

# Medicare Managed Care Manual

## Chapter 20 - Plan Communications Guide

---

### Section 3 - Installing AGNS Software and Logging Onto the CMS Data Center

(Rev. 40, 11-14-03)

#### Table of Contents

- 3.1 - System Environment
- 3.2 - What is Needed to Access the CMS Data Center
- 3.3 - User Responsibilities
- 3.4 - AGNS-Dialer Software Installation
  - 3.4.1 - Instructions for Installing ATT Network Dialer Program Software
  - 3.4.2 - Downloading the ATT Network Dialer
  - 3.4.3 - Installing the AGNS Dialer
  - 3.4.4 - Login Procedures
  - 3.4.5 - Logging Onto the CMS Domain
  - 3.4.6 - Disconnecting From AGNS
  - 3.4.7 - Re-Logon Procedures
- 3.5 - Communicating With the CMS Data Center
  - 3.5.1 - Troubleshooting the Communications Link With CMS
- 3.6 - Logging Onto the CMS Data Center
  - 3.6.1 - Menu Logon Instructions
- 3.7 - Testing Questions (Who to Call)
  - 3.7.1 - Testing Phases
  - 3.7.2 - Assistance
- 3.8 - Password Updates (How to Update)

### **3.1 - System Environment**

**(Rev . 40, 11-14-03)**

The system environment for the operation of the AGNS-Dialer consists of hardware and software. The minimum requirements for hardware and software for running the AGNS-Dialer are as follows:

- A PC-compatible microprocessor with Windows 95/98 or Higher
- One gigabyte of hard disk and one 3.5” floppy disk drive
- A Hayes or Hayes-compatible internal or external modem up to 5600 KB

### **3.2 - What is Needed to Access the CMS Data Center**

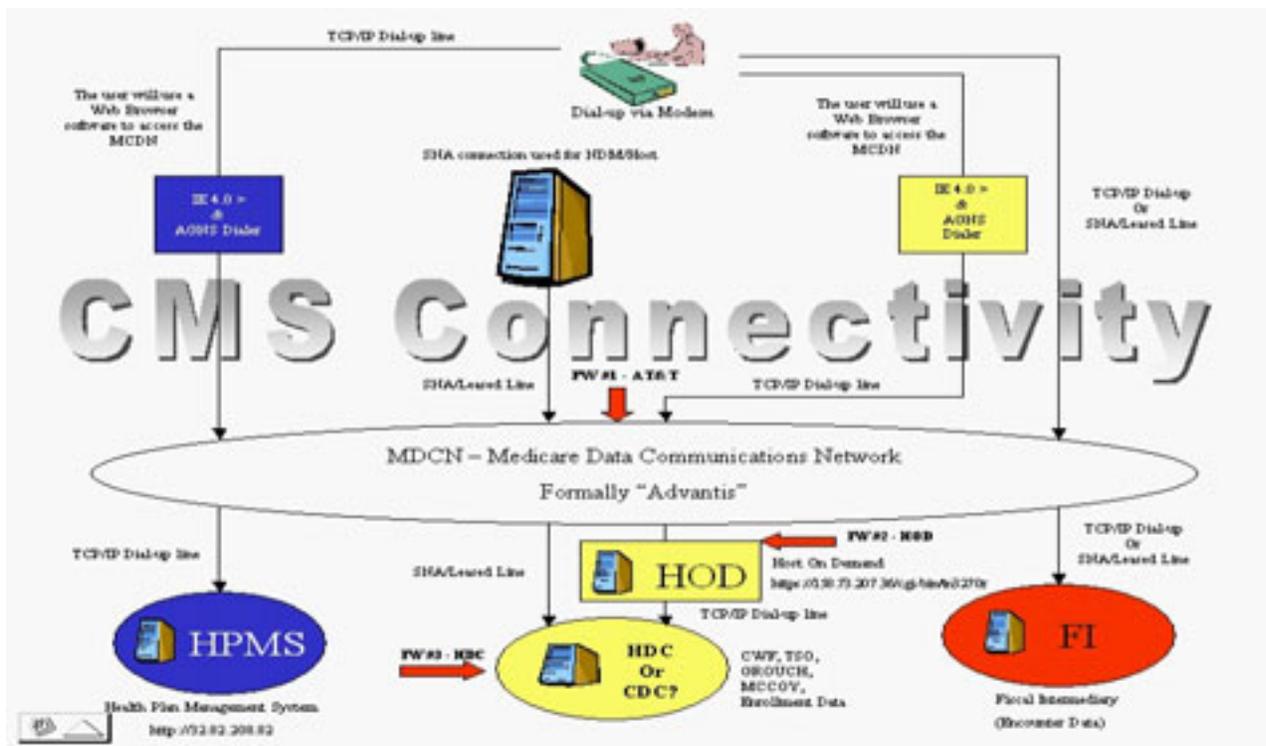
**(Rev . 40, 11-14-03)**

#### **Software**

1. AT&T Global Network Services Dialer (1-800-905-2069)  
<http://www.attbusiness.net/regctr/index.html>
2. Internet Explorer 4.0 with 128 bit encryption or higher  
<http://www.microsoft.com/>

#### **Access to CMS**

The CMS requires an AGNS network user ID and password, a CMS Data Center user ID and password for accessing the CMS LAN Domain and the CMS Data Center Mainframe.



### 3.3 - User Responsibilities

(Rev . 40, 11-14-03)

All users of AGNS-Dialer have responsibilities that must be fulfilled in order to support the system's functioning. Other than the obvious hardware and software maintenance, you are responsible for supplying CMS with information about your organization, your users, and testing.

Although testing and the supply of information primarily apply to the setup stage of the system, your responsibility continues into the operational phase. Information must be updated as changes occur in your organization, and any information regarding the operation or malfunction of the system must be reported. Test procedures must be repeated after alterations to the system components, such as the installation of updated software or changes in hardware. You may also need more testing when your personnel changes.

## **3.4 - AGNS-Dialer Software Installation**

(Rev . 40, 11-14-03)

### **3.4.1 - Instructions for Installing ATT Network Dialer Program Software**

(Rev . 40, 11-14-03)

The instructions on the following pages are to be used to install the AT&T Network Dialer on your PC in order to access the CMS Data Center Mainframe computer from remote sites. The AGNS Dialer is used to provide easy and secure access from your location to the CMS Data Center Mainframe computer in order to transmit and receive data. The PC's must have dial-up networking capabilities setup in Windows 95, 98, or NT. If Dial-up Networking is not activated, the communications software will recognize that Windows is not setup properly, and it will not recognize the modem.

**NOTE:** You must have a modem and a phone line connected to your computer in order to use this process.

If you have Internet access, you may download the AGNS dialer from the IBM Web site at <http://www.attbusiness.net/regctr/index.html> (this is a 1.44 MB file). You will also need Microsoft Internet Explorer Version 4.01 SP1 (IE 4.01) or greater with 128-bit encryption. Download the Internet Explorer from the Microsoft Web site at <http://www.microsoft.com/>. Be sure to download the version with the 128 bit-encryption.

