Electronic Data Transfer

Reference Manual

Ontario

Electronic Data Transfer
Reference Manual

Ministry of Health and Long-Term Care
Registration and Claims Branch
Current as of December 2007

TABLE OF CONTENTS

SECTION 7:   HELP SUPPORT

SECTION 8:   SECURITY INFORMATION

SECTION 9:   APPENDIX

INTRODUCTION

1

Ontario

SECTION 1:   INTRODUCTION

What is the EDT Service?

The Electronic Data Transfer (EDT) service is a vehicle for the electronic transmission of files to and from your EDT mailbox to the ministry's mainframe computer. EDT has specific technical requirements and is accessed either via a long distance direct dial telephone call, Bell Canada Datapac line or External Network Access (ENA) through Transmission Control Protocol/Internet Protocol (TCP/IP). EDT uses the Government of Ontario Network (GONet). EDT is a secure method of sending and receiving information. Only authorized users with a registered EDT User ID and password can access the ministry's EDT service.

There are currently two applications within the EDT service that the ministry offers:

1. Fee-for-Service Medical Claims

This application replaces your current diskette, tape or paper claims submission method and enables you to submit your file of fee-for-service medical claims for processing via EDT. In turn, your claims reports (Batch Edit, Error Report and Remittance Advice) are sent electronically to your designated EDT mailbox.

You can also send and receive electronic files to and from other registered EDT users (user to user functionality of EDT).

2. Overnight Batch Eligibility Checking (OBEC)

The OBEC application enables providers or groups to verify the eligibility/status of a health number/version code before a health service is provided. A formatted file of health numbers/version codes is sent to the ministry. The file is processed and eligibility verified via the ministry's database. The ministry then returns a file with the corresponding response code.

A health care provider or group may register for OBEC by contacting the ministry EDT/HCV Technical Help Desk at 1 800 262-6524 or in Kingston call 613 548-7981. Further information can be found on the ministry website at:

www.health.gov.on.ca.

How does EDT work?

EDT works on a mailbox principle. Users log on to the EDT system using an authorized EDT User ID and password to upload (send) and download (receive) files to and from the ministry. A personal computer (PC) and appropriate communication and billing software are also required.

Claims related reports and OBEC response files from the ministry are sent electronically back to the users, EDT mailbox. Users must then log on to the EDT service to download (receive) these files or reports from the ministry. Files must first be downloaded before they can be read by the users' billing software or read by the users' OBEC application software.

Electronic Data Transfer - Upload and Download
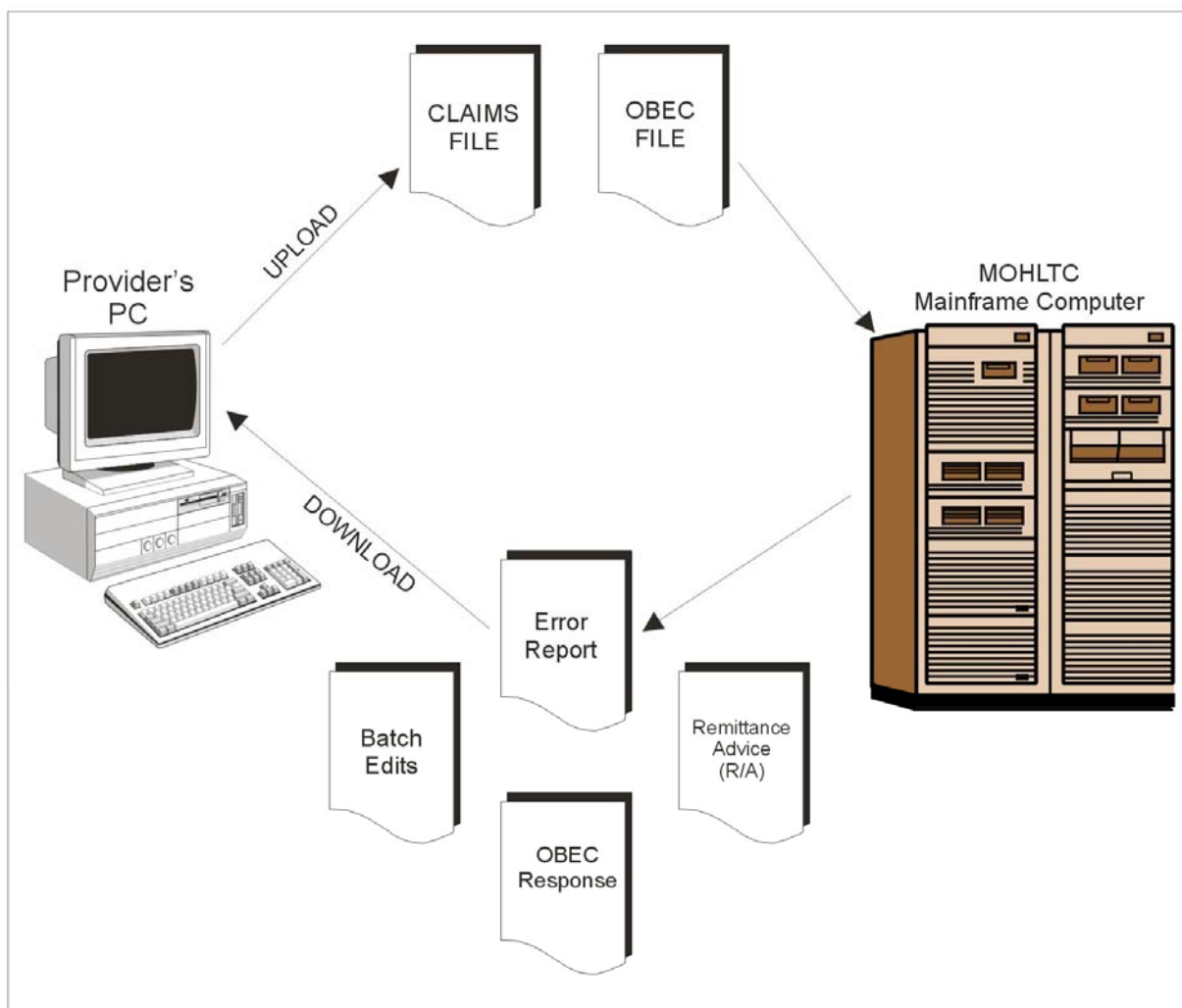
Benefits of EDT

Fee-for-Service Medical Claims

Convenience

- Send your files anytime. The EDT service is available 24 hours a day, 7 days a week except when occasional system maintenance is scheduled between 5:00 am and 8:00 am on Sunday mornings.

Faster Error Correction and Resubmission

- Your communication software gives an immediate confirmation message of the successful transfer of your file, but this doesn't mean it's been received by the ministry. An error message is given if the file transfer is unsuccessful and the file must be resubmitted.

- Prompt notification is sent if the file is not accepted. Within a few hours the ministry will send a File Reject Message if the claims file was unacceptable. You can therefore correct and resubmit this file during the same monthly cycle.

- You receive fast notification of claims batch rejections. Usually within 24 business hours a Batch Edit Report is sent to detail the acceptance or rejection of your claim files.

- Quick receipt of Error Reports allows you to reconcile errors and resubmit claims faster. Error Reports are normally sent within 48 business hours of claims file submission. You can resubmit rejected claims, often during the same monthly payment cycle.

Automated Error Reconciliation

- EDT Error Reports are sent in machine readable format so your billing software can be programmed to provide automated reconciliation.

Earlier Monthly Reconciliation

- EDT Remittance Advices are available earlier usually within the first week of the month which allows prompt reconciliation of accounts.

Direct Your Claims Output

- Each claims report can be delivered to any valid EDT mailbox. For example, if you share administrative support or use a billing agent, you may wish to direct your claim reports to an EDT User ID other than your own. You can do this by completing Part C of the *Application for GONet EDT Service* (form 3274-84).

Benefits of EDT (continued)

No More Diskettes, Paper Claims or Reports

▪ EDT eliminates the need for exchanging diskettes, tapes or paper claims. EDT also eliminates the need for arranging for the delivery of diskettes, paper claims or tapes, courier or postal costs and security issues associated with that activity.

▪ Files are not manually handled via EDT so there is a reduced likelihood of files being lost/misplaced or damaged during delivery.

Locums

▪ You can use the same EDT User ID to submit claims for services rendered by you anywhere in the province. Your output will always be directed to the User ID specified by you when you registered for EDT.

▪ You can send files to your own EDT User ID and access the information from a second location as long as that location meets the EDT technical requirements. This eliminates the need to carry diskettes or the risk of disks being lost/stolen or corrupted.

Overnight Batch Eligibility Checking (OBEC)

▪ OBEC is an application used to validate the health number/version code **before** a health service is provided, reducing the potential for claim rejection. It complements but should not replace point of service validation, (Health Card Reader and Interactive Voice Response) as health cards should be presented at each visit. The OBEC application allows you to:

Check Health Number Before Health Service

▪ You can identify ineligible health number/version codes **before** a service is provided. This may be particularly useful when a patient is referred, coming from out-of-town or a patient has had claims rejected in the past.

Fast Return of Response Codes

▪ Files received by the ministry by 4:00 pm are processed overnight and the responses returned to the physicians designated mailbox by 7:00 am the next business day.

Validate Next Day Patient List

▪ With OBEC you can submit all your next day's appointments for validation in one file.

Save Staff Time

▪ Daily use of OBEC allows your staff to clear up any health number discrepancies with your patients before or during their office visit identifying where direct billing may be necessary.

Benefits of EDT (continued)

User-to-User

- EDT provides a secure environment to transfer files between EDT users.

- EDT is a quick and secure way to transmit large files instead of faxing the information. For example, if you need to send referrals to a colleague and they are an authorized EDT user, EDT is a fast, secure and efficient method of transmission.

Simplify or Eliminate Manual Processes

- You can simplify and possibly eliminate manual processes in your office by using EDT. Your software can be programmed so that starting the submission of electronic files can be as simple as a "touch of a button". Some vendors may refer to this process as "scripting".

   NOTE: *The ministry does not recommend programming/scripting the password process.*

Multiple Practice Locations

- Access to the EDT service is available from any location with your own EDT User ID and password provided the computer system meets the EDT technical requirements.

Telecommunication Service Provider Options

The ministry offers the EDT service, which does not include the telecommunication service.

- You get to choose your telecommunications provider.
- It is up to you to contact and choose your telecommunication provider and the associated costs/terms.
- The ministry's telecommunication protocols meet ministry protocols.

The following are the current telecommunication methods available:

- Bell Dialup
- Bell Datapac
- External Network Access (ENA) through Transmission Control Protocol/Internet Protocol (TCP/IP)
- Smart Systems for Health (SSHA)

For more information on telecommunication methods for EDT, contact the ministry EDT/HCV Technical Help Desk at 1 800 262-6524 or in Kingston call 613 548-7981.

Technical Specifications

The ministry's *Technical Specifications Interface to Health Care Systems* outlines the way in which data must be formatted in order for the ministry to receive claim data for processing. Specifications are very technical and are intended to be used by a computer programmer to ensure the data coming to the ministry is in a format the ministry can receive.

PREPARING TO REGISTER FOR EDT

2

Ontario

SECTION 2:   PREPARING TO REGISTER FOR EDT

This section explains the EDT technical requirements and the four steps you must take in preparation to register for the EDT service:

1. Contact Your Software Vendor

If you are looking for a software vendor or switching vendors you may wish to consider the following suggestions:

- Contact your professional association for a list of vendors
- Talk to your colleagues who have already registered for EDT
- Request that your vendor supply a list of clients for reference

NOTE: *The ministry does not promote any vendor over another, and therefore, does **not** provide a list of vendors.*

Suggested Vendor Software Questions:

- Can you upgrade my current billing software to read and create the new file formats necessary for EDT and have the capability to send billing and validation files and process Error Reports and Remittance Advice files?
- How long will it take to upgrade my billing software?
- If you cannot upgrade my current billing package do you have a billing software package that will give me what I need for EDT?
- Do you sell the other communication equipment that I need for EDT?
- Do you have the capability of using compression software.

Suggested Vendor Training Questions:

- Do you provide training?
- Is the training included in the purchase or upgrade price?
- How many staff members will receive training?
- Is there a time limit on the training?
- Is the training available in the future?
- Are manuals provided? Are they easy to understand?

Suggested Vendor Support Questions:

- What type of support is included? (on site, toll-free number, hours of support)
- What is the cost? (service contract, charge for travel time, other charges)

2. Review the Technical Requirements with Your Software Vendor

Review the following technical requirements for EDT with your vendor. The minimum requirements necessary to use EDT, as well as enhancements you may want to discuss with your vendor are located within this section, under "Your EDT Checklist" and "Technical Enhancements".

NOTE*:   Information on all file layouts required for EDT can be found in the Technical Specifications Interface to Health Systems manual. Your vendor should already have a copy of this manual.*

Access

In addition to a computer system, the following is required to gain ministry approved access to the GONet EDT service:

- A modem
- Telephone line capable of handling data communications
- Dialup communication software with a file transfer protocol of ZMODEM, YMODEM, XMODEM, or KERMIT and supports VT100 terminal emulation

Choose your access method to the EDT service:

Direct Dial (ministry recommended)

- Supports up to a 56K modem
- Connects directly to the GONet Log On screen
- Requires no set up fees or monthly administrative fees; however, long distance charges from your location to Kingston will apply. You can choose the long distance carrier with the best rate

NOTE: *The telephone number for the production environment ant the test environment will be provided upon EDT registration.*

Datapac

The other access to the EDT Service is through Bell Canada Datapac. You must contact a Datapac business office to register for a Datapac Network User Identifier (NUI) and password. There is a one-time registration fee to obtain this NUI and it will be used to bill you monthly. Datapac is older technology with a maximum transfer speed of 9600 baud.

Software

- **Changes to Billing Software for Output Files**

  Changes are required to your current billing software in order to use the EDT fee-for-service claims application. These changes are required to receive and process the following EDT claims output files:

  - EDT File Reject Message
  - EDT Claims Batch Edit Report
  - EDT Claims Error Report
  - EDT Claims Remittance Advice
  - Receive a Compressed RA

  Other changes to your billing software may also be required.

- **EDT Overnight Batch Eligibility Checking (OBEC) Data Specifications**

  To use the EDT OBEC application, you will require software to create the OBEC input file and to process the OBEC output file.

  - Output Filenames

  The OBEC response file is sent to the designated INBOX of the user who submitted the OBEC request. The file name for this file is RESPONSE.TXT.

  - The file subject is as follows: IN:nnnn CHECKED:nnnn OK:nnnn.
  - "IN" represents the number of records in the submission file.
  - "CHECKED" represents the number of records processed based on the processing rules.
  - "OK" represents the number of records resulting in a response code of "50" (Card Passed Validation).

  Response files not downloaded expire after 7 days and will be deleted from the EDT mailbox.

Review the Technical Requirements with Your Software Vendor (continued)

Software (continued)

- **Communications Software**

  Communications software must be installed on your personal computer (PC). It is used to facilitate the sending and receiving of files through a modem. The package that you select must have a file transfer protocol of ZMODEM, YMODEM, XMODEM or KERMIT.

- **Compression Software**

  File compression is now available via the EDT service for the Remittance Advice (RA) claim report. The compressed format can reduce RA size by up to 80%. EDT users who receive large RA reports (over one megabyte) will benefit from file compression.

