



CONNECTICUT MEANINGFUL USE STATE TESTING (MUST)

Stage 1 and Stage 2

FAQs

Release 1.1

November 15, 2015

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Frequently Asked Questions FAQs

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1. Where can I find the exemption letter?

Stage 1

Stage 2

Electronic laboratory reporting

Syndromic surveillance

Cancer – Please contact Cathy Phillips (Cathy.Phillips@ct.gov) Phone 860-509-7163

Exemption Letter – web site link

http://www.ct.gov/dph/cwp/view.asp?a=3936&q=462960&dphNav=|&dphNav_GID=1993

2. What is the URLs and difference between Staging and Production environments?

Production: <https://dphmust.ct.gov/portal/>

Staging: <https://stg-dphmust.ct.gov/portal/>

The only difference between staging and production is for EPs and EHs in generating a valid stage 1 or Stage 2 certificate. For the attestation process, the EP or EH must register in the production application in order to generate a valid certificate. Everyone can use both URLs.

3. How do I make the registration as individual NPI or as a group NPI?

Department Public of Health (DPH) doesn't determine how the organization has registered with CMS or DSS for Stage 1 or 2 Meaningful Use, if you have questions about that I would suggest that you follow up with either DSS or CMS directly. This decision is totally up to each organization.

4. How do I make the registration?

- URL: <https://dphmust.ct.gov/portal/> Production or <https://stg-dphmust.ct.gov/portal/> Staging
- Click on "register" button
- Select your type of user and provide the facility of vendor information
- Click on the "continue" button
- Provide the general information (Name, Address, Phone Number, etc.)
- Click on the "continue" button
- You will see a distorted picture (a "CAPTCHA") with a few characters that you will need to type in, for security purposes. You can click Refresh to try a different picture.
- Click on the "Finish" button and a pop up will notify you and a confirmation email will be sent to the email you provided during registration.

For more information see Chapter 4 – Registration of the MUST Portal guide.

5. How add users under NPI group?

How register a NPI user: associated to an NPI group existing

- Go to URL: <https://dphmust.ct.gov/portal/> production or <https://stg-dphmust.ct.gov/portal/> staging, select according with the environment that you used to make the registration of the NPI administrator user.
- Click on register button
- Click on "Add user to NPI" button

- Provide the group NPI number (This number is the number you provided when created the administrator NPI group)
- Provide the Password group (This password is the password group that you provided when created the administrator NPI group)
- Provide the user email for the new user associated (the system doesn't allow an existing email)
- Provide the user password to login to MUST Portal
- Click on continue button
- Provide the general information about the new user associated.

Or

- Go to URL: <https://dphmust.ct.gov/portal/> production or <https://stg-dphmust.ct.gov/portal/> staging, select according with the environment that you used to make the registration of the NPI administrator user.
- Login as Administrator NPI
- Click on "Manage Users" tab
- Click on the arrow at the side on the Group NPI
- Click on "Register New User"
- Provide the user email for the new user associated (the system doesn't allow an existing email)
- Provide the user password to login to MUST Portal
- Click on continue button
- Provide the general information about the new user associated.
- Click on finish button

6. How can I see my users associated to my group?

- Login to the system as NPI administrator user
- Click on Manage Users tab
- Click on the arrow located at side of the Group NPI number
- The system should display the list of the users associated.

7. Where can I get the HL7 message?

For the creation of the message you can contact your vendor and ask for assistance, all specifications about the structure required are in the MUST portal in "Documentation" tab section "HL7 guide" or in the web site link

http://www.ct.gov/dph/lib/dph/infectious_diseases/immunization/cirts/ct_local_hl7_2_5_1_guide_version_1_0_08-29-2013.pdf

8. How to submit a test and generate the certificate?

Once you completed the registration, the next steps for generate the certificate are:

- Login to MUST portal, click on “login” button and provide your e-mail address and password.
- Click on login button
- Provide the captcha text.
- Click on “Send Message” tab
- Select the target service equal to VXU HL7 Validation – Immunizations
- Copy and paste the HL7 message on “message contents” tab or click on browse and select the HL7 file
- If you want to generate the certificate select “Completing Stage 1 Testing” or “Completing Stage 2 Testing” checkbox
- Click on send message button
- If the checkbox labeled as “Completing Stage 1 Testing” or “Completing Stage 2 Testing” is checked, click on “Agree” button
- Provide the captcha text
- Click on “submit” button
- A pop up will notify you that a validation has been attempted and submitted.
- Click on “validation” tab
- This tab will show the validation result by each segment and subcomponents of the data.
- Verify the email associated with the account, the system automatically sends an email with the certificate in pdf format.

9. How do I resend a certificate?

- Login to the system
- Click on Validation tab
- Select the message and expand the arrow at side of the message
- Click on the actions tab
- Click on E-mail Certificate
- Confirm the request
- Verify the email associated with the account, the system sends an email with the certificate in pdf format.

10. How do I resend the certificate generated by my NPI Administrator?

- Login to the system as NPI user associated a NPI group
- Click on validation tab
- The system should display the validations generated for you and for your NPI administrator user.
- The validations are sorted in descendent order from newest to oldest.
- In User Email column you can see who generated the certificate.
- Select the validation and click on the arrow located at side of the message

- Click on Actions tab
- Click on E-Mail Certificate button.
- Click on the button and confirm the request by clicking on “ok”.
- A pop up will notify you that validation Attempt record was successfully been sent it.
- Check your email to verify that the certificate is there in pdf format.
- When you opened the certificate, you should be available to see the original information at the time of creation, the only field that changed is the name of the person who requested the certificate on the certificate top line (for the case your name).

For more information see Chapter 10 – How a NPI user can resend the Certificate generated by NPI Administrator user of the MUST Portal guide.

11. How can I know the parsing result of my message?

You can see field by field the parsing result in MUST Portal, the steps are:

- Click on validation tab
- Select the message and click in the arrow at side of the message.
- In red with an “X” you can see the errors and “Result” column give a description of the error, for example required fields, fields not supported, etc.

For more information see Chapter 8 – Message validation of the MUST Portal guide.

12. What is means “Failed” is my status of test in my certificate?

It is the result of the validation of the structure. Currently to complete your attestation to Meaningful Use Stage 1 and Stage 2 the only requirement is to generate the certificate regardless of the result of the validation of the structure. To see the errors on the structure follow the next steps:

- Click on validation tab
- Select the message and click in the arrow at side of the message.
- In red with an “X” you can see the errors and “Result” column give a description of the error, for example required fields, fields not supported, etc.

For more information see Chapter 8 – Message validation of the MUST Portal guide.

In order to fix the structure of the message you should contact your vendor and ask for assistance, all specifications about the structure required are in the MUST portal in “Documentation” tab section “HL7 guide”.

13. How can I correct my NPI number or E-mail?

These changes the user must contact DPH directly using dph.must@ct.gov e-mail address with the request. Please provide in the email the following information:

- Name:
- Organization:
- E-mail address:
- Phone Number (with extension)
- Date/time to reach person
- Question or Issue description

14. How can I get my password to login to the system?

The system has the option forgot password, the steps are:

- Go to URL: <https://dphmust.ct.gov/portal/> production or <https://stg-dphmust.ct.gov/portal/> staging, select according with the environment that you used to make the registration.
- Click on login button
- Provide the e-mail address you previously registered
- Click on Forgot Password link
- Confirm your request, click on Yes button
- Verify the email account, the system will send a new password (please check if the email is in the Junk (spam) folder of the account, because sometimes the email system puts these messages into this folder).
- Try to login with the new password.

15. How do I get the NPI Group password?

- Go to URL: <https://dphmust.ct.gov/portal/> production or <https://stg-dphmust.ct.gov/portal/> staging, select according with the environment that you used to make the registration.
- Login to the system
- Click on Manage Profile tab
- Locate the Name “GroupPassword” at the side you can see the password group that you previously created.