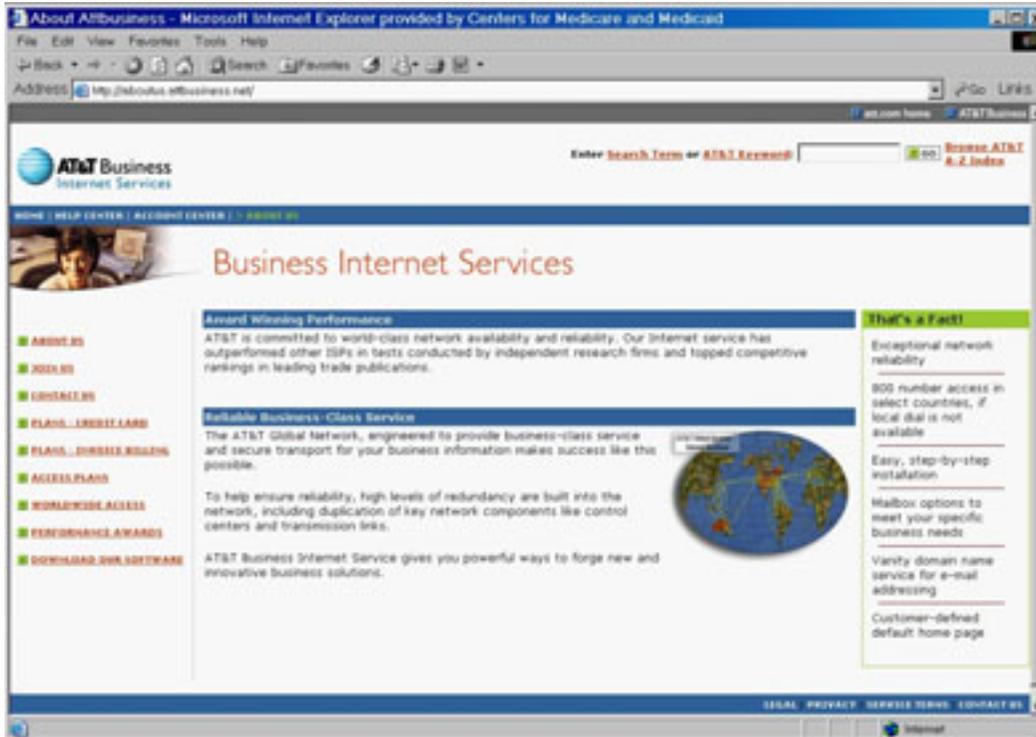
Even if you have access to the Internet by way of other browsers (Netscape, Erols, AOL, etc.), you will still need Microsoft Internet Explorer Version 4.01 or greater to access the CMS Data Center Mainframe computer.

### **3.4.2 - Downloading the ATT Network Dialer**

(Rev . 40, 11-14-03)

If you have Internet Explorer Version 4.01 (or Higher) with 128-bit encryption available but not installed, install it now. Detailed instructions for installing this standard Microsoft product are beyond the scope of this document. If you have no other means of obtaining IE4.01, you may do so from the CMS Data Center after you install the ATT Network Dialer and after your AGNS ID is activated.

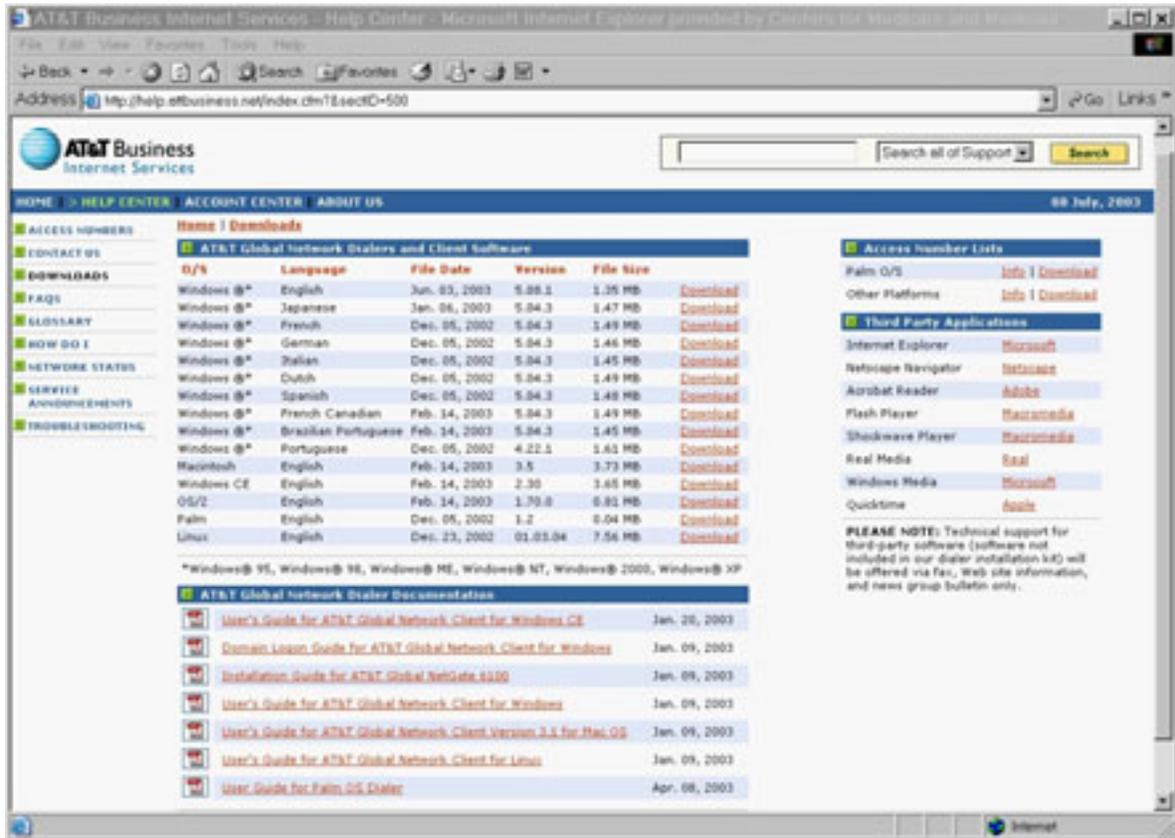
1. To download the AT&T Network Dialer using the Internet Explorer, first start the Application. At the **Address** line as shown below, type in the AGNS Web site address: <http://www.attbusiness.net/regctr/index.html>, then press <ENTER>.



The AT&T Internet Services Web site will be displayed.

2. The AT&T Internet Services is used to download software from the AT&T Web site. To use this option, click on the line that says **DOWNLOAD OUR SOFTWARE**.