  You can register to receive a compressed RA, but you will require compression software in order to "unzip" or "extract" the file. The file extension for compressed files is **.zip**. The RA can take less time to download, require less time on the line and potentially reduce your long distance or Datapac cost.

  - File compression is **not** mandatory.
  - EDT will not accept inbound compressed files.
  - File compression is available to registered EDT users only.

  To register to receive the RA in a compressed format, contact the EDT/HCV Technical Help Desk at:

  1 800 262-6524 or in Kingston call 613 548-7981

Hardware

- **Modem**

  Your personal computer will need either an internal or external modem.

Vendor Enhancements

Your vendor may offer the following enhancements to the minimum EDT requirements.

- **Programming/Scripting**

  Many communication software packages allow users to automate the communications process. You or your vendor can script files to automatically upload or download files on the EDT service. The ministry recommends that your scripting bypasses the manual log on, but that you still familiarize yourself with that process. It is important that you know how to log on and change your password. The ministry does not recommend scripting for password changes. For more information, refer to the *Section 7, Help Support.*

  NOTE: *Uploads that miss a ministry processing deadline because of failure of automated scripts are the user's responsibility.*

- **Automated Reconciliation**

  Your software can be programmed to provide automated reconciliation of claims output files. It can also be automated for submission and reconciliation of OBEC files.

Hardware/Software Configuration

It is important to configure all hardware and software for **hardware flow control** and to ensure that all software flow controls are turned off. For most systems, this means turning **RTS/CTS on** and turning **XON/XOFF off**. File transfers may fail if hardware flow control is not used.

Multi-line telephone systems may not support a modem. You may need to install a separate line. The call waiting feature may cause transmission interruptions.

Keyboard Definitions

Many of the EDT screens use function keys to navigate or perform specific functions
(e.g., in the Download File Menu, F9 = Delete). If a function key is not working on any screen, the
'ESCAPE + appropriate number key' can be substituted (e.g., if F9 does not
 work, press ESCAPE and then press 9 to perform the function). The following is a list of alternative
keystrokes:

Function Key	Alternative Keystrokes
F1	Escape + 1
F2	Escape + 2
F3	Escape + 3
F4	Escape + 4
F5	Escape + 5
F6	Escape + 6
F7	Escape + 7
F8	Escape + 8
F9	Escape + 9
F10	Escape + 0

For many communication software packages, the F1 through F4 keys will work correctly. Higher
numbered function keys will not likely be defined as required for EDT service.
To use the function keys, users must define them using their communication software.
Alternatively, pressing ESCAPE + the appropriate number key may be used.

Most communication software packages will allow keyboard definitions or macros. This allows the
user to assign a key a specific value or series of keystrokes. The function keys can be assigned the
value of ESCAPE + the appropriate number key. Special characters such as ESCAPE may need to be
represented by the appropriate ASCII characters so that the computer can interpret them. Consult
your specific communication software for details on how to define your keyboard.

Your EDT Checklist

These are the **minimum** EDT technical requirements.

Your fee-for-service claims software must be able to:

√ Create a machine-readable claims input file
√ Process the machine-readable reports
  • File Reject Message
  • Claims Batch Edit Report
  • Error Report
  • Remittance Advice
  • Compressed RA

Your OBEC software must be able to:

√ Create a machine-readable OBEC input file
√ Process the machine-readable OBEC response file

Your telephone line must be capable of handling data communications.

Your communication software must have:

√ One of the required file protocols (ZMODEM, YMODEM, XMODEM or KERMIT)

Choose **one** of these access methods:

Direct Dial requirements are:
√ A modem
√ The telephone numbers for the production and test environment will be provided after EDT registration.

Bell Canada Datapac requirements are:
√ A Datapac Network User Identifier (NUI) and password. For more information contact your local Bell Canada Datapac office.
√ A modem

ENA through TCP/IP requirements are:
√ Installed and configured router to connect to GONet service
√ Authorized EDT User ID and password
√ TCP/IP address received from MOHLTC

Technical Enhancements

Your software can be further programmed for:

√ Automated reconciliation of batches from Claims Batch Edit Report
√ Automated reconciliation of rejected claims from the Error Report
√ Automated reconciliation of the Remittance Advice
√ Automated submission of OBEC files on a regular basis

Your Communications software can be "scripted" to:

√ Enable unattended access to upload or download files

Ask your vendor if the software comes with:

Training:
√ Is training available?
√ Cost?

Support:
√ Is support available?
√ Onsite?
√ Toll-free number?
√ 24 hour service?

Other Enhancements:

_____

_____

_____

REGISTERING FOR EDT

3

Ontario

SECTION 3:   REGISTERING FOR EDT

EDT Registration

Steps to register for EDT service:

1. Complete the *Application for GONet Electronic Data Transfer (EDT) Service* (form 3274-84) and *EDT Undertaking and Acknowledgement* (form 3279-84). Return the completed forms to:

<div align="center">

EDT Registration
P.O. Box 68
Kingston ON K7L 5J3

</div>

> **NOTE:**   *Have your billing software upgrade(s) and communication connections ready **BEFORE** registering for EDT. To assist you in the transition to EDT, for three months after registration, the ministry will send claims output reports via **both** EDT and your current format. Three months **after** EDT registration, paper and diskette reports will be stopped and only EDT output reports will be sent.*

2. Wait for notification from the ministry that EDT privileges have been activated. You will receive an EDT User ID (GONet ID) with an initial temporary password and a *Notification of Change for GONet Electronic Data Transfer* (form 3277-84) for any future changes such as a new address as well as new contact phone numbers.

> **NOTE:**   *Part C of the EDT application form gives you the opportunity to direct your output reports to any valid EDT User ID. For example, if a billing agent reconciles your claims, your output files could be sent to that EDT User ID.*

If completing "Part D: Overnight Batch Eligibility Checking (OBEC)", please note that OBEC is not available to billing agents at this time.

For assistance:

• Contact the ministry Services Support Contact Centre at 1 800 262-6524 or in Kingston call 613 548-7981

• Refer to the ministry website at:
  http://www.health.gov.on.ca/english/providers/pub/ohip/edtguide/edt_mn.html

Registering a Provider

The provider must complete the *Application for GONet Electronic Data Transfer (EDT) Service* (form 3274-84) and *Undertaking and Acknowledgement* (form 3279-84).

Registering a Group

The group must complete **one** *Application for GONet Electronic Data Transfer (EDT) Service* (form 3274-84) and **one** *Undertaking and Acknowledgement*. **Each** affiliate of the group must sign the *EDT Undertaking and Acknowledgement* (form 3279-84) if applicable (Academic Health Science Centres are currently exempt from completing form 3279-84). *The Electronic Data Transfer (EDT) Undertaking and Acknowledgement* (form 3343-84) can be used for additional signatures, if required. A group will receive **one** EDT User ID per group number.

If you have a solo practice and are part of a group practice, you can register your solo practice for EDT and the group can register the group practice for EDT. The ministry will assign an EDT User ID for each.

Registering an Independent Health Facility (IHF)

The IHF must complete *one Application for GONet Electronic Data Transfer (EDT) Service* (form 3274-84) and one *Electronic Data Transfer (EDT) Undertaking and Acknowledgement* (form 3279-84). Each provider affiliated with the IHF must sign the EDT Undertaking and Acknowledgement.

Security Code Word

When completing the *Application for GONet Electronic Data Transfer (EDT) Service* (form 3274-84) you are required to select a security code word. It is essential that this code word be kept in a secure place and be easily remembered. This security code word is used to verify the identity of the caller contacting the ministry EDT/HCV Technical Help Desk. It is recommended that the selected word be something you easily remember but avoid using a word that is easily identified with you.

EDT Test Environment

An EDT test environment is available. You must complete a *Request for Access to the Test Environment for Electronic Data Transfer (EDT) Service* (form 3292-84). Return the completed forms to the ministry address shown on the form. The ministry will send your Test GONet User ID in order for you to access the Test Environment. This environment allows testing of automated scripts for log on, log off, uploads and downloads. It does not perform any tests or edits on files that are transferred and it does not produce any output reports. For further information contact the ministry EDT/HCV Technical Help Desk at 1 800 262-6524 or in Kingston call 613 548-7981.

EDT SERVICE AND SCREEN LAYOUTS

4

Ontario

SECTION 4: EDT SERVICE AND SCREEN LAYOUTS

Log on procedures to the GONet EDT service for the production and test environments
are described here for Direct Dial Access, Datapac Access and ENA through TCP/IP
for your information and to help you decide which telecommunication to choose. For
technical specification requirements refer to the *Technical Specifications Interface to Health
Systems* manual.

Direct Dial Access

Production

The direct dial telephone number for the production environment will be provided upon EDT
registration.

1. Turn your modem on and start your communication software. The following log on
    screen will display:

```
    @@@@@@@           @@@@@@@@      /@@@@        @@@
  @@@@////          @@@@////@@@@    /@@@@@       @@@
  @@@@@            @@@@@   /@@@@@   /@@@/@@      @@@                              @@
@@@@@@            @@@@@@   /@@@@@@  /@@@ /@@     @@@     @@@@@@@@    @@@@@@@@@@
@@@@@@   @@@@@@   @@@@@@   /@@@@@@  /@@@  /@@    @@@    /@@@      @@    ///@@
/@@@@@    //@@   /@@@@@   /@@@@@   /@@@   /@@   @@@    /@@@@@@@@@@       /@@
//@@@@     /@@   //@@@@   /@@@@    /@@@    /@@@@@    /@@               /@@
 //@@@@@@@@@     //@@@@@@@@@@@     /@@@    //@@@@   //@@@@@@@@         /@@@@@
  ///////        /////////        ///      ////      ////////          /////


                    GOVERNMENT OF ONTARIO NETWORK
                    ELECTRONIC DATA TRANSFER SERVICE

      userid       <ENTER>    To log on to the system.
      userid  -np  <ENTER>    To log on and set a new password.



Unauthorized Access to this System is Prohibited.

Please log on
```

2. At the GONet screen, key your GONet EDT Production User ID (e.g., MOHXXXXX) and
    press <enter>.

3. Key your GONet password and press <enter>. The Log On Status Screen will appear.

Direct Dial Access (continued)

Production (continued)

Log On Status Screen

This screen will appear after the GONet Log On screen.

```
                                  mohxxxxx   logged in at    2001-06-21 14:47:43
                                             last login      2001-06-21 12:44:11

****************************************************************
Welcome to the Government of Ontario, Electronic Data Transfer
Service.

This area is used to display important information for EDT users


Contact the EDT Helpdesk toll-free at 1-800-262-6524 or in
Kingston call 548-7981, should you have any questions.
****************************************************************

Press <RETURN> to continue ->
```

This screen shows the date and time of your last log in and provides a message 10 days before your password is due to be changed.

Press <enter> to arrive at the EDT Main Menu.

Direct Dial Access (continued)

Production (continued)

➤ **3 attempts to enter your User ID and password will be allowed. If you are unsuccessful, you will be disconnected from the GONet EDT Service and you will have to reconnect and try again. The GONet Log On screen will display.**

5 consecutive unsuccessful log on attempts will result in your account being revoked. To reinstate your account, contact the ministry EDT/HCV Technical Help Desk at: 1 800 262-6524 or in Kingston call 613 548-7981

NOTE: *As a first time user you must key the temporary password found on your "Approval for Notification of GONet EDT Service". The system will then prompt you to enter a NEW password. Key in your NEW password and press <enter>. You will be asked to verify your NEW password. Re-enter your NEW password and press <enter>.*

Test

The test environment phone number will be provided upon EDT registration.

1. Turn your modem on and start your communication software. The following log on screen will display:

```
    @@@@@@@          @@@@@@@@@      /@@@@        @@@
   @@@@////          @@@@////@@@@   /@@@@@       @@@
   @@@@@             @@@@@   /@@@@@  /@@@/@@      @@@                              @@
   @@@@@@            @@@@@@  /@@@@@@ /@@@ /@@     @@@       @@@@@@@@      @@@@@@@@@@
   @@@@@   @@@@@@     @@@@@@  /@@@@@@ /@@@  /@@    @@@  /@@@     @@    ///@@
   /@@@@@   //@@      /@@@@@  /@@@@@@ /@@@   /@@ @@@  /@@@@@@@@@@       /@@
   //@@@@    /@@      //@@@@  /@@@@@  /@@@    /@@@@@  /@@          /@@
   //@@@@@@@@@@       //@@@@@@@@@@@   /@@@    //@@@@  //@@@@@@@@      /@@@@@
    ///////           /////////     ///       ////   /////////      /////

                        GOVERNMENT OF ONTARIO NETWORK
                        ELECTRONIC DATA TRANSFER SERVICE
                            *** TEST NETWORK ***

          userid      <ENTER>   To log on to the system.
          userid  -np <ENTER>   To log on and set a new password.


Unauthorized Access to this System is Prohibited.

Please log on
```

2. At the GONet screen, key your GONet Test User ID (e.g., HTUXXXXX) and press <enter>.

3. Key your GONet password and press <enter>. The Log On Status Screen will appear (refer to previous page).

4. Press <enter> to arrive at the Test EDT Main Menu.

Direct Dial Access (continued)

Test (continued)

NOTE: *As a first time user you must key the temporary password found on your "Approval for Notification of GONet EDT Service". The system will then prompt you to enter a NEW password. Key your NEW password and press <enter>. You will be asked to verify your NEW password. Re-enter your NEW password and press <enter>.*

►   **3 attempts to enter your User ID and password will be allowed. If you are unsuccessful, you will be disconnected from the GONet EDT Service and you will have to reconnect and try again. The GONet Log On screen will display.**

5 consecutive unsuccessful logon attempts will result in your account being revoked. To reinstate your account, contact the ministry EDT/HCV Technical Help Desk at:
                    1 800 262-6524 or in Kingston call 613 548-7981

Datapac Access

Datapac is a public data communications network offered through Bell. It is similar to the long distance telephone network used for voice calls but is designed specifically for data communications. Providers can utilize Datapac for EDT submissions.

There are two ways to access the network:

- on a "direct dial" basis using your regular telephone line and modem for communications needs that are occasional or intermittent
- on a dedicated access line for continuous communications for several more hours per day, or if fast response times are critical to your business

Datapac is a usage-sensitive network with two basic components - time and data usage. Time is billed by the minute for dial-up access and by the month for dedicated access lines. Data usage is billed by mileage and is based on the amount of data transmitted.

There is also a one-time service charge for the installation of new access lines or changes to existing lines. Please contact a Bell Datapac sales representative for more information or call toll-free 1 800 267-6574.

Please be advised that the MOHLTC is not responsible for Bell Datapac services, costs, changes or discontinuance of any service. Arrangements and/or contracts for Bell Datapac are directly between the user and Bell Datapac.

Datapac Access (continued)

Production

You must dial a Datapac number and establish a connection for communication before you can access the GONet EDT service. A Datapac Network User Identifier (NUI) is necessary and password (issued by Bell Datapac) before the GONet EDT service can be accessed.

Contact the Bell Datapac business office in your area if you do not have your personal NUI and Password.

► **Speedy response to prompts is required or you will be disconnected. A no carrier message may display. Information that you key will not be displayed.**

1. Turn your modem on and start your communication software.

2. Using your communications software, key the telephone number of the Datapac 3101 public dial port nearest to your location to make a connection. The telephone numbers are available in your telephone book under Datapac in the white pages. If you cannot locate the applicable Datapac telephone number, contact the Datapac business office (1 800 267-6574).

