



**Department  
of Health**



**Department  
of Health**

**All Payer  
Database**



**OPTUM®**

# **Office of Quality and Patient Safety**

## **Division of Information and Statistics**

### **Original Source Data Submitter Project (OSDS)**

### **APD Data Submitters Informational Session #7**

Presented by: NYS All Payer Database and Optum Government Solutions, Inc.

December 2019 - Empire State Plaza, Albany NY

# Agenda

Overview

Alpha Submitter Testing and Timeframes

OSDS Data Submitter Registration Process

OSDS Help Desk Registration

# Overview

- Data submitters should be working on the OSDS Registration Process.
- Prompt return of documents is essential to ensure your EDI registration process, SFTP connection, and ability to begin testing are not delayed.
- As of December 3, 2019 there have been 27 DSAs that have been executed between the data submitter and NYSDOH.

# Release Update: OSDS Guidance Manuals

Data Submitter Information  
Companion Guide

Version 1.1  
(October 2019)

X12 837 PACDR  
Companion Guide

Version 1.2  
(October 2019)

X12 834 Plan Member  
Reporting Companion  
Guide

Version 1.1  
(October 2019)

NCPDP Post-Adjudication  
Standard Companion Guide

Version 1.1  
(October 2019)

Tier 2 Edit Disposition  
Spreadsheet

Version 1.1  
(October 2019)

<https://nyshc.health.ny.gov/web/nyapd/apd-osds>

# Release Update

## Information Library

- Tier 2 Edit Change Log  
EIS to OSDS  
(September 2019)
- EIS to OSDS Migration  
Release Notes  
(October 2019)

## Questions and Answers

- Questions and Answers  
(last updated on  
November 19, 2019)

<https://nyshc.health.ny.gov/web/nyapd/apd-osds>

# Alpha Submitter Testing

# Alpha Submitter Testing

- Alpha submitters are needed to conduct an early test of our data exchange and processing capabilities
- Alpha testing will begin in January 2020 and precede data submitter UAT
- Lessons learned will be quickly applied to support an improved test phase
- Advantages of being an alpha submitter:
  - ✓ Alpha submitters may submit any or all transaction types
  - ✓ Opportunity to give and get feedback earlier in the process
  - ✓ Alpha submitters will have early influence on process due to earlier involvement
- Keep in Mind:
  - ✓ The environment is still being developed and tested
  - ✓ Errors will be identified as system related or data related

# Alpha Testing

## 837 and NCPDP File Testing

- Alpha submitters may submit any or all transaction types
- Start date: January 2020

## 834 File Testing

- Optional for alpha submitters
- Start date: January 2020

## OSDS Portal Testing

- Tests submitter ability to retrieve files from portal – optional
- Only available to those that participate in file testing
- Start date: January 2020

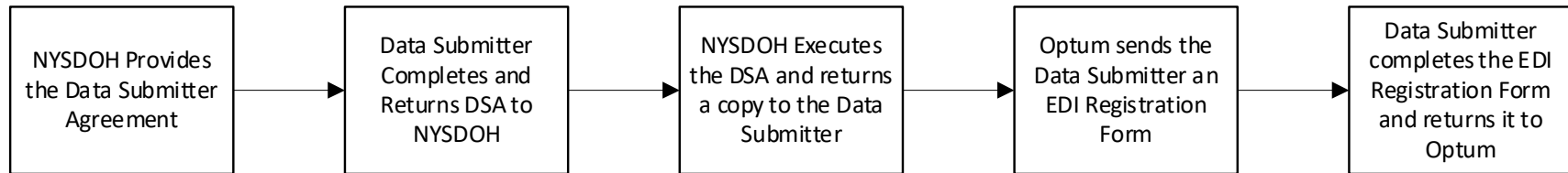




# OSDS Data Submitter Registration Process

# Registration: DSA and EDI Completion

- The first step to onboarding is to complete the Data Submitter Agreement (DSA) followed by the Electronic Data Interchange (EDI) Registration Form.
- Once the DSA is signed by the data submitter, returned, and executed by DOH, Optum will email an EDI Registration form to the data submitter for completion.
- The completed EDI Registration form will need to be returned to Optum by email to: [nys.osds@optum.com](mailto:nys.osds@optum.com)
  - ✓ Send via secure email, or
  - ✓ Password protect the Excel file and send the password to Optum in a separate email