3. The following screen will be displayed.



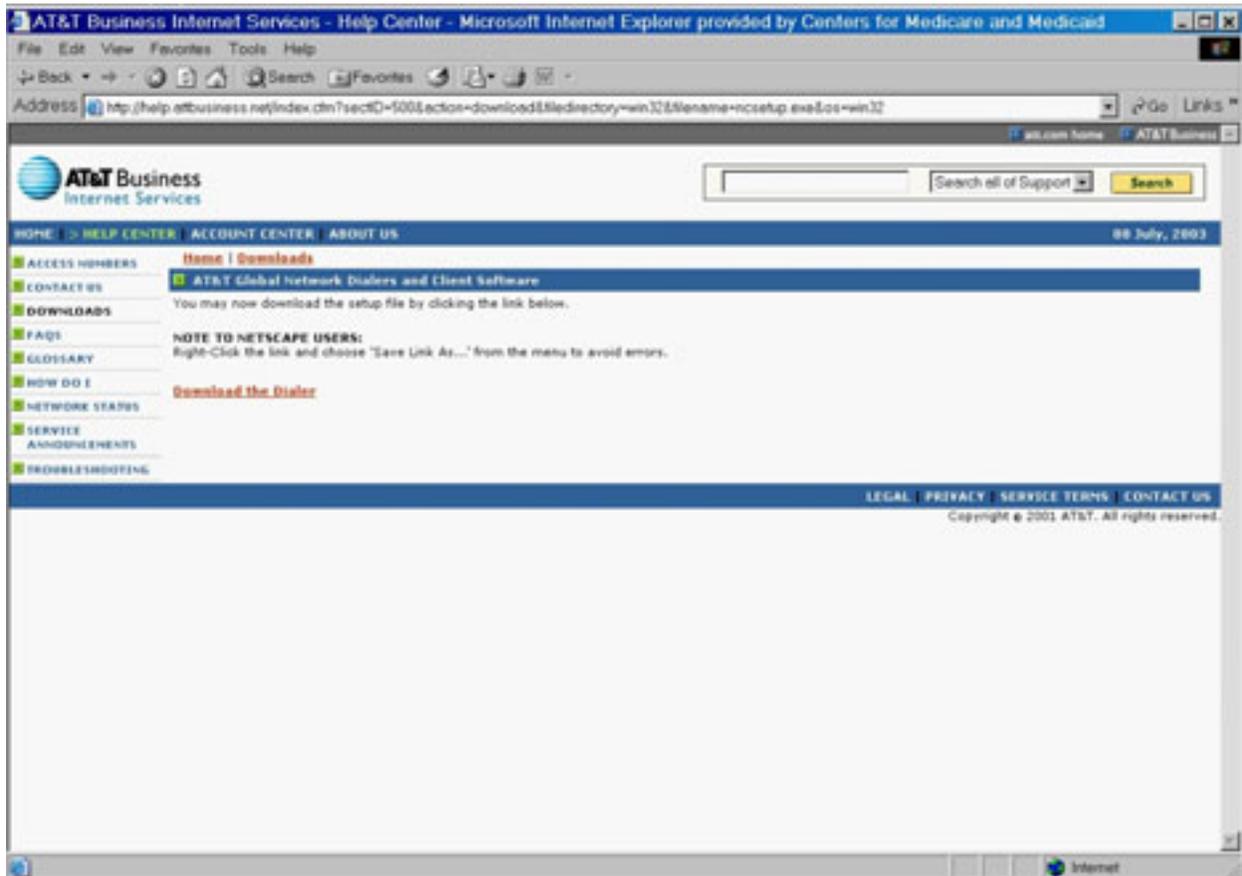
4. Click on the entry that best describes your PC's operating system.

The Terms and Conditions describe a License Agreement between you the User and AT&T. Scroll through the page. There are two buttons at the bottom of the page - **I Accept** and **I Do Not Accept**.

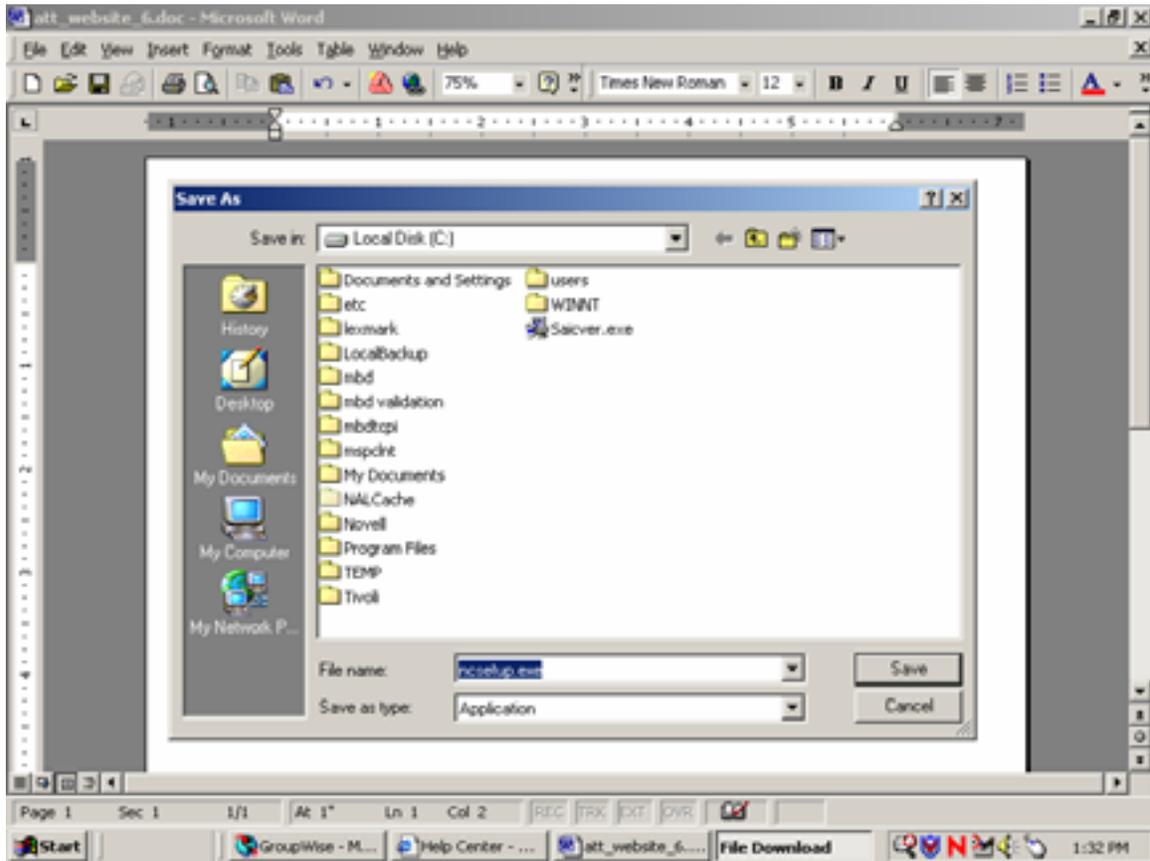
If you **accept** the terms of this agreement click on **I Accept**. If you click on **I Do Not Accept**, the screen will return to the AT&T Internet Connection Services Registration Center Web site.



5. Click on **Download the Dialer.**



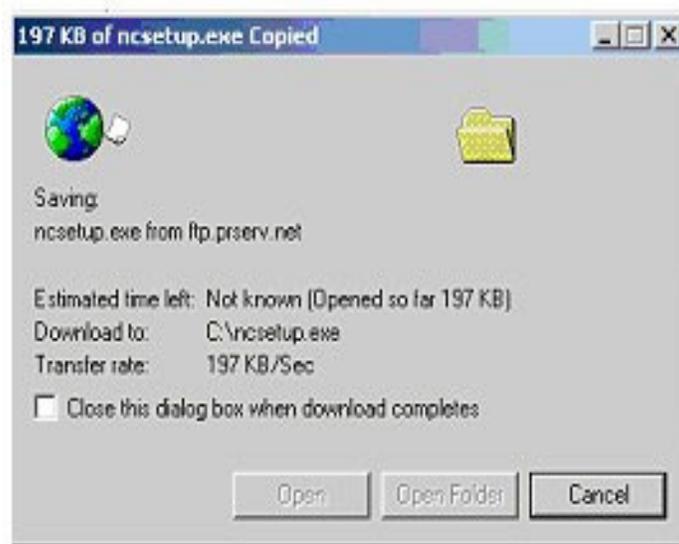
- Click on the radio button beside the **Save this program to disk** option, and then click **OK**. The **Save As** screen will be shown.



If you are familiar with the Windows applications, you will recognize that this is the regular “Save As” window which is displayed whenever you want to save a file in a different directory, or with a different name. You may save this file to any drive on your PC, or you may save it to a diskette.

6. Select the directory where you want to save the file, make note of it and then click **Save**.

The File Download screen will be displayed indicating that the file is being saved.

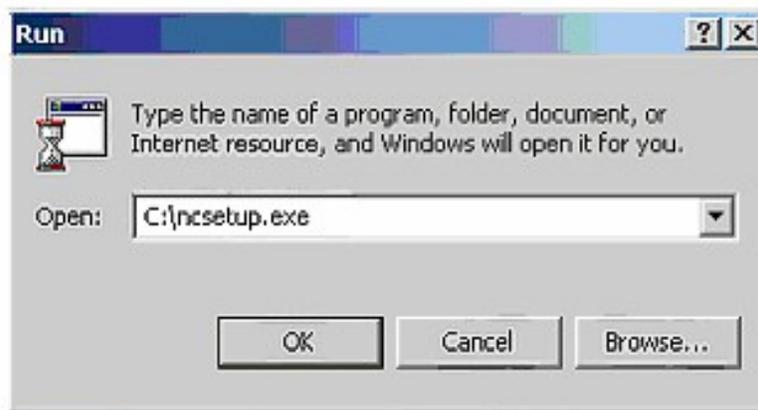


When the download is complete, a message will be displayed **Download Complete**. Click on **OK**.

