

MACSIS
Technical Support Documentation for
FTP Server Accounts

MACSIS Boards and Board Consortiums are provided a special “FTP” account on the “MHHHUB” AIX server (**mhub.odn.state.oh.us** or 156.63.109.40) - - this server is often referred to as the “**FTP server**.” Each of the Board/Consortium accounts belongs to the County FTP Group; each is provided with its own unique password and secure, distinct storage area. This handout addresses (1) The sub-directories available to each Board/Consortium; (2) Common directories on the mhub server; (3) FTP modes of Transfer; (4) File permission and access; and (5) Account passwords.

Should you have questions or concerns on topics discussed in this documentation, you are encouraged to contact the MACSIS Support/Help Desk process: macsisupport@mh.state.oh.us or 614-466-1562.

Board Areas or Directories

Each Board/Consortium has an assigned set of directories - - the list is a somewhat evolving list, as of June, 2007 the entire sub-directory structure for a Board look like the following (the imaginary county of Eichner is used in this example): (the numbers to the right are for reference/documentation purposes only).

| | |
|---|--------------|
| /county/eichner | [01] |
| /county/eichner/members | [02] |
| /county/eichner/members/input | [03] |
| /county/eichner/members/reports | [04] |
| /county/eichner/extracts | [05] |
| /county/eichner/ra | [06] |
| /county/eichner/bh | [07] |
| /county/eichner/bh/extracts | [08] |
| /county/eichner/bh/input | [09] |
| /county/eichner/bh/reports | [10] |
| /county/eichner/bh/test | [11] |
| /county/eichner/csn | [12] |
| /county/eichner/hipaa | [13] |
| /county/eichner/hipaa/input | [14] |
| /county/eichner/hipaa/reject | [15] |
| /county/eichner/hipaa/holding | [16] |
| /county/eichner/hipaa/reports | [17] |
| /county/eichner/hipaa/ tier1test | [18]* |
| /county/eichner/hipaa/tier2test | [19] |
| /county/eichner/ oss | [20]* |
| /county/eichner/outcomes | [21] |
| /county/eichner/outcomes/ FAST | [22]* |
| /county/eichner/outcomes/input | [23] |
| /county/eichner/outcomes/reports | [24] |
| /county/eichner/outcomes/rejects | [25] |
| /county/eichner/outcomes/test | [26] |
| /county/eichner/other | [27] |

* Are new or changed (renamed) as of this publication.

Again, this directory list is an evolving structure - - directories are added (and sometimes removed) as new enterprises or procedures arise. This list should be considered an approximation only. Each of the primary (third) level sub-directories – those directly below the county name (i.e., members, extracts, ra, bh, csn, claims, hipaa, outcomes, other) is for the most part under the direction of a separate MACSIS staff-team. More detailed rules and standards for the use of each of these primary areas is to be found within the

manuals and documentation for each respective MACSIS component effort. That is, the Claims Production staff define and direct how both “claims” and “hipaa” areas will be used. You should refer to their documentation for more details and procedures – this description is intended only as a system overview.

There are however some “overall rules,” true of all aspects of the MACSIS FTP server and information exchange process, that you should most definitely keep in mind: (1) You should very much appreciate the confidential nature of the data being exchanged in the MACSIS Project. You are reminded that policy, law, and stipulated agreements are in place mandating specific care and attention to handling this material with all due attention to security and privacy concerns. Your access and privileges will be terminated immediately if there are even suggestions of a lack of fidelity to those principles and procedures. (2) System and data file security are dependent on your attention to detail. People using your FTP account need to be made familiar with proper file handling procedures as well as the need to maintain proper security for your account login and password. (3) Storage space on this server is at a premium. To ensure that there is efficient use of this resource, we impose a 30 Day Storage Rule. That is, the MACSIS Technical Support team monitors all disk space usage on this server – they will delete a data file that is more 30 days old. You need to understand this is a data exchange area and NOT a permanent storage area. Should you have bone fide (MACSIS) business needs for longer term (greater than 30 day) storage, you must apply to the MACSIS team for special permission. This can be done through the MACSIS help desk.

The major sub-directory areas listed are

[01] **/county/eichner**

This “head” or “top most” sub-directory for any given board is commonly referred to as the Board/Consortium “**home directory**” on this server.

[02] **/county/eichner/members**

The members area is used by Judy Kink’s Member Team, led by Bill Cluggish. They define where, how, in what form files may be placed in the directories here. If you have questions about standards or methods for these directories please contact the MACSIS Support Desk.

[08] **/county/eichner/extracts**

This area is primarily used by the MACSIS Technical Support Team. This is where Boards may look for their weekly Member-Eligibility and Claims Related ASCII extract files. These .gz (GNU zipped) archive files are posted every weekend. These can be especially large files, Boards are strongly encouraged to leave no more than 1-2 of these archives on the server at any moment in time and to thus conscientiously housekeep this area!

Questions about these archives are best referred to Kendall Fells (614-752-2657 or fellsk@mh.state.oh.us) or the MACSIS Support Desk.

[06] **/county/eichner/ra**

Remittance Advice and related files are posted here for Boards/Consortium by Jim Hughes and his ODADAS team. Questions and comments should be addressed to Jim Hughes (614-752-7380) or hughes@ada.state.oh.us

[07] **/county/eichner/bh**

Input files and various feedback information about the MACSIS Behavioral Health (BH) module will be found in this area. The person to contact about questions and related BH processes would be Jim Hughes as well (see above).

