

CEDI Gateway Self-Service Password Portal

CEDI offers a Gateway Self-Service Password Portal to allow Trading Partners the ability to change or reset their password used to connect to the CEDI Gateway.

For additional assistance, contact the CEDI Help Desk at 866-311-9184 or via e-mail at ngs.cedihelpdesk@wellpoint.com.

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CEDI Trading Partner ID Passwords

Passwords will expire every 60 days and Trading Partners must then reset with a new password.

Password requirements are listed below:

- Passwords must be eight (8) characters in length; no more and no less.
- Passwords must contain a combination of numeric and alpha characters.
- Passwords must contain a special character; for example @, #, \$
- The CEDI Gateway is case sensitive. How you enter your password in the portal is how you must enter your password at the gateway.
- After three (3) incorrect login attempts, the account will be locked. Please contact the CEDI Help Desk at 866-311-9184 to have your password Reset.
- The ID history retains the last nine passwords the user has chosen. These cannot be reused.
- Passwords must not be stored in scripts, files, or applications unless compensating controls are in place

CMS' information security policy strictly prohibits any trading partner from outsourcing system functions to any resource located outside of the United States or its territories. Prohibited outsourced functions include but are not limited to the transmission of electronic claims, receipt of remittance advice, or any system access to obtain beneficiary PHI and/or eligibility information. Violation of this policy will result in revocation of all methods of system access, including but not limited to EDI front-end access or EDC RACF user access.

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 EDC RACF user access.

CEDI Gateway Self-Service Password Portal

Providing Security Information

On December 16, 2011, CEDI added a feature to the CEDI Gateway Self-Service Password Portal on the CEDI Web site www.ngscedi.com to capture additional security information CEDI will require when our front-end system is upgraded in early 2012.

After the upgrade has been completed in early 2012, Trading Partners will only be able to perform self-serve password resets if they have provided additional security information to us. Therefore we are allowing this data to be entered now via our current portal for storing in our databases as an effort to facilitate the implementation of the future security changes. **Once the security information has been entered, it cannot be changed again until after the new security features are implemented early next year.**

To provide this information, go to the CEDI Web site www.ngscedi.com and select the CEDI Gateway Self-Service Password Portal link.

National Government Services, Inc.
CEDI
Common Electronic Data Interchange

CEDI Gateway Self-Service Password Portal

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[Post Call Survey](#)
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[5010 and D.O Implementation Information](#)
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[Technical Specifications \(Companion Document\)](#)
[Telecommunications](#)

The CEDI Gateway Self-Service Password Portal is a simple and secure Web-based process for changing passwords for CEDI Trading Partners. This system is available 24 hours a day, 7 days a week for the Trading Partners.

Note: To be able to use the CEDI Gateway Self-Service Password Portal, the CEDI Trading Partner Registration must be completed and processed. Once the confirmation e-mail is received indicating that the registration is completed, you may begin to use the password portal.

[CHANGE/RESET YOUR TRADING PARTNER PASSWORD](#)

[Instructions](#) PDF

[Frequently Asked Questions](#)

CEDI will be conducting Webinars and conference calls to walk Trading Partners through this new process and send out indicating the dates for these Webinars.

For additional questions, please contact the CEDI Help Desk at 866-311-9184, or you may submit your questions to ngs_cedihelpdesk@wellpoint.com.

PostDate 05/02/11

[Adobe Acrobat Download](#)

