

**Medicare Data
Communication Network
(MDCN)
Information Materials**

******CONNECTION NOTICE******

Must to be connected to MDCN prior to July, 2000

The Health Care Financing Administration (HCFA) mandated that all agencies participating in the Medicare and/or Medicaid programs migrate to the Medicare Data Communication Network (MDCN) as the communication link to their state agency prior to **July 1, 2000**.

The following pages provide step-by-step instructions for migrating to MDCN. Sample copies of letters, memos, the MDCN questionnaire and instructions, and the most frequently asked questions of the MDCN Help Line are provided.

If you have any questions regarding the migration to MDCN Operator, contact your State Agency or HCFA Regional Office.

INTRODUCTION

All agencies participating in the Medicare and/or Medicaid programs are required to migrate to the Medicare Data Communication Network (MDCN) as the communication link to their state agency prior to July 1, 2000. **This is a change to the dial-up connection only** for submission of the Outcome and Assessment Information Set (OASIS) and retrieval of reports.

The following is a sample copy of the letter by the Health Care Financing Administration (HCFA) to all agencies regarding migration to MDCN.

DEPARTMENT OF HEALTH & HUMAN SERVICES

Health Care Financing Administration



7500 Security Boulevard
Baltimore, MD 21244

DATE: December 15, 1999

TO: All Home Health Agencies Participating in the Medicare and/or Medicaid Programs located West of the Mississippi River

SUBJECT: Migration of Home Health Agencies Homes to the Medicare Data Communications Network (MDCN) for Submission of the Outcome and Assessment Information Set (OASIS)

Currently, Home Health Agencies participating in the Medicare and/or Medicaid programs are required to submit the Outcome and Assessment Information Set (OASIS) data set information to their State Agency. This is done via dial-up communications directly to modems within the state agencies, using browser and application software.

In order to consolidate transmission pathways, HCFA is **requiring** all Home Health Agencies to migrate to the Medicare Data Communications Network (MDCN) as the communication link to their State Agency. **This is a change to the dial-up connection only** for submissions of OASIS data and retrieval of reports. OASIS data submissions will continue to require the use of the same application software, browser and state assigned transmission ID/facility ID currently being used.

The migration of Home Health Agencies to the MDCN will begin January 1, 2000 with agencies located west of the Mississippi and include Indiana. The next phase of the migration will begin March 15, 2000, with the mailing to the states east of the Mississippi. The following states will be required to migrate their dial up networking for OASIS transmissions to the MDCN during the period of January 1, through March 31, 2000:

Alaska	Arizona	Arkansas
California	Colorado	Hawaii
Idaho	Indiana	Iowa
Kansas	Louisiana	Minnesota
Missouri	Montana	Nebraska
Nevada	New Mexico	North Dakota
Oklahoma	Oregon	South Dakota
Texas	Utah	Washington
Wyoming		

There will not be a change to the OASIS application software or passwords used at this application, browser, or state agency currently being used.

The MDCN is operated by AT & T Global Services (hereinafter referred to as "MDCN Operator") for HCFA. Dial-up access to the MDCN will be via a local call for most agencies. If the Home Health Agency is outside the local calling area of the nearest MDCN Operator's nearest Point of Presence (POP), a toll free number will be made available. **There will be no costs to the Home Health Agency for use of these IP dial services.**

In order to migrate, Home Health Agencies must obtain, from the MDCN Operator, an MDCN User ID and dialer software for connecting to the MDCN. Attachments include instructions and a questionnaire that will allow the MDCN Operator to determine your connectivity needs. Complete the attached questionnaire and return it to the MDCN Operator as outlined in the instructions via mail or fax, or complete and submit on-line at www.hcfa.gov/mdcn/qhhaform.htm (or you can connect to this address through a link at www.ifmcis.org/stso).

If you have any questions regarding the migration to the MDCN Operator contact your state agency or HCFA Regional Office. Questions regarding your connectivity needs, completing the questionnaire, or connecting to the MDCN should be directed to the MDCN Help Line at 1-800-905-2069.

Attachments

The attachments include a questionnaire and instructions for completing the MDCN form. This form must be completed and returned by mail or fax. (Or the questionnaire maybe completed on-line at www.hcfa.gov/mdcn/qhhaform.htm or through a link at www.ifmcis.org/stso. This information will allow MDCN to provide the appropriate dialer software and MDCN user ID(s) to each facility.

By Mail:

MDCN Help Line
Mail Code: AG-425
P.O. Box 100145
Columbia, SC 29202-3145

By FAX:

(803) 935-0194

ATTN: MDCN Help Line

On-Line at:

www.hcfa.gov/mdcn/qhhaform.htm

or

www.ifmcis.org/stso

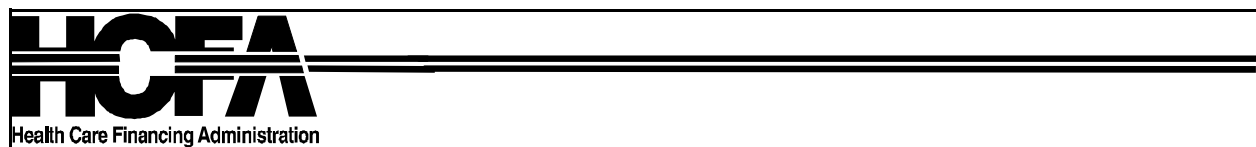
MDCN Help Line AG-425

Post Office Box 100145
Columbia, SC 29202-3145

Upon receipt of the completed questionnaire, MDCN will assign a MDCN user ID to each individual who will be using the MDCN to submit OASIS data.

Also, MDCN will provide detailed instructions for the configuration and installation of the dialer compatible with the operating system each facility uses or if indicated, software download instructions will be provided. Instructions will be sent to the contact person listed on the questionnaire.

Contact the MDCN Help Line with questions concerning filling out the questionnaire or to assist with determining connectivity needs at 1-800-905-2069.



DATE: December 15, 1999
TO: Home Health Agencies West of the Mississippi
FROM: MDCN Help Line
SUBJECT: MDCN Connectivity for OASIS Data Submission

The Medicare Data Communications Network (MDCN) Operator is committed to making your submission of OASIS data as easy as possible. To help us determine your connectivity needs for transmission of OASIS data to your State we will need information about the operating system you are currently using. This information will allow the MDCN to provide the appropriate dialer software and MDCN user ID(s) to each agency. Please complete the enclosed questionnaire and return it by mail or fax. (Or you may complete the questionnaire on-line

at www.hcfa.gov/mdcn/qhhaform.htm or through a link at www.ifmcis.org/stso). Instructions for completing the questionnaire are on the following page.

Upon receipt of your completed questionnaire, we will assign an MDCN User ID to each individual who will be using the MDCN to submit OASIS data. We will also provide detailed instructions for the configuration and installation of the dialer compatible with the operating system you are using. Download instructions for software download are available if requested. These instructions will be sent to the contact person you list on the questionnaire. If you require assistance determining your connectivity needs or have other questions concerning this questionnaire, please call the MDCN Help Line at 1-800-905-2069.

Mail or fax the completed questionnaire to:

BY MAIL:

MDCN Help Line
Mail Code: AG-425
P.O. Box 100145
Columbia, SC 29202-3145

BY FAX:

(803) 935-0194
ATTN: MDCN Help Line

ON-LINE AT:

www.hcfa.gov/mdcn/qhhaform.htm
or
www.ifmcis.org/stso

Instructions for completing the MDCN Questionnaire

1. Please provide the name of the Home Health agency.
2. Please provide the ID assigned by your state for transmission of OASIS data.
3. Please provide the name of the person to be contacted for any questions concerning MDCN connectivity.
4. Please list the names of the individuals who will be using the MDCN for submissions of OASIS data. A separate account and user ID will be established for each person submitting to the state.
5. Please provide the mailing address for all correspondence to the contact person.
6. Please provide the physical address of the Home Health agency. (For corporate offices submitting data for more than one agency, list the address of the corporate office.)
7. Please provide the phone number and extension of the contact person.
8. Please provide the fax number of the contact person.

9. Please provide the E-mail address of the contact person.
10. Please check the box corresponding to the operating system you will be using for dial-up submission of OASIS data. If you are using an operating system other than Windows95/98, Windows NT, or Windows 3.x (such as Unix, etc.), please call our MDCN Help Line. A representative will work with you to resolve your connectivity needs.

Note: ***We recommend you use a 32 bit operating system such as Windows 95/98 or NT with the latest version of a commercially available browser. If you are using a 16 bit configuration (such as Windows 3.x), it would be beneficial to update to a 32 bit configuration and the latest version of a browser to meet future compliance requirements.***

11. Please indicate how you wish to receive your dial-up network software. If you check "Download from internet web site" you will be sent the appropriate URL and instructions for download and installation of the software. If you check "Software diskettes (3.5") mailed to you," diskettes will be mailed to you along with their application installation instructions.
12. Indicate the name(s) of the state(s) to which your agency currently submits OASIS data. This information will enable us to provide access for each user ID to the appropriate state agency.

MDCN Questionnaire

Note: ***ALL*** fields are required.

1. Home Health Agency: _____

2. State Assigned/Agency ID: _____

3. Contact Person: _____

4. User Names: _____

(If additional space needed for multiple users, please attach a separate page.)

5. Mailing Address: _____

6. Physical Address: _____

7. Phone number: _____ Ext: _____

8. Fax number: _____

9. E-mail address: _____

10. Operating System:

- 32 bit for Windows 95/NT/98
- 16 bit for Windows 3.1, 3.11, Windows for Workgroups
- Other *(please specify)* _____

11. How do you wish to receive your dial access software?

- Download from internet web site
- Software diskettes (3.5") mailed to you the contact person listed above

12. State(s) to which you submit OASIS data: _____

(If additional space is needed for multiple agencies, please attach a separate page.)

