

Joint Venture Hospital Laboratories



JVHL
JOINT VENTURE HOSPITAL LABORATORIES

**User's Guide
to
PLMWeb.JVHL.org**

For Secure File Transfers via the Internet

**Version 2.2
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Joint Venture Hospital Laboratories

PLMWeb.JVHL.org User's Guide

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Introduction

JVHL provides secure file transfers over the Internet via plmweb.jvhl.org. The web site has a user-friendly interface that is both simple to use and secure. The web site is part of a secure network connected to the backbone of the Internet, lending itself to a high level of availability and a sufficient amount of bandwidth for multiple file transfers at any given time. The file transfer protocol described here is secure, and requires interaction via browser. The site also supports use of an automated, scripted file transfer protocol. Details can be found in a separate document, titled SFTP-SSH Users Guide. Should you need a copy, please request one from Rob Ramey (email support@jvhl.org).

Provided Services

JVHL will provide the following services via the PLMWeb.JVHL.org web site:

Submit encounter/claims data

Retrieve front-end processing reports (Approved Lines Report, Rejected Lines Report)

Retrieve payer remittance reports

Submit HEDIS result data

Retrieve HEDIS requests

Claim Status Inquiry

Payer Eligibility Lookup (Where JVHL has Payer Eligibility)

A registration form will be sent and completed by the account requesting any of the above services. It will indicate which services are to be provided for that account. Any account requesting both HEDIS and claims servicing, will receive two unique account logons to avoid confusion and limit the possibility of error. Claim data is processed daily and claim reports are available for retrieval each Friday.

Account Procurement

JVHL members interested in obtaining an account will need to complete the registration form and return it to the proper approval authority indicated on the form. An additional requirement is for a copy of the Business Associate Agreement to be on file with JVHL

to ensure compliance with current HIPAA Privacy and Security standards. If a JVHL member wishes to use a test account in order to evaluate the site, please call one of the contacts listed at the end of this document.

HIPAA

Great emphasis is placed on providing a system that is not only usable, but also is compliant with HIPAA Security and Privacy standards. Accounts are not established until authorized individuals sign the proper Business Associates Agreement and PLMWeb.JVHL.org Authorization Request Form and return it to the appropriate JVHL contact. All traffic in and out of the PLMWeb.JVHL.org site is encrypted using 256-bit SSL (Secure Socket Layer). Web site authenticity is verified using a digital certificate issued by GoDaddy. (www.godaddy.com). JVHL member authentication is verified through a unique ID and password. All passwords are a minimum of 8 characters and will need to be changed every 30 days. Upon login, the site will indicate if the password needs to be changed. JVHL members cannot see other members' files, either in the upload or download directories. If any JVHL member believes their username or password has been compromised, they should contact JVHL immediately so new credentials can be generated. The log on the home screen displays all successful logins with the date and time of connection. If there are suspicious connections logged, please contact JVHL immediately and new credentials will be given. In addition to login auditing, all files sent and received are logged.

File Naming Convention

A file naming convention is not necessary with the PLMWeb.JVHL.org site. All files are automatically renamed upon receipt. All files being sent or received are logged. Those being received are logged with the original name and the name generated upon receipt for tracking purposes. JVHL does not accept zip files.

File Back up

It is recommended to make a copy of transferred file(s) immediately upon receipt for back up purposes at your site.

It is the responsibility of the "owner" of a file to retain back up files for a reasonable length of time, until the destination party has the file verified and backed up at their site. In the event the destination party does not receive the file in its entirety, or the file is destroyed prior to complete back up, the file may be requested for transfer again.

For example: JVHL will retain back up on files going from JVHL to outside users. The outside users will retain back up on files coming into JVHL.

Hardware/Software Requirements

Any computer capable of accessing the Internet will be able to utilize the services on the PLMWeb.JVHL.org site. However, JVHL recommends the use of Internet Explorer 10 or higher or the most current version of Google Chrome as the browser software. The web site is designed with Internet Explorer 10 or higher in mind and may not display properly under other browsers. Computers having firewall software or “pop-up killer” software may cause functions of the web site to not operate as expected.

Connecting to PLMWeb.JVHL.org

To connect, type plmweb.jvhl.org in the address field of the browser (you must have access to the Internet). The window below should load. Click on Login and use the unique username and password given to log into the site.



The home page will load next. Here is a message board and a log displaying recent activity. Notice that successful logins are recorded along with file sent and received. Also when sending a file, the original file name and the name generated upon receipt is logged.

Activity Log (50 Most Current Entries)

