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HMS DocuLink Submission Portal Instructions

The HMS DocuLink Submission Portal is an SSL-encrypted site for Participants in the STS National Database Audit to respond to data requests from the HMS Review Team. This portal is distinct from other document submission procedures for STS and should only be used for the specific request. The URL provided in the document request email is unique to the request and to the organization for which the request was made.

Downloading Clinical Episode/Beneficiary Data:

1. Access the HMS DocuLink URL provided in this notice.

Note that the HMS DocuLink portal uses two-factor authentication to download files and only the primary contact with access to the email listed above may be able to retrieve this list. Email sts@hcmsllc.com if assistance is needed.

2. Click on the "Request Passcode" box. A unique passcode will be emailed to the point of contact email address identified at the top of this notice. **(Figure 1)**

Figure 1: Request Passcode

The screenshot shows the 'File Submission' portal interface. At the top, there is a 'Download Files' section with instructions: 'Files are available for you to download. To access: 1. Click the Request Passcode button below. 2. Check your registered email address for the passcode. This code is only valid for 30 minutes. 3. Enter the passcode into the box and click Submit.' A red arrow points to the 'Request Passcode' button. To the right of this button is an 'Enter Passcode' input field and a 'Submit' button. Below this is an 'Upload Summary' section with an optional text area for additional information. At the bottom is an 'Upload Files' section with a 'Select' button and an 'UPLOAD' button. The footer contains the copyright notice: '© 2021 BY HEALTHCARE MANAGEMENT SOLUTIONS, LLC. ALL RIGHTS RESERVED.'

3. The passcode email will only go to the original recipient of the notification email, if forwarded that user will not receive the passcode email.
4. This passcode will expire after its first use within 15 minutes. Subsequent attempts to download this file will require the point of contact identified in this notification to request an additional passcode.

5. Once passcode is entered, the following file may be downloaded to a local drive.
6. **IMPORTANT:** this file contains PHI.

Uploading Clinical/Administrative Documentation:

1. Once the requested medical records are collected and prepared according to the initial request, access the portal using the link in the initial request email. The participant begins the file upload process by clicking on the "Select" button in the *Upload Files* section of the portal. **(Figure 2)**

Figure 2: Submission Portal Upload tool

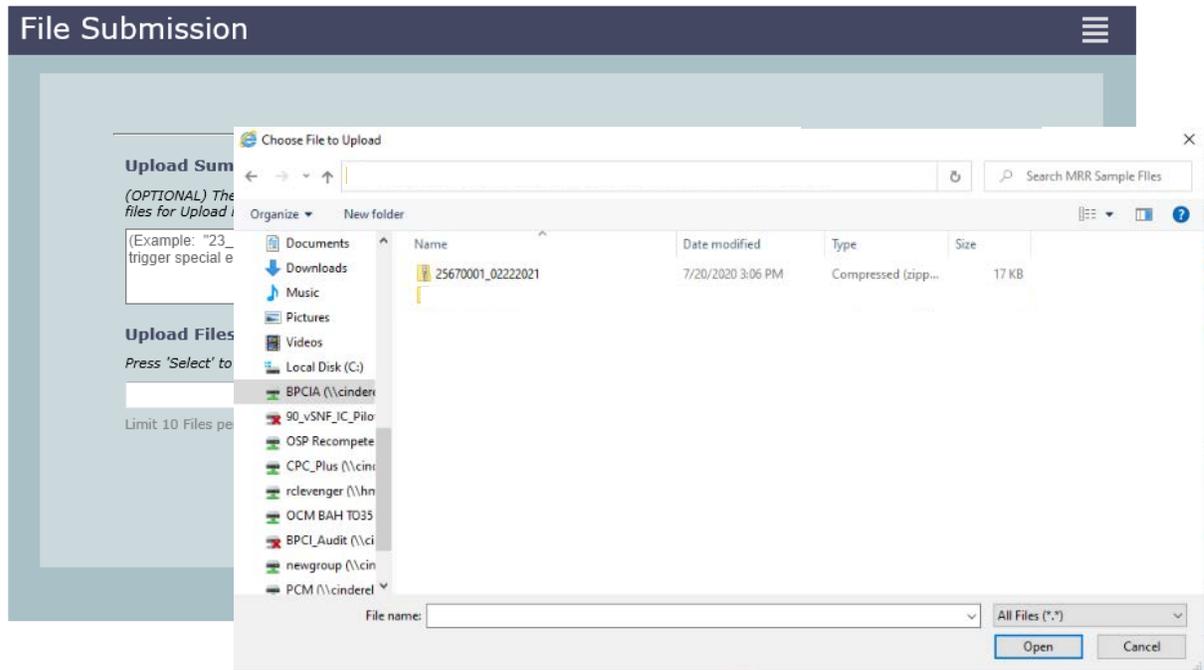
The screenshot shows a web interface titled "File Submission" with a hamburger menu icon in the top right. The main content area is divided into two sections:

- Upload Summary:** Includes a heading, an optional instruction: "(OPTIONAL) The Upload Summary field has been provided if additional descriptive information is needed regarding the selected files for Upload in this session.", and a text input field containing an example: "(Example: '23_SEP_Qual_Event_Policy' this file contains Sample Health Plan's policy and procedure for qualifying events that trigger special enrollment periods (SEPs) for on-Exchange plans.)".
- Upload Files:** Includes a heading, an instruction: "Press 'Select' to choose your file(s) or drag file(s) into the selection area below, then click 'UPLOAD'", a file selection input field, a "Select" button with a red arrow pointing to it, and a green "UPLOAD" button with an upward arrow.