Frequently asked questions of the MDCN Helpline

Please review the following questions and answers carefully before beginning the installation process.

Q: What is my password?

A: The first time you log on to the network, your password is **THE SAME AS** your user ID (i.e., **H@xxxxx**) assigned by MDCN. Once connected, your password will expire as described on page 25 of the instructions, the new password must start with a letter and be 5 to 8 characters long. Your password will expire every 60 days for security reasons.

Q: When I try to connect, I get the message “Too many attempts to connect with the wrong password. Please contact customer support.”

A: If the wrong password is tried three or more times, the user ID is revoked. The only way to fix this is to call the MDCN Help Line to have it reset. Your MDCN Help Line Representative will reset your password to the original default (see question 1). This request can be left on the MDCN voicemail. Please only leave one message for multiple representatives will be checking the voice mail.

Q: There is no local number for me to select in the phone list. What number should I call?

A: You should select the **Nationwide Toll** number. A window will appear upon selecting this number stating the account will be charged for the toll call. You **will not** be charged for this, although the HCFA account is charged. New phone lists are automatically downloaded from time to time so it is a good idea to check for a local number and see if one has been downloaded after the updates.

Q: When I select OASIS Submissions, the page shows that I am not authorized.

A: Once connected to the HCFA main web page, the user ID and passwords are the same as they were with your previous connection (usually your state assigned facility ID#). If you have any problems with these passwords, please contact your State Agency.

Q: I get a message stating “No dialtone”

A: More than likely this is a phone issue, check the phone line and verify it is connected directly from the computer to the wall jack. If this does not work, try to connect through another dial-up connection to see if it works. Check for an outside line (dial 9).

Q: How do I add another user to the IBM Global Network?

A: This is described in the instructions pages 28-30. It is important to complete the process for each user. You can only add one user at a time.

Q: When I submit my files I get an error, Header invalid and there is no BROWSE button.

A: This is an incompatibility issue. This error is specific to Microsoft Internet Explorer version 3.x. The browser must be upgraded to the most recent version of Microsoft Internet Explorer(5.0) or Netscape Communicator(4.7)/ Navigator(4.08).

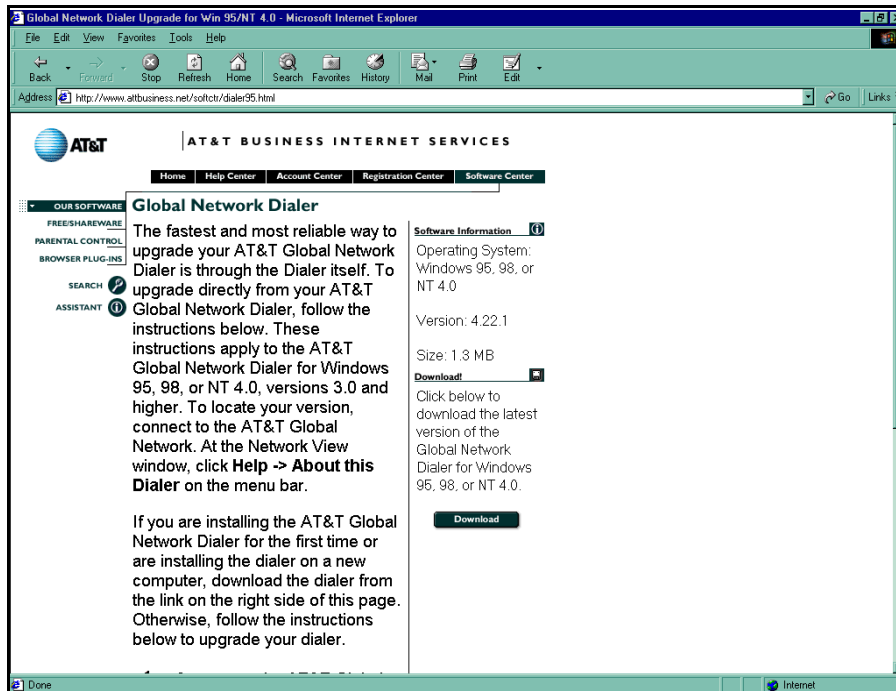
Internet Download Instructions for the IBM (AT&T) Global Network Dialer.

1. Connect to the Internet using your browser:



Go to the URL address:
[dialer95.html](http://www.attbusiness.net/softctr/dialer95.html)

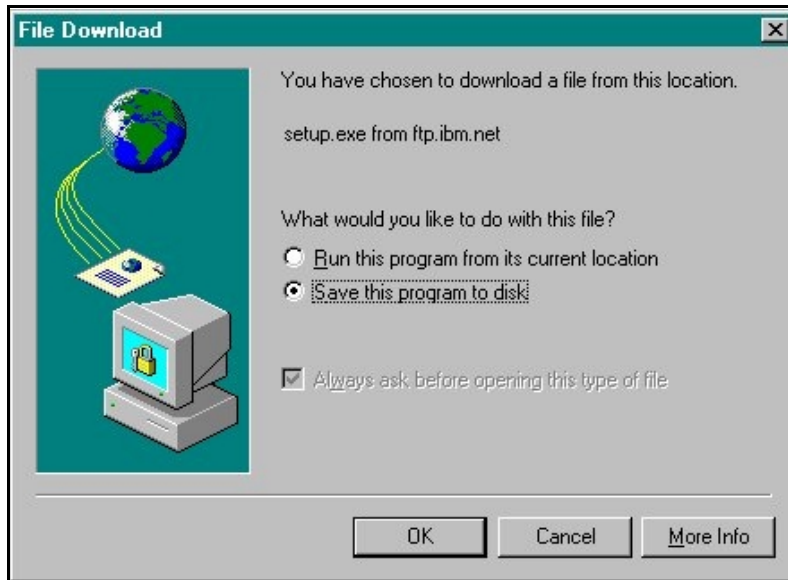
www.attbusiness.net/softctr/di



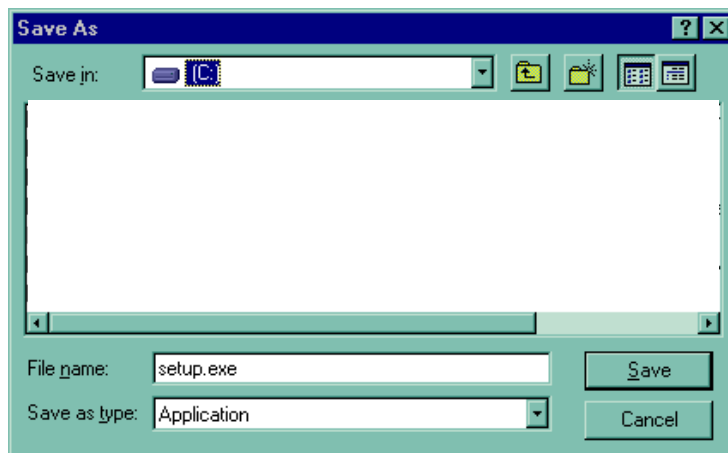
2. A File Download window will appear. You will be prompted to **Save this program to disk**. Do not try to copy it to a floppy disk as the dialer program is too large.

Note: DO NOT select **Run this program from its current location**.

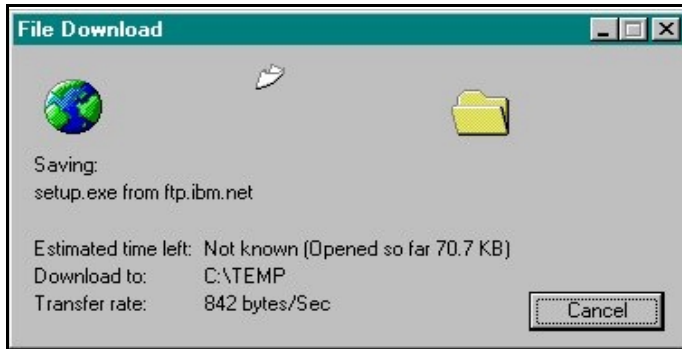
Select **OK**.



3. A Save as window will appear. Save the file in your hard drive (which is usually C:\). Select the **Save** button.



4. A File Download window will appear. File download will begin. You may select **Cancel** at any time to end the file download, if necessary.



5. When download is complete, a Setup.exe window will appear. Select **OK**. The IBM Global Network Dialer is now available to be installed.

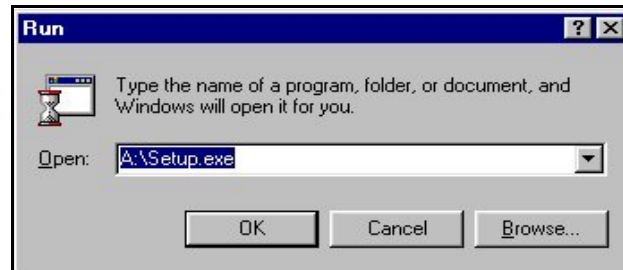


*****DISKETTE INSTRUCTIONS*****

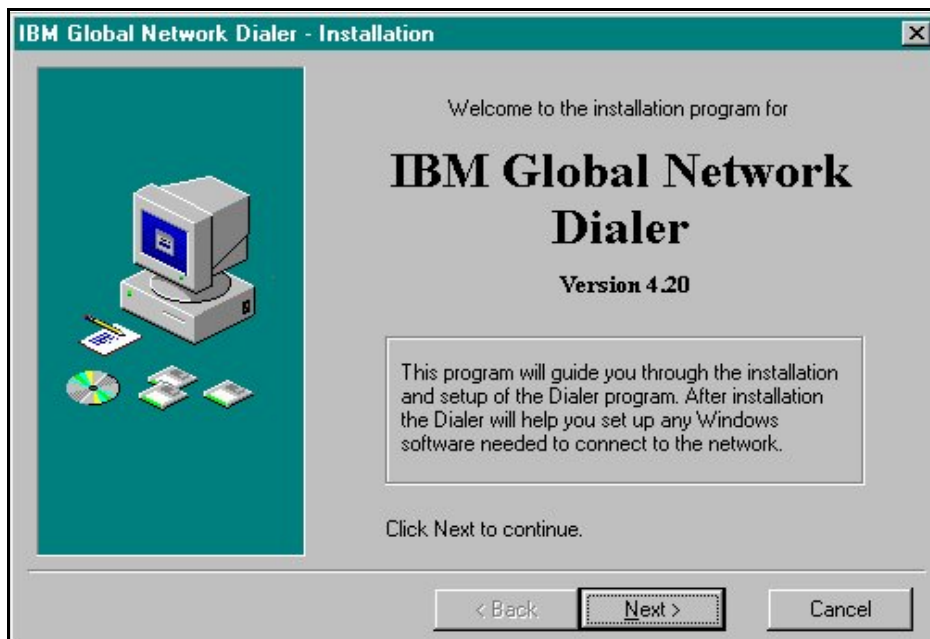
Installation Instructions for the IBM Global Network Dialer.

