

MassHealth EVSpC 4.0 Installation Instructions



April 2009

EVSpC 4.0 Software

The EVSpC 4.0 is a tool that enables providers to verify MassHealth member eligibility, primary care clinician (PCC), managed care, long-term care and third-party-liability information as applicable. It is a Windows-based access method. The software has an additional functionality for checking the status of a claim submitted to MassHealth. It also provides documentation of this information that you may print out for a specified date.

The software allows the provider to submit eligibility inquiries 24 hours a day, seven days a week. You can run the software on a single PC or, if you are at a large facility, you can install it on several computer workstations and access the same data source.

When updates occur, you will be notified on how to obtain the update via the Provider Online Service Center at www.mass.gov/masshealth/provider-service-center, or by mail.

Due to the sensitive nature of MassHealth members' eligibility information, the provider must have a signed Trading Partner Agreement (TPA) on file and a valid user ID and password before activating the software. The assigned user ID is valid for all EVS access methods. A provider is not required to sign a second TPA to use EVSpC.

Table of Contents

EVSpC 4.0 Installation 1

Hardware and Software Requirements 1

Downloading EVSpC Software 2

Installing EVSpC Software..... 2

 Open Database Connectivity (ODBC) Setup.....7

Procedures for Running EVSpC on a LAN 9

Troubleshooting 10

EVSpC 4.0 Installation

To successfully complete the installation of EVSpC you must have signed a MassHealth Trading Partner Agreement and received your user ID and initial password.

For more information go to www.mass.gov/masshealth or call MassHealth Customer Service at 1-800-841-2900.

EVSpC may be installed on either your computer's hard disk or the network. In either case, be sure to have the installation performed by someone familiar with software installation routines, such as a trained information technology professional, with administrative rights to each computer that needs the installation. If installing the software from a CD, store the CD in a safe place after installation is complete. In case program files are damaged or deleted, the CD will be needed to re-install the program.

It is important that you back up all information before installing the latest version of the software. If you have any questions about the installation of EVSpC, call MassHealth Customer Service at 1-800-841-2900.

Hardware and Software Requirements

- Pentium processor with Windows XP (Service Pack 2 or higher)
- Minimum of 32 MB of RAM
- CD ROM drive and/or high-speed Internet access
- Minimum of 40 MB of free disk space on a hard disk drive
- Microsoft Internet Explorer 6.0 or higher and/or Netscape 7.0 or higher with Internet connectivity
- Microsoft .NET Framework Version 2.0 Redistributable Package must be installed.

Note: You can download the package by clicking on the following link:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=0856eacb-4362-4b0d-8edd-aab15c5e04f5&DisplayLang=en>.

You *must* back up the previous version of the software, especially your current REVSpc tables from the main menu of the software, before proceeding with the software upgrade.

This is a critical step, because all your existing information will be lost if you upgrade this software without first performing a backup.

Downloading EVSpC Software

You can download the EVSpC software set-up files from www.mass.gov/masshealth and save them to your hard disk. You can also save them to a CD for future use.

1. Log into www.mass.gov/masshealth/newmmis with your user ID and password. The NewMMIS Web page is displayed.
2. Click on the EVSpC Software link. The EVSpC software download page is displayed with two options – Download EVSpC Version 4.0 and Installation Instructions.
3. Click on the Download EVSpC Version 4.0 link.
 - a. To manually choose the download location, click using the right mouse button, then choose "Save Target As."
 - b. To download the software to the Windows desktop, first click on the large desktop button in the left pane of the Browse window. Then click on the smaller "Save" button to the lower right.

Installing EVSpC Software

To ensure safety, close all open applications before beginning installation.

1. Once the file has been downloaded to your PC, open the folder that you saved it in. (If this was the Windows desktop, you may view it by minimizing any windows that are currently open.)
2. Double-click on the file "EVSPC.exe."
3. Click the "Unzip" button. By default, the files required for installation of the program are saved to a newly created folder named C:\EVSPC_IMAGE.
4. Close the "Self Extractor" dialog box and open the "image" folder.
5. Double-click on the "Setup.exe" file and follow the instructions that appear, referring back to this document if you have any questions. When installation is complete, you may safely delete the original "EVSPC.exe" file you downloaded.