    After a connection has been made you may receive a connect message similar to the example below or you may only see a blank screen.

    e.g., Connect 9600

3. Key **..** and press <enter>. A Datapac herald will appear.

    e.g., Connected..
              Datapac: 12345678

4. Key **NUI**, press <space>, key in your unique Datapac NUI and press <enter>.

    e.g., NUI <space> XXXXXXXX

    The following will display:

          Datapac: Password
          XXXXXXXX

5. Key your Datapac **password** and press <enter>. The following will display:

    Datapac: Network User Identifier XXXXXXX Active.

    If you do not receive this message, repeat steps 4 and 5.

Datapac Access (continued)

Production (continued)

6. Key the GONet Datapac address and press enter.

The GONet Log On screen will display:

```
   @@@@@@          @@@@@@@@     /@@@@      @@@
  @@@@////         @@@@////@@@@  /@@@@@     @@@
  @@@@@            @@@@@  /@@@@@  /@@@/@@    @@@                        @@
  @@@@@@           @@@@@@ /@@@@@@ /@@@ /@@   @@@      @@@@@@@@@   @@@@@@@@@@@
  @@@@@@  @@@@@@   @@@@@@ /@@@@@@ /@@@  /@@  @@@    /@@@     @@   ///@@
  /@@@@@   //@@    /@@@@@  /@@@@@ /@@@   /@@ @@@    /@@@@@@@@@@       /@@
  //@@@@    /@@    //@@@@   /@@@@ /@@@    /@@@@@    /@@               /@@
   //@@@@@@@@       //@@@@@@@@@@   /@@@    //@@@@  //@@@@@@@@        /@@@@@
    ///////          /////////    ///      ////    ////////         /////

                     GOVERNMENT OF ONTARIO NETWORK
                     ELECTRONIC DATA TRANSFER SERVICE

        userid      <ENTER>   To log on to the system.
        userid  -np <ENTER>   To log on and set a new password.



Unauthorized Access to this System is Prohibited.

Please log on
```

NOTE: *Speedy response to prompts is required or you will be disconnected from Datapac. A "no carrier" message may display. If you are disconnected, repeat steps 2 through 6 to reconnect.*

7. At the GONet EDT screen, key your **GONet EDT User ID** and press <enter>.

e.g., MOHXXXXX <enter>

The following will display: password?############

8. Key your **GONet password** and press <enter>. The Log On Status Screen will appear (shown previously in this chapter), press enter to arrive at the EDT Main Menu.

➤   **3 attempts to enter your User ID and password will be allowed. If you are unsuccessful, you will be disconnected from the GONet EDT Service and you will have to reconnect and try again. The GONet log on screen will display.**

5 consecutive unsuccessful log on attempts will result in your account being revoked. To reinstate your account, contact the ministry EDT/HCV Technical Help Desk at:

1 800 262-6524 or in Kingston call 613 548-7981

NOTE: *As a first time user you must key the temporary password found on your "Approval for Notification of GONet EDT Service". The system will then prompt you to enter a NEW password. Key your NEW password and press <enter>. You will be asked to verify your NEW password. Re-enter your NEW password and press <enter>.*

Datapac Access (continued)

Test

You must dial a Datapac number and establish a connection for communication before you can access the GONet EDT test service. A Datapac Network User Identifier (NUI) and password is necessary before the GONet EDT test environment can be accessed.

Contact the Datapac business office in your area if you do not have your personal NUI and Password.

➤ **Speedy response to prompts is required or you will be disconnected. Information that you key will not be displayed.**

1. Turn your modem on and start your communication software.

2. Using your communications software, key the telephone number of the Datapac 3101 public dial port nearest your location to make a connection. The telephone numbers are available in your telephone book under Datapac in the white pages. If you cannot locate the applicable Datapac telephone number, contact the local Datapac business office (1 800 267-6574).

    After a connection has been made you may receive a connect message similar to the example below or you may only see a blank screen.

    e.g., Connect 9600

3. Key **..** and press <enter>. A Datapac herald will appear.

    e.g., Connected..
    Datapac: 12345678

4. Key **NUI**, press <space>, key in your unique Datapac NUI and press <enter>.

    e.g., NUI <space> XXXXXXXX

    The following will display:

    Datapac: Password
    XXXXXXXX

Datapac Access (continued)

Test (continued)

5. Key your Datapac **password** and press <enter>. The following will display:

Datapac: Network User Identifier XXXXXXX Active.

If you do not receive this message, repeat steps 4 and 5.

6. Key the GONet Test Datapac address and press enter.

The GONet Test Log On screen will display:

```
     @@@@@@@            @@@@@@@@      /@@@@        @@@
    @@@@/////          @@@@////@@@@   /@@@@@       @@@
    @@@@@              @@@@@   /@@@@@  /@@@/@@      @@@                                      @@
   @@@@@@@             @@@@@@  /@@@@@@  /@@@ /@@    @@@         @@@@@@@@@    @@@@@@@@@@
   @@@@@@   @@@@@@      @@@@@@  /@@@@@@  /@@@  /@@   @@@   /@@@       @@   ///@@
   /@@@@@    //@@       /@@@@@   /@@@@@@ /@@@   /@@ @@@   /@@@@@@@@@@       /@@
   //@@@@      /@@      //@@@@   /@@@@@  /@@@    /@@@@@   /@@             /@@
    //@@@@@@@@@          //@@@@@@@@@@@@  /@@@    //@@@@  //@@@@@@@@       /@@@@@
      ///////              /////////    ///      /////    ////////        /////

                        GOVERNMENT OF ONTARIO NETWORK
                       ELECTRONIC DATA TRANSFER SERVICE
                            *** TEST NETWORK ***

             userid      <ENTER>   To log on to the system.
             userid  -np <ENTER>   To log on and set a new password.


Unauthorized Access to this System is Prohibited.

Please log on
```

NOTE: *Speedy response to prompts is required or you will be disconnected from Datapac. A*
        "no carrier" message may display. If you are disconnected, repeat steps 2 through 6 to
        reconnect.

7. At the GONet screen, key your **GONet EDT Test User ID** (e.g., HTUXXXXX)
    and press <enter>

The following will display:

password?############

Datapac Access (continued)

Test

8. Key your **GONet EDT password** and press <enter>. The Log On Status Screen will
    appear, press <enter> to arrive at the EDT Test Main Menu.

    As a first time test user you must key the temporary password found on your "Approval
    for Notification of GONet EDT Service". The system will then prompt you to enter a
    NEW password. Key your NEW password and press <enter>. You will be asked to
    verify your NEW password. Re-enter your NEW password and press <enter>.

➤   **3 attempts to enter your User ID and password will be allowed. If you are
        unsuccessful, you will be disconnected from the GONet Service and you will have
        to reconnect and try again. The GONet Log On screen will display.**

        **5 consecutive unsuccessful log on attempts will result in your account being revoked.
        To reinstate your account, contact the ministry EDT/HCV Technical Help Desk at:**

                1 800 262-6524 or in Kingston call 613 548-7981

External Network Access (ENA) through Transmission Control Protocol/Internet Protocol (TCP/IP)

Production

TCP/IP Router Log On Procedures

➤ **3 attempts to enter your User ID and password will be allowed. If you are unsuccessful, you will be disconnected from the GONet Service and you will have to reconnect and try again. The GONet Log On screen will display.**

   5 consecutive unsuccessful log on attempts will result in your account being revoked. To reinstate your account, contact the ministry EDT/HCV Technical Help Desk at:

   1 800 262-6524 or in Kingston call 613 548-7981

▪ You need an IP address, port and an installed and configured router to connect to the GONet EDT Service.

▪ Providers need individual EDT User IDs, and passwords.

▪ To receive a TCP/IP address contact the ministry EDT/HCV Technical Help Desk at: 1 800 262-6524 or in Kingston call 613 548-7981.

Using your communications software, or Clinical Management System (CMS) defined procedure, activate your system's EDT Connection. Your communication software should be pre-set and configured to connect to the ministry GONet Log On Screen.

External Network Access (ENA) through Transmission Control Protocol/Internet Protocol (continued)

Production (continued)

The GONet EDT Log On screen will display:

```
   @@@@@@@         @@@@@@@@      /@@@        @@@
  @@@@////        @@@@////@@@@   /@@@@@       @@@
  @@@@@           @@@@@  /@@@@@  /@@@/@@      @@@
  @@@@@@          @@@@@@ /@@@@@@ /@@@ /@@     @@@      @@@@@@@@   @@@@@@@@@@@
  @@@@@  @@@@@@   @@@@@@ /@@@@@@ /@@@  /@@    @@@     /@@@     @@   ///@@
  /@@@@@   //@@   /@@@@@  /@@@@@ /@@@   /@@ @@@     /@@@@@@@@@@      /@@
  //@@@@    /@@   //@@@@  /@@@@  /@@@    /@@@@@    /@@              /@@
   //@@@@@@@@@    //@@@@@@@@@@   /@@@    //@@@@   //@@@@@@@@@      /@@@@@
     ///////        /////////     ///      ////    ////////       /////

                    GOVERNMENT OF ONTARIO NETWORK
                  ELECTRONIC DATA TRANSFER SERVICE

     userid      <ENTER>   To log on to the system.
     userid  -np <ENTER>   To log on and set a new password.



 Unauthorized Access to this System is Prohibited.

 Please log on
```

1. At the GONet screen, key your GONet User ID and press <enter> (e.g., MOHXXXXX
    <enter>). The following will display: Password?#############.

2. Key your GONet password and press <enter>. The Log On Status screen will appear,
    press <enter> to arrive at the EDT Main Menu.

NOTE: *As a first time test user you must key the temporary password provided to you, as
              found on your "Approved for Notification of GONet EDT Service". The system will
              then prompt you to enter a NEW password. Key your NEW password and press
              <enter>. You will be asked to verify your NEW password. Re-enter your NEW
              password and press <enter>.*

►   **3 attempts to enter your User ID and password will be allowed. If you are
            unsuccessful, you will be disconnected from the GONet Service and you will have
            to reconnect and try again. The GONet Log On screen will display.**

            **5 consecutive unsuccessful log on attempts will result in your account being
            revoked. To reinstate your account, contact the ministry EDT/HCV Technical
            Help Desk at:**

                    1 800 262-6524 or in Kingston call 613 548-7981

External Network Access (ENA) through Transmission Control Protocol/Internet Protocol (continued)

Test

GONet EDT Log On Screen

```
     @@@@@@@              @@@@@@@@      /@@@@        @@@
    @@@@////            @@@@////@@@@    /@@@@@        @@@
    @@@@@              @@@@@  /@@@@@    /@@@/@@       @@@                                     @@
    @@@@@@             @@@@@  /@@@@@@   /@@@ /@@      @@@        @@@@@@@@     @@@@@@@@@@@
    @@@@@@   @@@@@@    @@@@@@  /@@@@@@   /@@@  /@@     @@@     /@@@     @@    ///@@
    /@@@@@   //@@      /@@@@@  /@@@@@    /@@@   /@@ @@@     /@@@@@@@@@@       /@@
    //@@@@    /@@      //@@@@  /@@@@     /@@@    /@@@@@    /@@                /@@
     //@@@@@@@@@        //@@@@@@@@@@     /@@@   //@@@@    //@@@@@@@@          /@@@@@
      ///////           /////////       ///      ////      ////////          /////

                                GOVERNMENT OF ONTARIO NETWORK
                              ELECTRONIC DATA TRANSFER SERVICE

             userid       <ENTER>   To log on to the system.
             userid  -np  <ENTER>   To log on and set a new password.



   Unauthorized Access to this System is Prohibited.

   Please log on
```

2. At the GONet log on screen, key your GONet User ID and press <enter>
   (e.g., HTUXXXX and press<enter>). The following will display:
   Password?#############.

3. Key your GONet password and press <enter>. The Log On Status screen will appear
   (shown previously in this chapter), press <enter> to arrive at the EDT Main Menu.

➤ **3 attempts to enter your User ID and password will be allowed. If you are
   unsuccessful, you will be disconnected from the GONet Service and you will have
   to reconnect and try again. The GONet Log On screen will display.**

   **5 consecutive unsuccessful log on attempts will result in your account being
   revoked. To reinstate your account, contact the ministry EDT/HCV Technical
   Help Desk at:**

   1 800 262-6524 or in Kingston call 613 548-7981

NOTE: *You need an IP address, port and an installed and configured router to connect to the
          GONet EDT Service. Providers need individual EDT User IDs and Passwords
          To receive a TCP/IP address, contact the EDT/HCV Technical Help Desk at:
          1 800 262-6524 or in Kingston call 613 548-7981.*

Main Menu Screen

After successful log on, the GONet EDT Main Menu will display:

```
                        Government of Ontario
                    Electronic Data Transfer Service
                             Main Menu




                       1. Download File
                       2. Send File to an EDT User
                       3. Ministry of Health Menu
                       4. Log Off




                    Please Select a Service >



Enter the number of the function you require and press "enter" to continue.
```
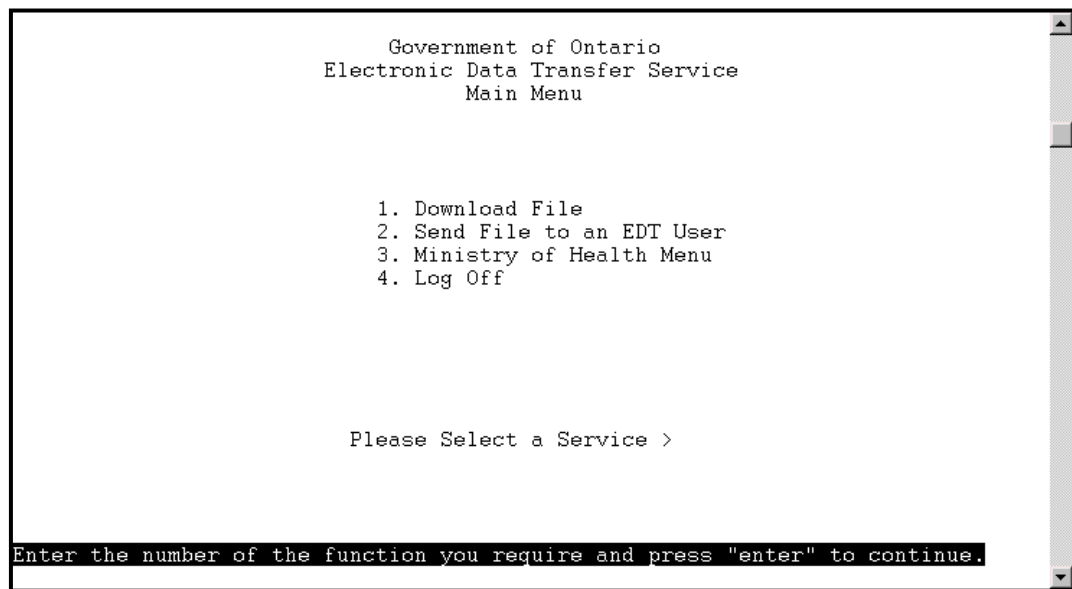
Main Menu Functions

You can access a menu item by selecting the function number or by entering the function command from any menu. For example, to download a file, key '1' or 'DOWNLOAD' and press <enter>.