1. Select **Start → Run...** on your desktop computer. In the **Open** box, type the drive and location of the file **A:\Setup.exe** for diskette installation. Type **C:\Setup.exe** for Internet installation.

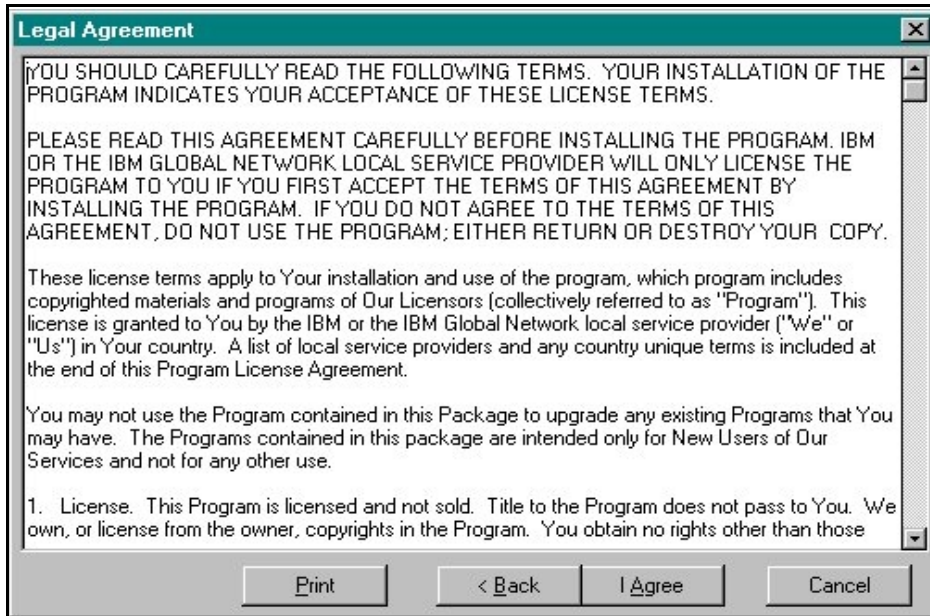
Select **OK**.



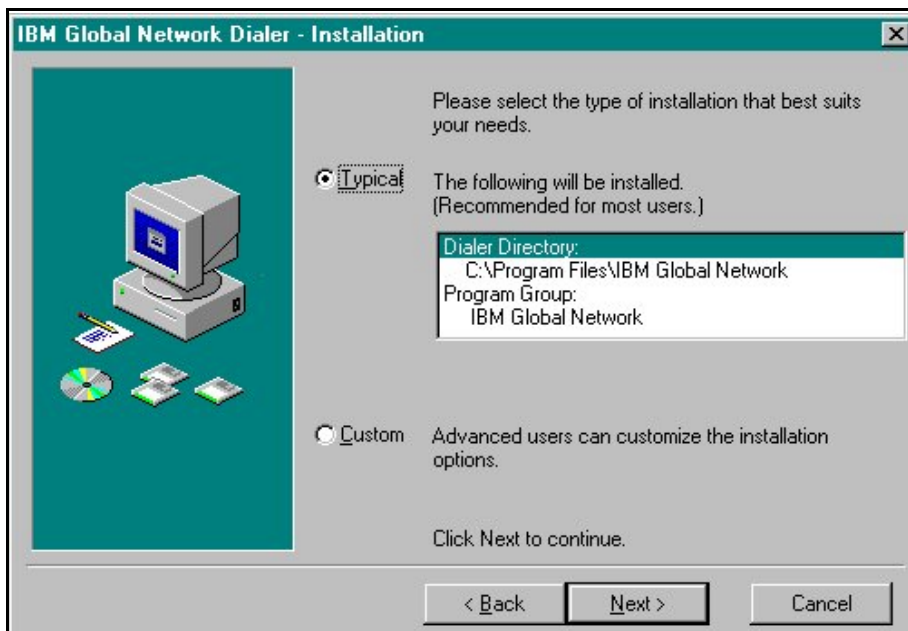
2. Select **Next>** to continue installation. You may select **Cancel** at any time to end the installation process, if necessary.



3. The **Legal Agreement** window will appear listing the license terms governing your use of the IBM Global Network Dialer. Select **I Agree**.



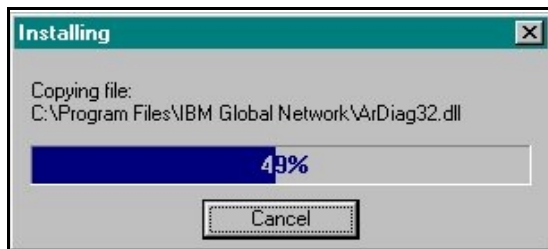
4. Select the **Typical** option. Select **Next>**.



5. Select the **Start Install** button to begin the installation process.



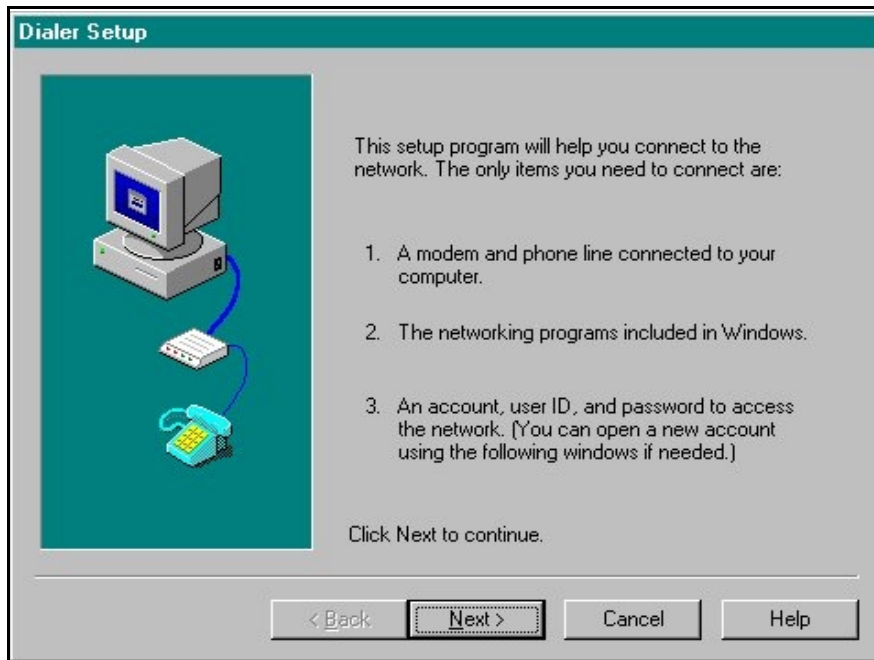
6. The Installing window will appear and the installation program will begin copying files.



7. When the installation is complete, select **Yes, continue setup**. You may now begin the setup of the IBM Global Network Dialer.



8. The Dialer Setup window will appear. Select **Next>** to begin the setup program. You may select **Cancel** at any time to end the setup program, if necessary.



9. Select the option **Yes, I have a business account**. Select **Next>**.



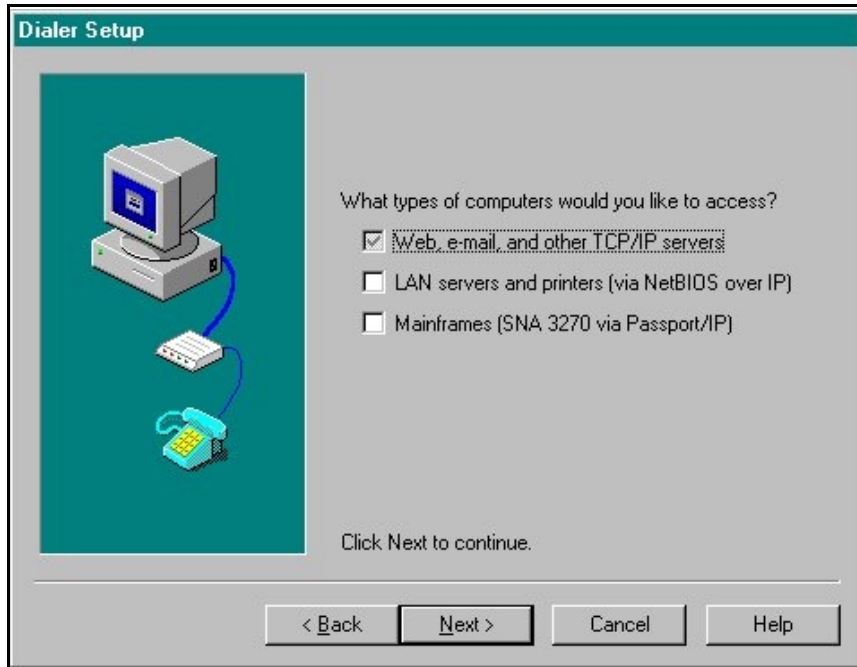
10. Type your IBM Global Network **Account** and **User ID** provided by MDCN. Select **Next>**.