If you are using a CD to install the EVSpC software, installation will begin automatically. If it does not, open Windows Explorer and go to your CD drive or the CD image folder described above, and follow Steps 2 through 5.

6. Click OK on the Welcome screen.

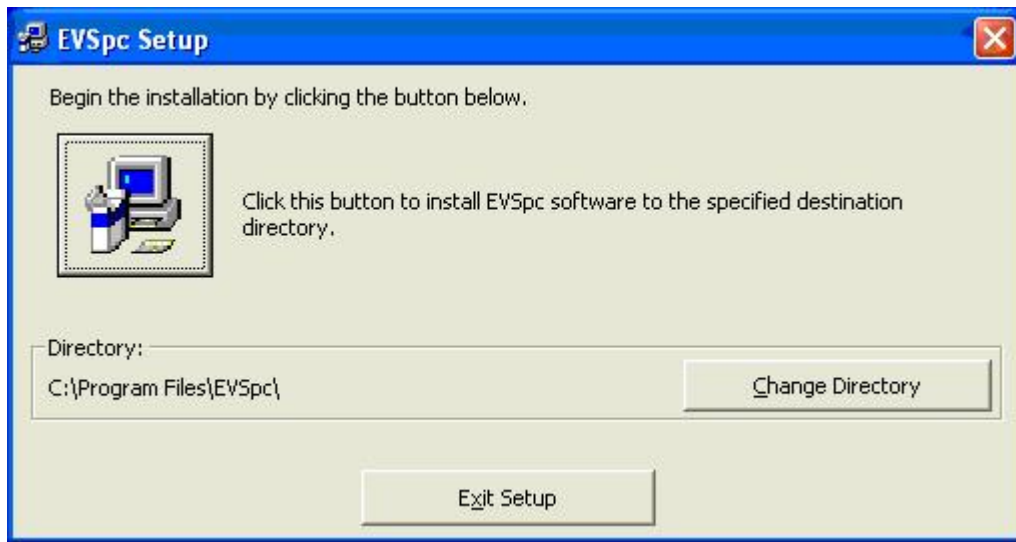


7. The program asks you to enter your EVSpC equipment number. This number will be located on the CD or may be acquired by calling MassHealth Customer Service at 1-800-841-2900. Enter the number assigned to your facility and click OK.

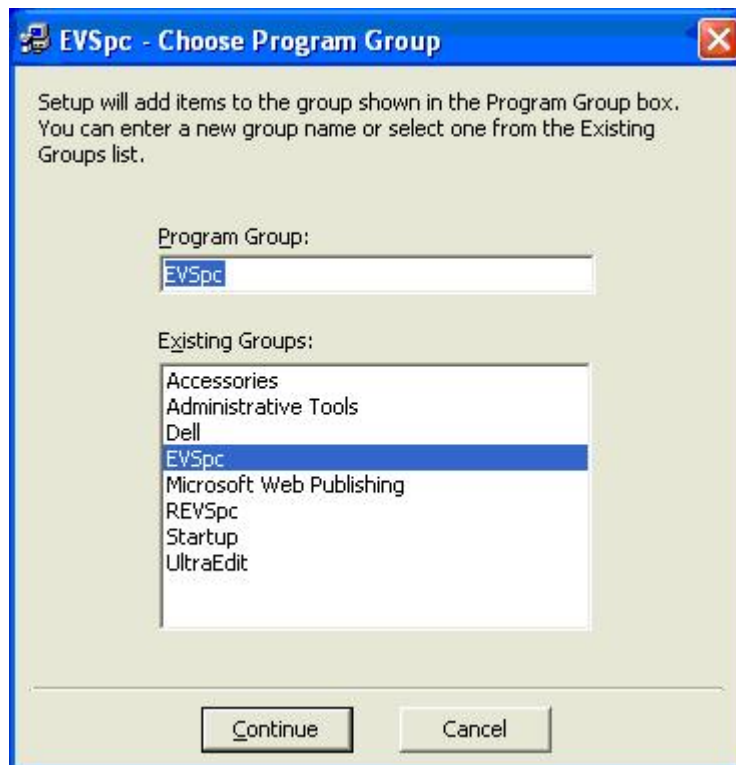


Note: Make a note of the EVSpC equipment number. This number is needed to start the EVSpC software after installation.

