

A CMS Medicare Administrative Contractor
<http://www.NGSMedicare.com>

EDI Gateway Self-Service Password Portal

Electronic Data Interchange (EDI) offers a Gateway Self-Service Password Portal to allow trading partners the ability to change or reset their password used to connect to the EDI Gateway.

For additional assistance, contact the EDI Help Desk (Jurisdiction 6) 877-273-4334/(Jurisdiction K) 888-379-9132 or via email at NGS_EDI_PartA@anthem.com.

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EDI Trading Partner ID Password Reset Requirements

Important: Passwords will expire every 60 days and trading partners must then reset with a new password.

Password Requirements

- Passwords may not contain a four letter or greater 'dictionary' word, i.e., any word four letters or greater that can be found in a dictionary.
- A minimum of four characters must be changed in each password reset.
- Passwords may not be changed more than once in any 24 hour rolling period.
- Passwords must be eight (8) characters in length; no more and no less.
- Passwords must contain a combination of numbers and alpha characters.
- Passwords must include at least one (1) uppercase and one (1) lowercase letter; case sensitive.
- Passwords must contain a special character; for example @, #, \$
- Passwords must be different than the last nine (9) passwords
- After three (3) incorrect login attempts, the account will be locked. Please contact the EDI Help Desk at 877-273-4334 to have your password reset.
- Passwords must not be stored in scripts, files, or applications unless compensating controls are in place

The Centers for Medicare & Medicaid Services' (CMS) information security policy strictly prohibits the sharing or loaning of Medicare assigned IDs and passwords. Users should take appropriate measures to prevent unauthorized disclosure or modification of assigned IDs and passwords. Violation of this policy will result in revocation of all methods of system access, including but not limited to EDI front-end access or Enterprise Data Center, Resource Access Control Facility (EDC RACF) user access.

Changing Your EDI Password

- To change your password, go to the [National Government Services web site](#) for your line of business (Part A, Part B, home health and hospice [HHH], federally qualified health center [FQHC] or durable medical equipment [DME])
- Select the EDI Self-Service Password Portal link and click on the Change/Reset Your Trading Partner Password button:




The following screen will display:

- You are accessing a U.S. Government information system, which includes:
(1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.
- Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.
- By using this information system, you understand and consent to the following:
* You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
* Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

Username

Password

 Login

[Forgot Your Password?](#)

1. Type in your **Username** and current **Password**
2. Select **Login**



3. Select **Update Profile**

Your **Update Profile** page will display:

4. To change your password, type the current password in the “Current Password” field.
5. Type the new password in the **New Password** field
6. Type the password again in the Confirm New Password field
7. Use Apply to accept the new password

Note: The “Security Questions” should be answered in case you forget your password. The answers can be used to reset the password if needed. If you have already answered the security questions, you do not need to answer them again unless you want to change the question used or the answer provided. More information about the “Security Questions” is available later in this document.

- If the password change was successful, the following will display:

- If the change was not successful, you will receive a message indicating what information is required. Please make the corrections and select **Apply**.
- You will now use your new password to connect to the EDI Gateway. You can either **Logout** or return to the **Home** page using the icons in the top right corner of the page.



Resetting Your EDI Password

- If you have forgotten your password, go to the [National Government Services website](#) for your line of business (Part A, Part B, HHH, FQHC or DME).
- Select the **EDI Self-Service Password Portal** link and click on the **Change/Reset Your Trading Partner Password** button:




The following screen will display:

- You are accessing a U.S. Government information system, which includes:
(1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.
- Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.
- By using this information system, you understand and consent to the following:
* You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
* Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

Username

Password

 Login

[Forgot Your Password?](#)

1. Enter your **Username** and select **Forgot Your Password?**

The following screen will display (questions shown in the example may not be the same questions on your screen):

Security Questions

In what city were you living at age 16?