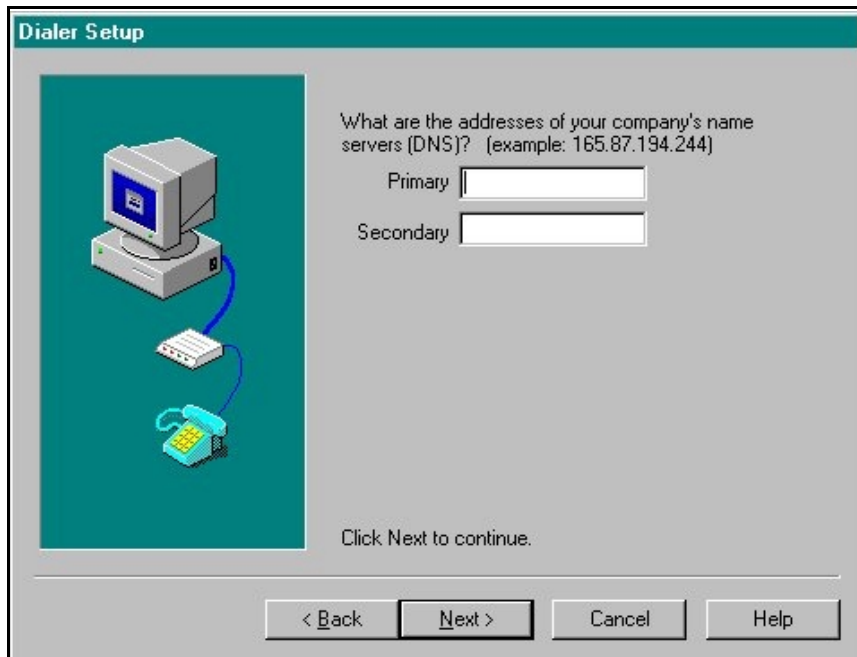
11. Select the option **My company's private intranet**. Accept the default **Standard, secure IP access**. Select **Next>**.



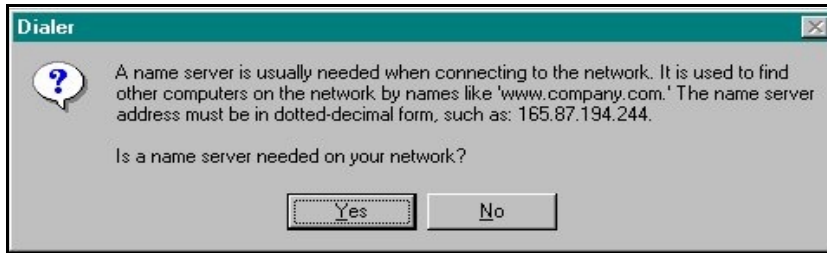
12. Accept the default **Web, e-mail, and other TCP/IP servers**. Select **Next>**.



13. Do not enter a **Primary** or **Secondary DNS**. Leave blank. Select **Next>**.

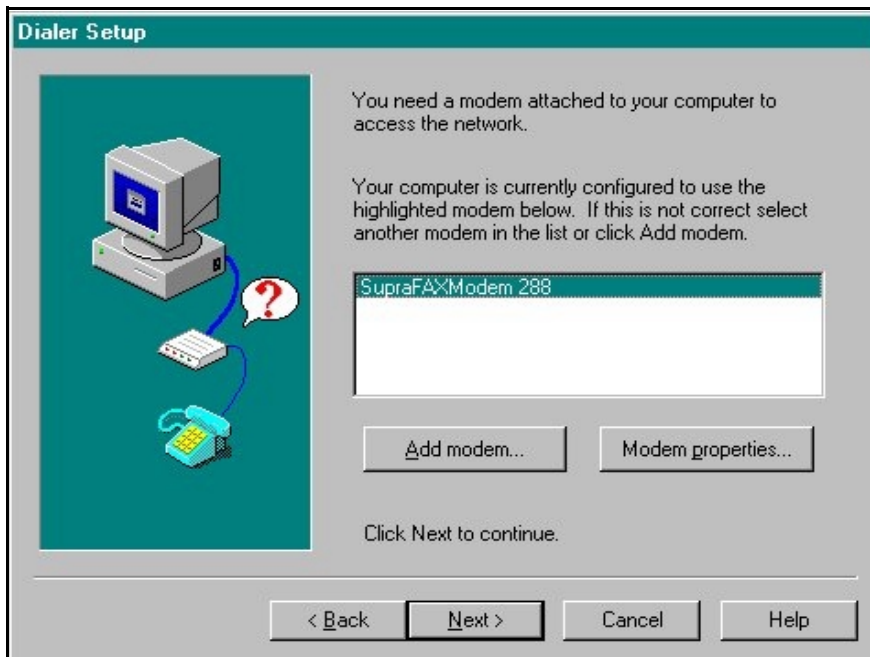


14. A Dialer window will appear. You will be asked, “**Is a name server needed on your network?**” Select **No**.

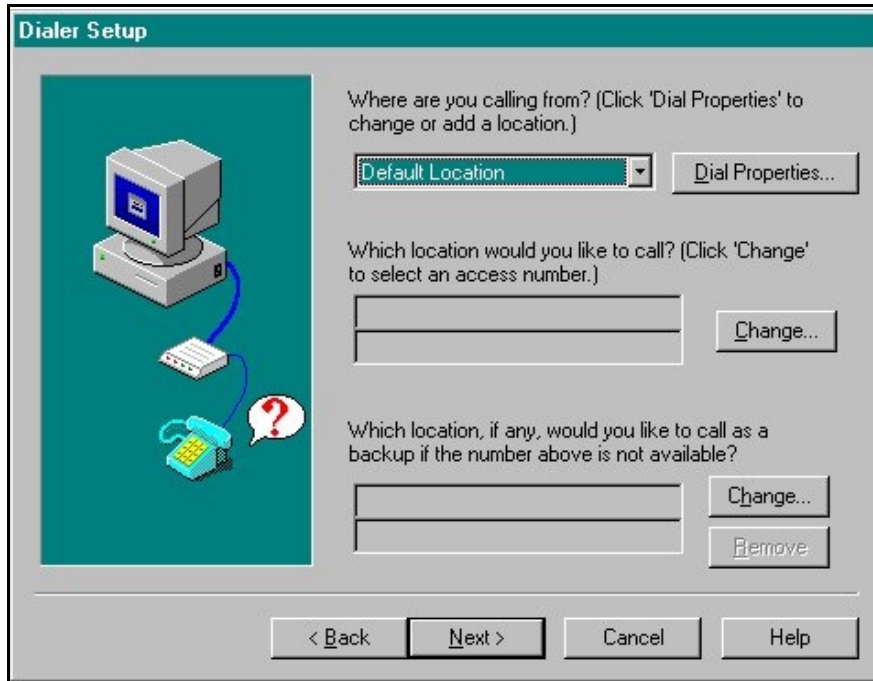


15. Select **Next>** to accept the highlighted modem.

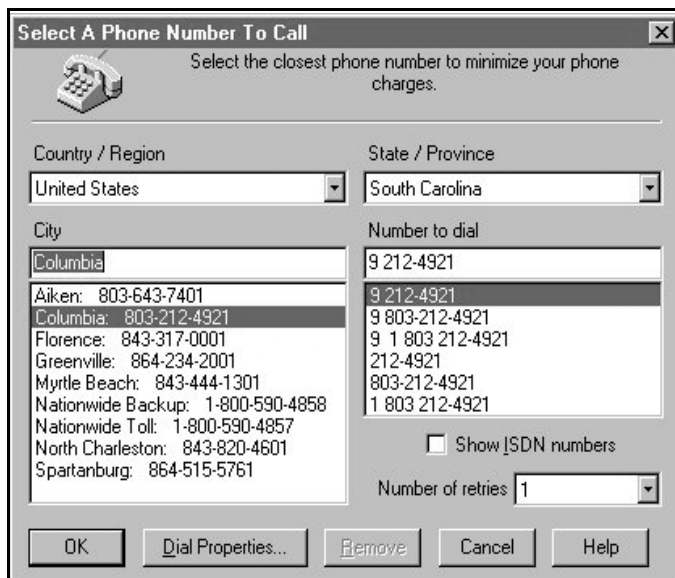
Note: If the modem you wish to use is not listed, do not attempt to **Add modem...** Cancel installation and use the Windows operating system Add New Hardware option. When done, start the installation process from the beginning.



16. Select the **Change** button next to the question, “Which location would you like to call?”
Select **Next>**.

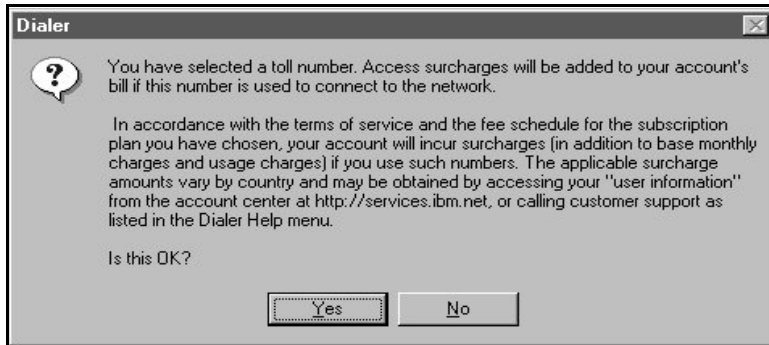


17. The **Select a phone number to call** screen will appear. Select the local phone number appropriate for your **Country, State or Region, and City**. Your dial properties will default to those selected during your modem installation. If these are not correct for this phone number, Select **Dial Properties...** and make the appropriate changes. Select **OK**.