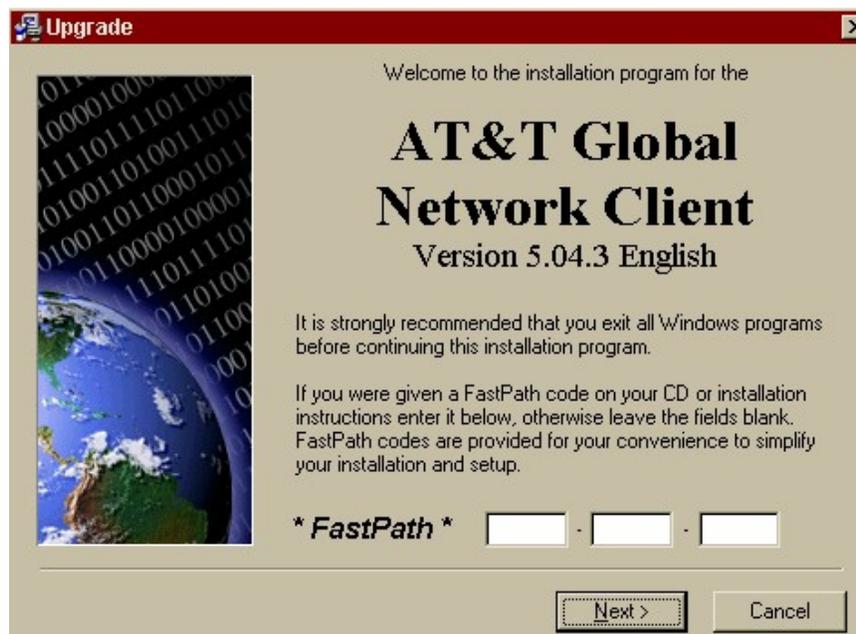
### 3.4.3 - Installing the AGNS Dialer

(Rev . 40, 11-14-03)

1. Click **Start** at the lower left corner of the PC screen, and then click **Run**. The Run screen will be displayed. If you saved the download file to a diskette, insert the diskette into drive A, type **a:\setup.exe** and then click **OK**.



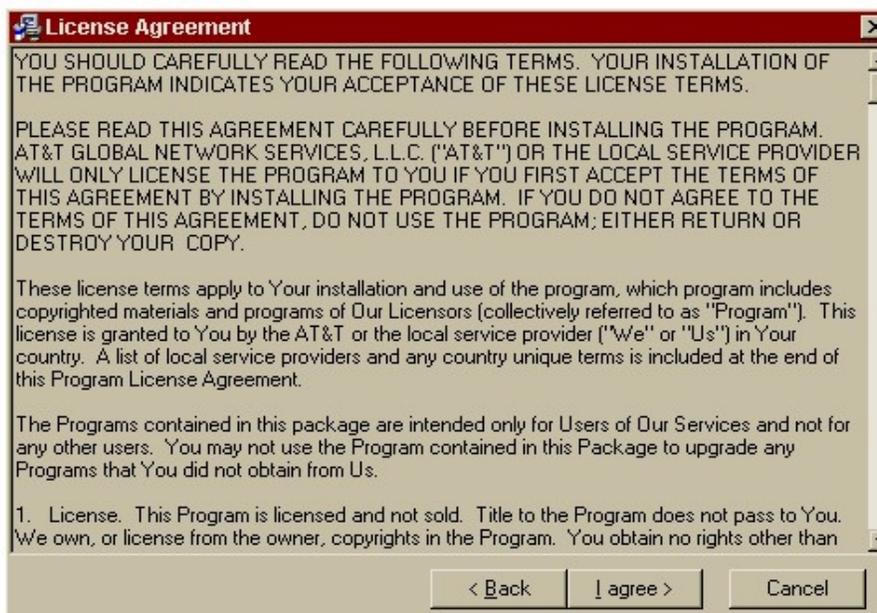
2. If you saved the download file to the C drive, type **c:\(name of directory)\setup.exe** and then click **OK**. The AT&T Global Network Dialer - Installation screen will be displayed. Click **Next** on this screen.



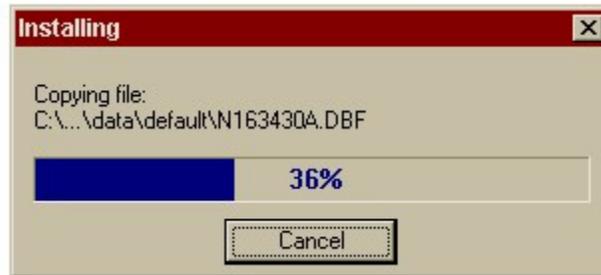
- Upgrade Start window will display, if you are ready to install the AT&T Global Network Dialer, click the **Install** button.



Legal Agreement will be displayed. Read the terms of the Agreement, and then click on **I Agree**.



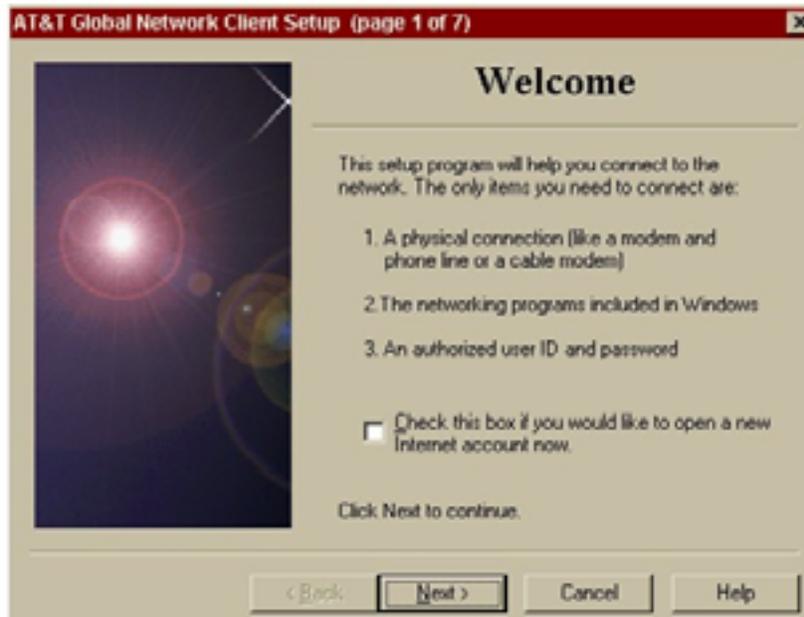
4. The next screen is to indicate the installation of the AT&T software that you need.