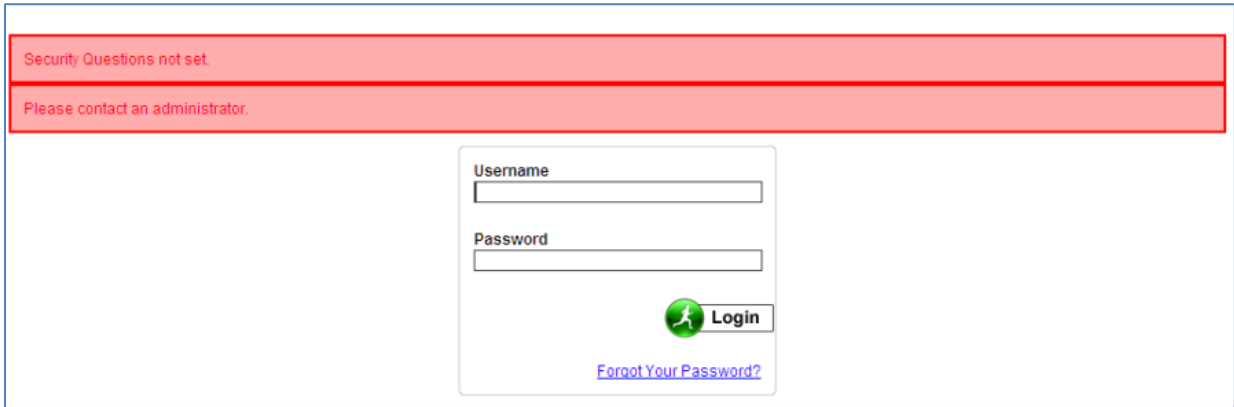
What was the name of the first school you attended?

With what company did you hold your first job?

 Apply

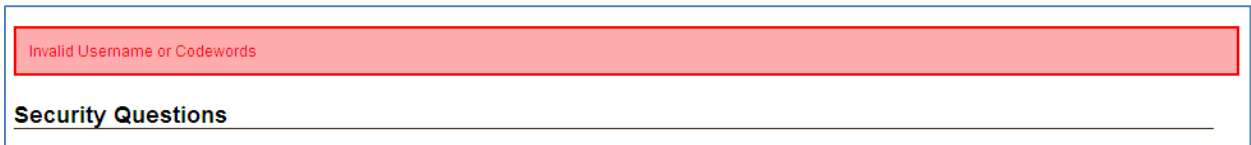
2. You will need to answer the security questions you preset and select **Apply**

- All questions must be answered correctly in order to reset the password
- If you have not set your security questions, you will receive the following error, “Security Questions not set. Please contact an administrator.” as shown below:



The screenshot shows a login interface with a red error banner at the top. The banner contains the text "Security Questions not set." and "Please contact an administrator." Below the banner is a login form with two input fields: "Username" and "Password". To the right of the "Password" field is a green "Login" button with a person icon. Below the "Login" button is a blue link that says "Forgot Your Password?".

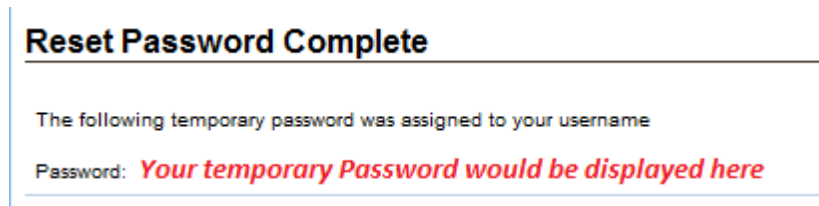
- You will need to contact the EDI Help Desk at 877-273-4334 to have your password reset
- Once your password is reset, you will be able to log in and set your security questions
- If the answers to the security questions are not correct, you will receive the following error, “Invalid Username or Codewords” as shown below:



The screenshot shows a red error banner with the text "Invalid Username or Codewords". Below the banner is a section titled "Security Questions" with a horizontal line underneath.

- You will have three (3) attempts to answer the security questions correctly.
- If the security questions are not answered correctly, your account will be locked and you will need to contact the EDI Help Desk at 877-273-4334 to have your password reset
- Once your password is reset, you will need to log in and update your security questions under **Update Profile**

3. If the information was entered correctly, the following screen will display:




The screenshot shows a message titled "Reset Password Complete" in bold. Below the title is a horizontal line. Underneath the line, it says "The following temporary password was assigned to your username". Below that, it says "Password: *Your temporary Password would be displayed here*".

