Message from the Maine Health Data Organization:

It is hard to believe that we are weeks away from going live with our new ETL claims platform. I want to thank all of you that have been engaged in the process from the beginning. Your feedback has been instructive and has ultimately helped us build a system that is more responsive and efficient.

Those of you who have been involved in the beta testing process or the Payer Users Group may already be aware of many of the following items. For others, this may be your first introduction to our new system. This message provides a summary of some of the key activities that will be occurring over the next few weeks as we gear up for the go live date. This development effort is all part of MHDO's agency transformation effort that we rolled out in February. More information about our transformation and MHDO's future plans can be found here: http://mhdo.maine.gov/imhdo/transformations.htm

Please do not hesitate to contact me at 207-446-0890 or via e-mail at karynlee.harrington@maine.gov with any questions. On behalf of the team, we are looking forward to working with you in this next phase and to the go live date.

We are opening the new MHDO Data Warehouse Portal in two stages.

Stage 1: Starting August 28th, the MHDO Data Warehouse Portal will open for company registration. We will be preloading existing company information into the portal and will be sending out usernames and passwords to your company's Administrative Contact. This information will allow the Administrative Contact to log into the system to set up their registration and add additional system users.

Note: The Portal will require an assignment of an Administrative Contact. **The Administrative Contact is responsible for:**
- Setting up additional users.
- Determining access levels.
- Providing answers to the registration questions.
- Serve as the primary point of contact.

The **new data validations** (formally referred to as "edits") will also be available in the Data Warehouse Portal in stage 1-You will be able to review data validations and set up your company validation profiles.

Stage 2: Starting September 12th, users can begin to submit their July and August 2013 files using the new system. **Note:** July and August 2013 files are due by the end of September 2013. File submissions thereafter will follow the normal submission schedule.

Important Dates, Activities and Training Sessions:

User Account Set-up – Administrative Contact
In order to setup user accounts we need you to identify one user as the Administrative Contact for your company **by COB, Monday, August 26th.** Please send the person's name and email address to: MHDO@hsri.org.The Administrative Contact person you identify will receive their credentials via email to sign-in to the portal the afternoon of Wednesday, August 28th. **The Administrative Contact will be responsible for adding additional users as needed. You will also have the ability to register additional Administrative Contacts.** If you participated in Phase 4 testing, you can skip this step and continue to use the accounts setup during testing.

Portal Registration System User Training - Wednesday, August 28th 1:00-2:00 PM EST
This training session will be conducted via a webinar and is available for all system users. If you are unable to join this training session or would like more information, a training video and user manual will be made available. Please use the link below to register for this event by COB, Tuesday, August 27th Those who are registered for the training session will be e-mailed a copy of the User Manual the day of the training.

https://hsri.webex.com/hsri/j.php?ED=195148803&RG=1&UID=1430493423&RT=MiMxMQ%3D%3D

Data Submission and Validation System Training –Thursday, September 12th 1:00-2:00 PM EST
This training will be available for all system users who will be submitting or validating data in the system. Data submissions can be either uploaded through the portal or through a SFTP connection. The information needed to establish an SFTP connection for data submission, including how to obtain an encryption password, will be distributed at this time. Once data are submitted through either method, interactive validation reports will be made available through the portal. If you are unable to attend this training or would like more information, a training video and user manual will be made available. Please use the link below to register for this event by COB, Monday, September 9th.

https://hsri.webex.com/hsri/j.php?ED=195149558&RG=1&UID=1430498203&RT=MiMxMQ%3D%3D

System Help Desk - Opens Thursday, August 28th
Starting on August 28th, a MHDO Data Warehouse help desk will open for any technical issues that system users may encounter.

- Phone number: (866) 315-7125
- Email Address: mhdohelp@norc.org

Information about the New System:

- The current file layout will not change in the new system.
- Payers will have a choice of whether to submit via SFTP or via the new portal (HTTPS).
- There will be a change in the file naming convention.
- Sensitive information within files will no longer be protected using field-level encryption; instead, file-level encryption will be used.
- Payers will use commercially available, payer-approved file compression and encryption software, rather than proprietary software created and distributed by the vendor.
- HSRI will provide system documentation and training for payers prior to the submission of files, and a help desk has been established specifically to assist payers with technical questions and issues once submission of healthcare claims data resumes.

Details about the Data Submission/Transfer Process:

Below is information about the new process of transferring data to MHDO for the new data warehouse. As a reminder this process **will not** require you to install new software on your computer.

Compression and Encryption of Files
In order to ensure the security of personally identifiable information and personal health information that is submitted to the MHDO Data Warehouse and to reduce file transmission times, MHDO will be requiring submitters to compress and encrypt all files before uploading to the warehouse. This file-level encryption will ensure the confidentiality of all data that is submitted to the warehouse, not just certain sensitive fields. This compression and encryption can be accomplished by a number of industry standard tools, such as WinZip or 7-Zip which already may be deployed within submitters' infrastructure. Submitters will no longer be expected to run a custom MHDO-provided application to perform encryption.

Compression and Encryption Requirements:

- Each file that is to be uploaded to the MHDO Data Warehouse portal should be added to a separate zip archive.

- The archive should be encrypted using 256-bit AES encryption using the submitter's unique encryption password. This password can be obtained within the MHDO Data Warehouse Portal.

Transfer Options

Once the files to be submitted have been compressed and encrypted, as outlined above, they need to be transferred to the data warehouse for validation and load. There are two ways that files can be transferred: **the SFTP Process and via the MHDO Portal.**

SFTP Process

The SFTP process is designed primarily for users who want to set up an automated transfer of files, however, it is available for any payer who wishes to make use of it. The MHDO Data Warehouse Portal has established an SFTP server to receive files. Payers may make use of any third-party SFTP tool (such as WinSCP or FileZilla) to send files.

In order to use the SFTP process, payers will have to request an SFTP ID. This request can be initiated via the Account section of the MHDO Portal. Once a request is received, an email with links to securely download their account credentials will be sent back to the requester. This will be reviewed in the training session.

All files transferred will be automatically associated with the proper account. However, it is important that the files be named according to a standard naming convention to ensure that the file type and submission periods can properly be discerned. Details of this naming convention will be provided in the user manual and during the training session.

Connection Information for SFTP Server

Server Name: transfer.norc.org
User: the email address of the user who requested the SFTP password through the portal (Available after September 12th)
Password: Leave blank – a private key will be used to authenticate

Data Upload for transferring claims data via MHDO Data Warehouse Portal

All users will also be able to submit files via the MHDO Portal by going to the "New Submission" menu option. They will then be prompted to enter the location of the file to upload. The file will then be uploaded to the warehouse and validated.

This process is designed to be used interactively. The file transfer will only continue while the web browser is kept open. The transfer process will be suspended if the transfer window or browser is closed, so it may be most appropriate for smaller files.