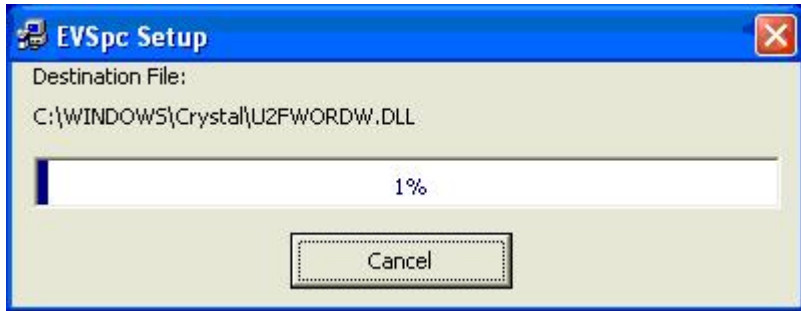
8. Click the Setup icon to begin installation. The Choose Program Group window is displayed.



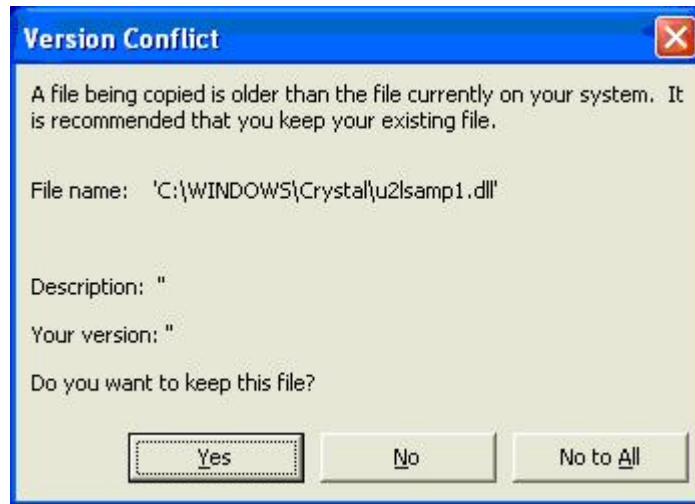
9. Select a directory for installation, and click Continue. The default directory is C:\Program Files\EVSpC and is recommended.



Setup begins.



The installation may encounter conflicts with existing .DLL files for Windows depending on the version of Windows currently installed on the system. In the case of a conflict, as in the illustration below, choose the option that will help you save the latest .DLL file(s).



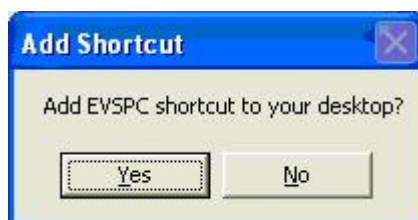
DLL files that may result in a conflict are listed below.

- u2lsamp1.dll
- u2idts.dll
- u2lbar.dll
- u25dts.dll
- VBAJET32.dll
- MSJINT40.dll
- MSJTES40.dll
- MSREPL40.dll
- MSRD3X40.dll
- MSRD2X40.dll
- MSWDAT10.dll
- MSWSTR10.dll

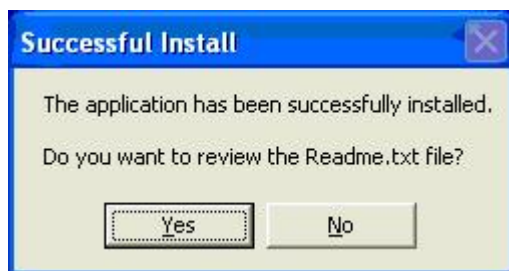
- MSJTER40.dll
- MSJET40.dll

Depending on the configuration of the computer the software is being installed on, the installation may prompt you with an option to overwrite all the crystal report files, informing you that some of the files being copied “are not newer” than those you have already installed. **Choose “Yes” to ensure you have the latest copies of these files.**

10. The program asks if you want to place an icon on the desktop.



11. Make your choice. Two icons labeled “Double-click to start EVSpC,” and “Double-click to register EVSpC” are added to your desktop, and the following message is displayed.