5. At the **Finished** screen, click on **Yes Continue Setup**.



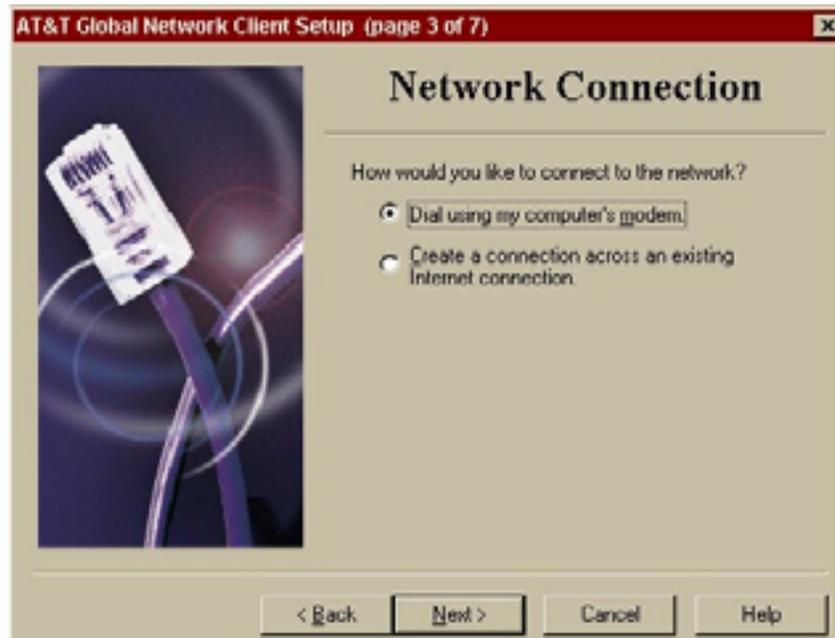
6. When the Dialer Setup Welcome screen is displayed, click **Next**.



7. The next screen is to enter your AGNS account number and User ID. If you are an external user with your own private account, enter the **Account Code** and **User ID** provided to you by AGNS Services and then click **Next**.



8. The next screen is used to indicate the Network Connection you would like to select. Click the radio button beside **Dial using my computer's modem**. Then click on **Next**.



9. If you do not have a modem attached to your PC, press **Cancel** to exit this setup process. You **cannot** continue installing this process without a modem. Call the **AGNS Action Desk at 1 (800) 905-2069** or your CO contact (see [Appendix H](#)) for additional information.

10. If you have a modem and it is installed, it should be listed on the screen as shown in the following example. If you have a modem and it is not installed, you may use this process to Add a modem by clicking on Add modem on the next screen, and following the procedures. Click **Next** to continue.



11. This next screen is for selecting the dialing locations.



- The next screen will display the **Network Access Numbers**. Select the phone number closest to your city and state.

The screenshot shows a dialog box titled "AT&T Global Network Client Setup (page 6 of 7)" with a sub-header "Network Access Number". Below the title is a paragraph: "Select a number to dial. This is a domestic call within United States (click Back to change where you are calling from). Select Help for important disclaimer." There are two dropdown menus: "Country" set to "United States" and "Region" set to "Maryland". Below these is a table with columns "City", "Number", and "Modem". The table lists five entries: Aberdeen (443-360-1205, V.90), Annapolis (410-972-2005, V.90), Ashton (301-658-0105, V.90), Baltimore (410-649-0855, V.90), and Baltimore (410-843-4605, V.90). Below the table is a "Number to dial" input field and a checkbox for "Show ISDN phone numbers". There is also a button for "Other dialing options...". At the bottom are buttons for "< Back", "Next >", "Cancel", and "Help".

City	Number	Modem
Aberdeen	443-360-1205	V.90
Annapolis	410-972-2005	V.90
Ashton	301-658-0105	V.90
Baltimore	410-649-0855	V.90
Baltimore	410-843-4605	V.90

Click to indicate where you are calling. Make sure that this number is correct, because this is the number the modem is going to use to call into CMS.

When all of the information has been selected, click **Next** to continue.

- This screen indicates that the Dialer Setup is complete. You may select to either start the login process and connect to the network now, or connect to the network later. Click on the radio button beside one of the options and then click **Finish**.

The screenshot shows a dialog box titled "AT&T Global Network Client Setup (page 7 of 7)" with a sub-header "Setup Complete". On the left is an image of a modem. The main text says: "Your setup is complete. It will be saved when you click Finish." Below this is another paragraph: "Windows can automatically start this program whenever a network connection is needed." There are two radio buttons: "Yes, start this program when needed" and "No, do not start this program automatically". At the bottom are buttons for "< Back", "Finish", "Cancel", and "Help".

### 3.4.4 - Login Procedures

(Rev . 40, 11-14-03)

When the AGNS Dialer has been installed, and you elected to "start login when finished," the next screen that is displayed is the "AGNS Network - Login" screen.

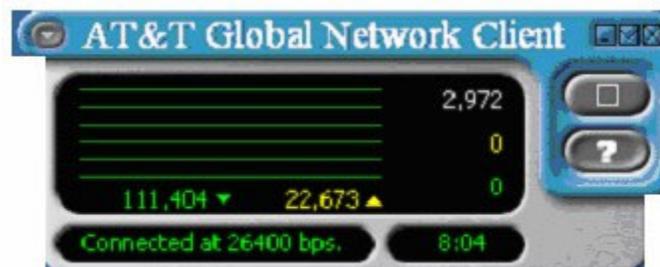
1. Type in your **Login profile**, your "AGNS" **password**, and click on **Connect**.

(If you are an external user with your own private account, enter the **Account Code** and the "AGNS" **password** provided to you by AGNS Services.)

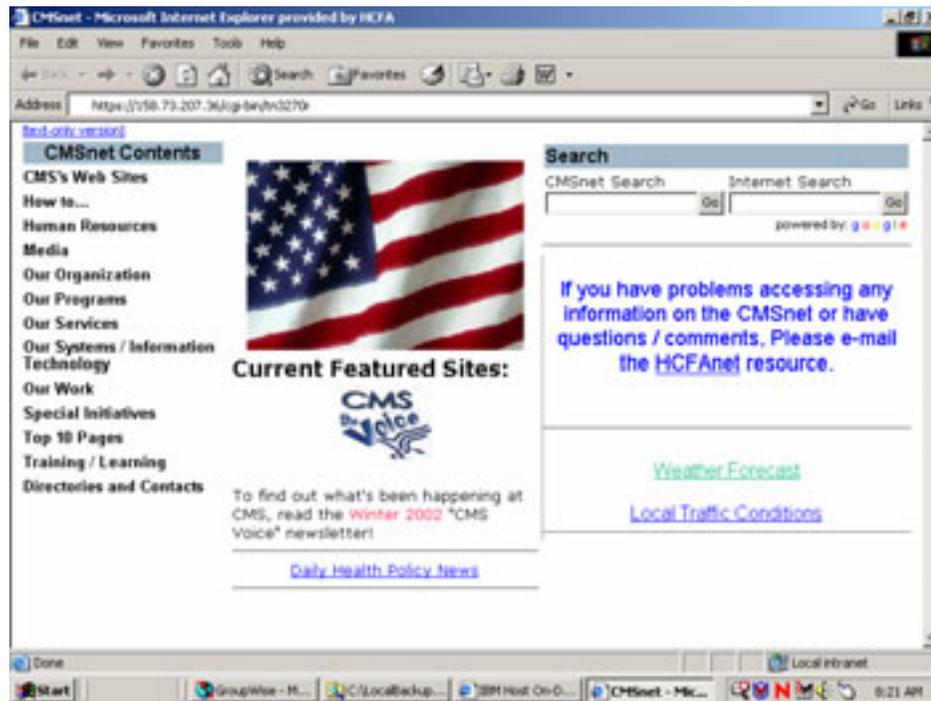
If this is your first time logging on, after you enter your **Login profile** and **password**, the system will prompt you to change your password. Type in your new **password**.



2. After connecting, if a newer version of the Dialer or the telephone list is detected, the system will automatically download it. Wait until it completes before continuing. When it completes, click **OK** in the Dialer window. The following AT&T Network Client status console will appear.



3. If Internet Explorer has been installed on your computer, launch the program and type at the command box **https://158.73.207.36/cgi-bin/tn3270r** and then press **Enter**.



This site can be added to your Favorites by clicking on **“Favorites”** on the tool bar. After selecting Favorites, click on **Add to Favorites**.