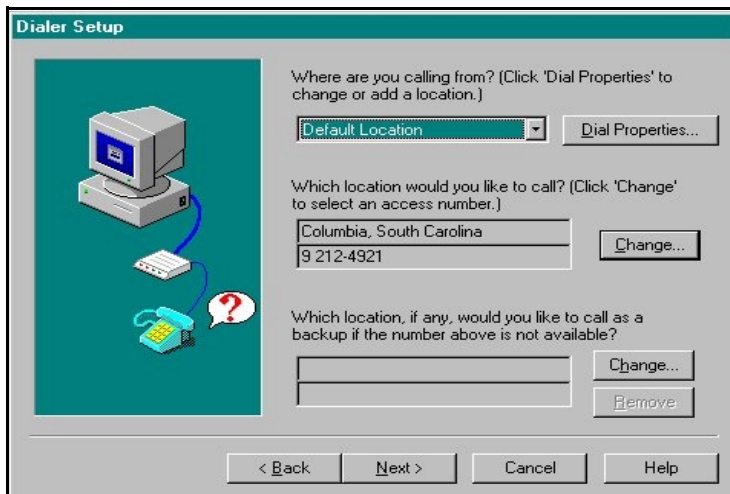


Note: If a local number is **NOT** available, select **Nationwide Toll: 1-800-590-4857**.

18. If **Nationwide Toll** is selected, the following screen will appear. Select **Yes**.

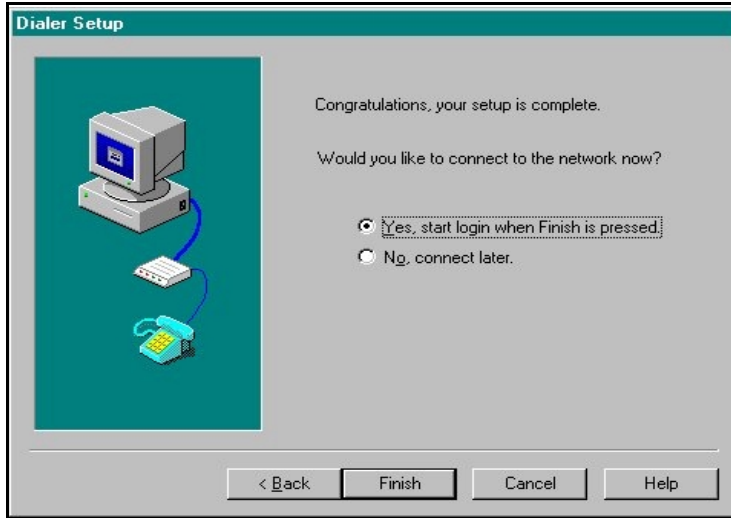


19. Select **Next>**.



20. Select **Yes**, start login when Finish is pressed. Select **Finish**.

You may proceed to login instructions.



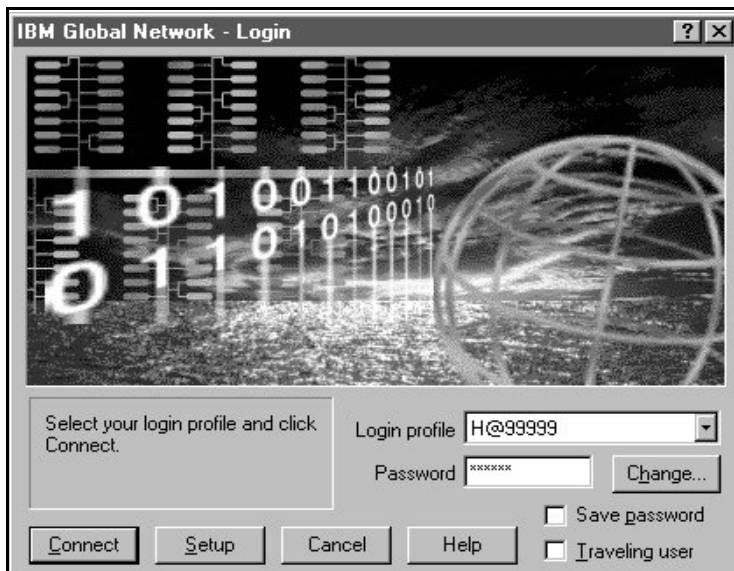
Login Instructions for the IBM Global Network Dialer.

1. Select the IBM Global Network Dialer icon on your desktop.



2. The IBM Global Network - Login window will appear. Type your password and Select **Connect**. Do not check the box labeled **Save password**. This is a security violation.

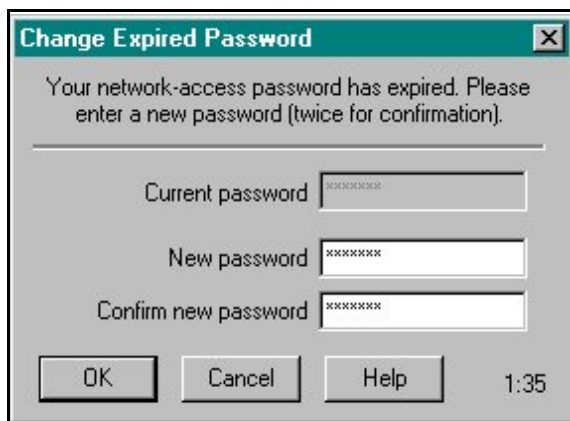
Note: For your **initial** login, your password is **the same as your User Id**.



3. The first time you connect to IBM Global Services, your password will expire. Type your new password and confirm it in the appropriate boxes. Select **OK**.

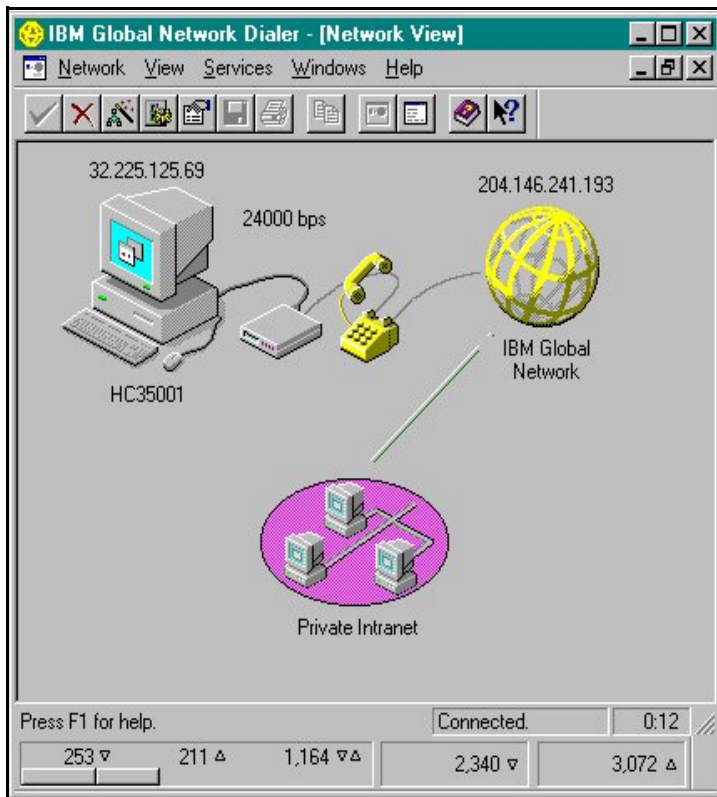
Password rules:

- Passwords can contain alpha or numeric characters (No special characters).
- A password must begin with an alphabetic character.
- Passwords are a minimum of 5 characters and a maximum of 8 characters.
- You may not reuse a password for six months.
- Passwords are not case sensitive.

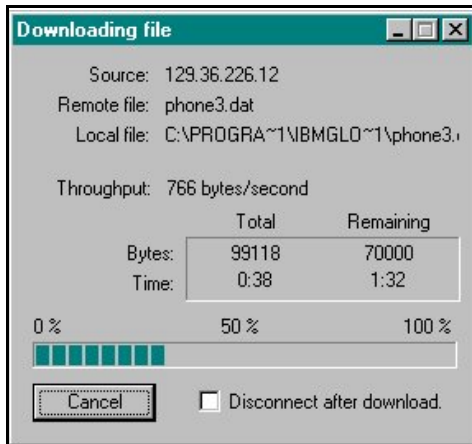


Note: Your password will expire every 60 days.

4. When connected, the IBM Global Network Dialer - Network View window will appear:



- The IBM Global Network Dialer is designed to automatically download upgrades when available. You may Select **Cancel** at any time to end the upgrade process.

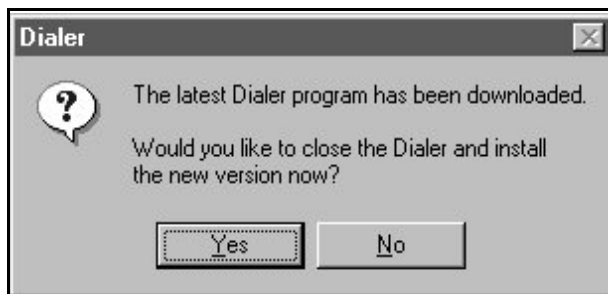


- You will be prompted when the upgrade download is complete. Select **OK**.

Note: Download takes approximately two minutes.