16. How do I change my password?

- Go to URL: <https://dphmust.ct.gov/portal/> production or <https://stg-dphmust.ct.gov/portal/> staging, select according with the environment that you used to make the registration.
- Login to the system
- Click on Manage Profile tab
- Click on Change Password button
- Provide the old password
- Provide the new password twice
- Click on Save New Password button.

17. Why I can't get my certificate?

The reasons for you can't get your certificate are:

- The email was located in the Junk (spam) folder: Please check if the email is in the Junk (spam) folder of the account, because sometimes the email system puts these messages into this folder.
- The email entered is incorrect: Please verify the email that you entered is correct, in case it is incorrect please contact DPH directly using dph.must@ct.gov e-mail address with the request. Please provide in the email the following information:
 - Name:
 - Organization:
 - E-mail address:
 - Phone Number (with extension)
 - Date/time to reach person:
 - Question or Issue description:
- Browser with issues: Please use Firefox or Chrome browser, because we identified that a recent update from Microsoft may have impacted the manner in which Internet Explorer handles SSL connections. At the moment, we have not yet identified the specific patch that is causing the issue, once the latest updates are applied, the problem is appearing.

18. I'm getting unstable behavior

The unstable behavior can be caused by your browser, please make the following:

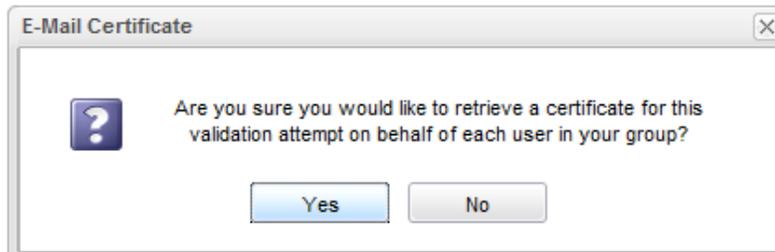
- Clean your cookies and Adding CT.GOV to Internet Explorer compatibility view, for more information see chapter 13 - Troubleshooting for Browser settings of the guide.
- Please use Firefox or Chrome browser, because we identified that a recent update from Microsoft may have impacted the manner in which Internet Explorer handles SSL connections. At the moment, we have not yet identified the specific patch that is causing the issue, once the latest updates are applied, the problem is appearing.

19. How can I report an issue or make a request?

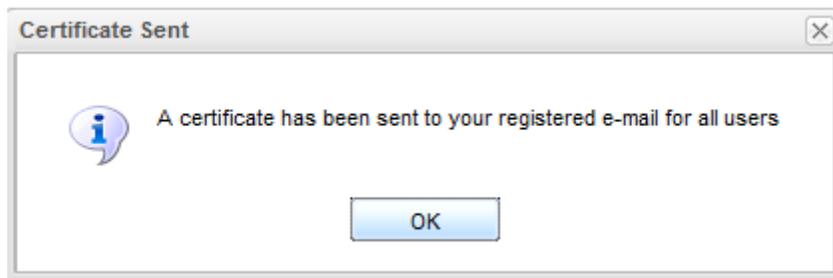
- Please send all to dph.must@ct.gov we respond quickly. Please provide in the email the following information:
 - Name:
 - Organization:
 - E-mail address:
 - Phone Number (with extension)
 - Date/time to reach person
 - Question or Issue description

20. How the NPI Group Administrator are sending to his email and generate a certificate by each user associated under the group?