The next time you would like to connect to the CMS mainframe you would proceed as follows:

1. Log onto the AT&T Network Dialer.
2. Launch Internet Explorer.
3. Click on Favorites.
4. Click on CMS Mainframe.

### 3.4.5 - Logging Onto the CMS Domain

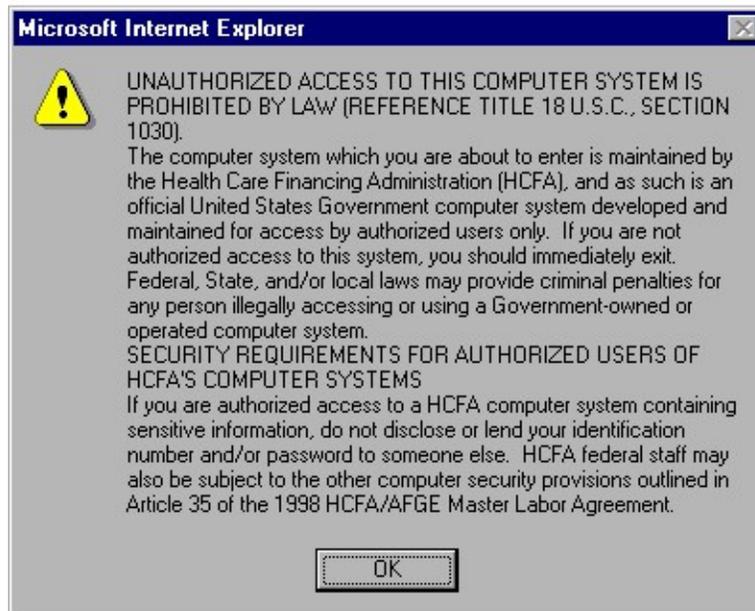
(Rev . 40, 11-14-03)

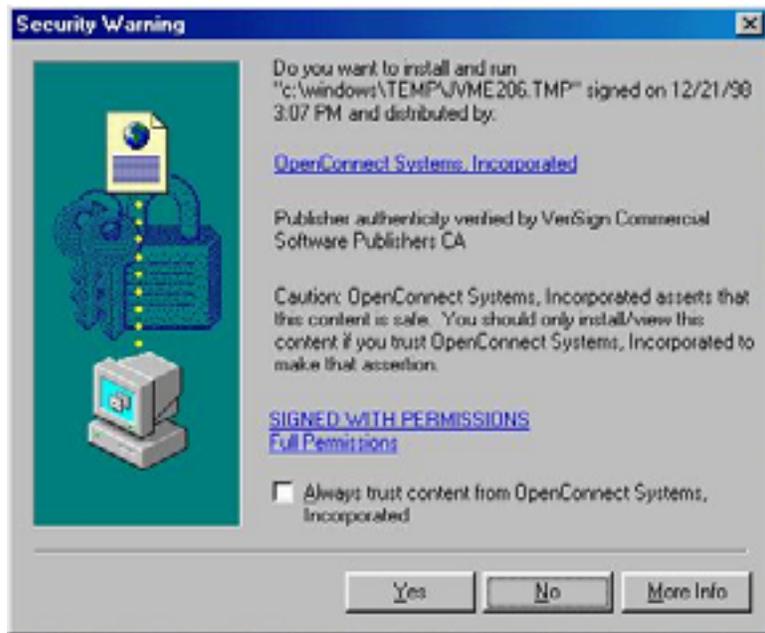
1. When the Enter Network Password screen is displayed, type your **TSO/CMS User ID**. Click **OK**. You are now logged into the network.

**NOTE:** Do **not** click the “save password” box. This is a security violation



1. At the Microsoft Internet Explorer Security Screen, read the Agreement and click **OK**.



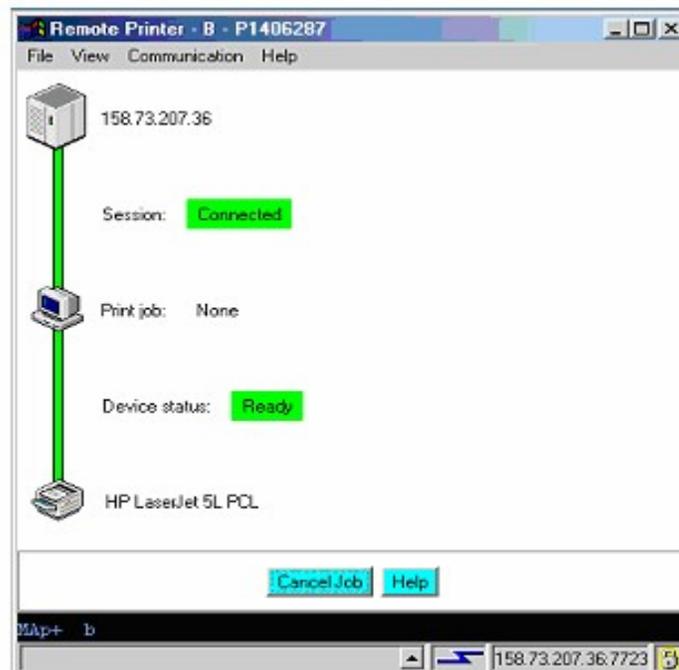
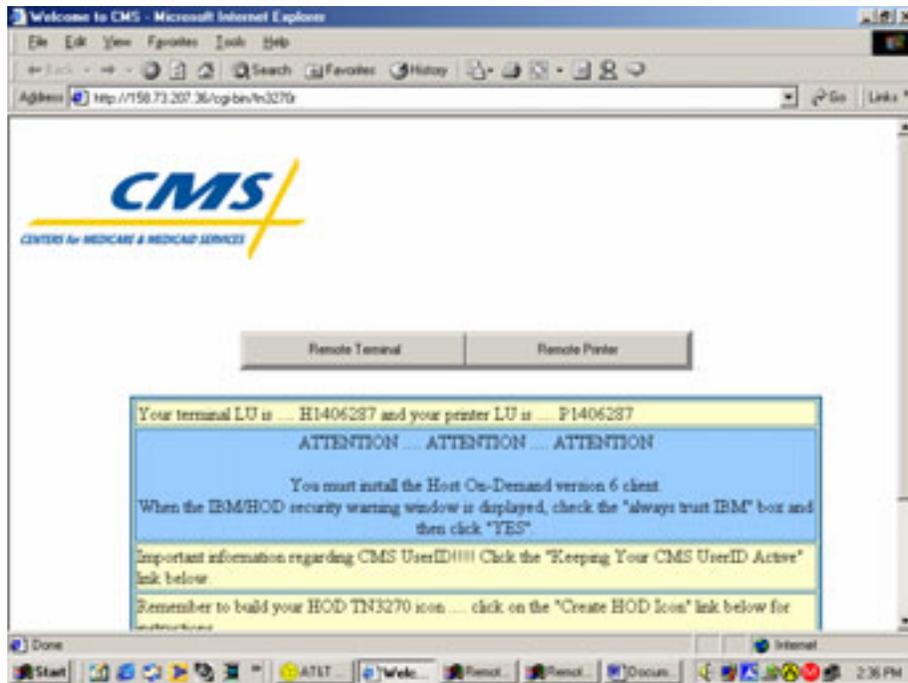