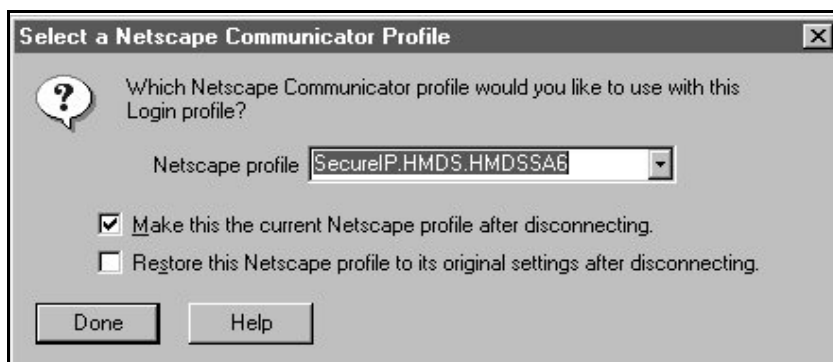


7. If the latest version of the dialer is downloaded, you will be prompted to choose to install the new version now. Selecting **Yes** will disconnect you and begin the installation process. You may select **No** and install at a later time. It is **STRONGLY** recommended that you install the upgrade when prompted.



Note: Installing an upgrade version of the IBM Global Network Dialer will not change your default settings.

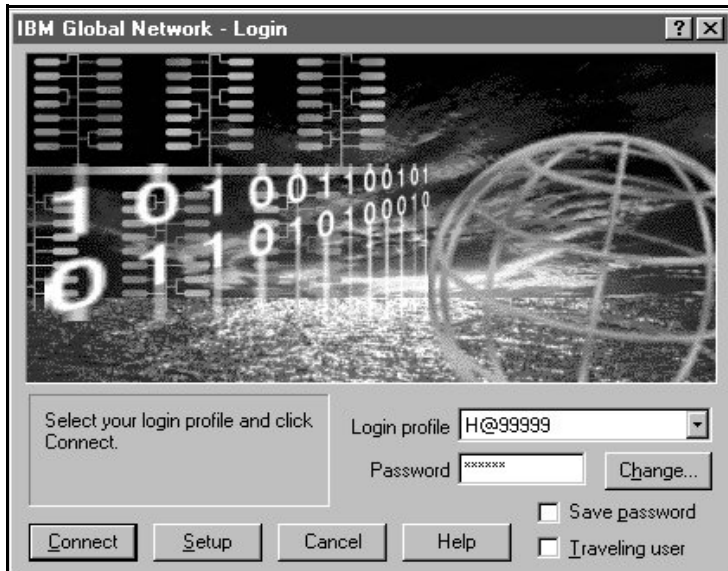
Note: The first time you login, you will be prompted to establish a current profile. Select **Done** to accept the default.



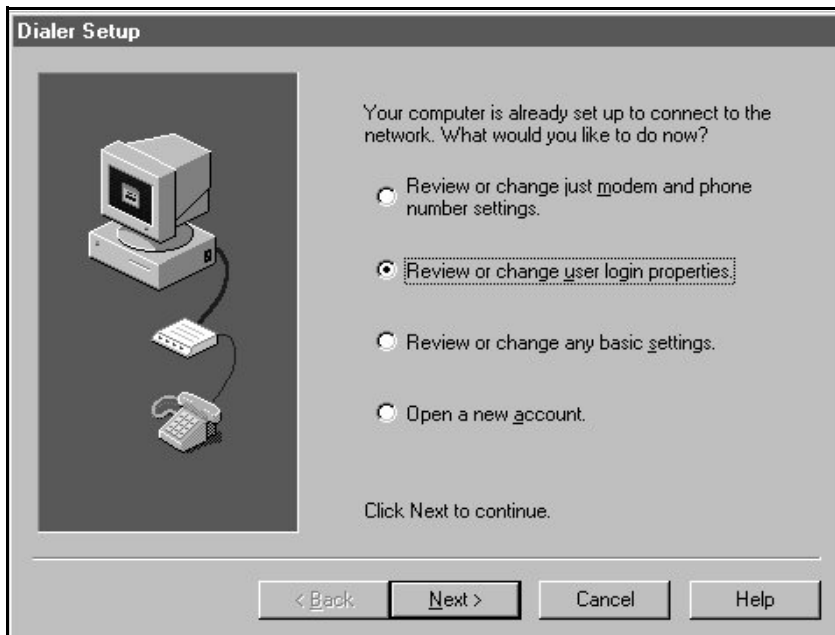
ADDITIONAL USERS:

You are required to have a login specific to each individual in your organization accessing your State Agency via the Medicare Data Communications Network (MDCN). If the same machine is used by more than one individual, you will need to set up a login profile specific to each user.

8. To add another user, execute your IBM Global Network Dialer. Select **Setup**.



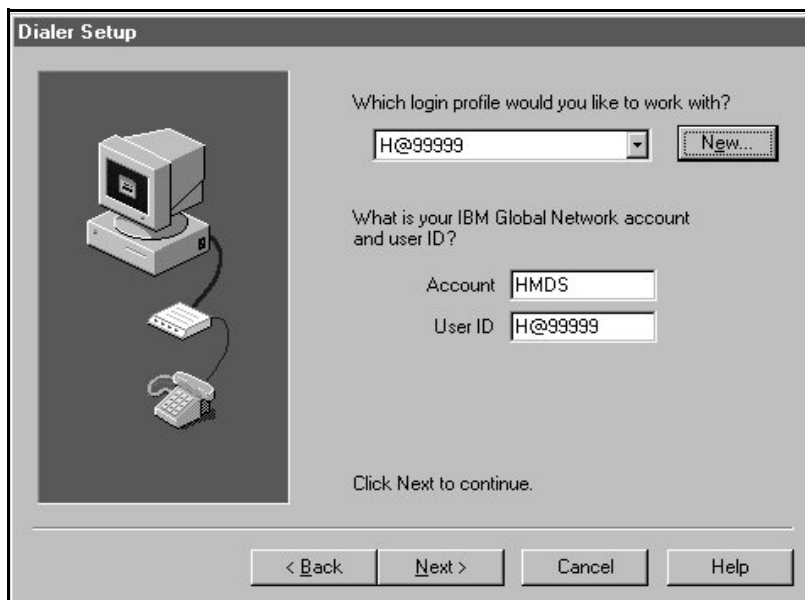
9. Select **Review or change user login properties**. Select **Next>**.



10. Select **Yes, I have a business account**. Select **Next>**.



11. Select **New...**

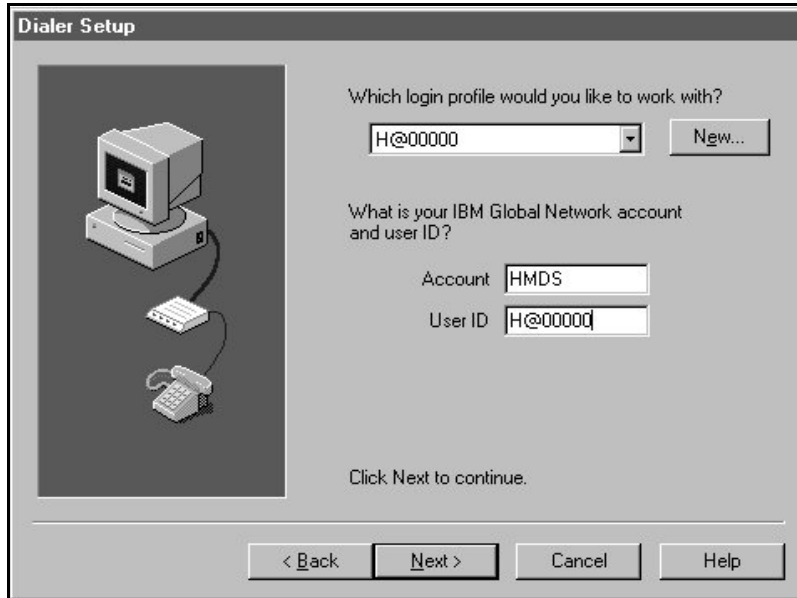


Select **Next>**.

12. Type the User ID provided by MDCN. Select **OK**.



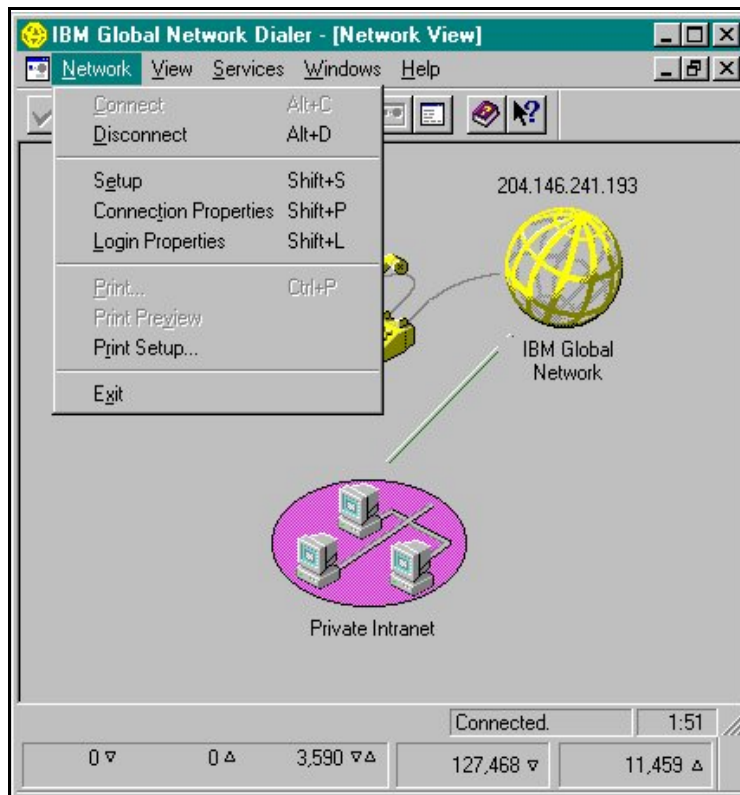
13. Type the **Account** and **User ID** provided by MDCN. Select **Next>**.