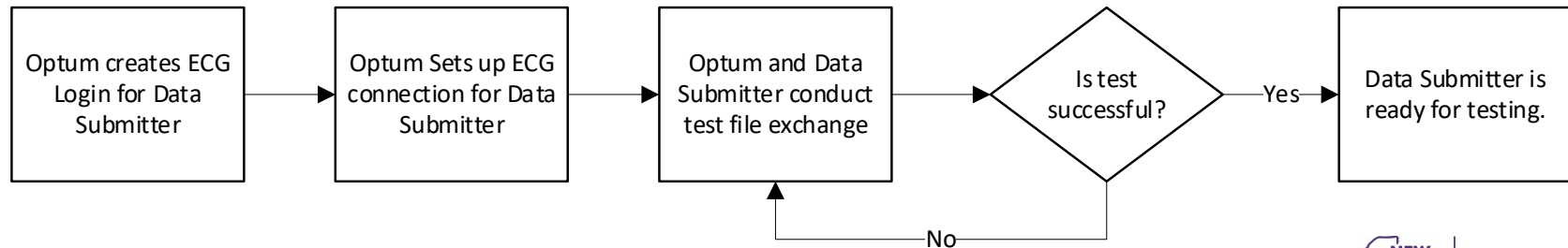
# Registration: About EDI Registration

## GENERAL INFORMATION

- The EDI Registration form enables OSDS data submitters to register for ECG (SFTP) setup and access.
- The information submitted in the EDI Registration form is required for ongoing management of OSDS connectivity. Data submitters are responsible for providing information for their own organization whether submitting their own data or if another entity is submitting to the OSDS on their behalf.
- Data submitters must provide information on organizations submitting data to the OSDS on their behalf to establish the relationships between submitters and issuers, authorizing data submissions.
- The EDI Registration form must be completed for each data submitter.
- The **OSDS Help Desk** will be available to assist with any issues at 877-363-5630.

# Registration: ECG (SFTP) Connection

- Once the DSA and EDI are completed, the data submitter will work with Optum to be connected to the OSDS.
- Optum will enter the data submitter information into the database and create an ECG (SFTP) account for the data submitter.
- The data submitter will do a simple file exchange to ensure read/write capabilities. Upon successful test file exchange, the data submitter will be authorized to submit 837, 834, and NCPDP files for testing.



# EDI Registration Training

- Two, 45 minute EDI Registration Training sessions per week
- Strongly encouraged for data submitters
- Available on drop-in basis
- Training will focus on step-by-step instructions plus Q&A
- Training schedule and WebEx invitations will be sent with the EDI Registration email
  - Submitters who have already received EDI Registration email will receive a supplemental email with training information

DECEMBER 2019						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9	10 10am	11	12 10am	13	14
15	16 11am	17	18 11am	19	20	21
22	23 10am	24	25	26	27	28
29	30	31				

# OSDS Help Desk Registration

# OSDS Help Desk

- The role of the OSDS Help Desk is to resolve incidents as quickly and effectively as possible. All requests for assistance will be initiated through ServiceNow, either by phone (877) 363-5630 or by web submission: <https://optum.service-now.com/itss2>
- The OSDS Help Desk will be available to OSDS users 24 hours per day, seven days per week, 365 days per year – including all holidays.

# OSDS How to Create a Help Desk Account

- An Optum ID is required to submit an incident to the Optum Help Desk.
- Optum will authorize your Help Desk account registration. After being authorized, you will receive an email to complete your Optum ID registration.
- You must click the link to begin your registration.

**From:** Optum Technology Self Service <[optum@optum.com](mailto:optum@optum.com)>  
**Date:** November 13, 2019 at 4:17:23 PM EST  
**To:** [@aol.com](mailto:)  
**Subject:** You have been invited to use Optum Technology Self Service  
**Reply-To:** ServiceNow <[servicenow@optum.com](mailto:servicenow@optum.com)>

You have been invited to use Optum Technology Self Service. This website gives you access to products and services provided by Optum. You will need an Optum ID to login to the website.

To accept this invitation, and login to Optum Technology Self Service the first time:

**Click this link.**

Following actions:

- If you already have an Optum ID for this email address, select **Sign In** and enter your login ID and password.
- If you do not already have an Optum ID for this email address, create a new account. Use the same email address as was used for this invitation. When you have entered the required information, click **I agree**. You will be asked to take steps to confirm your email address and protect your account.

3. The first time you log in, you will be asked to agree to share your Optum ID account information with Optum Technology Self Service.
4. Select to login using your Optum ID.

Upon logging in successfully, you'll be directed to the Optum Technology Self Service home page at <https://optum.service-now.com/its2>.

Need help? Contact us:

- 877-363-5630
- 24 x 7 x 365

This is an automated email. Please do not reply.



# Help Desk Registration Training

- One 30 minute Help Desk Registration training per week
- Strongly encouraged for data submitters
- Available on drop-in basis
- Training will focus on step-by-step instructions plus Q&A
- Training schedule and WebEx invitations will be sent with the EDI Registration email
  - Submitters who have already received EDI Registration email will receive a supplemental email with training information

DECEMBER 2019						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9	10	11 2pm	12	13	14
15	16	17 2pm	18	19	20	21
22	23 1pm	24	25	26	27	28
29	30 10am	31				

# Recap

- Inform NYSDOH of interest to participate in alpha testing as soon as possible
- New data submitter WebEx scheduled for December 12, 2019
- Complete your DSA by December 31, 2019
- Attend Optum Training on EDI Registration and Help Desk Registration beginning in December 2019
- Complete your EDI Registration Process (form and connections) by January 2020
- Complete your Optum Help Desk Account by January 2020
- Expect to begin submitter UAT February 2020

# Questions and Answers



# APD Contact Information

All Payer Database Bureau  
Division of Information and Statistics  
Office of Quality and Patient Safety  
New York State Department of Health  
Corning Tower Room 1911  
Albany, New York 12237

Phone: 518-474-4987

Email: [apd.osds@health.ny.gov](mailto:apd.osds@health.ny.gov)

NYS Health Connector: <https://nyshc.health.ny.gov/web/nyapd/apd-osds>

To subscribe to the APD Listserv, send an e-mail request to [listserv@listserv.health.state.ny.us](mailto:listserv@listserv.health.state.ny.us). In the body of the message, type:

SUBSCRIBE NYS-APD-L First Name Last Name