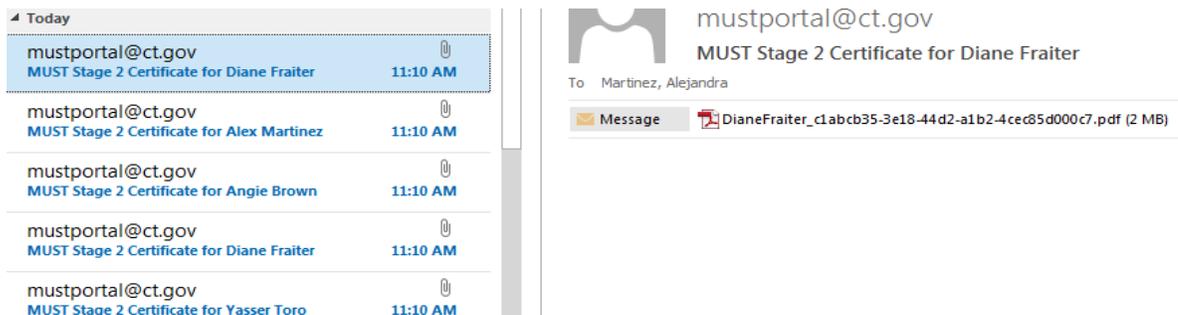
- Click on **validation** tab. A list of validated messages are displayed and they sorted in descendent order from newest to oldest.
- Select an ID and click on the arrow located at side of the message ▶
- Click on **Actions** tab
- Click on “**E-mail certificate to yourself for each user**” and confirm the request by clicking on “Yes”.



A pop up will notify you that validation Attempt record was successfully been sent it. Click on “ok”



Check your email to verify that the certificates are there by each user in pdf format.



Certificate user 1



Certificate of Public Health Meaningful Use Testing

DPH Test Certificate Number: c1abcb35-3e18-44d2-a1b2-4cec85d000c7

EP Name: **Yasser Toro**

EP NPI: **1236987**

I, **Alex Martinez**, hereby certify that the test

performed for submittal of electronic data was from the certified EHR technology for

Test & Local, LLC/Ltda

All documentation that supports that this test was performed from the certified EHR technologies is maintained by

Test & Local, LLC/Ltda

and may be audited.

Test was performed by

Name: **Alex Martinez**

Organization: **Test & Local, LLC/Ltda**

NPI (Group) **8521**

Address: **1 Main, Manchester, CT 06042**

Phone Number: **863-888-8888**

E-mail: **alejandra.martinez@ct.gov**

CT DPH Public Health Reporting Measure tested for: **Immunization Stage 2**

Certificate User 2



State of Connecticut
Department of Public Health



Certificate of Public Health Meaningful Use Testing

DPH Test Certificate Number: c1abcb35-3e18-44d2-a1b2-4cec85d000c7

EP Name: **Diane Fraiter**

EP NPI: **12369741**

I, **Alex Martinez**, hereby certify that the test

performed for submittal of electronic data was from the certified EHR technology for
Test & Local, LLC/Ltda

All documentation that supports that this test was performed from the certified EHR technologies is maintained by

Test & Local, LLC/Ltda

and may be audited.

Test was performed by

Name: **Alex Martinez**

Organization: **Test & Local, LLC/Ltda**

NPI (Group) **8521**

Address: **1 Main, Manchester, CT 06042**

Phone Number: **863-888-8888**

E-mail: **alejandra.martinez@ct.gov**

CT DPH Public Health Reporting Measure tested for: **Immunization Stage 2**

21. How update my individual NPI for an existing user?

- Login as NPI group user
- Click on Manage Profile tab
- Double click on Individual NPI question and type the number

22. How the NPI administrator update the individual NPI number for their existing group users?

- Login as NPI administrator
- Click on Manage Users tab
- Expand the arrow located at the side of the NPI number
- Select your Group User and expand the arrow located at the side of E-mail column
- Double click on the Individual NPI question and type the number.

23. How an existing NPI administrator replies the Attesting MU Stage 2 question?

- Login as NPI administrator
- Click on Manage Profile tab
- Double click on the AttestingMUSage 2 question and type Yes or No.

24. Why my certificate is not generated when submitted the message?

If you are getting the following error:



The reasons can be:

- You are sending multiples messages, the test is for one message only.
- You are submitting a file that contains messages for 1 year or even 1 day.
- You are "cut & paste" or upload a file with FHS/FTS or BHS/BTS segments. This will cause the validation status as "failed".
- The message doesn't start with the MSH segment
- The message contains information that doesn't belong to the HL7 structure