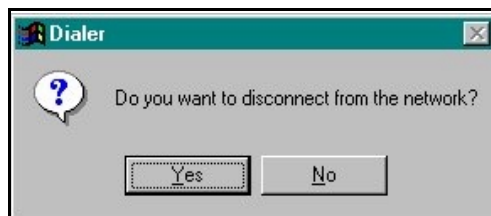
14. Complete set up as instructed in steps 1 through 7 on pages 13 - 16 of the Installation Instructions.

Disconnect Instructions for the IBM Global Network Dialer.

1. To disconnect, select **Network → Disconnect**.



2. You will be asked to confirm your desire to disconnect. Select **Yes**.

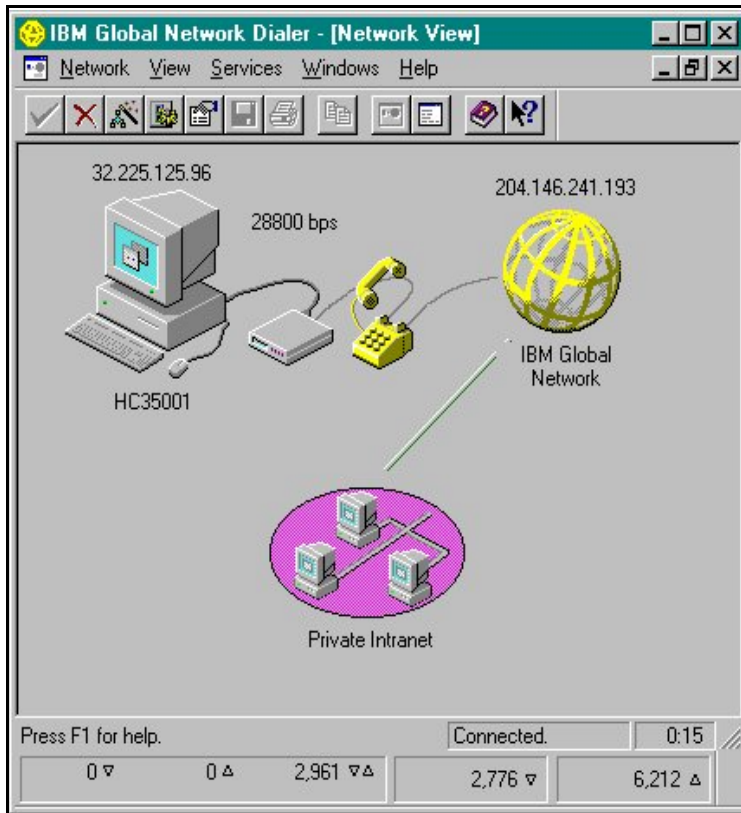


3. To exit, select **Network** → **Exit**.

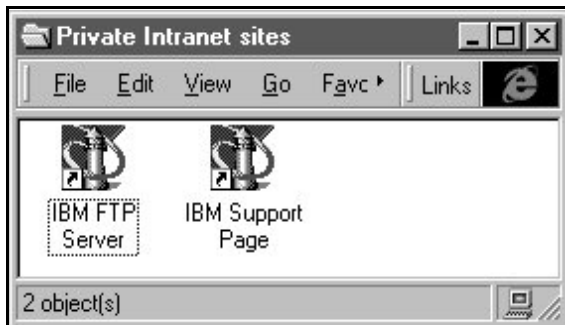
Instructions for creating a shortcut for your default browser.

1. Connect to IBM Global Services using your IBM Global Network Dialer. Select on the

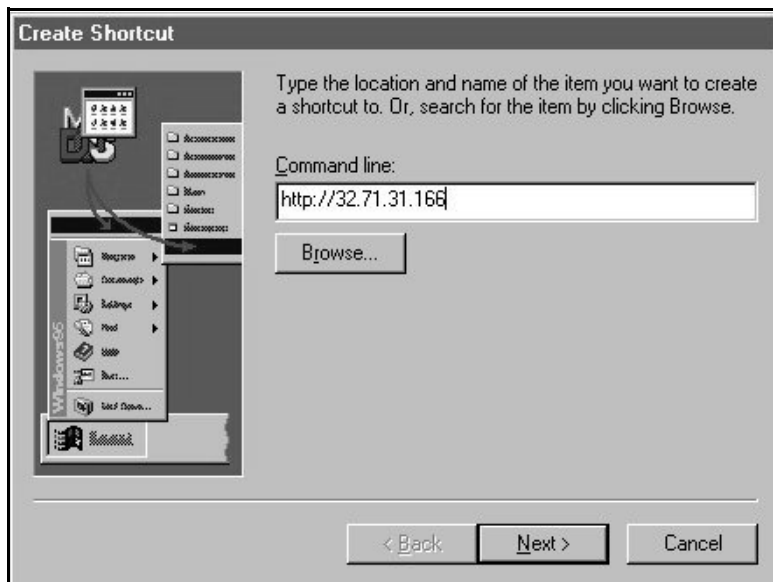
icon titled **Private Intranet**.



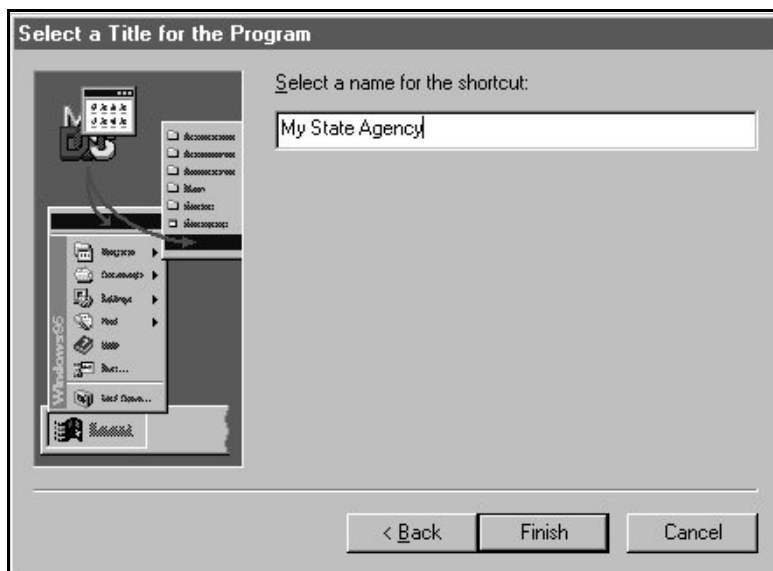
2. On the Private Intranet sites screen, select **File → New → Shortcut**.



3. A Create Shortcut window will appear. In the **Command Line:**, type **http://** followed by the **IP Address provided by MDCN**. Select **Next>**. If the system doesn't allow this (i.e., File not found), skip to page 36.



4. In the **Select a name for the shortcut box:**, type **the name of the state to which you submit**. Select **Finish**.



5. Double click on the newly created icon to execute your browser and connect to your State Agency.

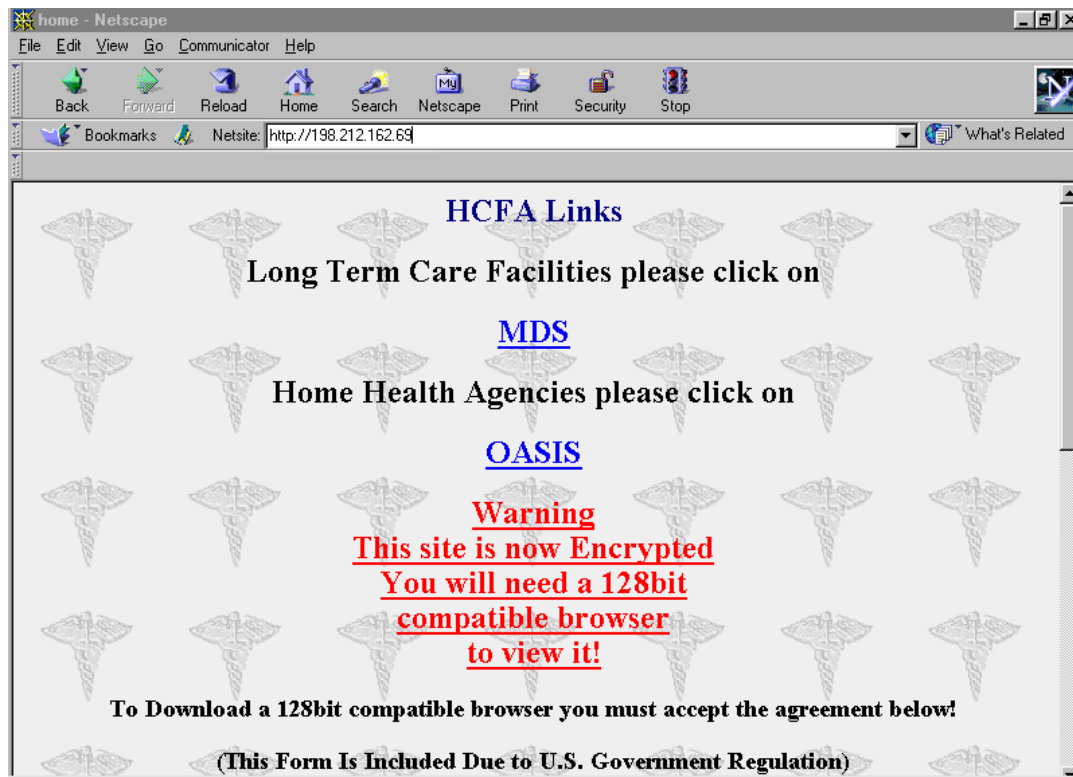


Note: If your default browser is Netscape® version 4.0 or above, you will be prompted to select a profile each time you connect.

Each subsequent connection will prompt you to select a profile. Select the profile corresponding to **SecureIP** and Select **Start Communicator**.