CEDI Gateway Self-Service Password Portal

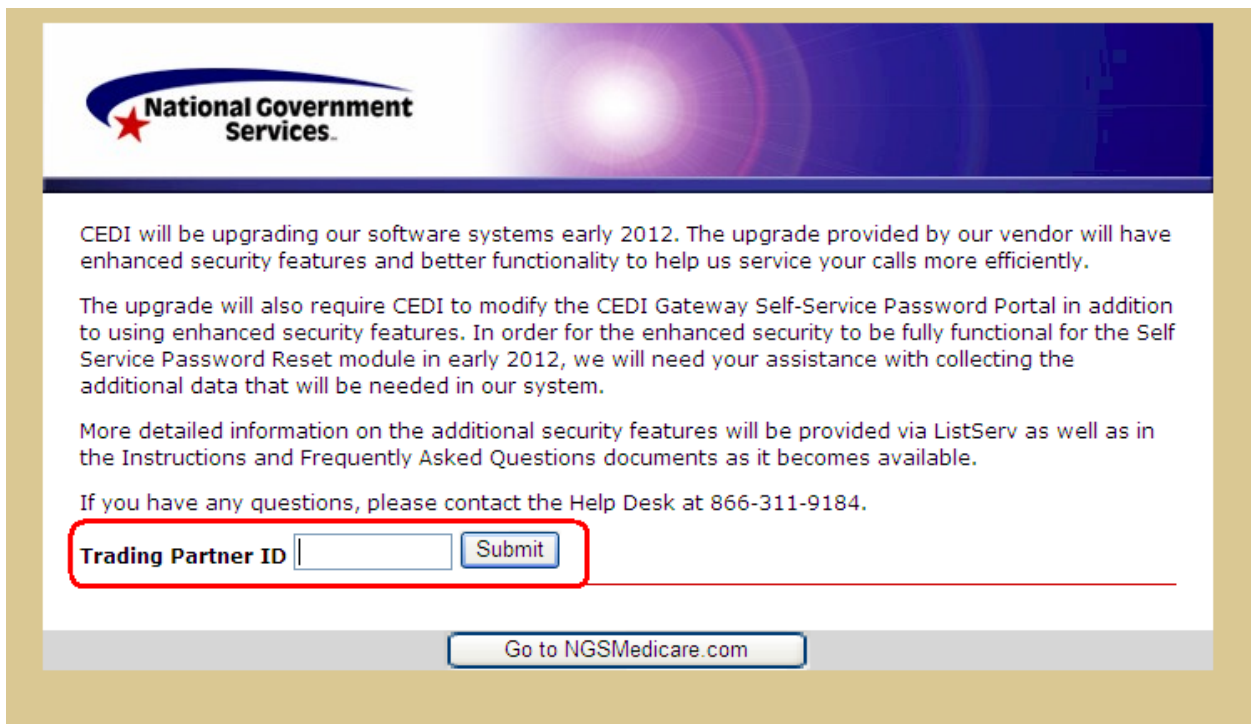
Select the Change/Reset Your Trading Partner Password button.
The following box will be displayed.



Select "Provide Security Info" button to provide your security information.

Select "Proceed with Password Reset/Change" if this information has already been provided. (If you have already completed these steps, proceed to the change/reset directions.)

If you select to "Provide Security Info", the following screen will be displayed.



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You will need to enter your Trading Partner ID and select "Submit".

You will need to enter information into all the required fields and select "Submit".

The screenshot shows the registration form for the CEDI Gateway Self-Service Password Portal. At the top left is the National Government Services logo. The main heading is "National Government Services". Below the logo, there is a notice about software upgrades in early 2012. The form includes a "Trading Partner ID" field with a "Submit" button. Below this, a red asterisk indicates a required field. The form asks for auditing information: Trading Partner Company Name, Primary Contact Name (First and Last), Trading Partner Company Address, City, State (dropdown), Zip Code, Primary Contact Phone Number, and Primary Contact E-Mail. A "Security Specific Questions" section includes Date of Birth (mm/dd/yy), Last 4 SSN, a question selection dropdown, and an answer field. A "Submit" button is highlighted with a red box. At the bottom, there is a "Go to NGSMedicare.com" button.

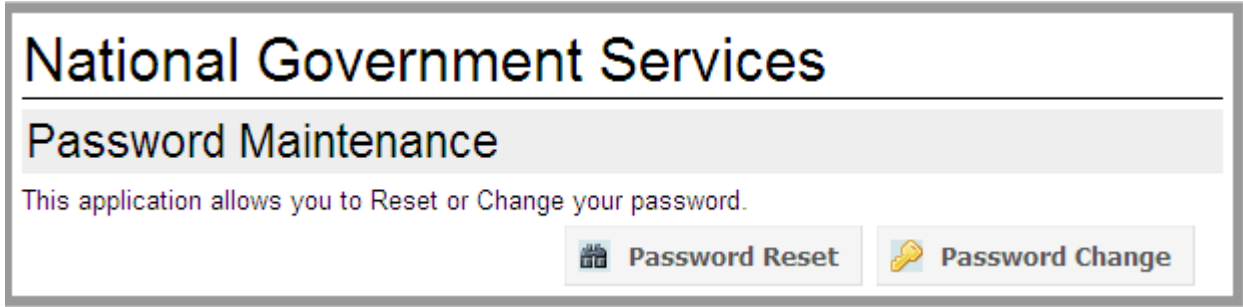
You should see the following confirmation screen once the information is submitted. You can then choose to enter security information for another Trading Partner ID or proceed to "Change/Reset" the password.