Number	Function	Command	Description of Function
1.	Download file	DOWNLOAD	-displays download file menu, where you can download or delete files in the mailbox
2.	Send File to an EDT User	EDTUP	-displays Send File to an EDT User screen
3.	Ministry of Health Menu	MOHMENU	- displays Ministry of Health Menu
4.	Log Off	LO	- exit the GONet EDT service

Ministry of Health Menu Screen

This menu allows users to send claim files and OBEC files to the Ministry of Health. Only authorized users can access these services.

When you select the Ministry of Health Menu from the GONet EDT **Main Menu**, this is the menu you will see:

```
                      Government of Ontario
                  Electronic Data Transfer Service
                     Ministry of Health Menu




           1. Send Claim File
           2. Send OBEC File
           3. Return to Main Menu
           4. Log Off




           Please Select a Function >



Enter the number of the function you require and press "enter" to continue.
```
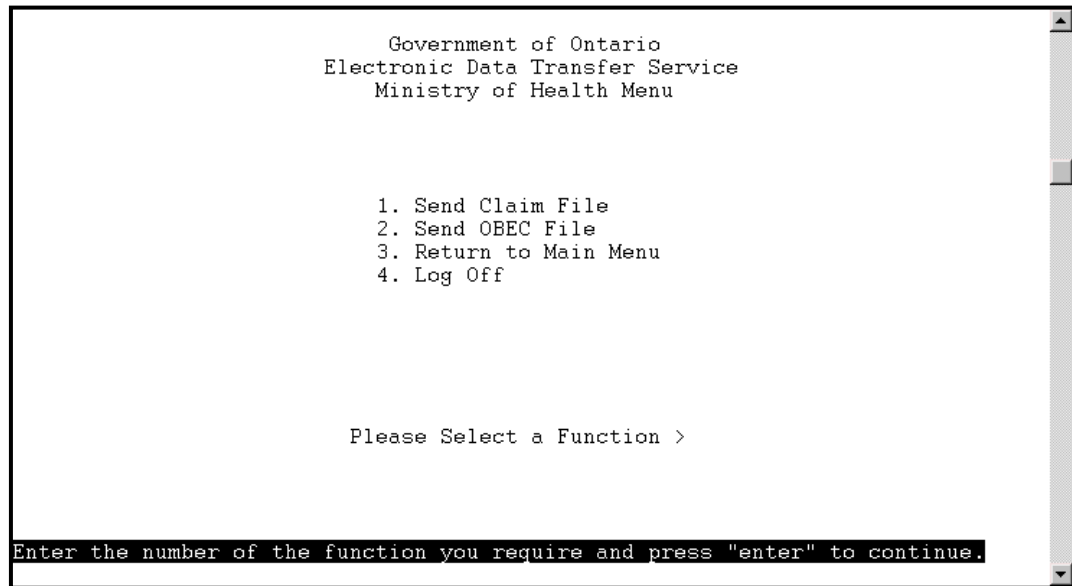
Ministry of Health Menu Functions

You can access a menu item by selecting the function number or by entering the function command from any menu. For example, to send a claims file, key '1' or 'MOHCLAIM' and press <enter>.

Number	Function	Command	Description of Function
1.	Send Claims File	MOHCLAIM	- displays the Send Claims File screen
2.	Send OBEC File	MOHCARD	- displays the Send OBEC file screen
3.	Return to Main Menu	EDTMENU	- returns to the EDT Main Menu
4.	Log Off	LO	- exits the GONet EDT service

Send Claims File Screen (MOHCLAIM)

```
MOHCLAIM              Government of Ontario            2001-06-07
                   Electronic Data Transfer System
                         Send Claim File



               From:   MOHXXXXX

                 To:   hepclaim

            Subject:   Claim Submission File

        File Format:   T    (T=Text, B=Binary)

          File Name:

           Protocol:   Z    (X,Y,Z,K)




    Press ENTER to accept; or press F3 to cancel.
```

Send Claims File Screen (MOHCLAIM) Functions

Use this function to send or transfer your medical fee-for-service claim files to the ministry.
At the MOH menu, key '1' and press <enter> to arrive at the Send Claims File screen.

Field Name	Field Description

The first three fields are automatically populated and cannot be changed:

From:	*automatically populated* with your GONet EDT user ID
To:	*automatically populated* to deliver file to MOH for claims processing
Subject:	*automatically populated* with "Claim Submission File"

The last three fields are mandatory but can be changed as required:

File Format:	blank or populated with the last value received T or B key T' for a text (ASCII) file or 'B' for a binary file
File Name:	blank - key in the name of file to be uploaded
Protocol:	blank or populated with the last value received X, Y, Z or K

Download File Screen

```
DOWNLOAD                    Government of Ontario              2001-06-21
                          Electronic Data Transfer
                            Download File Menu
    Mailbox:  mohxxxxx                          UNDELIVERED:( 2    )

    SEL STAT  ITEM            SUBJECT              Size(K)   DATE     TIME

1       U  test20aa      test20aa                    504  20-Jun-2001 13:59
2       U  test20bb      test20bb                    504  20-Jun-2001 14:02
3       D  test20cc      MOHLTC: FILE RETURNED       504  20-Jun-2001 14:07




                                                              more
                                                              or
                                                              and . . .

    PROTOCOL:  Z

Place "*" next to the item to select it for DOWNLOAD or DELETE
    PFKEYS:  3-EXIT  4-BACK  6-FORWARD   8-SELNEW   9-DELETE  10-DOWNLOAD
```

The Systems Message Line will display status information.

Download File Screen Functions

Use this function to download or delete files from your mailbox. At the Main Menu key '1' and press <enter> to arrive at the Download File Screen.

Field Name	Field Description
Mailbox	Your User ID
UNDELIVERED	Number of messages not downloaded on the current screen
SEL	File number of displayed files (up to 10 files can be displayed at a time)
STAT	Status of Files: U = Undelivered (file has not been downloaded) D = Delivered (file has been downloaded) Undelivered files are listed first, followed by the Delivered files
ITEM	File name assigned to the file by the sender
SUBJECT	The file subject is used by the sender to further identify the contents of the file.

Download File Screen Functions (continued)

Field Name	Field Description
SIZE	Size of the file in kilobytes
DATE	Date the file was delivered
TIME	Time the file was delivered (24 hour clock)
End	Files are displayed in increments of 10 or less. End will be displayed if there are less than 10 files or there are no additional files to be found.
More	Files are displayed in increments of 10 or less. More will be displayed when there are exactly 10 files or more than 10 in the mailbox.
PROTOCOL	File transfer protocol used to download files - A value of X, Y, Z or K is required. Input will be saved as the default for the next time you select the download function.
F3	Exit, returns to the Main Menu
F4	Scrolls to the previous 10 entries in the mailbox list
F6	Scrolls to the next 10 entries in the mailbox list
F8	Selects all undelivered files listed on the current screen, up to 10 files, to be included in a download batch. An asterisk (*) is placed next to each selected file.
F9	Deletes selected files - You will be prompted to confirm if the selected files should be deleted.
F10	Download selected files

Send File to an EDT User Screen (EDTUP)

```
   EDTUP                   Government of Ontario              2001-06-07
                        Electronic Data Transfer System
                          Send File to an EDT user




                    From:   MOHXXXXX

                      To:   █

                 Subject:

             File Format:   T    (T=Text, B=Binary)

               File Name:

                Protocol:   Z    (X,Y,Z,K)




       Press ENTER to accept; or press F3 to cancel.

```

The System Message Line displays status information.

Send File to an EDT User Screen Functions

Use this function to send a file(s) to another EDT user. At the Main Menu, key '2' and press
<enter> to arrive at the EDT User screen.

Field Name	Field Description

The first field is automatically populated and cannot be changed:

From: *automatically populated* with your GONet EDT user ID

The last five fields must be filled in but can be changed as required:

To:	blank - key in destination GONet User ID
Subject:	blank - key a subject name
File Format:	blank or populated with the last value received T or B
	key 'T' for a text (ASCII) file or 'B' for a binary file
File Name:	blank - key in the name of file to be uploaded
Protocol:	blank or populated with the last value received X, Y, Z or K

Send OBEC File Screen (OBECUP)

```
MOHCARD                 Government of Ontario              2001-06-07
                    Electronic Data Transfer System
                            Send OBEC File



                    From:   MOHXXXXX

                      To:   hepcard

                 Subject:   OBEC Submission File

             File Format:   T     (T=Text, B=Binary)

               File Name:

                Protocol:   Z     (X,Y,Z,K)




        Press ENTER to accept; or press F3 to cancel.
```

The System Message Line will display status information.

Send OBEC File Screen Functions

Use this function to send or transfer your OBEC file to the ministry. At the Ministry of Health
Menu, key '2' and press <enter> to arrive at the Send OBEC File screen.

Field Name   **Field Description**

The first three fields are automatically populated and cannot be changed:

From: *automatically populated* with your GONet EDT user ID
To: *automatically populated* to deliver file to MOH for OBEC
                            processing
Subject: *automatically populated* with "OBEC Submission File"

The last three fields are mandatory but can be changed as required:

File Format: blank or populated with the last value received T or B key 'T'
                            for a text (ASCII) file or 'B' for a binary file
File Name: blank - key in the name of file to be uploaded
Protocol: blank or populated with the last value received X, Y, Z or K

Download Procedures

```
DOWNLOAD                    Government of Ontario              2001-06-21
                           Electronic Data Transfer
                             Download File Menu
   Mailbox:  mohxxxxx                          UNDELIVERED:( 2    )

   SEL STAT  ITEM            SUBJECT            Size(K)    DATE     TIME

1       U   test20aa    test20aa                   504  20-Jun-2001 13:59
2       U   test20bb    test20bb                   504  20-Jun-2001 14:02
3       D   test20cc    MOHLTC: FILE RETURNED      504  20-Jun-2001 14:07




   PROTOCOL:  Z                                                   end...

Place "*" next to the item to select it for DOWNLOAD or DELETE
   PFKEYS:  3-EXIT  4-BACK  6-FORWARD    8-SELNEW   9-DELETE  10-DOWNLOAD
```

NOTE: *If the function keys do not operate as indicated in these procedures, please refer to section 2 – Technical Requirements – Keyboard Definitions for more information.*

The files on your mailbox list are always numbered from one to ten. The SEL field is used to indicate whether a particular field has been selected.

1. Select the file(s) you want to download. Press F8 or ESC 8 to select **all** undelivered file(s) listed on the current screen or tab to the file(s) to be downloaded and select the file(s) with an (*).

2. Press F10 or ESC 0 to begin the download process. You will see the message displayed: **"Please prepare for download"**.

   If more than one file is being downloaded, you will be prompted each time.

3. If your communication software is set for auto download the files will begin downloading. If not, initiate the download from your communication software. Check your software manual for further information.

Download Procedures (continued)

4. After the files(s) have been successfully downloaded, you will be returned to the Main Menu.

    The STAT field for the downloaded file(s) will change to "D" for Delivered and the file(s) will move to the bottom of the list.

    If you wish to download another file(s) key '1' and press <enter> (repeat steps 1 to 4).

    If the download is **unsuccessful**, you will be returned to the Download screen to retry. Press F3 or ESC 3 to exit.

NOTE: *If you receive the message: "Failed Cannot Retrieve Mail Message" a problem exists with the EDT service. Please contact the EDT Help Desk for assistance.*

Delete Procedures

1. At the Download File Menu screen, select the file(s) you wish to delete by marking each file that you wish to delete with an (*).

2. Press F9 or ESC 9 to delete. The following message will display:

    "Are you sure you want to DELETE selected files? (YES/NO)"

3. Key **YES** and press <enter> to delete the selected files. To cancel the delete function key **NO** and press <enter>. If **YES** is entered, the files are removed and the deleted files are no longer displayed on the Download File Menu.

NOTE: *If the files could not be deleted, the following message will display: "The selected files could not be deleted." This message indicates a problem with the GONet EDT service. Please contact the EDT Help Desk at:*

            1 800 262-6524 or in Kingston call 613 548-7981

Send File to an EDT User Procedures

```
EDTUP                   Government of Ontario              2001-06-07
                     Electronic Data Transfer System
                        Send File to an EDT user



                  From:   MOHXXXXX

                    To:   █

                Subject:

            File Format:   T    (T=Text, B=Binary)

              File Name:

               Protocol:   Z    (X,Y,Z,K)




          Press ENTER to accept; or press F3 to cancel.
```

The GONet EDT service allows you to send/receive files to and from other authorized EDT users.
You will need to provide your GONet EDT user ID to other GONet EDT users who want to send
you files. You will need to obtain the GONet EDT User ID from other GONet EDT user(s), to
whom you want to send files.

An invalid EDT user ID will not be accepted.

1. All fields on the screen must be populated. The From field is automatically populated
    with your user ID. You will see a system message if any fields are missing information:

    "Invalid To: field, please re-enter"
    "Subject Field must be present, press enter"
    "Invalid File Format, must be T or B"
    "Missing File Name, field cannot be empty"
    "Invalid Protocol:, must be X, Y, Z or K"

2. Press <enter> when all the fields on the Send File to an EDT User screen are completed.
    The following system message will display:

    "Please begin Your Upload now"

3. Initiate the file transfer from your communications software.

    Check your software manual for further information.

Send File to an EDT User Procedures (continued)

4. After initiating the file transfer process, your communications software will usually
    prompt you for the path and filename of the file that is to be transferred. Follow the
    instructions in your communications software. The status of your file transfer should
    display in a status box during the transmission.

NOTE: *The box below is only an example of a status box. Your status box may differ,*
             depending on your communications software.

<div style="border:1px solid; width:40%; margin:auto;">

Sending
_____

File Name:HA123456.001
File Size: 648
Bytes sent:598
% completed: 92%
Sending . . .

</div>

5. After **successful** completion of the file transfer, you will be returned to the
    Main Menu.

6. If the file transfer is **unsuccessful**, you are returned to the Send File to an EDT User
    screen (EDTUP) where another file transfer can be tried. Or you can press F3 or ESC 3
    to exit the Send File to an EDT User screen and return to the Main Menu.

7. If delivery to the MOH claims mailbox fails you will see the message:
    "File <Filename> could not be delivered". This message means there is
    a problem with the GONet EDT service. Call the EDT Help Desk for assistance.

➤   **If you disconnect the file transfer before completion, the file will not be delivered to the**
    mailbox and the transaction will be cancelled.

Claims Information

Send a Claims File to MOH Procedures

NOTE: *This is an EDT Production Environment screen. In the EDT Test Environment, the screen ID, MOHCLAIM would read HTUCLAIM.*

```
MOHCLAIM                Government of Ontario              2001-06-07
                     Electronic Data Transfer System
                            Send Claim File


                  From:   MOHXXXXX

                    To:   hepclaim

               Subject:   Claim Submission File

           File Format:   T    (T=Text, B=Binary)

             File Name:

              Protocol:   Z    (X,Y,Z,K)




        Press ENTER to accept; or press F3 to cancel.
```

1. All fields on the screen must be populated. The first three fields are automatically populated. You will see a system message if any of the other fields are missing information:

    "Invalid File Format, must be T or B"
    "Missing File Name, field cannot be empty"
    "Invalid Protocol:, must be X, Y, Z or K"

2. Press <enter> when all fields on the Send Claims File Screen are completed. The following message will be displayed:

    "Please begin your upload now"

3. Initiate the file transfer from your communications software. Check your software manual for further information.

Send a Claims File to MOH Procedures (continued)

4. After initiating the file transfer process, your communications software will usually prompt you for the path and filename of the file that is to be transferred. Follow the instructions in your communications software. The status of your file transfer should display in a status box during the transmission.

