

**Virginia Medicaid Web Portal
Electronic UAI (Direct Submission)
Frequently Asked Questions
Revised 06/13/2018**

What is needed to submit an electronic UAI?

Once you are approved as a DMAS authorized vendor, submit your application to Conduent to receive an Id. You will need to complete the required vendor certification testing before submitting production files.

Where do I find the forms and information I need to get started?

On the VAMMIS Web Portal (<https://virginiamedicaid.dmas.virginia.gov>), select the "Electronic UAI Submission Enrollment Packet" on the Pre-Admission Screen page (accessible from Provider Resources).

What is contained in the Enrollment Packet?

This packet contains the form required to access the Conduent secure FTP site (<https://vammi-filetransfer.com>), along with both the Inbound & Outbound schemas. It also includes some supplemental documentation to assist with getting started.

How do I contact the Conduent EDI Helpdesk for assistance?

Email: Virginia.EDISupport@Conduent.com

Phone: 1-866-352-0766

FAX: 1-888-335-8460

Once you have been issued an Id for electronic UAI submissions, please be sure to provide that with your inquiry.

What data format is used for the electronic UAI?

Extensible Markup Language (XML)

What is the directory structure of my FTP folder?

Your home folder will be /Distribution/UAI/{ID} – where {ID} is the 5 digit vendor ID assigned after initial paperwork has been processed. Under this directory will be 3 separate subdirectories: Devl, Test, and Prod. Test is where you will submit files for certification and Prod is where your production files will be exchanged. Each of these three high-level folders contains To-VAMMIS and From-VAMMIS subdirectories; these are for sending and receiving files, respectively.

What type of FTP clients are recommended?

You can use any FTP client as long as it supports a secure protocol. All ports are standard for the protocol and no firewall changes are necessary on our end for new vendors.

What is the password policy for accounts on the FTP server?

Passwords for our FTP server will expire every 83 days. After that, you will have a 7 day grace period to access the account to change your password. After 90 days, the account will be locked and you will have to contact the EDI Helpdesk. Note: During the 7 day grace period, you will be prompted to change your password, so automated processes will usually not work as expected.

What is the processing cut-off time?

Inbound UAI request files submitted by 5:00 PM Monday through Friday will be processed overnight. The associated outbound UAI response files will be available by 7:00 AM the following morning. Inbound files submitted after 5:00 PM on Friday will be included in the following Monday night's process.

Should I create one XML file per request or include multiple requests in one file?

Our process only supports one request per file. If you have multiple requests, you will need to create multiple files.

What kind of error message will I receive for a failed transaction?

You may receive one of three types of errors:

- Vendor Id rejection errors will be returned when the Id in the XML doesn't match the submitter.
- Schema validation errors will be returned within the hour and identify missing or improperly valued elements.
- Data validation errors will be returned the following business day.

Why does my response have a different enrollee ID from what was sent in the request?

If both SSN and enrollee ID were included on the request and the enrollee ID is not present on the database, a match is attempted based on the SSN. If successful, the associated enrollee ID is returned on the response. If no enrollee ID was sent in the request, a match is attempted based on the SSN and, if successful, the associated enrollee ID is returned. When no match is found for a requested SSN, the individual is added and assigned an enrollee ID.