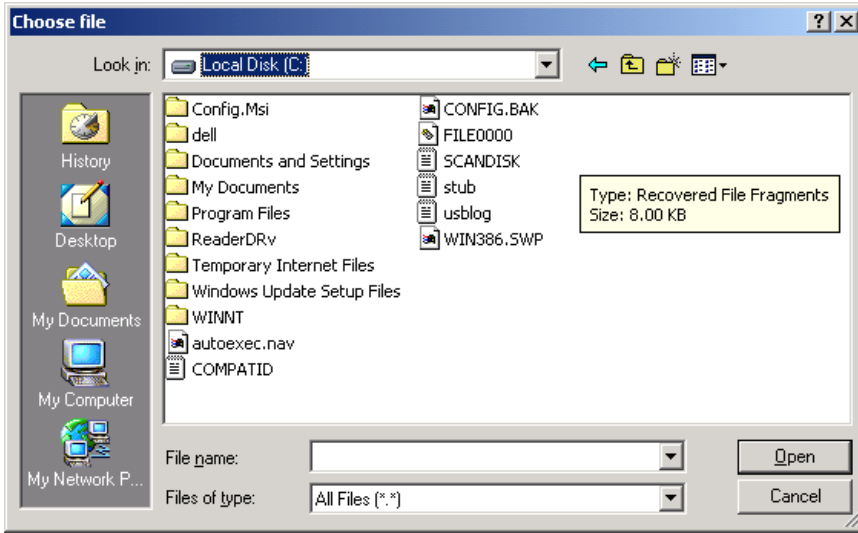
Date	Type	Logged IP	File Name
5/22/2017 11:28:13 AM	Password Change	192.168.250.157	
5/22/2017 11:27:32 AM	Login	192.168.250.157	
4/20/2017 11:24:14 AM	Password Change	192.168.250.157	
4/20/2017 11:23:48 AM	Login	192.168.250.157	
4/20/2017 11:20:05 AM	File Download	12.176.249.231	JVHL OIG CHECK_MEDICARE DEBAR CHECK_A...
4/20/2017 11:19:24 AM	Login	12.176.249.231	
4/20/2017 11:15:28 AM	Login	12.176.249.231	
4/20/2017 11:14:17 AM	Login	12.176.249.231	
4/20/2017 11:10:35 AM	Password Change	192.168.250.157	
4/20/2017 11:09:59 AM	Login	192.168.250.157	
3/28/2017 11:44:30 AM	Password Change	192.168.250.157	
3/28/2017 11:43:55 AM	Login	192.168.250.157	
3/28/2017 10:09:49 AM	File Download	205.141.235.254	HIL_IL_20170327-145016165_HEDIS.TXT_N...
3/28/2017 10:09:27 AM	Login	205.141.235.254	

To send a file, select the “Send File” option on the menu to the left of your screen. The screen below will load. Enter in the path of the file you are sending or simply browse to it by selecting the “Browse” button. Once a file is selected, select the “Upload” button to execute the transfer. After the file has been successfully transferred, the home page should load and the file should be in the log with the original sending name and the name generated upon receipt.

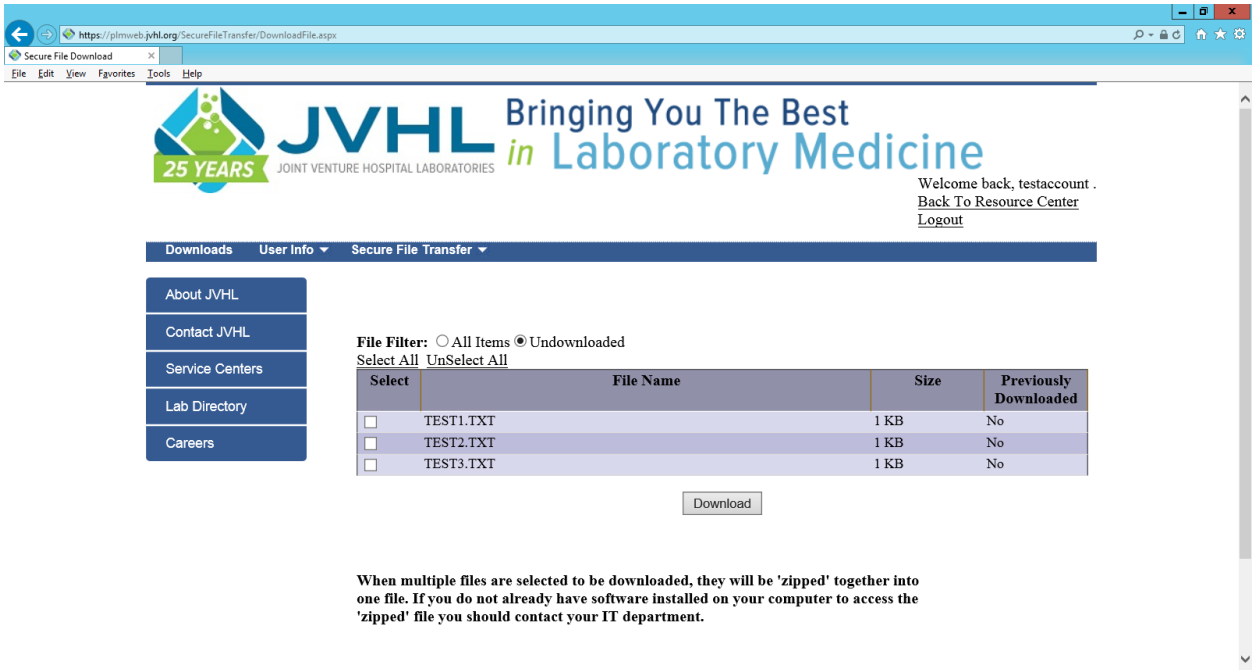
File To Upload: (Powered by NeatUpload)

Upload Status:

The screen below displays an example of the browse window.



To receive a file, select the “Get Files” button and the page below will load. Simply select the file to download and either enter or browse to the location where you wish to save it on your computer. A window indicating the download is complete will indicate a successful transfer of the file.



In order to change the password on the account, select the “Change Password” option from the menu on the left side of the screen. The screen below displays an example of the password change page.



In addition to being able to change the password, the contact’s name, E-mail address, and phone number can be entered or changed. Select the "Update Profile" option on the left side of the screen. The screen below displays an example of the page. After entering in the information, select “Update” to commit the changes.



Contacts and Areas of Specialty

Information Systems Support

Dave Mocerì

support@jvhl.org

(248) 594-0998 x204

IT Director

Rob Ramey

support@jvhl.org

(248) 594-0998 x202

Change Summary

This section describes the differences between the current guide and previous guide(s).

Date	Version	Description
11/5/2015	2.0	Reformatted the companion guide and also updated contact information
2/9/2016	2.1	Updated contact information
5/22/2017	2.2	Updated logos and screenshots to reflect new look of website.

Review History:

7/14/2011 - RRAMEY