NOTE: *The box below is only an example of a status box. Your status box may differ, depending on your communications software.*

```
                       Sending
          ─────────────────────────────

          File Name:HA123456.001
          File Size:        648
          Bytes sent:598
          % completed:  92%
          Sending . . .

```

5. After **successful** completion of the file transfer, you will be returned to the Ministry of Health Menu.

6. If the file transfer is **unsuccessful**, you are returned to the Send Claim File screen (MOHCLAIM) where another file transfer can be tried. Or you can press F3 to exit the Send Claim File screen and return to the Ministry of Health Menu.

7. If delivery to the MOH claims mailbox fails you will see the message: **"File <Filename> could not be delivered"**. This message means there is a problem with the GONet EDT service. Call the EDT Help Desk for assistance.

➤ **If you disconnect the file transfer before completion, the file will not be delivered to the mailbox and the transaction will be cancelled.**

Claims Information (continued)

Send OBEC File Procedures

NOTE: *This is a production screen. In the EDT Test Environment, the script command/screen ID (MOHCARD) would read HTUCARD.*

```
MOHCARD                Government of Ontario                2001-06-07
                  Electronic Data Transfer System
                        Send OBEC File



                      From:   MOHXXXXX

                        To:   hepcard

                   Subject:   OBEC Submission File

               File Format:   T    (T=Text, B=Binary)

                 File Name:

                  Protocol:   Z    (X,Y,Z,K)




          Press ENTER to accept; or press F3 to cancel.
```

1. All fields must be populated. The first three fields are automatically populated. You will see a system message if any of the other fields are missing information:

    "Invalid File Format, must be T or B"
    "Missing File Name, field cannot be empty"
    "Invalid Protocol:, must be X, Y, Z or K"

2. Press <enter> when all fields on the Send OBEC File screen are completed. The following message will be displayed:

    "Please begin your upload now"

3. Initiate the file transfer from your communications software. Check your software manual for further information.

Send OBEC File Procedures (continued)

4. After initiating the file transfer process, your communications software will usually prompt you for the path and filename of the file that is to be transferred. Follow the instructions in your communications software. The status of your file transfer should display in a status box during the transmission.

NOTE: *The box below is only an example of a status box. Your status box may differ, depending on your communications software.*

```
┌────────────────────────────────┐
│            Sending             │
│   ──────────────────────────   │
│                                │
│   File Name:     OBEC01.001    │
│   File Size:     648           │
│   Bytes sent:    598           │
│   % completed:  92%            │
│   Sending . . .                │
│                                │
└────────────────────────────────┘
```

5. After **successful** completion of the file transfer, you will be returned to the Ministry of Health Menu.

6. If the file transfer is **unsuccessful**, you are returned to the Send OBEC File screen where another file transfer can be tried. Or you can press F3 to exit the Send OBEC File screen and return to the Ministry of Health Menu.

7. If delivery to the mailbox fails you will see the following message: **"Failed: File <Filename> could not be delivered"**. This message means there is a problem with the EDT service. Call the EDT Help Desk for assistance.

➤ **If you disconnect the transfer before completion, the file will not be delivered and the transaction will be cancelled.**

Log Off Procedures

1. From the **Main Menu** or the **Ministry of Health Menu**, key '4' or enter 'LO' and press
    <enter>.

```
                        Government of Ontario
                    Electronic Data Transfer Service
                        Ministry of Health Menu




                    1. Send Claim File
                    2. Send OBEC File
                    3. Return to Main Menu
                    4. Log Off




                Please Select a Function >



Enter the number of the function you require and press "enter" to continue.
```
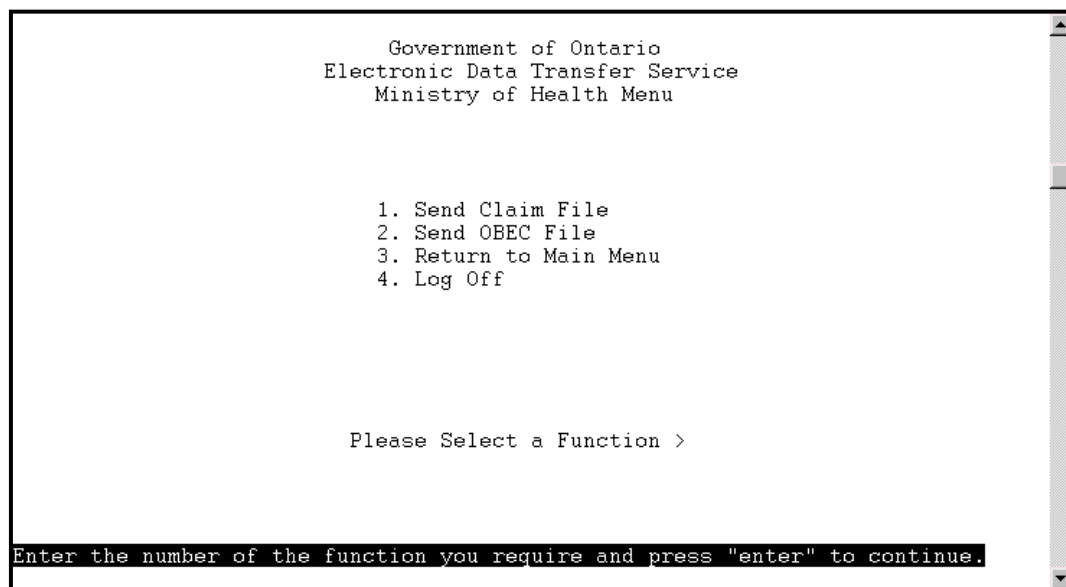
Direct Dial

2. You must exit your communication software **(long-distance charges will continue to
    apply until your disconnection)**. Check your software manual for details.

Datapac

3. You must now hang up from Datapac **(charges will continue until you are
    disconnected)**.

    Use your communications software to end the Datapac session by issuing the command
    to hang up or end the session. Check your software manual for details.

4. Exit from your communications software.

➤   **Hang up before logging off or charges will continue until the system automatically
    hangs up. Ensure that you discontinue your Direct Dial or Datapac connection before
    you have completed the log off procedures.**

EDT SUPPORT

5

# Section 5:											EDT Support

Ministry of Health and Long-Term Care

Once you are registered for EDT, the ministry will send you:

- *Electronic Data Transfer Reference Manual*
- Approval Notification for GONet Electronic Data Transfer (EDT) containing your GONet User ID and temporary password
- Welcome to the GONet EDT Service sheet detailing the EDT Production and Test Environment phone numbers
- *Notification of Change* form used to notify the ministry of changes to your information

If you have questions or require support, contact the ministry EDT/HCV Technical Help Desk at:

1 800 262-6524 or in Kingston call 613 548-7981

The desk is staffed from **8:00 am until 5:00 pm, Monday to Friday**, to answer technical questions pertaining to the EDT service. After business hours an answering service is available and your call will be returned the following business day.

Should you make a call to the ministry EDT/HCV Technical Help Desk you will be asked for the following information:

- name
- phone number
- MOHLTC provider number (MOHLTC billing number)
- EDT User ID
- unique security code word
- date and time the problem occurred
- summary of the question/problem and filename if applicable
- have you had this problem before

Types of Calls for the EDT/HCV Technical Help Desk

- I have forgotten my EDT user ID password. Could you please reset it?
- I'm having trouble downloading my RA reports.
- I submitted a claims file last night but the Batch Edit report is not in my mailbox.

Business inquiries concerning payment or non-payment of specific claims should continue to be directed to your local ministry office. You may be asked for the following information:

- What is your billing number?
- What is your EDT User ID?
- Did you check your EDT mailbox for output reports?
- When did you submit your claims - date and time of upload?
- What is the name of the file?

Software Vendor

Any questions regarding your computer set-up should be referred to your vendor. Ask your vendor what kind of support they offer and if there are additional charges above the cost of the software for this support before purchasing your software.

If your system uses "scripts" to automate log on and file transfers, problems with these activities should be directed to your software vendor.

Ask Your Vendor:

- Can my communications software be scripted?
- Does my billing software read the new electronic claims related reports?

EDT PROCESSING AND PAYMENT SCHEDULE INFORMATION

6

Ontario

Section 6:   EDT Processing and Payment Schedule Information

This section provides claims processing and payment related information including an explanation and schedule of claims reports. Contact your local ministry office with any business inquiries concerning payment or non-payment of specific claims.

EDT Claims Submission Cut-Off Date

The cut-off date for EDT claims submission is the 18th of the month. EDT claims received after the 18th may be processed until the month-end mainframe computer cut-off date, where time and volumes permit.

Submission of Supporting Documentation

Supporting documentation must be delivered to your local ministry office. It is important that supporting documentation be mailed or faxed the same day the file is transferred since EDT provides quick transmission of claims files.

The ministry is investigating the transfer of supporting documentation using the EDT service.

EDT Claims Reports (Output) Schedules

EDT claims reports (output) are delivered to the EDT User ID specified by you in Part C of the Application for GONet EDT Service.

NOTE: *You must regularly log on to the EDT service and download these files to your PC where your billing software can read them. Check regularly for these reports. They are the only notification you will receive of rejected files, batches or claims from the ministry. Rejected files, batches and claims must be resubmitted to be considered for payment.*

A copy of these downloaded files are kept by EDT for 5 days. You can download again if necessary, for example, if your report became corrupted or lost. These copies of the downloaded files will be deleted after the 5 days. Claims and user-to-user files not downloaded expire in 95 days and will be deleted.

EDT Claims Reports (Output) Schedules (continued)

Types of EDT Claims Output

- **File Reject Messages** notify you if the ministry has rejected an entire claims file. This notification is normally sent within a few hours of claims file submission.

- **Claims Batch Edit Reports** notify you of the acceptance or rejection of claim batches. This notification is normally sent within 24 hours of claims file submission. If claims are uploaded on a weekend, holiday or at month-end, the Batch Edit Report is delivered on the next claims processing day. This is your receipt that the ministry received your file; however, it does not guarantee payment.

- **Claims Error Reports** notify you of rejected claims. This notification is normally sent within 48 hours of claims file submissions. If claims are uploaded on a weekend, holiday or at month-end, the Error Report is delivered at the end of the next claims processing day.

- **Remittance Advices (RA)** are produced during a three-to-four day period at the end of the month and are delivered when month-end processing is completed. EDT RAs are normally delivered within the first week of the month.

Correction of Errors

Claims submissions may be rejected under a variety of conditions. An entire batch or file may be rejected; therefore, it is recommended that batches be maintained at a manageable size and that files be uploaded on a regular basis. The ministry recommends daily submission. This ensures early processing and quick return of any rejected claims (refer to Appendix D–*Rejection Categories).*

Stoppage of Paper and Diskette Reports

For three months after you register for EDT, the ministry will send claims outputs in both EDT and your current format. Three months after EDT registration all paper and diskette claim output reports will be stopped. Claims output reports will be sent via EDT only.

Payment

Payment schedules and methods will not change when you register for the EDT service.

Locums

Registered EDT user's claims output will be sent through EDT no matter what claims submission method is used. For example, if a fee-for-service medical claim is submitted for you on diskette your output will still be sent to you through EDT.

Overnight Batch Eligibility Checking Processing Schedule

Overnight Batch Eligibility Checking (OBEC) files received by 4:00 pm are processed overnight and responses returned to the submitter by 7:00 am the next business day. There is a limit of 50,000 records per file. Eligibility is checked based on the date the file is submitted. OBEC does not guarantee payment or provide the correct health number or version code.

Response Files

Your input file naming convention determines the type of response you will receive. There are two types of response files available:

- to receive a response file containing only those health number/version codes that are invalid, files submitted should be named OBECExxx.ttt.
- to receive a response file containing one record for each record submitted, files submitted should be named OBECAxxx.ttt.
  'xxx' can be any valid alphabetic or numeric character or can be omitted.
  'ttt' is DAT or TXT for normal (ASCII) files.

Files that do not follow the naming convention documented in the Technical Specifications Interface to Health Care Systems manual will result in a file containing one record for each record submitted. Your vendor should have a copy of this manual.

OBEC response files not downloaded expire in 7 days and will be deleted.

EDT Input/Output Specifications

Changes are required to billing software in order to receive and process the following EDT claims output files and because the user may be accessing the Remittance Advice (RA) from a different drive. The following are the technical specifications for each EDT claim output.

EDT File Reject Message

The Claim File Reject Message is sent to the EDT user ID who submitted the file, only if the entire claims file is rejected. This report identifies the file rejected and the reasons for rejection.

File reject messages are sent with a file subject of "Mail File Reject". These messages have a filename in the following format:

X	Month	File Number	Sequence Number

Example: XA000001.123

Field 1   X is a constant used to identify the EDT File Reject Message

Field 2   Alpha representation for current processing cycle
(e.g., A for January, B for February)

Field 3   Sequential six-digit file number that indicates the position of
the file sending container (e.g., 000001)

Field 4   Three digit sequence number that indicates the container the file
was delivered in (e.g., 123)

The File Reject Message consists of two record types of 118 characters each: M01 Message Record 1 and M02 Message Record 2.

EDT File Reject Message (continued)

Record Layout

Reject Message Record 1 (MO1) – EDT Claims File				
Occurs **once** per message				
Field Name	**Field Start Position**	**Field Length**	**Format**	**Field Description**
Transaction Identifier	1	01	X	▪ Always 'M'
Record Identifier	2	02	X	▪ Always '01'
Message Reason	4	20	X	▪ Reason for file reject
Invalid Record Length	24	05	X	▪ Actual record length submitted
Message Type	29	03	X	▪ Always ??? to indicate that the first record on the file was not an HEB record
Reserved for MOH Use	32	01	X	▪ Spaces
Filler	33	07	X	▪ Always RECORD=
Record Image	40	37	X	▪ First 37 characters of the first record in the rejected claims file
Reserved for MOH Use	77	42	X	▪ Spaces

EDT File Reject Message (continued)

Record Layout

Reject Message Record 2 (MO2) – EDT Claims File				
Occurs **once** per message				
Field Name	**Field Start Position**	**Field Length**	**Format**	**Field Description**
Transaction Identifier	1	1	X	▪ Always 'M'
Record Identifier	2	2	X	▪ Always '02'
Filler	4	5	X	▪ Always FILE:
Provider File Name	9	12	X	▪ The file name used to submit the file
Filler	21	5	X	▪ Always DATE:
Mail File Date	26	8	D	▪ Date file was uploaded to the EDT service, in format HHMMSS
Filler	34	5	X	▪ Always RECORD=
Mail File Time	39	6	T	▪ First 37 characters of the first record in the rejected claims file
Filler	45	6	X	▪ Always PDATE:
Process Date	51	8	D	▪ Date file was processed by MOH in format YYYYMMDD
Reserved for MOH Use	59	60	X	▪ Spaces

Claims Batch Edit Report

The Claims Batch Edit Report is sent to the EDT user ID specified by the provider at the time of registration in Part C of the Application for GONet EDT Service. This report acknowledges receipt of each batch in a claims file and notes if the batch was accepted or rejected.

Claims Batch Edit Reports are sent with a file subject of claims Batch Acknowledgement. These messages have a filename in the following format.

