Listed below are the instructions for signing into Claims Status Inquiry (CSI) / VIPS Provider Inquiry System (VPIQ).

Prior to signing into CSI/VPIQ, ensure the logon-id and temporary password has been received from Noridian User Provisioning at Noridian.

Logging into CSI/VPIQ:

1. To access the HPES-EDC Selection Screen, key the assigned logon-id & temporary password in the appropriate field on the CMS menu and press Enter.

HPES-EDC Log On Screen

2. Key the new password, using the criteria listed below, and press Enter. The system will then crosscheck the password. A message will appear to Re-key the password and press Enter again.

When selecting a password, the following criteria must be followed:

- Do not use passwords incorporating the Global ID (NET ID)
- Do not use any character more than twice
- Do not use more than two numeric characters
- Do not use only alphabetic characters
- Password must contain a minimum of eight alphanumeric characters
- Do not use uppercase or special characters
- Do not use easily recognizable passwords, incorporating things such as "password," name, birth dates, names of children, or words found in a dictionary

Some additional password standards:

- Must not change more than once in a 24-hour period
- A password can not be re-used within a twelve month period
- Must change when there is a possible compromise
- Must not be disclosed to another person
- Must not appear in readable format when entering the password for authentication
- Must not be stored in scripts, files, or applications unless compensating controls are in place

Other helpful information:

- The logon process will automatically be terminated if three consecutive invalid password attempts are made.
- Six invalid password attempts (non consecutive) in one day (from 12:01am – 11:59pm) will result in the logon ID being disabled.
- Inactive IDs are suspended after 30 days and deactivated after 60 days.
- Due to a large volume of user Logon IDS being deactivated due to a lack of usage, Noridian has set up guidelines stating that on the third instance where re-activation is requested the facility contact will be contacted by Noridian management requesting an explanation along with user justification.

Note: For Security purposes the PASSWORD field will not display as it is being keyed.

Access the CSI/VPIQ System

1. Place the cursor on the line next to the following option depending on which State is being access and press Enter.

```
                    TPX MENU FOR        XXX1234            Panelid  - TEN0041
                                                           Terminal - LPR00786
      Cmdkey=PF15        Jump=PF13      Menu=PF14          Model    - PC92-4AG
      Print=NONE         Cmdchar=/                         System   - A1TPX32

        Sessid       Sesskey      Session Description         Status

      _ ACPFM061-1    PF             DME J-A PROD
      _ ACPFM061-2    PF             DME J-A PROD
      _ ACPFM061-3    PF             DME J-A PROD
      _ ACPFM061-4    PF             DME J-A PROD




      Command ===>
      PF1=Help  PF7/19=Up  PF8/20=Down  PF10/22=Left  PF11/23=Right  H =Cmd Help
```

2. The CSI/VPIQ Sign on Screen will appear.

```
    WELCOME TO CMS EDC AT EDS(CICSM011) - DME J-D  PRODUCTION


       A C P F M 0 1 1   MVS/ESA           SP7.0.9  M2097   C I C S  6.5.0
       NETNAME: LPR02664 TERMINAL: $827    DATE: 11/18/09    TIME: 15:29:03

              MM        MM     00000000        11              11
              MMM      MMM    0000000000      111             111
             MMMM     MMMM  00      0000     1111            1111
            MM MM   MM MM  00      00 00      11              11
           MM  MMMM MM  00      00   00      11              11
          MM    MM   MM  00    00    00      11              11
         MM          MM  00 00      00      11              11
        MM           MM  00 00      00      11              11
       MM           MM  0000        00      11              11
      MM            MM  000         00      11              11
      MM            MM  0000000000  1111111111   1111111111
      MM            MM  00000000    1111111111   1111111111

    KEY IN TRANSACTION CODE AND PRESS ENTER
```

3. To learn how to use the CSI/VPIQ Screens please refer to the Noridian website:
   https://med.noridianmedicare.com/web/jadme/claims-appeals/claim-submission/csi

Signing off the CSI/VPIQ System

1. While at the "MAIN MENU" press the <Pause Break> key on the keyboard.

2. From the SESSION SUCCESSFULLY TERMINATED screen, key the word "LOGOFF" and press <enter>.

3. A message will appear that states "Session Ended".

4. The CSI/VPIQ System has been successfully signed off of.

Helpful Hints

- Must wait at least twelve months before reusing any password.
- After incorrectly keying in a password three times the system will automatically suspend the id. When this occurs, contact the Noridian User Provisioning contact(s) for a reset
- Access the CSI/VPIQ system at least once every 20-25 days to remain an active user. If the logon id is not used for 30 days, it will be suspended and Noridian User Provisioning will need to be contacted for a reset. If the logon id has not been used for 60 days, it will be systematically deleted. An MCPS (Medicare Claims Process Systems) form will have to be submitted to have the login id reinstated.
- Every 30 days the system will display a message at the bottom of the screen stating the password has expired and a new password must be selected. Select a new password to ensure access is not interrupted.
- **Caution:** If a password is incorrectly keyed three times the system will display a security violation message and access to the system will not be allowed until the password has been reset. Contact the Noridian User Provisioning contact for all password resets.

For password resets, contact a Noridian User Provisioning representative:

https://med.noridianmedicare.com/web/jadme/claims-appeals/claim-submission/csi