The screenshot shows the confirmation screen after the password reset process. It features the National Government Services logo at the top. The main text thanks the user for completing the form and states that an email confirmation will be received within 24 hours. Below this, there is a link to check beneficiary eligibility and claims status. Two red arrows point to the links: "Click here to enter another Trading Partner ID." and "Click here to reset your CEDI Trading Partner password." At the bottom, there is a "Go to NGSMedicare.com" button.

CEDI Gateway Self-Service Password Portal

Changing Your CEDI Password

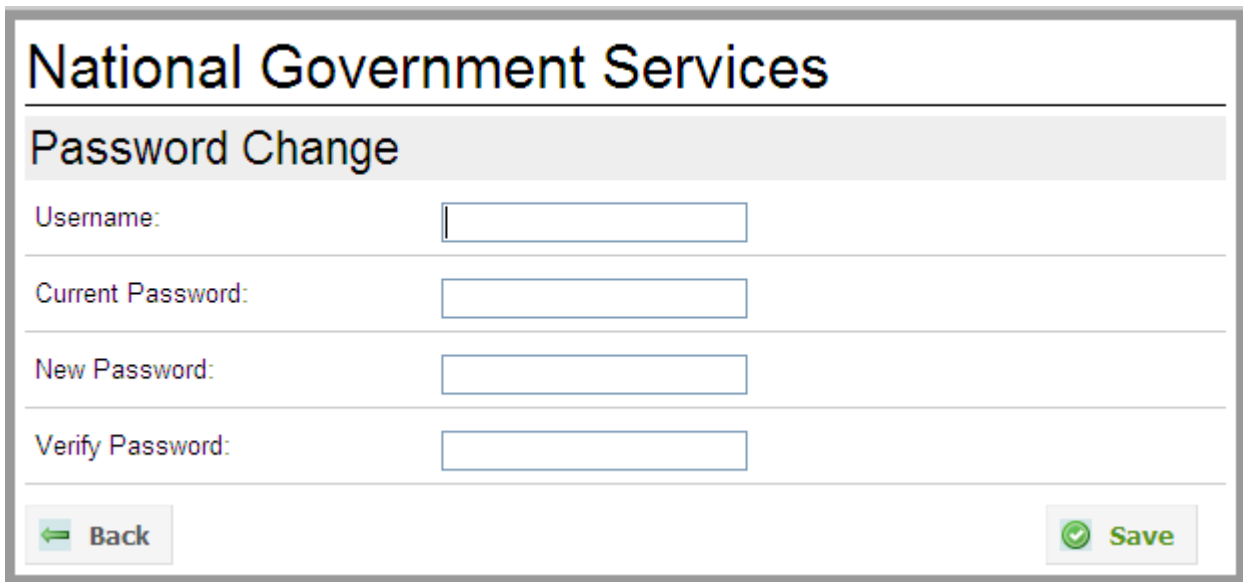
To change your password, click on the “Change/Reset Your Trading Partner Password” link. The following screen will display:



The screenshot shows a web interface for "National Government Services" with a sub-header "Password Maintenance". Below the sub-header, there is a descriptive sentence: "This application allows you to Reset or Change your password." At the bottom of the screen, there are two buttons: "Password Reset" (with a calendar icon) and "Password Change" (with a key icon).

Click on the “Password Change” link

The following screen will display:



The screenshot shows a web interface for "National Government Services" with a sub-header "Password Change". Below the sub-header, there are four input fields with labels: "Username:", "Current Password:", "New Password:", and "Verify Password:". At the bottom of the screen, there are two buttons: "Back" (with a left arrow icon) and "Save" (with a checkmark icon).

