571.HTML	2112	2016-07-28 11:23:03.018	2076	/OXi_0000999_out	Extractable	True
	0000999.814628156324c0b94node1-2108.20160728.1122571.TA1	2110	2016-07-28 11:23:02.67	408	/OXi_0000999_out	Extractable	True
	837D-Test_0000999.x12814628156324c0b94node1-2108_COR.xml	2113	2016-07-28 11:23:03.147	172	/OXi_0000999_out	Extractable	True

4. Locate your response file(s) and click on the filename to begin extracting.

At the bottom of your screen, you should see a box indicating your file is being downloaded.

5. Save the file using one of the following methods:
   a. Click **Save** to automatically save the file in your default download folder on your computer.
      - Once downloaded, you will be given the option to Open, Open Folder or View Downloads.
      - Selecting Open takes you to the default download where will be able to move the file to the folder of your choice.

   b. Click the **drop-down arrow** next to **Save**. Select the **Save As** option, which allows you to choose the folder where files are to be saved.

3.4 Change Password/Policy

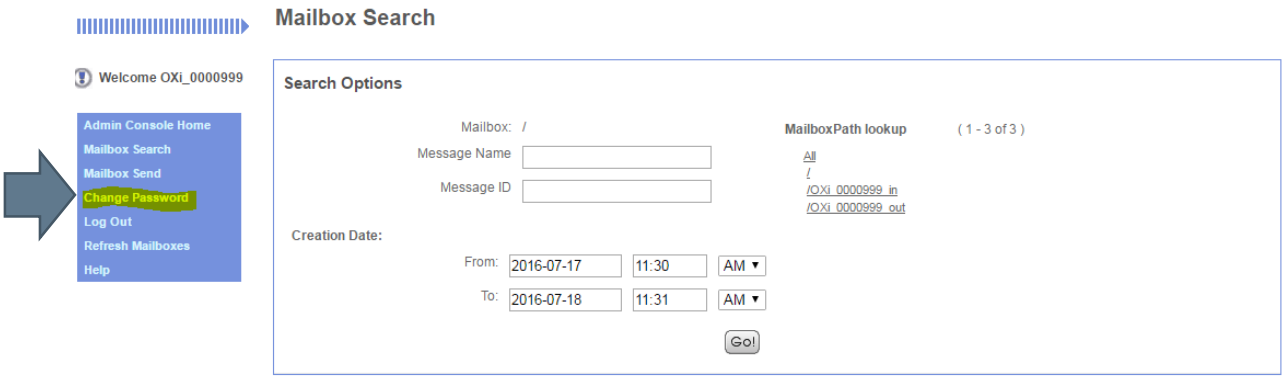
When prompted or needing to change your password, you will do so by selecting **Change Password** in the Admin Home Console. Please follow the instructions listed below for creating a secure password for use in the system.

Note: Passwords must be complex and contain characters from the following categories:

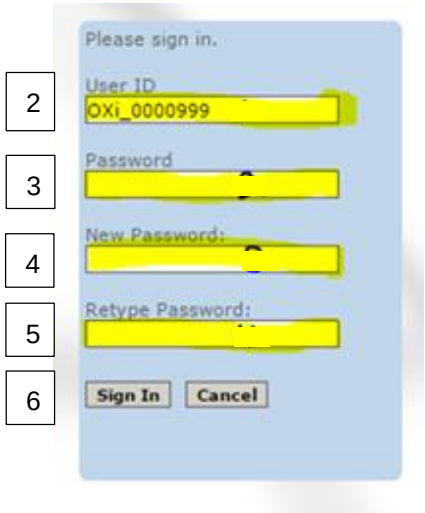
- Base 10 digits (0 – 9).
- Non-alphanumeric, such as: **!@#$%^&*()_+|\'"[]><.,/?**
- English uppercase or lowercase (A/a – Z/z)
- Must be a minimum of 8 characters.
- No reuse of the last five passwords associated with account.
- Accounts will be locked after five invalid password attempts.
- Passwords have a 180-day expiration period.

3.4.1 Change Password

1. In the left navigation, select **Change Password**.



Once you click Change Password, you will see the following screen.