4. You will use your Username and temporary password to login. The following screen will be displayed when you login with the temporary password:

Welcome back Please change your password.
Last login:
Last failed login:

Change Password

| | |
|----------------------|--------------------------|
| Current Password | <input type="password"/> |
| New Password | <input type="password"/> |
| Confirm New Password | <input type="password"/> |



5. Enter your new password and confirm the new password
6. Select **Apply**

- If the password change was successful, the following will display:

[Update Profile](#)

Your password has been updated

- If the change was not successful, a message will be displayed indicating what information is needed.
- Make the corrections and select Apply again
- You will now use your new password to connect to the EDI Gateway
- If you would like to make any changes to your profile or security questions, select Update Profile
- Or you can Logout or return to the Home page using the icons in the top right corner of the page.



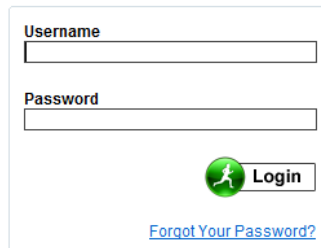
Setting Your Security Questions

- To setup or update your security questions, go to the [National Government Services website](#) for your line of business (Part A, Part B, HHH, FQHC or DME)
- Select the EDI Gateway Self-Service Password Portal link and select the **Change/Reset Your Trading Partner Password** button:

CHANGE/RESET YOUR
TRADING PARTNER PASSWORD


The following screen will display:

- You are accessing a U.S. Government information system, which includes:
(1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.
- Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.
- By using this information system, you understand and consent to the following:
 - * You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
 - * Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.



Username

Password

 Login

[Forgot Your Password?](#)

1. Type in your **Username** and current **Password**
2. Select “Login”

The following screen will display:



3. Select **Update Profile**

Your **Update Profile** page will display:

Update Profile

| | |
|---------------------------|--------------------------|
| Username | |
| User Description | |
| Current Password | <input type="password"/> |
| New Password | <input type="password"/> |
| Confirm New Password | <input type="password"/> |
| Password Period | 60 |
| Password Period Remainder | 60 |
| Last Password Change | 02/27/2015 10:08:18 |
| Last Change | 02/27/2015 10:08:18 |
| Email | <input type="text"/> |

Security Questions

| | | |
|---|----------------------|---|
| In what city were you living at age 16? | <input type="text"/> | ← |
| What was the name of the first school you attended? | <input type="text"/> | ← |
| With what company did you hold your first job? | <input type="text"/> | ← |

- There are ten (10) questions you can choose from for each of the three (3) security questions. A list of the available questions is provided below.
4. You will need to choose the questions you wish to answer and provide your responses; the answers are case sensitive
 5. Once three questions have been chosen and answered, select **Apply**
 - If you forget your password, you will be asked to provide the answers you have entered to reset the password
 - If you return to the **Update Profile** page, the security questions will display the first question in each set even if you chose a different question to answer
 - The questions and answers you selected will still be saved with your profile unless you select new questions and provide new responses

Security Questions

First Security Question Set

- In what city were you living at age 16?
- What is the name of your first niece/nephew?
- What is your maternal grandmother's first name?
- What is your maternal grandfather's first name?
- In what city were you born? (Enter full name of city only)
- What was the name of your first pet?
- What was your high school mascot?
- In what year (YYYY) did you graduate from high school?
- What is the first name of the maid of honor at your wedding?
- What is your date of birth? (YYYYMMDD)

Second Security Question Set

- What was the name of the first school you attended?
- What was the first live concert you attended?
- What is your father's middle name?
- What is your mother's middle name?
- In what city were you married?
- What is the first name of your first child?
- What is the name of your first employer?
- How old were you at your wedding? (Enter age as digits.)
- What is the first name of the best man at your wedding?
- What are the last four digits of your Social Security Number?

Third Security Question Set

- With what company did you hold your first job?
- What is your oldest sibling's middle name?
- In what city was your mother born? (Enter full name of city only)
- In what city was your father born? (Enter full name of city only)
- What was the name of your first boyfriend or girlfriend?
- In what city did you honeymoon? (Enter full name of city only)
- What is your paternal grandfather's first name?
- What is your paternal grandmother's first name?
- Where did you meet your spouse for the first time? (Enter full name of city only)
- In what city was your high school? (Enter only "Charlotte" for Charlotte High School)

If you have any questions about using the EDI Gateway Self-Service Password Portal, please contact the EDI Help Desk (J6) 877-273-4334/ (JK) 888-379-9132 or via email at NGS_EDI_PartA@anthem.com.