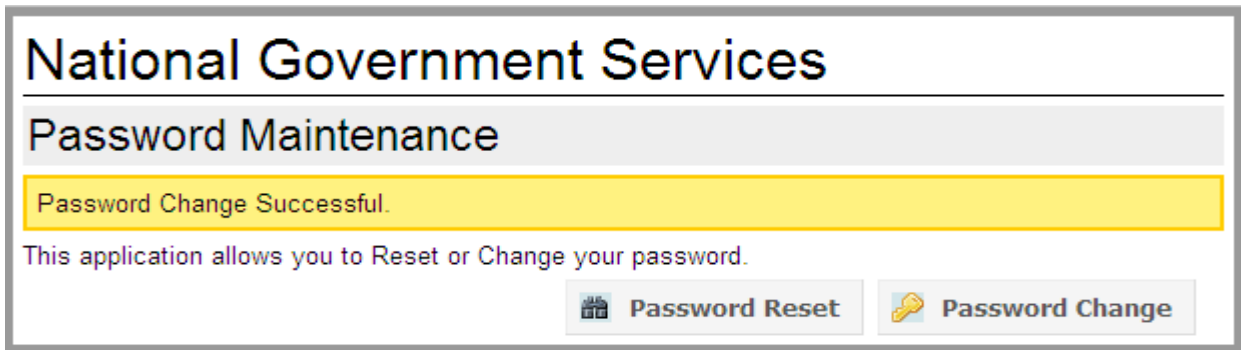
Trading Partners must enter:

- ✓ Username: (Trading Partner ID)
- ✓ Current password:
- ✓ New Password:
- ✓ Verify password:

Then click “Save”.

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If the password change was successful, the following will be displayed:





National Government Services

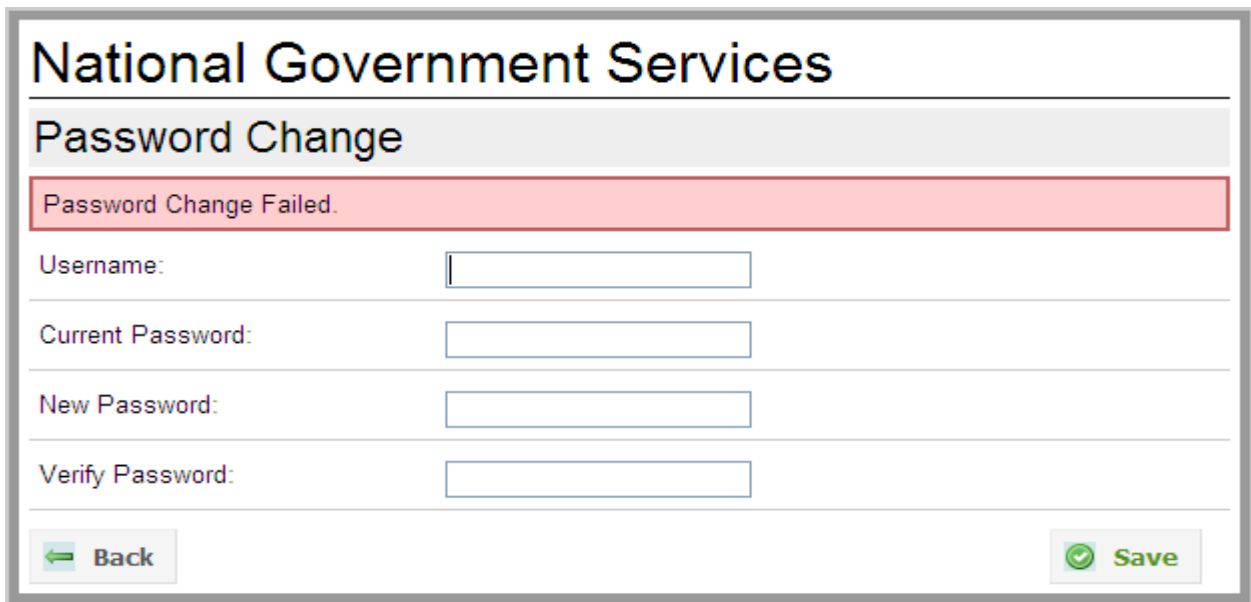
Password Maintenance

Password Change Successful.

This application allows you to Reset or Change your password.