B	Month Code	File Number	Sequence Number

Example: BA00001.123

Field 1   B is a constant used to identify the EDT Claims Batch Edit Report

Field 2   Alpha representation for current processing cycle
             (e.g., A for January, B for February)

Field 3   Sequential five-digit batch control number assigned by the ministry
             (e.g., 00001)

Field 4   Three digit sequence number that indicates the container the file
             was delivered in (e.g., 123)

Claims Batch Edit Report (continued)

Record Layout

<table>
<tr><td colspan="5"><h2 align="center">Batch Edit Report Record – EDT Claims File</h2></td></tr>
<tr><td colspan="5" align="center">Occurs once per message</td></tr>
<tr>
<th>Field Name</th>
<th>Field Start Position</th>
<th>Field Length</th>
<th>Format</th>
<th>Field Description</th>
</tr>
<tr>
<td>Transaction Identifier</td>
<td>1</td>
<td>2</td>
<td>X</td>
<td>▪ Always 'HB'</td>
</tr>
<tr>
<td>Record Identifier</td>
<td>3</td>
<td>1</td>
<td>X</td>
<td>▪ Always '1'</td>
</tr>
<tr>
<td>Tech. Spec Release Identifier</td>
<td>4</td>
<td>3</td>
<td>X</td>
<td>▪ Always 'V03</td>
</tr>
<tr>
<td>Batch Number</td>
<td>7</td>
<td>5</td>
<td>X</td>
<td>▪ A number assigned by ministry</td>
</tr>
<tr>
<td>Operator Number</td>
<td>12</td>
<td>6</td>
<td>X</td>
<td>▪ From batch header record:</td>
</tr>
<tr>
<td>Batch Create Date</td>
<td>18</td>
<td>8</td>
<td>D</td>
<td>▪ From batch header record format YYYYMMDD</td>
</tr>
<tr>
<td>Batch Sequence Number</td>
<td>26</td>
<td>4</td>
<td>X</td>
<td>▪ From batch header record</td>
</tr>
<tr>
<td>Micro Start</td>
<td>30</td>
<td>11</td>
<td>X</td>
<td>▪ Assigned by ministry: identifies the first record in a batch, blank if batch rejected</td>
</tr>
<tr>
<td>Micro End</td>
<td>41</td>
<td>5</td>
<td>X</td>
<td>▪ Assigned by ministry: identifies the last record in a batch, blank if batch rejected</td>
</tr>
<tr>
<td>Micro Type</td>
<td>46</td>
<td>7</td>
<td>X</td>
<td>▪ Always 'HCP/WCB' or 'RMB'</td>
</tr>
<tr>
<td>Group Number</td>
<td>53</td>
<td>4</td>
<td>X</td>
<td>▪ From batch header record</td>
</tr>
<tr>
<td>Provider Number</td>
<td>57</td>
<td>6</td>
<td>X</td>
<td>▪ From batch header record</td>
</tr>
</table>

EDT File Reject Message (continued)

Record Layout (continued)

Batch Edit Report Record – EDT Claims Batch				
Consists of One Record Type of 132 Characters				
Field Name	**Field Start Position**	**Field Length**	**Format**	**Field Description**
Number of Claims	63	5	X	▪ Total number of claims in the batch as calculated by the ministry – see Note 1
Number of Records	68	6	X	▪ Total number of records in the batch as calculated by the ministry
Batch Process Date	74	8	D	▪ Date batch was processed by MOH format YYYYMMDD
Edit Message	82	40	X	▪ 'BATCH TOTALS' left justified in the field to indicate an accepted batch or blank if a sub-total line or 'R' at position 40 to indicate a rejected batch, preceded by a reason for the batch rejection – see Note 1 and Note 3
Reserved for MOH Use	122	11	X	▪ Spaces
				NOTE 1 *Batch edit reports for accepted batches which contain both HCP/WCP and RMB claims will show three lines:* *- one line with HCP/WCB totals* *- one line with RMB totals* *- one line with batch totals* **NOTE 2** *Record count will be zeros if it is a sub-total record.* **NOTE 3** *When a batch has an error, two or more records will be produced. One record for each error encountered will indicate an error message and the claim and record counts pointing to the error position within the batch. The last record will indicate 'BATCH TOTALS' with a count of the total claims and total records within the batch.*

Claims Error Report

The Claims Error Report is sent to the user ID specified by the provider at the time of application. This report lists rejected claims, with the appropriate error codes, for correction. These claims are deleted from the ministry's system and must be corrected and resubmitted in order to be considered for payment.

Claim Error Reports will be sent with a file subject of Claims Error Report. These messages will have a filename in the following format.

E	Month Code	Provider, Group or Operator Number	Sequence Number

Example: EA123456.123 or EA1234.123

Field 1   E is a constant used to identify the EDT Claims Error Report

Field 2   Alpha representation for current processing cycle
               (e.g., A for January, B for February)

Field 3   Health care provider's solo provider numbers or registered group
               (e.g., 123456 or 1234)

Field 4   Three digit sequence number that indicates the container the file
               was delivered in (e.g., 123)

The EDT Claims Error Report consists of 6 record types of 79 characters:

HX1   Group/Provider Header Record
HXH   Claims Header 1 Record
HXR   Claims Header 2 Record (RMB claims only)
HXT   Claim Item Record
HX8   Explan Code Message Record (optional)
HX9   Group/Provider Trailer Record

Claims Error Report (continued)

Record Layout

Group Provider Header Record (HX1) EDT Claims Error Report				
Field Name	**Field Start Position**	**Field Length**	**Format**	**Field Description**
Transaction Identifier	1	2	X	▪ Always 'HX'
Record Identifier	3	1	X	▪ Always '1'
Tech. Spec Release Identifier	4	3	X	▪ Always 'V03'
MOH Office Code	7	1	X	▪ From batch header
Reserved for MOH Use	8	10	X	▪ Spaces
Operator Number	18	6	X	▪ From batch header
Group Number	24	4	X	▪ From batch header
Provider Number	28	6	X	▪ From batch header
Specialty Code	34	2	X	▪ From batch header
Station Number	36	3	X	▪ Ministry assigned
Claim Process Date	39	8	D	▪ Date claim was processed
Reserved for MOH Use	47	33	X	▪ Spaces

Claims Error Report (continued)

Record Layout (continued)

Claim Header 1 Record (HXH) EDT Claims Error Report				
Multiple Records Occurs Once for Each Claim in a File				
Field Name	**Field Start Position**	**Field Length**	**Format**	**Field Description**
Transaction Identifier	1	2	X	▪ Always 'HX'
Record Identifier	3	1	X	▪ Always 'H'
Health Number	4	10	X	▪ From claim header
Version Code	14	2	X	▪ From claim header
Patient Birthdate	16	8	X	▪ From claim header
Accounting Number	24	8	X	▪ From claim header
Payment Program	32	3	X	▪ From claim header
Payee	35	1	X	▪ From claim header
Referring Provider Number	36	6	X	▪ From claim header
Facility Number	42	4	X	▪ From claim header
Patient Admission Date	46	8	X	▪ From claim header
Referring Lab Licence	54	4	X	▪ From claim header
Location Code	58	4	X	▪ From claim header
Reserved for MOH Use	62	3	X	▪ Spaces

Claims Error Report (continued)

Record Layout (continued)

Claim Header 1 Record (HXH) EDT Claims Error Report				
Multiple Records Occurs Once for Each Claim in a File				
Field Name	**Field Start Position**	**Field Length**	**Format**	**Field Description**
Error Code 1	65	3	X	▪ Refer to error code list
Error Code 2	68	3	X	▪ Refer to error code list
Error Code 3	71	3	X	▪ Refer to error code list
Error Code 4	74	3	X	▪ Refer to error code list
Error Code 5	77	3	X	▪ Refer to error code list

Claims Error Report (continued)

Record Layout (continued)

Claim Header 2 Record (HXR) EDT Claims Error Report				
RMB Claims Only – Occurs Once Per Each RMB Claim				
Field Name	**Field Start Position**	**Field Length**	**Format**	**Field Description**
Transaction Identifier	1	2	X	▪ Always 'HX'
Record Identifier	3	1	X	▪ Always 'R'
Registration Number	4	12	X	▪ From claim header 2
Patients Last Name	16	9	X	▪ From claim header 2
Patients First Name	25	5	X	▪ From claim header 2
Patient Sex	30	1	X	▪ From claim header 2
Province Code	31	2	X	▪ From claim header 2
Reserved for MOH Use	33	32	X	▪ Spaces
Error Code 1	65	3	X	▪ Refer to error code list
Error Code 2	68	3	X	▪ Refer to error code list
Error Code 3	71	3	X	▪ Refer to error code list
Error Code 4	74	3	X	▪ Refer to error code list
Error Code 5	77	3	X	▪ Refer to error code list

Claims Error Report (continued)

Record Layout (continued)

Item Record (HXT) – EDT Claims Error Report

Multiple Records Occurs Once for Each Item in a Claim

Field Name	Field Start Position	Field Length	Format	Field Description
Transaction Identifier	1	2	X	▪ Always 'HX'
Record Identifier	3	1	X	▪ Always 'T'
Service Code	4	5	X	▪ From claim item record
Reserved for MOH Use	9	2	X	▪ Spaces
Fee Submitted	11	6	X	▪ From claim item record
Number of Services	17	2	X	▪ From claim item record
Service Date	19	8	X	▪ From claim item record
Diagnostic Code	27	4	X	▪ From claim item record
Reserved for MOH Use	31	32		▪ Spaces
Explan Code	63	2		▪ EDT error report explanation code
Error Code 1	65	3	X	▪ Refer to error code list
Error Code 2	68	3	X	▪ Refer to error code list
Error Code 3	71	3	X	▪ Refer to error code list
Error Code 4	74	3	X	▪ Refer to error code list
Error Code 5	77	3	X	▪ Refer to error code list

Claims Error Report (continued)

Record Layout (continued)

Explanation Code Message Record (HX8) **EDT Claims Error Report**				
Optional – Occurs 1 to 4 Times Per Claim Item				
Field Name	**Field Start Position**	**Field Length**	**Format**	**Field Description**
Transaction Identifier	1	2	X	▪ Always 'HX'
Record Identifier	3	1	X	▪ Always '8'
Explan Code	4	2	X	▪ Error report explanatory code
Explan Description	6	55	X	▪ Explanatory code description
Reserved for MOH Use	61	19	X	▪ Spaces

Claims Error Report (continued)

Record Layout (continued)

Group/Provider Trailer Record (HX9) EDT Claims Error Report				
Occurs Once Per File or Once Per Provider for Groups				
Field Name	**Field Start Position**	**Field Length**	**Format**	**Field Description**
Transaction Identifier	1	2	X	▪ Always 'HX'
Record Identifier	3	1	X	▪ Always '9'
Header 1 Count	4	7	N	▪ Count of HXH records
Header 2 Count	11	7	N	▪ Count of HXR records
Item Count	18	7	N	▪ Count of HXT records
Message Count	25	7	N	▪ Count of HX8 records
Reserved for MOH Use	32	48	X	▪ Spaces

EDT Error Report Samples

Sample for Solo Providers

The following sample shows two rejected claims for the same provider. The first claim has two items. The second claim is an RMB claim that has one item.

HX1   Group/Provider Header Record

HXH   Claim Header 1

HXT   Claim Item

HX8   Explan Code Message Record

HX8   Explan Code Message Record

HXT   Claim Item

HX8   Explan Code Message Record

HXH   Claim Header 1

HXR   Claim Header 2

HXT   Claim Item

HX8   Explan Code Message Record

HX8   Explan Code Message Record

HX8   Explan Code Message Record

HX8   Explan Code Message Record

HX9   Group/Provider Header Record

EDT Error Report Samples (continued)

Sample for Group Providers

The following sample shows three rejected claims for two different providers. The first provider has one claim that has two items. The second provider has a RMB claim with one item under one specialty, and a second claim with one item under another specialty.

HX1   Group/Provider Header Record

HXH   Claim Header 1

HXT   Claim Item

HX8   Explan Code Message Record

HX8   Explan Code Message Record

HX9   Group/Provider Trailer Record

HX1   Group/Provider Header Record

HXT   Claim Item

HX8   Explan Code Message Record

HXH   Claim Header 1

HXR   Claim Header 2

HXT   Claim Item

HX8   Explan Code Message Record

HX8   Explan Code Message Record

HX8   Explan Code Message Record

HX8   Explan Code Message Record

HX1   Group/Provider Header Record (change in specialty)

HXH   Claim Header 1

HXT   Claim Item

HX8   Explan Code Message Record

HX9   Group/Provider Trailer Record

Remittance Advice

The monthly Remittance Advice is sent to the user ID specified by the providers st the time of registration. Remittance Advices will be sent with a file subject of Remittance Advice. These messages have a filename in the following format.

P	Month Code	Provider or Group Number	Sequence Number

Example: PA123456.123 or PA1234.123

Field 1   P is a constant used to identify the Remittance Advice

Field 2   Alpha representation for current processing cycle
               (e.g., A for January, B for February)

Field 3   Health care provider's solo provider numbers or registered group number
               (e.g., 123456 or 1234)

Field 4   Three digit sequence number that indicates the container the file
               was delivered in (e.g., 123)

HELP SUPPORT

7

Ontario

SECTION 7:   HELP SUPPORT

Network Host Clients - Password Help

Specific password rules, guidelines and instruction may be unique and will be provided by the Network Host.

Datapac Password Help

Bell Datapac will provide the initial assignment of Network User Identification (NUI) and password along with password rules and other associated information. Questions regarding Datapac passwords should be directed to the Bell Canada Datapac office at 1 800 267-6574.

Guidelines for Choosing a Good Password

Use care when choosing your password; you are responsible for all transactions associated with the GONet ID assigned to you. Ministry staff cannot see your password and cannot look it up.

Password guidelines are provided to assist in the selection and maintenance of a secure password:

- select something easy for you to remember
- don't write your password down
- don't share your password
- form a compound word from two smaller words (e.g., SOURTEA)
- mix upper and lowercase letters (e.g., sOuRtEa)
- remove all vowels from a common word (e.g., MANHATTAN = MNHTTN)
- use the first or last letters from each word of a phrase (e.g., TO BE OR NOT TO BE = TBRNTB)
- incorporate special characters (any&DAY)
- combine letters and numbers such as the name and birth date of a friend (e.g., JOE1064)

Password Change Mask Screen

This screen describes the password mask that defines which characters may be used in a password. The current mask is set with 16 x's and is shown on the second last line of this screen (x=any character); therefore, your password may contain a maximum of 16 characters and be any character.

```
            userid   -np   <ENTER>    To log on and set a new password.



Unauthorized Access to this System is Prohibited.

Please log on
mohft5au
Password?

The following list describes the password change mask.
The letter in the string describes the type of character
that must be entered for the new password.
        V -> aeiou
        C -> bcdfghjklmnpqrstvwxyz
        X -> any character
        N -> 1234567890
        A -> abcdefghijklmnopqrstuvwxyz
        B -> space character
        S -> !\"#$%&'()*+,-./:;<=>?@[\\]^`{|}~_
        L -> a-z 0-9

XXXXXXXXXXXXXXXX

Enter a new password
```

After keying the new password, you will be asked to enter it again for verification.

How to **change** your password:

- At the **GONet EDT Service** log on screen:

    - Key your **user ID**, press <space>, key **-np** and press <enter>
    - Enter your **current** password and press <enter>

NOTE: *The Password Change Screen will automatically display if you are a new user or if your current password has expired.*

SECURITY INFORMATION

8

Ontario

System Security

Enhanced security is provided through the GONet EDT service and the following features:

- Only authorized users with the appropriate ID and password have access to the ministry's GONet EDT system.