12. Make your choice.
13. Double-click on the icon labeled “Double-click to register EVSpC” to register the software. If the software is successfully registered, the following message is displayed.

Types registered successfully. Assembly exported to 'C:\Program Files\EVSpC', and the type library was registered successfully.

Note: If your PC login user ID does not have local administrative access, please contact your LAN administrator.

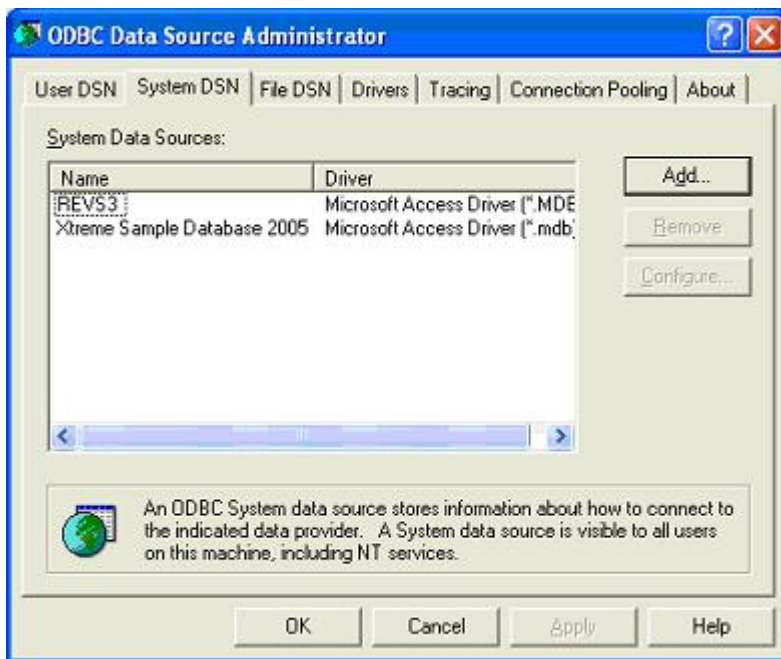
14. To start EVSpC, click Start, and select All Programs. Click on EVSpC, and then on EVSpC. You can also select the icon on the desktop (if you chose to create one).

At this point a new data source named EVS4 should be created. The installation process is now complete.

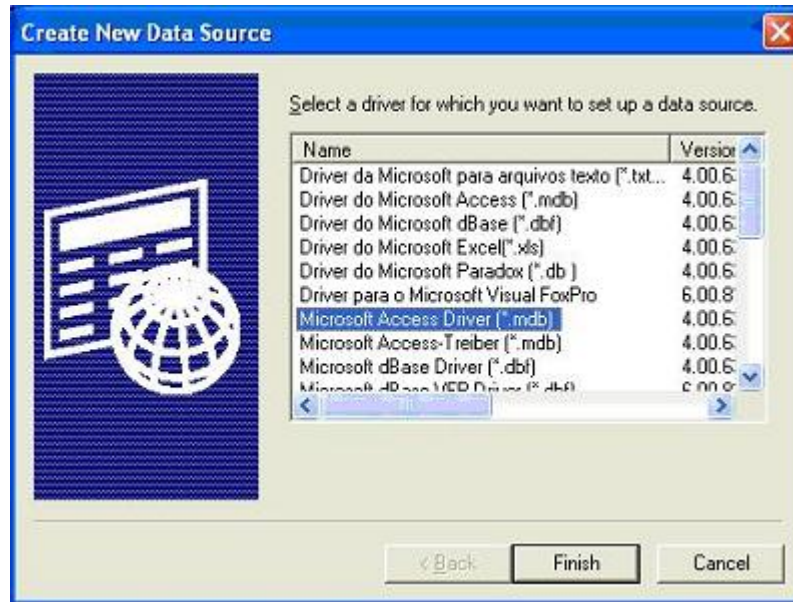
Depending on your system settings, your Data Source Name (DSN) may not be successfully created. This usually happens if the data source you were pointing to is located in a network folder or is shared between workstations. Follow the instructions below to manually set up open database connectivity (ODBC) if you receive an “ODBC Connectivity” error when starting EVSpc.