 Password Reset  Password Change

If the password change was not successful, the following will be displayed:



National Government Services

Password Change



Password Change Failed.

Username:

Current Password:

New Password:

Verify Password:

 Back  Save

Trading Partners will either need to try the steps again with the correct Current Password or contact the CEDI Help Desk to have the password reset.

After a successful Password Change, the e-mail address sent on your CEDI Recertification Form will receive the following e-mail:

CEDI Trading Partner:

Your password has been changed. Your new PIN number is 7MN31O3E. This PIN will be needed for verification the next time you log in. Please print this page and keep it for your records. If you did not reset your password, please notify the CEDI Help Desk immediately.

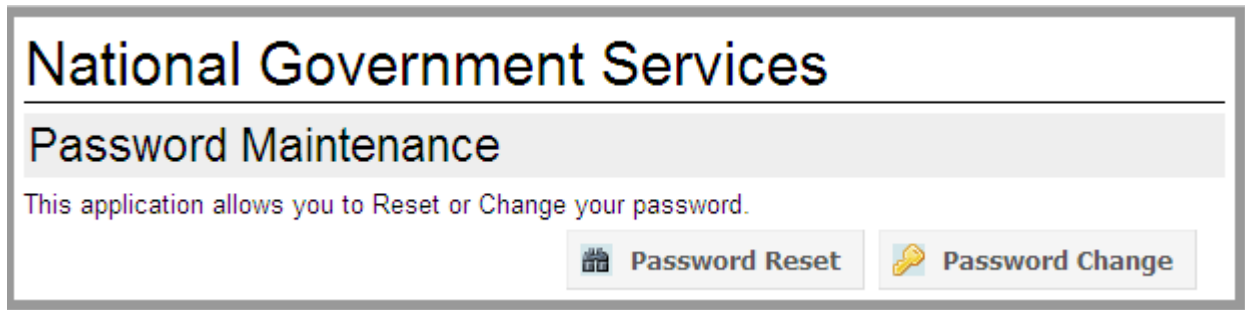
Please do not reply to this e-mail message. The return address is not monitored.

This completes the Password Change function. You will now use the your new password to connect to the CEDI Gateway

CEDI Gateway Self-Service Password Portal

Resetting Your CEDI Password

To change your password, click on the “Change/Reset Your Trading Partner Password” link. The following screen will display:

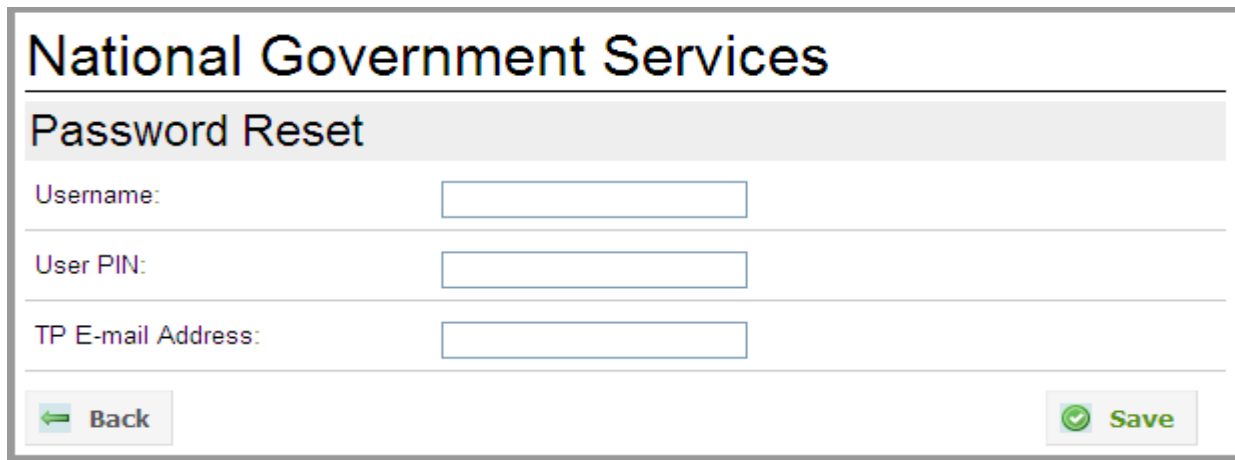


The screenshot shows a web interface with the following elements:

- Header: National Government Services
- Section: Password Maintenance
- Text: This application allows you to Reset or Change your password.
- Buttons: Password Reset (with a key icon) and Password Change (with a key icon).