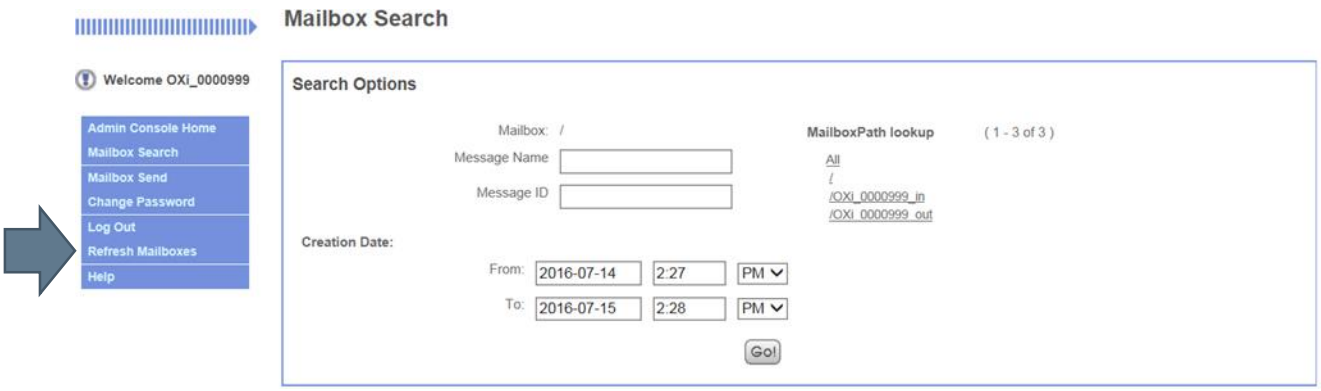


2. Enter your **User ID**.
3. Enter your **current Password**.
4. Enter a **New Password** following the requirements listed above
5. Reenter the **New Password**.
6. Click the **Sign In** button.

If, after clicking Sign In, you are returned to the Admin Console Home, you have successfully changed your password.

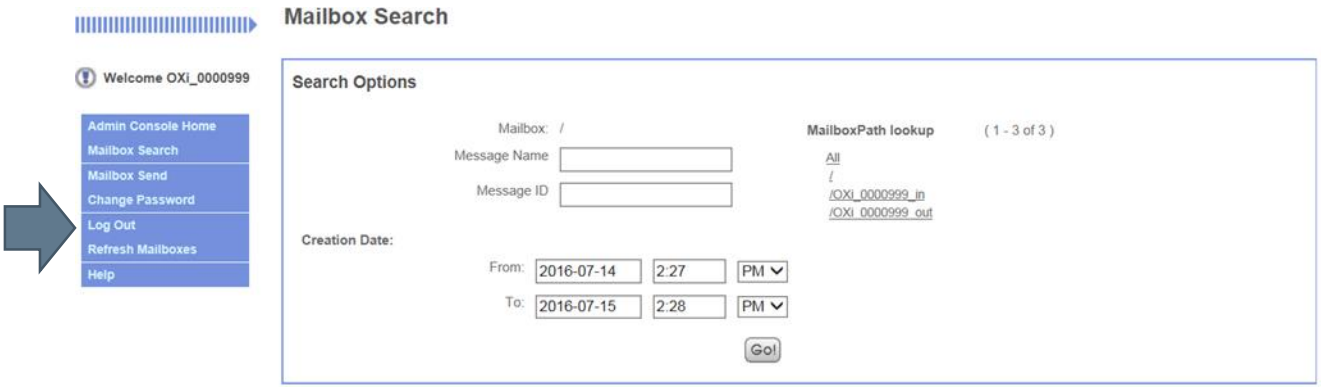
3.5 Refresh Mailboxes

From the left navigation, click **Refresh Mailboxes** to return to the Admin Console Home screen.



3.6 Logout

From the left navigation, click **Log Out** to exit the application and return to the Login screen.



4 Contact Information

4.1 Helpdesk

Days Available: Monday through Friday
Time Available: 8:00 a.m. to 4:30 p.m. EST
Phone: (844) 324-7089
Email: ohiomcd-edi-support@hpe.com

4.2 Provider Support

OHIO Medicaid Provider Service Number
Provider Assistance Unit: 1-800-686-1516. Please listen to the entire message before making your selection.
URL: http://medicaid.ohio.gov/PROVIDERS.aspx