- The chance of files being lost, misplaced or damaged is minimized because there is no manual handling of the files being transferred by EDT.

- Ministry files are routed to the electronic mailbox specified by you during the EDT registration process. This mailbox can only be accessed by using the authorized ID and password.

- You will be required to select a SECURITY CODE word during the EDT registration process. This security code word is used to authenticate and identify callers contacting the EDT Help Desk.

File Security

Computer files uploaded (sent by the user) or downloaded (received by the user) from the GONet EDT service are not opened or altered in any way during the file transfer. The contents and format remain exactly as transmitted from the user or from the ministry's mainframe computer.

GONet EDT User Identification

Once you have registered with the ministry, you are given a GONet User Identification (user ID) and temporary password. To access the GONet EDT service, you must change this temporary password when you first log on to the GONet EDT service. This information is on your "Approval Notification for GONet EDT Service" form.

All user IDs consist of 8 alpha/numeric characters (e.g., MOHXXXXX) where:

- the first three characters are MOH for production IDs or HTU for test IDs.

- the last five characters are randomly assigned by the GONet EDT system.

GONet EDT User Identification (continued)

Your user ID is unique and identifies you to the GONet EDT service. Your password ensures the security of the service. You will be able to receive files electronically from other users by providing them with your user ID as a mail address.

Your user ID and password are both required in order to gain access to the GONet EDT service. You are only able to access services to which you have been authorized by the ministry.

You could be held responsible if someone uses your user ID and password to gain unauthorized access to the GONet EDT service.

Access to the GONet EDT service is restricted to authorized users. Users must adhere to the user ID and password guidelines. Only authorized users entering the appropriate user ID and password can access the GONet EDT service.

NOTE: *If you do not use the GONet EDT system for 90 days, your user ID will be de-activated. If this happens call the EDT Help Desk for assistance.*

➤   **Misuse of this network access could result in termination of participation in the GONet EDT service.**

Passwords

When you receive your GONet EDT user ID you will also receive a temporary password from the ministry. This temporary password will have to be replaced with one of your choosing the first time you log on to the GONet EDT service. Your user ID and password restricts others from accessing your files.

Select your password carefully so that it is easy to remember. The EDT Help Desk staff **cannot** see or look up your password if you have forgotten it. If you write your password down, secure it like you would your banking machine number (i.e., do not leave your password on your computer or under your keyboard or deskpad).

Your password must:

- be changed regularly (**passwords expire every 35 days**).

- be a minimum of 8 characters and a maximum of 16 characters.

- not contain any double characters (e.g., "w<u>oo</u>dchuck" is not acceptable).

Passwords (Continued)

Your password should:

- be confidential.

- never be the same as your user ID.

- be designed to be easily remembered.

- be randomly chosen.

- not use progressive passwords (e.g., number1, number2). Identification of a common string usually results in the breaking of the password by outsiders.

- not be repeated.

NOTE: *The same password cannot be used for up to 14 occurrences.*

The following password examples outline how you can choose a password. The examples do not contain the minimum 8 character requirement of a valid password.

Other guidelines for choosing a good password:

- remove all vowels from a common word or phrase
  (e.g., ARTICHOKE = RTCHK)

- use the first or last letters from each word of a phrase
  (e.g., TO BE OR NOT TO BE = TBRNTB)

- incorporate numbers, letters and special characters
  (e.g., A5%)

- form a compound word from two smaller words
  (e.g., SOURTEA)

Passwords (continued)

Never use the following types of common passwords as statistics have proven that they are most vulnerable to detection:

- your given name/nickname

- family or pet's names

- your favourite make of automobile

- name or make of your pleasure craft

- any work related name or logo

- any other items that bear a strong personal association with you

Some passwords, such as ministry and MOHCLAIM, as well as common passwords used to break into computer systems are restricted by the GONet EDT service.

Refer to Section 4 - *EDT Service and Screen Layouts* for direction on password change procedures.

➤ **Password management and confidentiality are your responsibility. You will be held responsible if access is gained by an unauthorized individual using your user ID.**

3 attempts to enter your password will be allowed. If you are unsuccessful, you will be disconnected and you will have to redial and try again.

5 consecutive unsuccessful log on attempts will result in your account being revoked.

To reinstate your account, please contact the EDT Help Desk at:

1 800 262-6524 or in Kingston call 613 548-7981

Security Code Word

You provided this word to the ministry when you completed your application for the GONet EDT service. This word is on your 'Approval Notification for GONet EDT Service' form.

The EDT Help Desk will require your security code word to verify your identity when you call.

NOTE: *If you forget your unique security code word you may be required to complete a new application for another GONet EDT user ID. This may cause a delay in receiving and/or sending files.*

Forgotten User ID and/or Password

If you have forgotten your user ID and/or password, call the EDT Help Desk at:

1 800 262-6524 or in Kingston call 613 548-7981

When you call, have your unique security code word ready to enable the EDT Help Desk staff to verify your identity. Once your identity has been verified, you will be given a temporary password that will allow you access to the GONet EDT service. This password must be replaced with one of your choosing the next time you log on the GONet EDT service.

Network Access

Authorized users of the GONet EDT service can:

- transfer files to authorized applications.

- receive/send files from/to the ministry.

- receive/send files to other authorized EDT users.

The network may **not** be used for:

- unauthorized access to other networks, BBS, or e-mail systems.

- any transactions that contravene the acts and regulations governing the provision of health care in the province of Ontario.

- any transactions not authorized by the MOHLTC.

APPENDICES

9

Ontario

Section 9:   Appendices

Appendix A: System Status Messages

Password Messages

MESSAGE	EXPLANATION	ACTION
New password matches a password previously used	The same password cannot be used for up to 14 occurrences. Your password must not be repeated with a previously used password.	Enter a password that meets the guidelines set out in this manual (refer to Section 8 - *Security Information*).
New passwords do not match	When you change your password, you will be prompted to re-enter your new password. This message will appear if you do not enter the exact character sequence as the original entry.	Re-enter the new password exactly as you entered it the first time.
Password entered must be at least minimum length specified.	Your password must be a minimum of 8 characters, and a maximum of 16 characters.	Enter a password with a minimum of 8 characters (refer to Section 8 - *Security Information*).
Password cannot have identical characters together	The password must not have two identical characters beside each other, for example, the word "addition" is not valid.	Enter a password that does not contain double letters (refer to Section 8–*Security Information).*
Illegal new password; similar to registered User ID	The system will not accept your password as it is too similar to a registered EDT User ID	Re-enter another password (refer to Section 8 - *Security Information*).
Contact your System Administrator, password change required	You need to contact the EDT Help Desk for assistance with your password change.	Call the EDT Help Desk at 1 800 262-6524 or in Kingston call 613 548-7981.
Contact your System Administrator, cannot change your password	You need to contact the EDT Help Desk for assistance with your password change.	Call the EDT Help Desk at 1 800 262-6524 or in Kingston call 613 548-7981.

Log On/Off Messages

MESSAGE	EXPLANATION	ACTION
Contact your System Administrator, number of log on errors have exceeded your limit	You are allowed three attempts to enter your EDT User ID and password correctly before you are disconnected from the GONet EDT service. Five consecutive unsuccessful log on attempts will result in your EDT User ID being revoked.	Call the EDT Help Desk at 1 800 262-6524 or in Kingston call 613 548-7981.
Log on is not Allowed - Contact your System Administrator	After 5 consecutive log on attempts, GONet denies access. You must obtain assistance from the EDT Help Desk to successfully log on again.	Call the EDT Help Desk at 1 800 262-6524 or in Kingston call 613 548-7981.
Log on is not Allowed at this time - Automatic Disconnect	System error	Call the EDT Help Desk at 1 800 262-6524 or in Kingston call 613 548-7981.
Log on is not Allowed at this port - Automatic Disconnect	You are not able to log on to this port.	Call the EDT Help Desk at 1 800 262-6524 or in Kingston call 613 548-7981.
Invalid Log on - Access Denied	This message means you have attempted to log on incorrectly.	For log on procedures (refer to Section 4 - *EDT Service and Screen Layouts).*
Inactive User Tried to Log on	This message could be a result of trying to log on again after receiving the message "Log on not allowed - Contact your System Administrator". This message could occur if you have not accessed the GONet EDT system within 90 days.	Call the EDT Help Desk at 1 800 262-6524 or in Kingston call 613 548-7981.
Log on Error Limit Exceeded - Automatic Disconnect	You are allowed three attempts to enter your EDT User ID and password correctly before you are disconnected from the GONet EDT service. Five consecutive unsuccessful log on attempts will result in your EDT User ID being revoked.	If you are still connected to Datapac, key the GONet EDT Datapac address. This will re-connect you to the GONet Log On screen (refer to Section 4– *EDT Service and Screen Layouts).* If you have been disconnected from Datapac, redial your regional Datapac number. After a connection is made, log on using the procedures in Section 4–*EDT Service and Screen Layouts.* Call the EDT Help Desk at 1 800 262-6524 or in Kingston call 613 548-7981.

Menu Log Messages

MESSAGE	EXPLANATION	ACTION
Exceeded Log on Threshold	The GONet EDT system currently allows for 20 log on attempts per day. This message means you have exceeded that number of log on attempts.	Access the GONet EDT system on the next calendar day. Call the EDT Help Desk at 1 800 262-6524 or in Kingston call 613 548-7981.
Invalid Input, please re-enter	You have keyed something the system will not accept.	Re-key appropriate input.
Terminal Session Idle - Automatic Disconnect	You will automatically disconnect from the EDT system after five minutes has lapsed without any activity.	If you are still connected to Datapac, key the GONet EDT Datapac address. This will reconnect you to the GONet Log On screen. Log on using the procedures in Section 4 - *EDT Service and Screen Layouts*. If you have been disconnected from Datapac, redial your regional Datapac number. After a connection is made, log on using the procedures in Section 4–*EDT Service and Screen Layouts*
You are not authorized for this service; please make another selection.	You have selected a function you have no authority to use.	Press return to continue.
Invalid selection entered	You keyed the wrong selection number from the menu.	Re-key the correct selection number.
Contact your System Administrator, selection unavailable	System error	Call the EDT Help Desk at 1 800 262-6524 or in Kingston call 613 548-7981.
Command entered is not a registered system command.	You keyed a number/letter that the system will not accept.	Re-key the correct selection number.
Contact your System Administrator, cannot transfer to application	System error	Call the EDT Help Desk at 1 800 262-6524 or in Kingston call 613 548-7981.
Invalid Key Pressed, please use F3 or ENTER key only	You have pressed a key the system won't accept.	Press F3 or ENTER to complete the function.
Invalid Data was found in the Command field	You may be attempting to Delete a file but you may not have **selected** a file to delete **or** you may have entered an invalid character in the command field.	Check the command field entry.

Download/Delete Messages

MESSAGE	EXPLANATION	ACTION
File Transfer Failed	The file did not reach the specified destination. You may also receive this message if you have aborted the file transfer.	Ensure that the file transfer protocol you are using matches the file transfer protocol entered on the screen. Ensure that both your hardware and software are set for hardware flow control. Ensure the baud rate setting in your software matches your modem. Ensure you are using the correct option: **T** for ASCII text files or **B** for compressed and non-ASCII text files. After checking the above settings, try the transfer again. If failure occurs again, call the EDT Help Desk at 1 800 262-6524 or in Kingston call 613 548-7981.
Please Prepare for Download	This message appears when all conditions have been met to begin the download of file(s) you have selected.	Invoke your communications software to download the file(s).
File Successfully Downloaded	The file has been transferred to your PC.	Access file through your personal software.
The Selected Files Have Been Deleted	The files you selected have been successfully deleted.	No action
The Selected Files Could Not be Deleted	The files you selected have not been successfully deleted.	Follow the procedures in Section 4 – *EDT Service and Screen Layouts* to be sure you haven't missed a step. Call the EDT Help Desk at 1 800 262-6524 or in Kingston call 613 548-7981.
Failed Cannot Retrieve Mail Message	System Error	Call the EDT Help Desk at 1 800 262-6524 or in Kingston call 613 548-7981.

Upload Messages

MESSAGE	EXPLANATION	ACTION
Please Begin Your Upload Now	This message appears when all conditions have been met to either Send File to an EDT User, Send Claim File or Send OBEC File.	Invoke your communications software.
File Transfer Failed	The file did not reach the specified destination. You may also receive this message if you have aborted the file transfer.	Ensure that the file transfer protocol you are using matches the file transfer protocol entered on the screen. Ensure that both your hardware and software are set for hardware flow control. Ensure the baud rate setting in your software matches your modem. Ensure you are using the correct option: **T** for ASCII text files or **B** for compressed and non-ASCII text files. After checking the above settings, try the transfer again. If a file transfer failure occurs again, call the EDT Help Desk at 1 800 262-6524 or in Kingston call 613 548-7981.
File <filename> TRANSFER SUCCESSFUL	File has been successfully delivered to the specified mailbox.	No action
File <filename> COULD NOT BE DELIVERED	File could not be delivered.	Call the EDT Help Desk at 1 800 262-6524 in Kingston call 613 548-7981.
Invalid TO: field, please re-enter	The destination EDT ID keyed in this field is not correct, or the field has been left blank.	Check your destination ID in the TO: field. Re-key correct EDT ID.
Subject Field must be present, press enter	Subject field has been left blank.	Check Subject field and key a subject if blank.
Invalid File Format, must be T or B	An unacceptable character was keyed in this field.	Change character to **T** for text or **B** for binary.
Missing file Name, field cannot be empty	File field must have a file name. Name field has been left blank.	Key a file name in this field.
Invalid Protocol, must be X, Y, Z or K	The modem character keyed here is incorrect.	Check your modem character and make sure it's either X, Y, Z or K. Re-key correct modem character.
To User ID <DestID> DOES NOT EXIST	You may see this message when using either Send File to an EDT User, Send Claim File or Send OBEC File.	Check the destination EDT ID keyed in the TO: field. Re-key the correct EDT ID or contact destination user to obtain the correct EDT ID.

Appendix B: Response Codes

The following Response Codes were extracted from the *Health Card Validation Reference Manual,* January 2006.