Click on the “Password Reset” link.

The following screen will display:



The screenshot shows a web interface with the following elements:

- Header: National Government Services
- Section: Password Reset
- Form fields: Username, User PIN, and TP E-mail Address.
- Buttons: Back (with a left arrow icon) and Save (with a checkmark icon).

To reset your password, you will need to retain the e-mail received (example on page 4) with the PIN number from the Password Change in order to reset the password before it expires 60 days from the last password change.

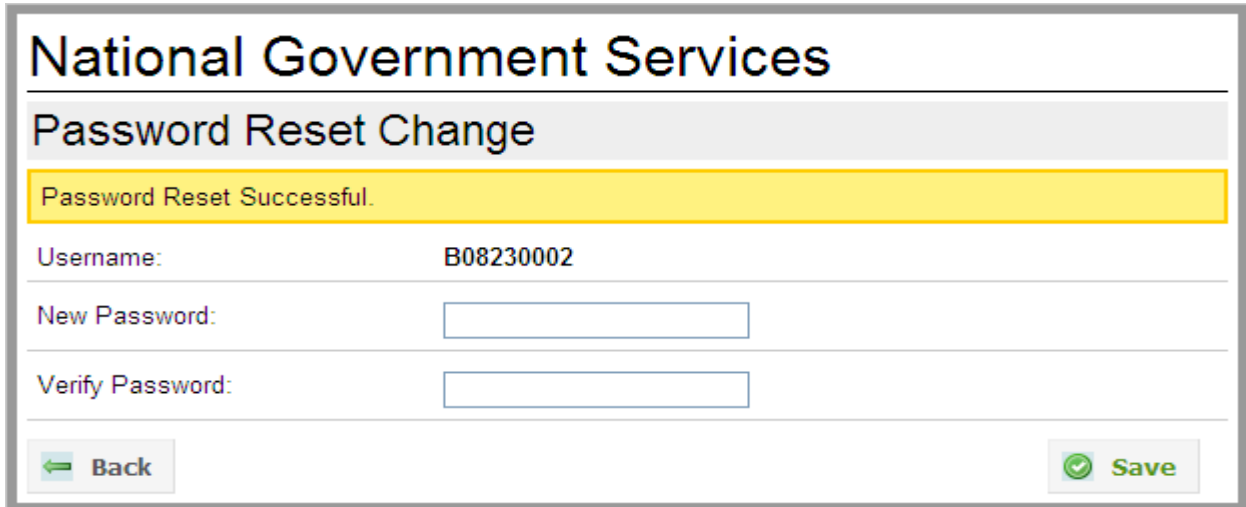
Trading Partners must enter:

- ✓ Username: (Trading Partner ID)
- ✓ User PIN: (From Password Change E-mail)
- ✓ TP E-mail Address:

Then click “Save”.

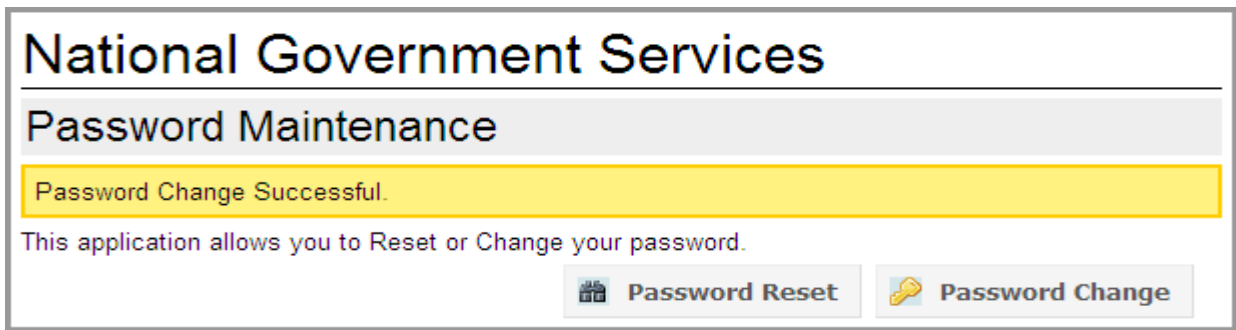
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If the information was correctly entered, the following screen will display:
Trading Partners will need to enter their new password twice and click "Save"