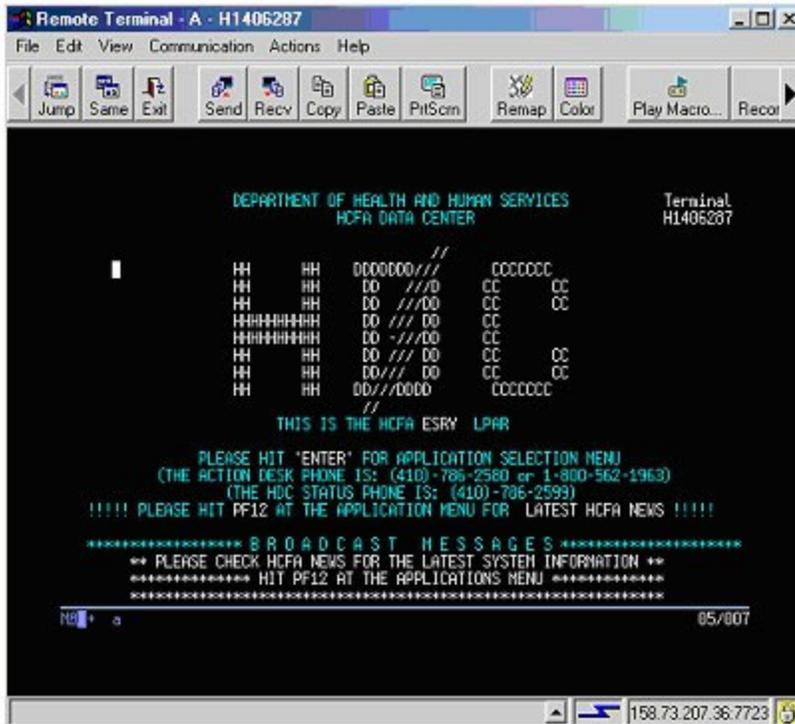
2. At the Security Warning screen, click the "always trust" box and then click **Yes**.

3. At the next Security Warning screen, click **Yes**.



- This is the Host On Demand (HOD) screen. If this is your first time using this process, you will be prompted to download the HOD software. This download takes approximately one hour. After the download, the following screens will appear.

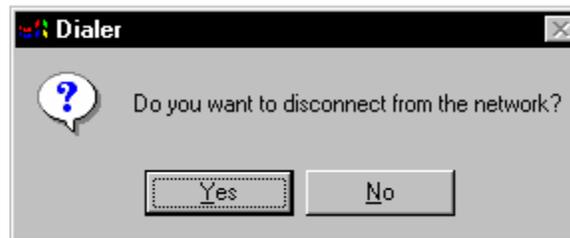




### 3.4.6 - Disconnecting From AGNS

(Rev . 40, 11-14-03)

1. To disconnect, click on the **X** in the upper right corner of the AT&T Global Network status console. When the screen displays Do you want to disconnect from the network?, click **Yes** to disconnect.



### 3.4.7 - Re-Logon Procedures

(Rev . 40, 11-14-03)

The next time and each time you login into the AGNS to access the CMS mainframe you may use the following procedures.

2. Click on the AGNS icon located on your desktop. When the AGNS Login screen is displayed, type in your Login profile (User ID), your password and press <ENTER>.
3. When the AT&T Global Network status console screen is displayed. **Launch Internet Explorer** and click on the **Favorites**, then click on **CMS Mainframe**.
4. Type in your TSO/CMS User ID, then type in your password and click OK. The Microsoft Internet Explorer Security Screen will be displayed. Read the Agreement, and click OK.
5. The HOD Microsoft Internet Explorer screen will be displayed. Click on Start Terminal Session. The connection will be made to the CMS mainframe, and the CMS Data Center logon screen will be displayed.

### 3.5 - Communicating With the CMS Data Center

(Rev . 40, 11-14-03)

#### 3.5.1 - Troubleshooting the Communications Link With CMS

(Rev . 40, 11-14-03)

If you experience telecommunications problems, follow these guidelines to determine what you need to do:

1. First, check your equipment. Is the modem, PC, and telephone plugged in, turned on, and in working order? Verify that all cables and lines are properly attached.
2. If the telecommunications system worked previously and your connection to the CMS Data Center was successful at some point, make three identical and consecutive attempts before seeking help.
3. Report all CMS domain telecommunications problems to your CO contact (refer to Appendix H). These are problems that you may experience after you successfully logged on the AGNS. When you call the your CO contact, be prepared to do the following:
  - a. Identify yourself as an M+C organization user.
  - b. Request a trouble ticket and save the number for future reference.

- c. Explain that you are working with a deadline situation, such as the need to upload data that day to meet a cut-off date.

4. Report all AGNS problems to the **AGNS/MDCN Help Desk at 1-800-905-2069**.

### 3.6 - Logging Onto the CMS Data Center

(Rev . 40, 11-14-03)

Your first communication with the CMS computer occurs when you log onto the CMS Data Center. Follow the instructions in this section to guide you through this process. Because the CMS Data Center Logon screen is subject to change, you are given two sets of instructions. Choose which directions to follow according to the initial screen or prompt you receive after making a connection.

#### 3.6.1 - Menu Logon Instructions

(Rev . 40, 11-14-03)

When the CMS Data Center logo screen is displayed, use the following logon instructions:

```

DEPARTMENT OF HEALTH AND HUMAN SERVICES
HCFA DATA CENTER
Terminal
LU08D113

HH      HH      DDDDDDD//
HH      HH      DD   ///D   CCCCCC
HH      HH      DD   ///DD  CC      CC
HHHHHHHHHH      DD   ///  DD  CC
HHHHHHHHHH      DD  -///DD  CC
HH      HH      DD   ///  DD  CC      CC
HH      HH      DD///  DD  CC      CC
HH      HH      DD///DDDD  CCCCCC
//
OFFICE OF COMPUTER AND COMMUNICATIONS SERVICES

PLEASE HIT 'ENTER' FOR APPLICATION SELECTION MENU
(THE ACTION DESK PHONE IS: (410)-786-2580 or 1-800-562-1963)
(THE HDC STATUS PHONE IS: (410)-786-2599)
!!!! PLEASE HIT PF12 AT THE APPLICATION MENU FOR LATEST HCFA NEWS !!!!

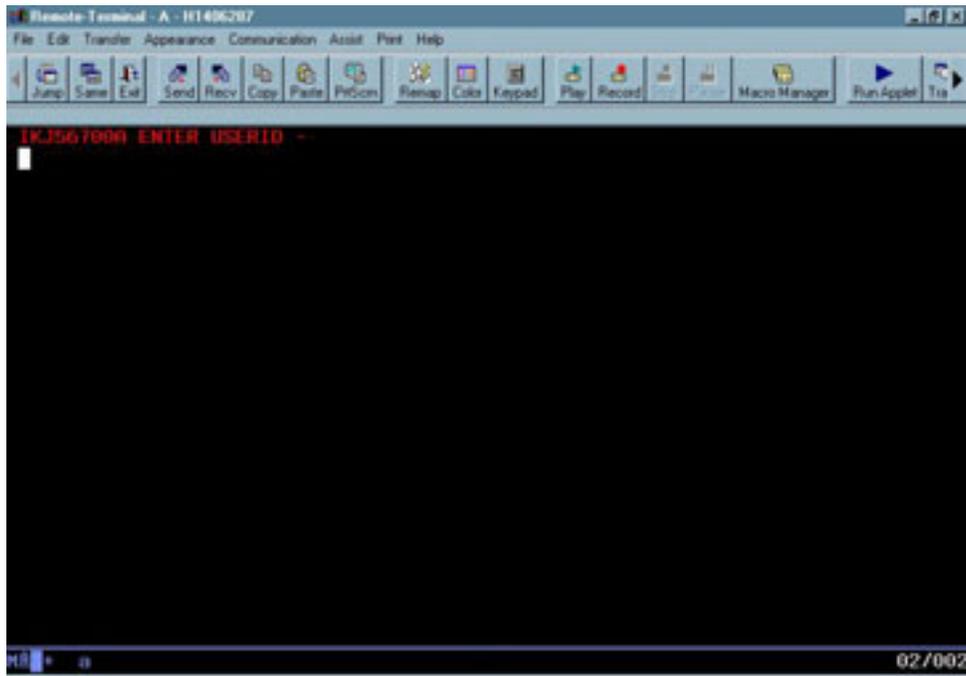
***** B R O A D C A S T   M E S S A G E S *****
*****
FOR OS / 390 V2R5 IMPLEMENTATION REVIEW THE 'HDC NEWS' FOR THE
***** LATEST INFORMATION ALERTS *****