Open Database Connectivity (ODBC) Setup

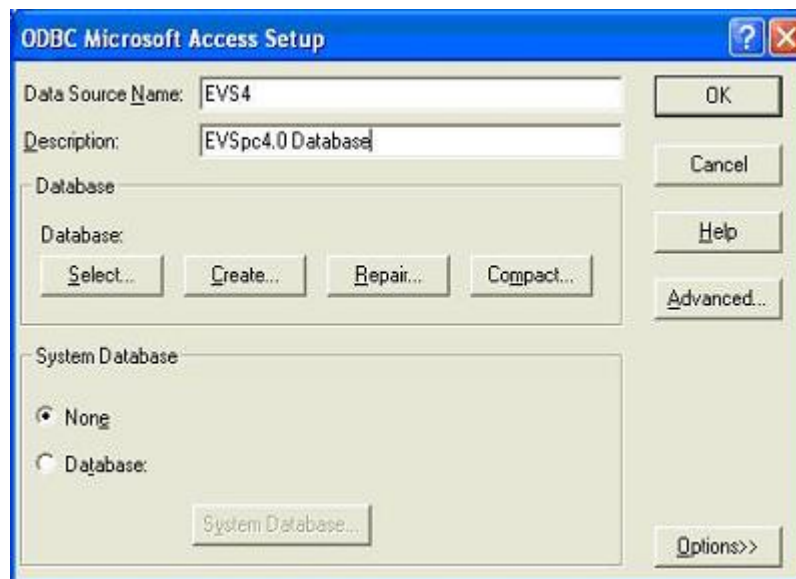
1. Click Start, then Settings, and then Control Panel.
2. Open the Administrative Tools control panel.
3. Double-click on the Data Sources (ODBC) icon.
4. Click on the System DSN tab.
5. Click Add.



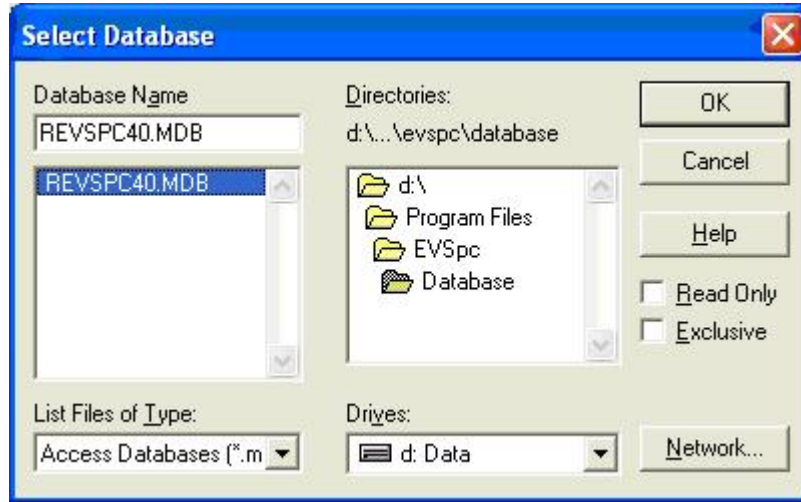
6. Highlight Microsoft Access Driver [*.mdb] and click Finish.



7. Type “EVS4” (omitting the quotes) in all capital letters in the Data Source Name and type EVSpC 4.0 Database in the Description field. Click Select.



8. Open the C:\Program Files\EVSpC\Database folder.



9. Highlight the database file (.mdb extension) in the left panel and click OK.

10. Select OK in the next window.

11. Select OK in the last window.

Procedures for Running EVSpC on a LAN

It is recommended that only one designated person actually update the members in the database and perform the batch inquiries (for data integrity). All other users should be allowed access to view only the Inquiry History file to see inquiries performed.