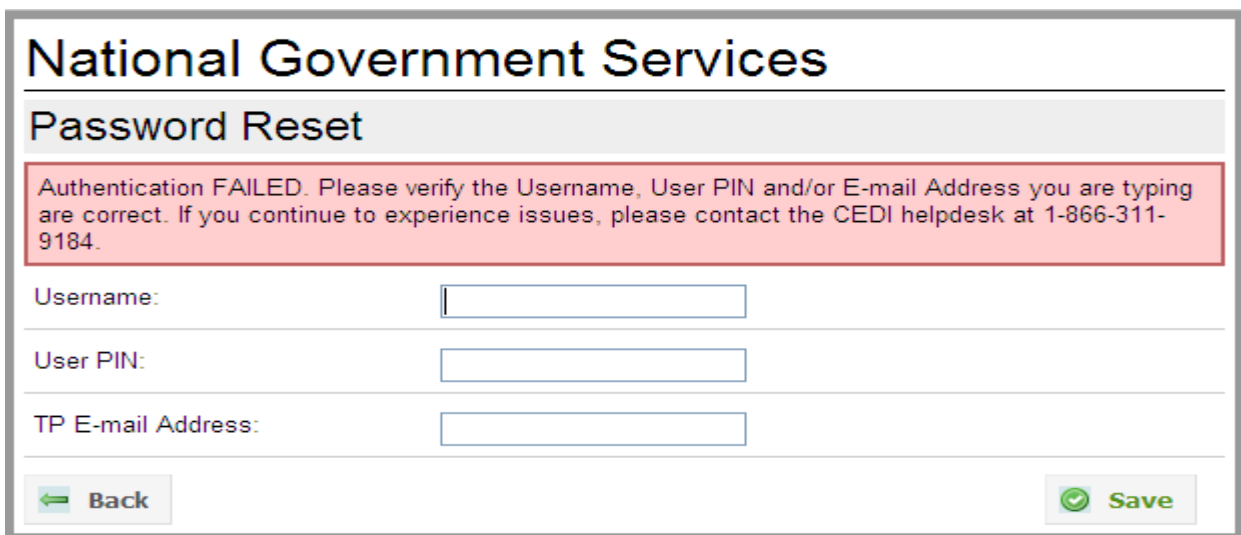
The screenshot shows the 'National Government Services Password Reset Change' screen. At the top, the title 'National Government Services' is displayed in a large, bold font. Below it, the subtitle 'Password Reset Change' is shown in a grey bar. A yellow banner contains the message 'Password Reset Successful.'. Below this, the 'Username:' field is populated with 'B08230002'. The 'New Password:' and 'Verify Password:' fields are empty text boxes. At the bottom, there are two buttons: a 'Back' button with a left-pointing arrow and a 'Save' button with a green checkmark icon.

If the password reset was successful, the following screen will display:



The screenshot shows the 'National Government Services Password Maintenance' screen. The title 'National Government Services' is at the top, followed by the subtitle 'Password Maintenance' in a grey bar. A yellow banner displays 'Password Change Successful.'. Below the banner, a message reads: 'This application allows you to Reset or Change your password.'. At the bottom, there are two buttons: 'Password Reset' with a key icon and 'Password Change' with a key icon.

If the password reset was not successful, the following screen will display:



The screenshot shows the 'National Government Services Password Reset' screen. The title 'National Government Services' is at the top, followed by the subtitle 'Password Reset' in a grey bar. A red banner contains an error message: 'Authentication FAILED. Please verify the Username, User PIN and/or E-mail Address you are typing are correct. If you continue to experience issues, please contact the CEDI helpdesk at 1-866-311-9184.'. Below the banner, there are three input fields: 'Username:', 'User PIN:', and 'TP E-mail Address:'. At the bottom, there are two buttons: a 'Back' button with a left-pointing arrow and a 'Save' button with a green checkmark icon.

For additional assistance, contact the CEDI Help Desk at 866-311-9184 or via e-mail at ngs.cedihelpdesk@wellpoint.com.