[12] **/county/eichner/csn**

Files relating to various CSN projects are to be found here. Related questions should be referred to the MACSIS Support Desk.

[13] **/county/eichner/hipaa**

With the advent of new HIPAA related activities in January of 2003, this new primary area was established to deal with the handling of claim data in the form of HIPAA mandated protocols, namely 837 Professional 4010 and 835. Easily the most complex, busiest, and likely most important sub-area, this multi-faceted storage area is under the direction of Laura Daniele of ODMH. She can be reached at 614-466-1556 or danielel@mh.state.oh.us. Her backup person is Liping Xin (614-466-0967 or xinl@mh.state.oh.us).

There are very important timing and naming standards or conventions involved in the use of the claims related areas - - it is important that you understand these details to operation well here. Please be sure to review the considerable documentation that the Claims Team and Support Desk have made available on the MACSIS web site.

[20] **/county/eichner/oss**

This directory is not being used at the moment. CPO (Central Pharmacy) monthly extracts are being made available through the extracts directory. This area is then a placeholder for future developments.

[21] **/county/eichner/outcomes**

Use of these directories is under the direction of the Outcomes Team. You can obtain additional information by contacting that group at outcome@mh.state.oh.us or Geoff Grove of ODMH-OPER (Office of Program Evaluation and Research).

[27] **/county/eichner/other**

A “catch-all” area not yet formally used for any specific purposes. This directory is specifically provided for temporary or experimental use. Once efforts become standard or operational, materials should likely be moved to some more specific area.

Other Common Directories

There are also a couple of “common” or shared directories on the mhub server as well. Located on the /county file system, these areas are designed to be places where State (or Board) personnel can leave files that they specifically wish to be available to all users on the mhub server. The existing common areas are:

/county/common

Here you will find data files that are meant for all MACSIS users.

/county/technicalsupport

MACSIS Technical support staff post files here as needed.

FTP (File Transfer Programs or Protocol) Modes

These various directories are provided for Board/Board Consortium to easily exchange files with various state MACSIS operations. Each Board/Consortium is provided an FTP account on this mhub server. Later sections of this handout provide information where and how you would obtain the name (login name) of your FTP account, its current password, etc.

Here we wish to clarify and emphasize that you need to understand something about FTP: there are two modes of operation within any FTP program. You can put your FTP process into either **ASCII** or **BINARY** mode. In fact, to work successfully and consistently, it is important you understand these different modes exist - - and when you should be using one as opposed to the other.

We do not limit/proscribe the FTP software you can use. We advise you to use our standard product and we have provided about 300 licenses for your use: Ipswitch's WS_FTP Pro software is our in-house standard. The product has some very nice features: a terrific GUI interface, automatic logging, click choice of FTP mode, etc. You can choose your own software, we recommend (and will support your use of) our standard.

No matter what FTP software you use, there are a couple of VERY important rules of operation you must abide (in order to keep everything working!):

1. When you FTP a claims data file (HCFA 1500 or ANSI X12 837P-4010) to the mhub server, it is imperative that you use **ASCII mode of FTP** for this transfer. If you are interested in why, there is some explanatory documentation under Technical Support on the MACSIS web pages. General Rule: Use ASCII mode for (raw) data files!!
2. When you FTP a weekly extract (member-eligibility or Claims) be sure that you are using the **BINARY mode of FTP**. So .gz or .zip (or any other "binary" file like a Word Processing document or Spreadsheet) must be moved via FTP in BINARY mode. If you don't, the .gz or .zip will not unpack or unzip!

Other than this slight complication of having to know which FTP mode you are using, we think you will find a GUI FTP software like WS_FTP Pro very easy to use. Should you feel the need for some hands-on training or instruction, this can be arranged with MACSIS Technical Support staff.

File Permissions/Access

When you "drop-off" files anywhere into your sub-directories these files are available to your Board/Consortium account (as owner) and the staff (or state) group. There are no world or other access rights enabled. This is accomplished with a "sticky-bit" group process.

When State staff leave files in your directories for you, they must change unix file permissions appropriately. If you have difficulty in access a file in your Board/Consortium area, if for example you receive an access denied messages, you should contact the MACSIS HelpDesk and be prepared to describe the sub-directory and/or file involved.

FTP Accounts and Passwords

The FTP accounts are used only for drop-off and pick-up - - there are no other external access provided on this server. These accounts have passwords that are set by MACSIS Technical support staff.

New FTP accounts and logons have been issued to Boards/Consortium in February of 2005. These new accounts are official DAS 'FTP accounts,' they have new naming convention and are assigned to a new directory area. These FTP accounts have passwords which change only twice a year – on the first (state)

working day in January and July. When the passwords are changed, the Board/Consortium MIS contact will be informed by MACSIS Technical support. You may ask for others to be included in this notification process.

Please, on the morning that passwords will change (and we do announce this several times), please do not attempt to use your FTP account on the MHHUB server until you have received the new password.

We maintain a list of Board contacts who should be notified of the pending change and who should be informed of the new password. We much prefer to have two email addresses to cover vacations and other absences. Please keep Kendall Fells and Jp. Martin apprised of who you wish to receive such notice.

Password inquiries or other problems should be referred to the MACSIS Support Desk. Note: we will not provide any FTP account login and password information without explicit user authentication. If you have questions about these procedures, you should contact MACSIS Technical support staff: Kendall Fells (614-752-2657) or fellsk@mh.state.oh.us