Code	Response	Provider Action Including Message to Patient
5	Incorrect health number Health number is not 10 numeric digits (may be keying error or the card may be damaged).	▪ Check for keying errors ▪ Confirm number and version code ▪ Confirm cardholder identity ▪ Request surrender of health card - return it to MOHLTC ▪ Notify the fraud line where applicable 1 800 265-4230 ▪ **No payment for services,** bill the cardholder directly ▪ *Ask the cardholder to contact the local MOHLTC office*
10	Incorrect health number The health number was not found on the ministry's Registered Persons Database.	▪ Check for keying errors ▪ Confirm health number and version code ▪ Confirm cardholder identity ▪ Request surrender of health card - return it to MOHLTC ▪ Notify the fraud line where applicable 1 800 265-4230 ▪ **No payment for services,** bill the cardholder directly ▪ *Ask the cardholder to contact the local MOHLTC office*
15	Pre-assigned new-born health number - parent/guardian must complete registration Health number was released as a pre-assigned health number for new-borns. The registration process is incomplete.	▪ <u>Patient less than 3 months old:</u> ▪ Advise parent/guardian health number registration is incomplete ▪ Infant registration may be in process - request supporting evidence of Ontario residency (e.g., parent's health card, driver's licence) ▪ Advise client direct billing may result if registration not completed within 90 days of date of birth ▪ **No payment will be made for services until registration is completed.** ▪ *Ask the cardholder to contact the local MOHLTC office*
20	Not eligible There is no eligibility for this health number on the ministry database.	▪ Check for keying errors ▪ Confirm health number and version code. ▪ Confirm cardholder identity ▪ Request surrender of health card - return it to MOHLTC ▪ Notify the fraud line where applicable at 1 800 265-4230 ▪ **No payment for services,** bill the cardholder directly ▪ *Ask the cardholder to contact the local MOHLTC office*

Code	Response	Provider Action Including Message to Patient
25	Unknown health card Health card swipe does not have proper Issuer Identification.	• Verify health card appears to be ministry-issued health card and not a hospital card • Check for keying errors • Confirm health number and version code. • Confirm cardholder identity • Request surrender of health card - return it to MOHLTC • Notify the fraud line where applicable at 1 800 265-4230 • **No payment for services,** bill the cardholder directly • *Ask the cardholder to contact the local MOHLTC office*
50	Card passed validation This indicates a valid health card with current eligibility.	• No action required • Request additional identification if it is suspected that the health cardholder is not the person to whom the health card was issued • **You will receive payment for billable services rendered on this day.**
51	Health card passed validation This indicates a valid health card with current eligibility.	• No action required • Request additional identification if it is suspected that the health cardholder is not the person to whom the health card was issued • **You will receive payment for billable services rendered on this day.**
52	Health card passed validation Holder must contact ministry to ensure continued validity.	• Advise the cardholder to contact the ministry INFOline at 1 800 268-1154 • Request additional identification if it is suspected that the cardholder is not the person to whom the health card was issued. • **You will receive payment for billable services rendered on this day.** Registrant needs to contact the ministry to maintain coverage into the future.
53	Health card passed validation Health Card ID expired. A renewal notification has been sent to the registrant.	• Advise the cardholder to contact the ministry on the INFOline at 1 800 268-1154 • Request additional identification if it is suspected that the cardholder is not the person to whom the health card was issued • **You will receive payment for billable services rendered on this day.** Registrant needs to contact the ministry to maintain coverage into the future.
54	Health card passed validation Health card is future dated. The cardholder was issued this health card upon renewal or as a replacement.	• No action required • Request additional identification if it is suspected that the cardholder is not the person to whom the card was issued • **You will receive payment for billable services rendered on this day.**
55	Health card passed validation The cardholder needs to update their address on file with the ministry.	• Advise the cardholder to contact the ministry on the INFOline at 1 800 268-1154 • Request additional identification if it is suspected that the card holder is not the person to whom the health card was issued. • **You will receive payment for billable services rendered on this day.** Registrant needs to contact the ministry to maintain coverage into the future.

Code	Response	Provider Action Including Message to Patient
60	Expired health card If the cardholder has a new health card, they need to use the new health card. Otherwise the cardholder needs to contact the ministry to obtain a new health card.	• Check for keying errors • Confirm health number and version code. • Confirm cardholder identity • Ask if cardholder has another health card • Ask the cardholder to contact the local MOHLTC office • Have cardholder complete a Health Number Release form • **No payment for services on this Health Number and Version Code combination.** Use the health number and version code obtained through the Health Number Release form process to bill for services rendered.
65	Incorrect version code If the cardholder has another health card, they need to use the other health card. Otherwise, the cardholder needs to contact the ministry to obtain a new health card.	• Check for keying errors • Confirm health number and version code. • Confirm cardholder identity • Ask if cardholder has another health card • Ask the cardholder to contact the local MOHLTC office • Have cardholder complete a Health Number Release form • **No payment for services on this health number and version code combination.** Use the health number and version code obtained through the Health Number Release form process to bill for services rendered.
70	Stolen health card The health card has been reported as stolen. Card is no longer valid.	• Check for keying errors • Confirm number and version code. • Ask if cardholder has another health card • Request additional identification supporting Ontario residency (driver's licence) - cardholder may have recovered the health card but neglected to advise MOHLTC • If unable to confirm the photo on the card bill the cardholder directly and notify the fraud line where applicable at 1 800 265-4230 • Ask the cardholder to contact the local MOHLTC office • Have cardholder complete a Health Number Release form • **No payment for services on this Health Number and Version Code combination.** Use the Health Number and Version Code obtained through the Health Number Release Form process to bill for services rendered.
75	Cancelled health card Health card cancelled by MOHLTC - replacement may have been issued	• Check for keying errors • Confirm health number and version code. • Confirm cardholder identity • Ask if cardholder has another health card • Ask the cardholder to contact the local MOHLTC office • Have cardholder complete a Health Number Release form • **No payment for services on this health number and version code combination.** Use the health number and version code obtained through the Health Number Release form process to bill for services rendered.

Code	Response	Provider Action Including Message to Patient
80	Damaged health card Health card cancelled by MOHLTC. A replacement may have been issued.	▪ Check for keying errors ▪ Confirm health number and version code ▪ Confirm cardholder identity ▪ Ask if cardholder has another health card ▪ Ask the cardholder to contact the local MOHLTC office ▪ Have cardholder complete a Health Number Release form. ▪ **No payment for services on this health number and version code combination.** Use the health number and version code obtained through the Health Number Release form process to bill for services rendered.
83	Lost health card The health card has been reported as lost. The card is no longer valid. A replacement may have been issued.	▪ Check for keying errors ▪ Confirm health number and version code. ▪ Confirm cardholder identity ▪ Ask if cardholder has another health card ▪ Ask the cardholder to contact the local MOHLTC office ▪ Have cardholder complete a Health Number Release form ▪ **No payment for services on this health number and version code combination.** Use the health number and version code obtained through the Health Number Release form process to bill for services rendered.
90	Information not available The MOHLTC system may be undergoing maintenance.	▪ Try the scan again ▪ Use Interactive Voice Response to validate the health card ▪ Access IVR Bulletin Board to obtain system maintenance, downtime information and periodic status updates ▪ Call the MOHLTC Help Desk at 1 800 262-6524 and report the problem.
99	System not available Cannot access the MOHLTC database	▪ Try the scan again ▪ Use Interactive Voice Response to validate the health card ▪ Access IVR Bulletin Board to obtain system maintenance, downtime information and periodic status updates. ▪ Call the MOHLTC Help Desk at 1 800 262-6524 and report the problem.
9A	Not authorized for HCV MOHLTC Provider ID is either missing on the input transaction record, or is not numeric or not left justified.	▪ Call 1-800-262-6524 and provide response code to Help Desk Agent
9B	Not authorized for HCV The Facility ID is either missing on the input transaction record or not alphanumeric or not left justified or not 4 characters in length.	▪ Call 1 800 262-6524 and provide response code to Help Desk Agent

Code	Response	Provider Action Including Message to Patient
9C	Provider ID does not match the data contained on the ministry's HCV Registration Table.	▪ Call 1 800 262-6524 and provide response code to Help Desk Agent
9D	Facility ID does not match the data contained on the ministry's HCV Registration Table.	▪ Call 1 800 262-6524 and provide response code to Help Desk Agent
9E	The MOHLTC User ID is either missing on the input transaction record or is not alphanumeric or not left justified.	▪ Call 1 800 262-6524 and provide response code to Help Desk Agent
9F	Provider # is not a valid status on ministry database.	▪ Call 1 800 262-6524 and provide response code to Help Desk Agent
9G	The Group # is not a valid status on ministry database.	▪ Call 1 800 262-6524 and provide response code to Help Desk Agent
9H	Organization Status is closed or Facility MNI not found on ministry database.	▪ Call 1 800 262-6524 and provide response code to Help Desk Agent
9I	User's Host ID (HECSxxxx) does not match ministry database.	▪ Call 1 800 262-6524 and provide response code to Help Desk Agent
9J	IVR PIN is not numeric or is equal to spaces.	▪ Provider to re-try with correct PIN ▪ Call 1 800 262-6524 and provide response code to Help Desk Agent
9K	Local User ID is not alphanumeric or is equal to spaces.	▪ Call 1 800 262-6524 and provide response code to Help Desk Agent
9L	User not found/authorized.	▪ Call 1 800 262-6524 and provide response code to Help Desk Agent
9M	Client of the Network Provider is not authorized.	▪ Call 1 800 262-6524 and provide response code to Help Desk Agent

Appendix C: Rejection Categories

Claims data in machine readable form may be subject to rejection by the ministry at three (3) levels:

1.0   Rejection of entire file submission

2.0   Rejection of batch within a file

1.0   Rejection of a claim within a batch

Warning messages will be issued when the fields designated as fillers are not spaces.

1.0   Rejection of Entire Submission

The entire unprocessed file will be returned to the originator if any of the following conditions exist:

1.1   Not an acceptable Media Type

1.2   Not readable

1.3   First record in the file is not a Batch Header Record

1.4   Record count on the Identification Label must correspond to actual records within the file (Magnetic Tape/3480/3490 Cartridge Only)

1.5   Not standard label (3480/3490 Cartridge Only)

1.6   Data Records not 79 bytes (Magnetic Tape, 3480/3490 Cartridge only)

2.0   Rejection of a Batch

Batches will be rejected to the Batch Edit Report if the following error conditions occur:

- FIRST REC ON FILE NOT BATCH HDR
- INVALID DIST CODE ON BATCH HDR
- NO CLAIMS ENCOUNTERED ON FILE
- CLM HDR1 DOES NOT FOLLOW BATCH HEADER
- TRAILER RECORD MISSING
- BATCH HEADER MISSING
- CLM HDR2 REC NOT AFTER REC TYPE H
- TRANSACTION IDENTIFIER MUST BE HE

Rejection Categories (continued)

2.0   Rejection of a Batch (continued)

- RECORD IDENTIFIER MUST BE B, H, R, T, E
- INVALID COUNTS IN TRAILER RECORD
- GROUP# MISSING OR NOT ZEROS
- PROVIDER# MISSING
- GROUP/PROVIDER# BOTH MISSING OR ZEROS
- CREATION DATE INVALID OR NOT YYYYMMDD
- GROUP/PROVIDER NOT APPROVED FOR MRI
- GROUP/PROVIDER OPERATOR NUMBER INVALID
- ITEM REC NOT AFTER REC TYPE H, R OR T
- SOLO PROVIDER NOT APPROVED FOR MRI
- CLM HDR1 NOT AFTER REC TYPE B, OR T
- INVALID CREATION DATE..NOT NUMERIC
- TRAILER REC NOT AFTER REC TYPE T
- CREATION DATE > SYSTEM DATE
- GROUP/PROVIDER NOT APPROVED FOR EDT
- UNSUPPORTED TECH SPEC REL. IDENTIFIER

> **NOTE:**   *Whenever a large number of claims are submitted in a single batch there is the possibility that the entire submission may reject due to any of the reasons listed above. We recommend that you attempt to maintain the batch input to a manageable size (e.g., no more than 500 claims per batch).*

3.0   REJECTION OF A CLAIM

Claims within a batch will be rejected to the Claims Error Report for the following reasons:

3.1   Missing/Invalid data as per the field description specified in this manual (Error code(s) prefixed with **V**)

3.2   Ineligible Patient/Health Care Provider data (Error code(s) prefixed with **E**)

3.3   Missing/invalid data as specified in the Schedules of Benefits (Error code(s) prefixed with **A**)

> **NOTE:**   *Once corrected, these claims may be resubmitted for payment on a subsequent file. Error Report Rejection Conditions are included within the Technical Specifications Interface to Health Systems manual.*

Appendix D: Ministry Office Listings

Fax Numbers and Addresses for Supporting Documentation

OFFICE	MAILING ADDRESS	FAX NUMBER
Toronto	P.O. Box 1700 Station A Toronto, Ontario M5W 1G9	416 314-7748
Oshawa	P. O. Box 635 Oshawa, Ontario L1H 8L4	905 434-3725
Mississauga	P. O. Box 7020 Postal Station A Mississauga, Ontario L5A 3M1	905 896-6029
London	P. O. Box 5700 Station A London, Ontario N6A 4L6	519 675-6832
Hamilton	P. O. Box 2280 Hamilton, Ontario L8N 4C8	905 521-7605
Ottawa	Fuller Building 75 Albert Street Ottawa, Ontario K1P 5Y9	613 237-3246
Kingston	P. O. Box 9000 Kingston, Ontario K7L 5A9	613 545-4399
Sudbury	199 Larch Street 8th Floor, Suite 801 Sudbury, Ontario P3E 5R1	705 675-4015
Thunder Bay	435 James Street South Suite 113 Thunder Bay, Ontario P7E 6T1	807 475-1424

Appendix E: Glossary

Baud Rate	The speed at which data transfers between two devices, such as between two computers connected via a modem.
Billing Agent	An agent authorized by a health care provider, or a group of health care providers, to prepare their claims data on machine-readable media for processing by the ministry and/or to reconcile payment data on machine-readable media provided by the ministry.
Bits Per Second (BPS)	A measurement of data transmission speed.
Communication Software	A type of software used to establish a connection and exchange data with another computer.
Compressed File	A file that has been reduced in size by converting to a more compact format.
Datapac	A phone service offered by Bell Canada that provides **(for a fee)** the communication lines on which the file transfer data is sent through telephone lines from authorized users to the EDT computer.
Downloading	The process of receiving a file from another computer.
Electronic Data Transfer (EDT)	An Ontario government service that allows authorized users to transfer files (via a modem and telephone line) from their computer to government mainframe computers. The ministry currently offers two EDT applications: fee-for-service medical claims and Overnight Batch Eligibility Checking (OBEC) of health cards.
ENA	External Network Access
File Transfer	The process of using communications to move or transmit a file from one computer to another, using a protocol which has been agreed upon.
File Transfer Protocol (FTP)	A list of communications parameters (settings) and standards that govern the transfer of information among computers using telecommunications. Both computers must have the same settings and follow the same standards to avoid errors.
Government of Ontario Network (GONet)	The interface designed by the Ontario government that is used to upload/download (send/receive) files.

Log Off	The process of terminating a connection with a computer system or peripheral device in an orderly fashion.
Log On	The process of establishing a connection with, or gaining access to, a computer system or peripheral device.
Mailbox	Users have a mailbox on the EDT service where files are sent from the ministry or other users. This mailbox can only be accessed by using the authorized ID and password. Files will remain in the mailbox until they are downloaded, deleted or expired.
Modem	A device that allows communication between two computers through telephone lines.
Network User Identifier (NUI)	The Datapac NUI is issued by Bell Canada to allow users to access the GONet EDT service. The NUI is used to track use of the system for billing purposes.
Output	A file sent from the ministry's mainframe in response to an input file.
Overnight Batch Eligibility Checking (OBEC)	Allows an authorized user to electronically send a formatted file of health numbers/version codes to the ministry for validation before a health service is provided.
Password	A security tool used to identify authorized users of a computer program or computer network and to define their privileges, such as read-only, reading and writing or file copying.
Protocol	A set of standards for exchanging information between two computer systems or two computer devices.
Report	A printed output that usually is formatted with page numbers and headings.
Script Files	A program written to automate the communications process to allow unattended access when uploading or downloading. An automated script may include the keystrokes necessary to log on, upload, download and log off.
Security Code Word	A confidential word selected by the user to assist in verifying the user to the ministry.
TCP/IP	Transmission Control Protocol/Internet Protocol
Upload	The process of sending a file to another computer.
User Identification (User ID)	Access to the EDT service is restricted to authorized users with the appropriate ID and password.