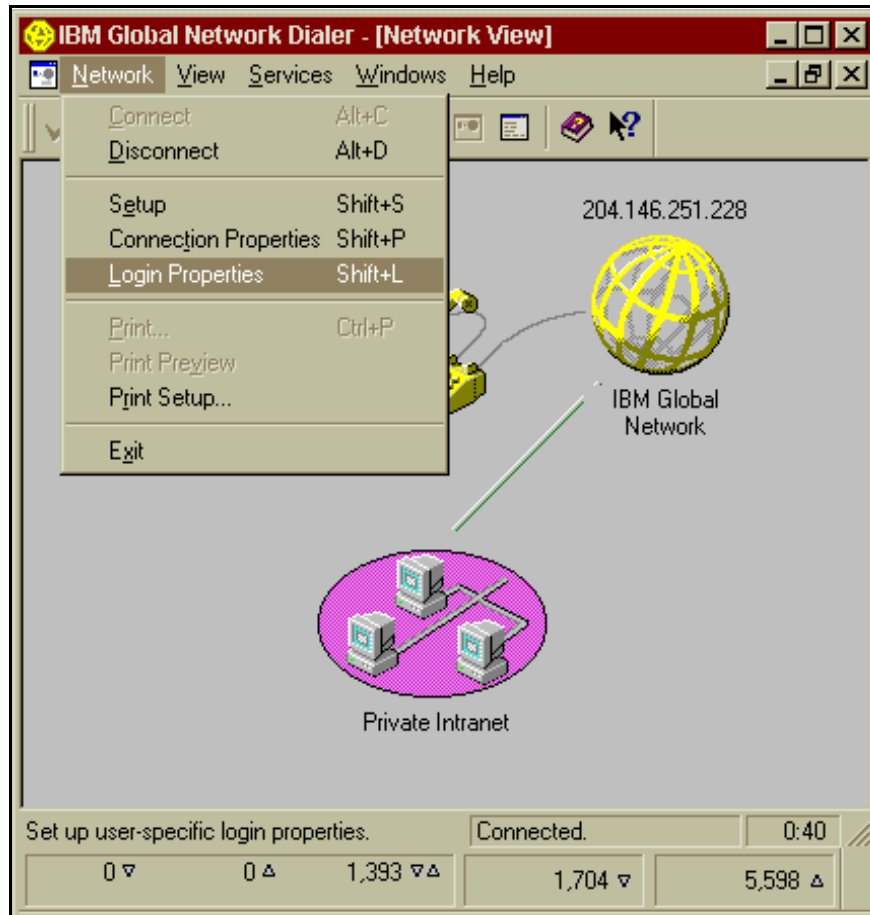


6. You will be connected to the home page of your State server. You are now ready to proceed as usual.

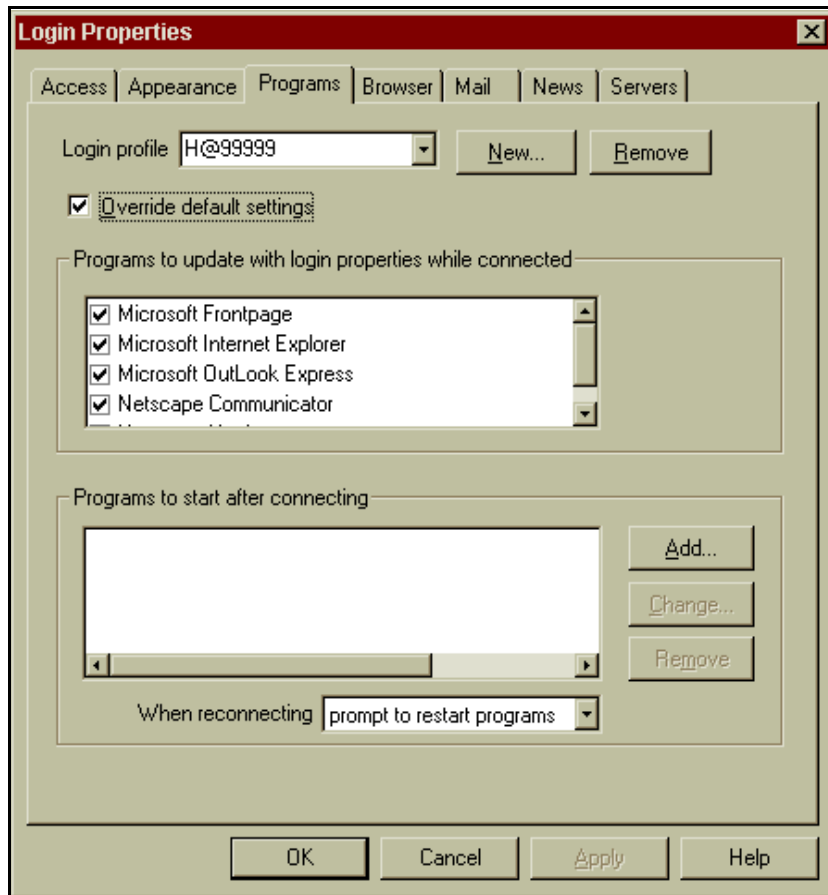


If the shortcut instructions do not work:

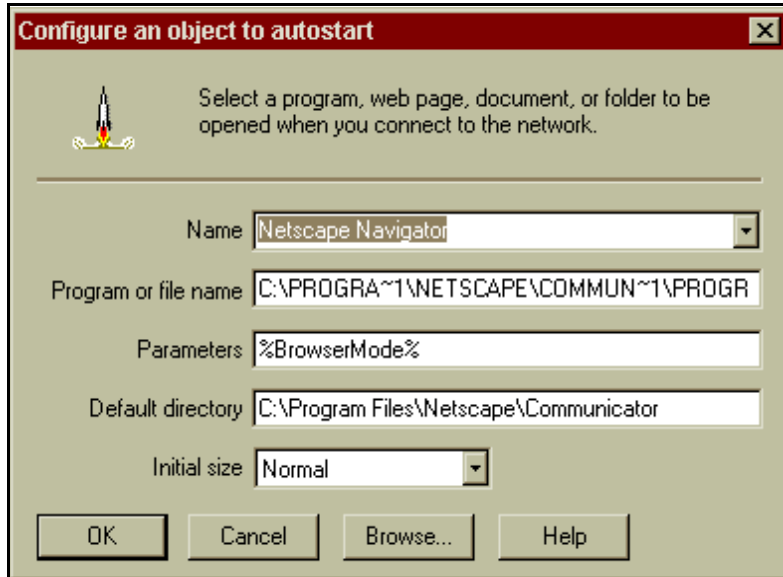
1. From the Network View window, select **Network** → **L**ogin Properties.



2. Select the tab titled **Programs** in the Login Properties window. Place a check mark in the field **Override default settings**. In the Programs to start after connecting box, select **Add**.

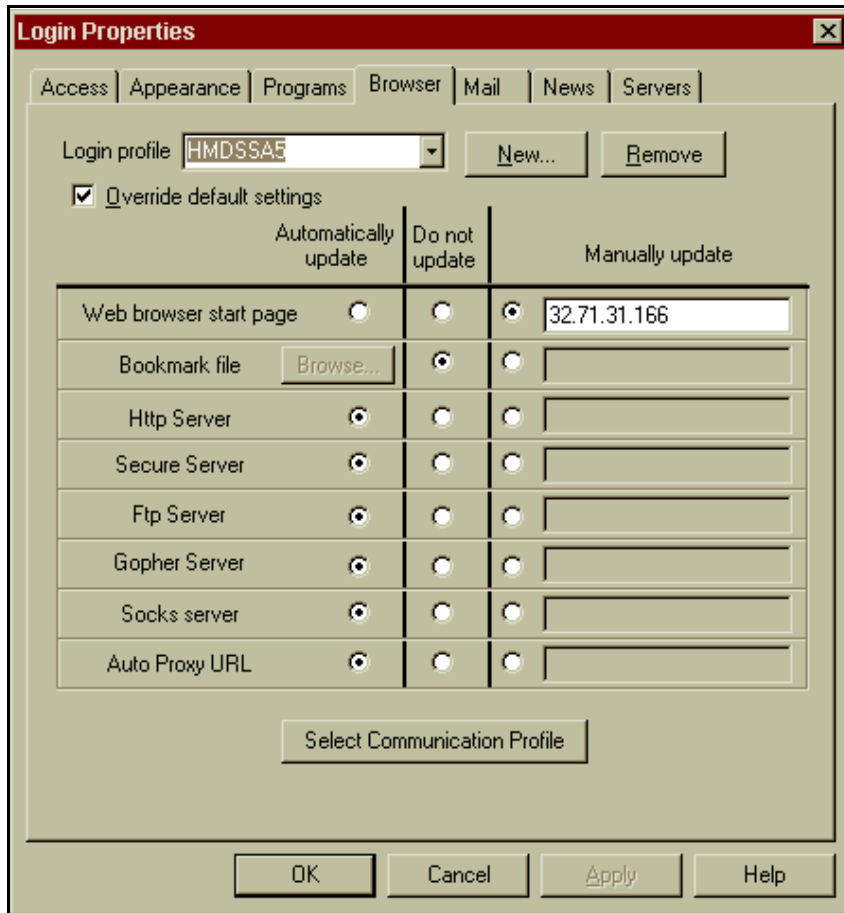


3. A Configure an objective to autostart window will appear. Select your preferred browser, **Netscape** or **Internet Explorer**. The version of either browser **MUST** be at least **4.0** or higher. It is recommended that your browser be 128-bit SSL Encrypted.



4. Select on the tab titled Browser from the Login Properties window. Place a check mark in

the section **Override default settings**. Place a dot to the far right of **Web browser start page**. Type in the IP address listed for your State Agency provided by MDCN.



5. You now must disconnect and reconnect for all changes to take effect. Once connected, the dialer will load your browser and take you to your State Home Page as shown on page 35.

