

# LOG ON RACF ID INFORMATION

**Provider Name:**

**Date:**

The attached documents will provide instructions on how to log onto Highmark Medicare Services Part A FISS located at the COMPANION DATA SERVICES (CDS). These instructions are to be followed after you have established connectivity with your third party secure DDE Vendor and verified that your DDE Vendor is connecting you to CDS.

Since this document contains your unique RACF ID, PIN Number and initial password, we urge you to keep this document in a secure place.

Please be reminded that if the eligibility data is mishandled in any way, the provider will be held responsible in accordance with Medicare Requirements.

It is important for you to connect to the FISS in order to activate your RACF ID and password. **If you do not perform this function within thirty days of the date the RACF ID was created, your ID will be revoked. If your RACF ID is revoked, contact the FISS Access Help Desk.**

Highmark Medicare Services has implemented a new toll-free customer service line to provide assistance with FISS access issues related to your newly assigned RACF ID and password. The new FISS Access Help Desk will be operational Monday through Friday from 8:30 AM and 4:30 PM EST. You may contact the FISS Access Help Desk at 1-877-410-1465 for forgotten FISS RACF IDs or passwords, PINs, RACF ID password resets, assistance on how to obtain a new FISS RACF ID, and verifying the status of FISS RACF ID requests.

Thank you

**TO LOG ONTO THE FISCAL INTERMEDIARY STANDARD SYSTEM (FISS)  
THROUGH COMPANION DATA SERVICES**

**Employee Name:**

**PIN #:** (Please remember this four-digit number for password resets.)

**NOTE: Prior to accessing the FISS, you must first connect to your Secure DDE Vendor. Confirm with your DDE Vendor or your technical support staff that the necessary updates have been made to connect to the Companion Data Services systems. Refer to the logon instructions provided by your technical support staff or provided by your DDE Vendor. Should you have questions about confirming that your connectivity is updated to Companion Data Services, contact your DDE Vendor for additional guidance. The contact points for selected DDE Vendor products are listed below:**

Emdeon (WebMD) Medicare Manager -- 215-628-2745  
Ivans -- 800-548-2690  
McKesson Information Solutions, LLC -- 800-782-7426 option 5, 8  
VisionShare -- 612-460-4327  
RelayHealth (Per-Se Technologies) -- 732-918-7320

1. Log in through your DDE Vendor
2. Once connected to CDS, the first screen that appears will be either the CICS sign-on screen or the TPX sign-on screen depending on your Vendor.

The CICS screen is shown below.

```
TS00P420 - TS00M42      Companion Data Services, LLC      08/23 09:44
Type your userid and password:
Userid =====> 
Password =====>
New Password =====>
Verify New Password ==>

Note: Parts of this computer system may be owned by the United States
Government. If so, the Center for Medicare and Medicaid Services (CMS)
maintains ownership and responsibility for those parts. Users of this
system must adhere to CMS Information Security Policies, Standards and
Procedures. Any usage of this system may be monitored, recorded, and
audited. Any unauthorized use of this system is prohibited and subject
to criminal and civil penalties. Any use of this systems constitutes
consent to any and all monitoring and recording of the user's activities.

PF 3=End
```

The TPX screen is shown below

```
..... @@@@@@@@@@ @@@@@@@@@@ @@@@@ @@@@
      @ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @
cccccc aaaaaa . @ @ @ @ @ @ @ @ @ @ @ @
cc . c aa aa . @ @ @ @ @ @ @ @ @ @ @ @
cc . aa aa . @ @ @ @ @ @ @ @ @ @ @ @
cc . aaaaaa . @ @ @ @ @ @ @ @ @ @ @ @
cc . aa aa . @ @ @ @ @ @ @ @ @ @ @ @
cc . c aa aaa . @ @ @ @ @ @ @ @ @ @ @ @
cccccc aaaa aa . @ @ @ @ @ @ @ @ @ @ @ @
      @ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @
..... @ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @

Copyright (c) 2003 COMPUTER ASSOCIATES INTERNATIONAL, INC.
Userid: [ ] (or LOGOFF) 08:13:19
Password: 09/07/07
New Password: L09VA003
Account: 3278-4A
Transfer: SMRTTEST

Data contained in this system is confidential and proprietary. Use of this data
for other than legitimate purposes authorized by CDS of SC will be prosecuted
---- Unicenter CA-TPX Session Management ----
PF1=Help PF3=Logoff PF5=Password Reset
```

3. In the Userid field, type your RACF ID. Your RACF ID is:
4. Press the <TAB> key.
5. Your initial password has been set to:  
Type your initial password and press <ENTER>.
6. You will then be informed that your initial password has expired and you will be required to create a new password. Please note, your new password must meet the following requirements:
  - a. **Must be exactly 8 characters in length**
  - b. **Must have at least one of these special characters @, #, or \$**
  - c. **Must have at least one number**
  - d. **Cannot be the same as the previous 12 passwords**
  - e. **Is case sensitive**
  - f. **Should be easy for you to remember, but hard for others to guess**
  - g. **Should never be written down or shared with anyone**

Examples of acceptable passwords include spring\$4 and c@nad@01.

Note: Your password will be required to be changed every 30 days. You will be prompted when a password change is required. Change your password immediately when prompted to do so.

Note: In the event you need to reset your password, you may have the ability to reset your own password. If your vendor connects you via the TPX log in screen, a self-service password reset facility is available for your use by pressing the <PF5> key from the TPX log in screen. Detailed instructions will be available on our website at [www.highmarkmedicare.services.com](http://www.highmarkmedicare.services.com). If you do not log on via TPX, you must call the FISS Access Help Desk at 1-877-410-1465 to have your password reset.

7. Please position your cursor in the New Password field, enter your new password and press <ENTER>. You will then be asked to validate your new password, by re-keying the exact same password in the password validation field. Please make sure your cursor is in the correct field to validate your password and press <ENTER>.
8. If your vendor connects you via the CICS option outlined above, a screen indicating **SIGN-ON IS COMPLETE; NO INVALID ATTEMPTS; LAST ACCESS** will appear. (When you see this message you know you have security clearance.)

If your vendor connects you via TPX, you will need to select the appropriate session from your menu of options within TPX to reach the CICS signon screen outlined above. You will need to reenter your userid and password at the CICS signon (TPX users only).

9. To access the Highmark Medicare Services Main Menu for Claims data, enter **fss0** at a blank screen. You may also enter **hiqa** at this point for CWF Part A Eligibility. Please be sure to clear your screen before entering one of these transactions by pressing the <CLEAR> key on your keyboard. CDS recommends using the <PAUSE/BREAK> key to clear your screen.

### **TO LOG OFF THE FISCAL INTERMEDIARY STANDARD SYSTEM (FISS)**

1. Press <F4> from any screen.
  2. The message SESSION SUCCESSFULLY TERMINATED will appear.
  3. Type **cesf logoff** at the cursor and press <ENTER>.
- Note: You will be typing over the SESSION SUCCESSFULLY TERMINATED message.