```

1. When you see the CMS Data Center's logo screen, press <ENTER>, and the Application Menu screen will be displayed.



- To login to TSO, select Option 1 - TSO by typing 1 and pressing <ENTER>. The TSO screen will be displayed



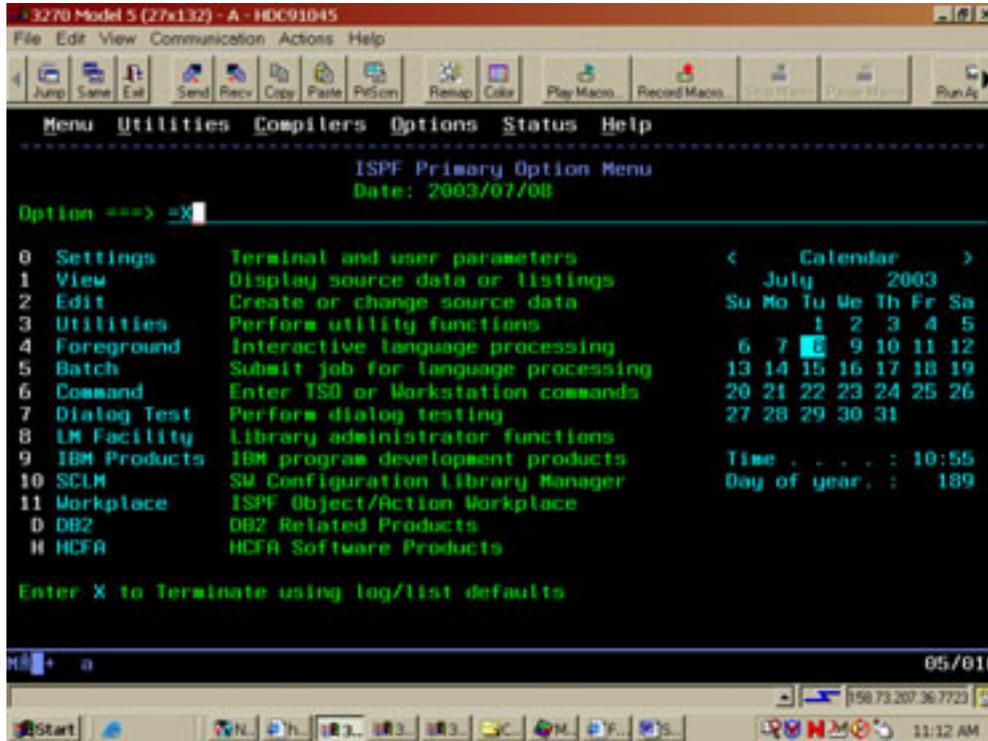
3. Then the message ENTER USERID is displayed, type in your CMS User ID (XXXX) and press <ENTER>. The TSO/E Logon screen will be displayed.

```
----- TSO/E LOGON -----  
  
Enter LOGON parameters below:                                RACF LOGON parameters:  
Userid    ==> XXXX  
Password  ==>  
Procedure ==> $TSUSER                                       New Password ==>  
Acct Nbr  ==> 7XX7XX95000                                   Group Ident  ==>  
Size      ==> 4096  
Perform   ==>  
Command   ==> EX 'OG00.@BGD5050.PLANCOMM.CLIB(PLANCOMM)'  
  
Enter an 'S' before each option desired below:  
      -Nomail          -Nonotice          -Reconnect          -OIDcard  
PF1/PF13 ==> Help    PF3/PF15 ==> Logoff   PA1 ==> Attention  PA2 ==> Refresh  
You may request specific help information by entering a '?' in any entry field.
```

4. A screen full of prompts displays on your terminal. Your User ID will be filled in on the screen, and your cursor will be positioned after the prompt that reads PASSWORD ==>. Type in your password. (You will receive a four-character password from HCFA for your first logon use.) After entering your password, you may change the password by pressing <TAB> to position the cursor in at the New Password field and entering a new password (your own password must be at least six characters but no more than eight characters) in the space provided. The system prompts you to repeat your new password. Follow instructions and re-enter your new password. You must use that password whenever you login to the CMS mainframe. Press the <ENTER> key when you are finished.
5. Move down to the space after the next prompt for ACCT NMBR ==> by using the <TAB> key or by pressing <ENTER>. If you press <ENTER>, the first screen disappears and returns cleared with the cursor placed after the prompt ACCT NMBR ==>. An informational screen displays if you type N or press <ENTER>. Type your accounting number (an eleven-character code that resembles the number 7XX7XX95000) and press <TAB>.
6. After you have entered your accounting code, key the following into the COMMAND==> line and press <ENTER>.

**EX 'OG00.@BGD5050.PLANCOMM.CLIB(PLANCOMM)'**

You have now completed the process to log onto TSO. The Mainframe will display a few messages (Broadcast Messages) and # Asterisks (\*\*\*) will appear. Press <ENTER> and the ISPF (Interactive System Productivity Facility) primary option menu will display.



- To logoff of TSO, go to the READY prompt (type =X and press <ENTER>), then type LOGOFF and press <ENTER>.

## **3.7 - Testing Questions (Who to Call)**

(Rev . 40, 11-14-03)

Testing should begin as soon as possible. If you did not receive a scheduled test date and time, contact CMS Central Office Technical contact ([Appendix H](#)) to schedule a test date. Although the AGNS-Dialer is designed to function in the average office environment, minor differences in resources can necessitate alterations. Time must be allotted to troubleshoot problems and make changes as needed. Initial testing should take place one month in advance of a targeted submission date and two weeks before that date at the latest. Most of the time, problems are not encountered and submission of actual data can begin immediately following the test transmission. However, depending on faultless initial operation is risky at best.

### **3.7.1 - Testing Phases**

(Rev . 40, 11-14-03)

Testing is performed in two phases. The first phase, using the file preparation options, can be initiated as soon as you have the system software installed. You should experiment with the menu options using the seven test records provided. The second phase of testing consists of a trial transmission. The CMS must be contacted to schedule a tentative date for a trial transmission as soon as you receive your software. The CMS will work with you until successful transmission is confirmed.

### **3.7.2 - Assistance**

(Rev . 40, 11-14-03)

See [Appendix H](#) for contact information related to the following topics:

- Initial set-up, testing, system problems and CMS Domain connectivity
- CMS Domain and CMS Data Center connection problems
- Questions about disks, manuals, and other miscellaneous issues

## **3.8 - Password Updates (How to Update)**

(Rev . 40, 11-14-03)

Your HITS password expires every 60 days. (This security measure, if overlooked, can result in a loss of CMS Data Center access.) You may change your password any time during those 60 days. At the end of the 60 days, the system prompts you to change your password. When you change your password, you need to select a password that you have not used within the last three passwords. In other words, the new password must be different from your most recent three passwords. Follow the instructions here for changing your password.

If you get a message that your password is not valid, you must change it. Be aware that after three attempts in one session to logon with an incorrect password, your access privileges to the CMS Data Center are revoked for that session. If you continue to have problems, get in touch with your CO contact (refer to [Appendix H](#)).

Use the following steps to change your password:

1. Follow the telecommunications link instructions to make a connection.
2. When you see the CMS Data Center's logo screen, enter your HITS ID and the password provided to you by CMS where prompted at the bottom of the screen. Enter a new password (no fewer than six and no more than eight characters) in the space provided and press <ENTER>. If you don't get any error messages, then your new password is effective.