1. Install EVSpC software on all computers that will be allowed access to the data.
2. On each of the computers where EVSpC software has been installed, map a network drive to the drive where the EVSpC database will be stored. The EVSpC software must not be installed on the network drive.
3. Copy the EVSpC database (C:\Program Files\EVSpC\Database\REVSPC40.mdb) from one of the computers that EVSpC was installed on to the mapped network drive.
4. On all computers that need access to the database, point the ODBC data source to the mapped network drive. Please see the ODBC Setup section for information on setting up ODBC.
5. Once this is complete on all computers, EVSpC software can access the database on the network drive.

Troubleshooting

Make sure you meet the minimum system requirements. If you meet these requirements and you're sure your Internet connection is active, try the following steps.

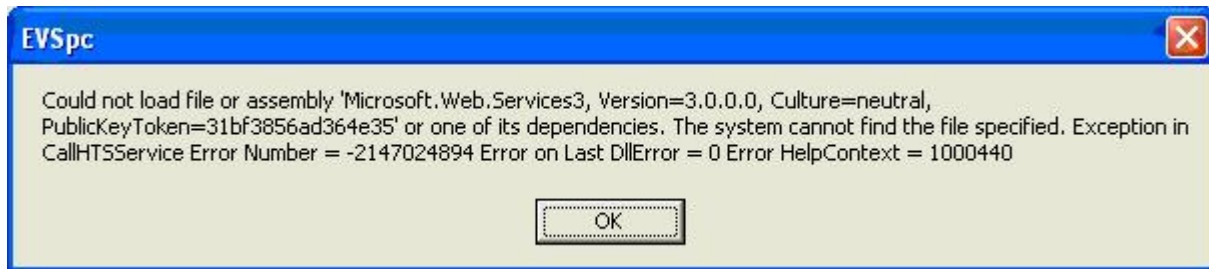
Web Troubleshooting

Be sure you are using a true Internet Service Provider (ISP). Access to the Web is necessary to use EVSpC, and must be configured through a compatible Web browser. Internet content providers such as AOL may not access the Web directly, instead delivering their own proprietary content. You may still be able to use such services. In the case of AOL, you may experience the most reliable data transfers by setting your access method set to "Web Access," establishing the AOL connection first, and then minimizing the AOL desktop (click the down or "minus" button in the upper left) before running EVSpC.

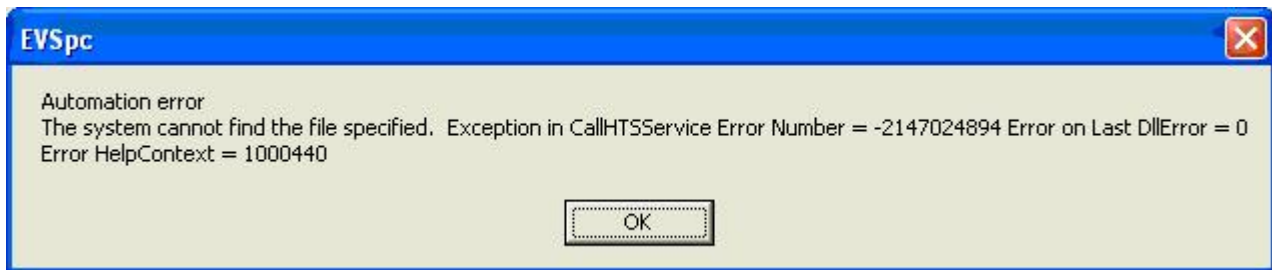
Firewalls installed at your facility may block access to the secure server that EVSpC uses.

Error messages that may be displayed are given below.

- If Microsoft.web.services3.dll is missing from the installed directory, the following error is displayed during the transmission of EDI transactions via the NewMMIS HTS Service.



If EVSCom.dll is missing from the installed directory, the following error is displayed during the transmission of EDI transactions via the NewMMIS HTS Service.



Note: For more information about the NewMMIS HTS Service, please refer to the MassHealth Proposal for HTS Specification 2.0 at www.mass.gov/masshealth/providerservicecenter.

For further assistance on any type of error, have your technical staff contact MassHealth Customer Service at 1-800-841-2900.