At the bottom of the interface, there is a status bar with the text: "Limit 10 Files per Upload | 200 MB Total Limit | Total Uploaded Size: 0 MB". A copyright notice at the very bottom reads: "© 2021 BY HEALTHCARE MANAGEMENT SOLUTIONS, LLC. ALL RIGHTS RESERVED."

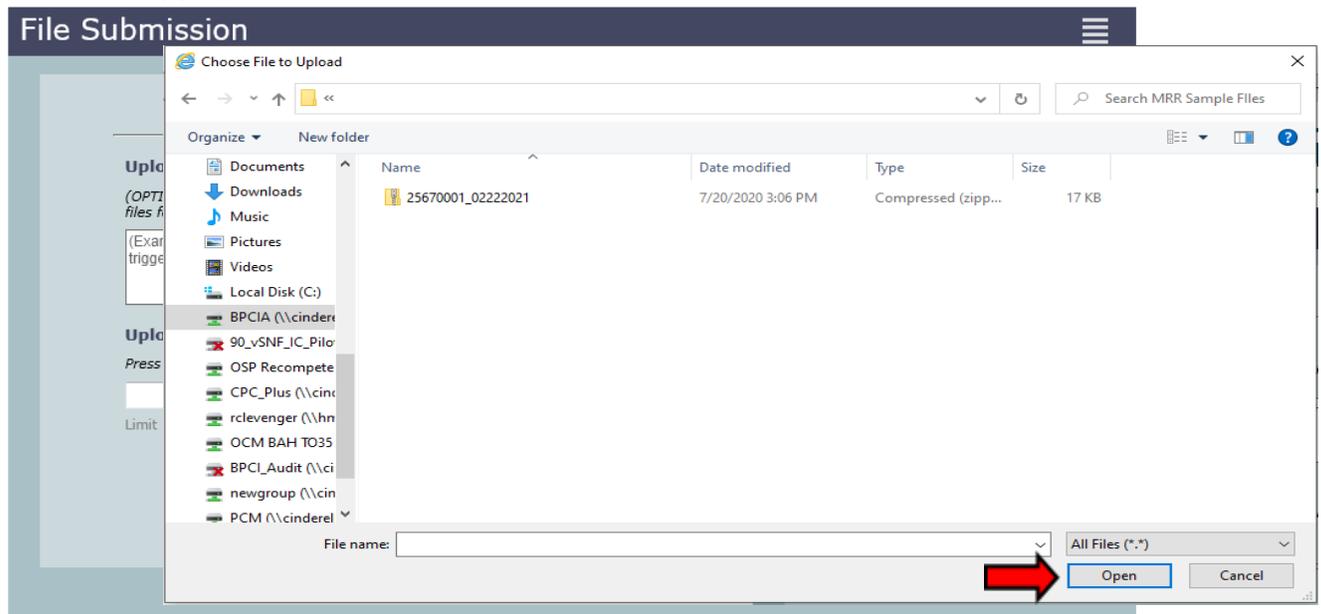
2. A pop-up window appears where the participant locates prepared files saved to their local drive. **(Figure 3)**

Figure 3: Portal with local drive popup



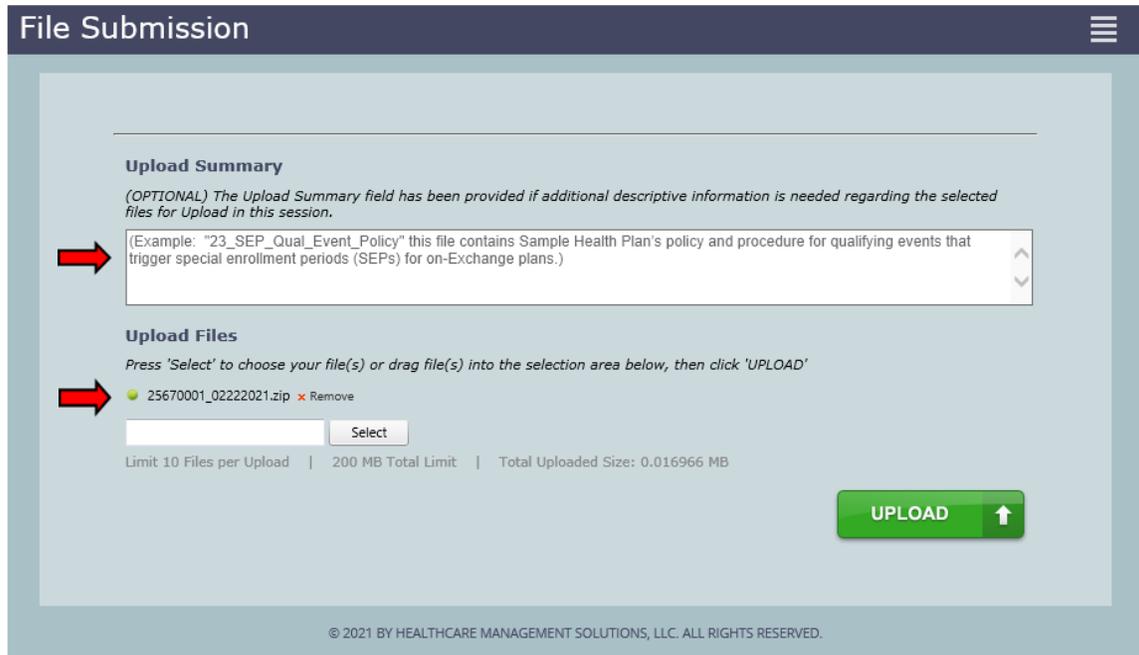
3. Once the applicable file is highlighted, click "Open." **(Figure 4)**

Figure 4: Portal with popup containing selected files



- Once file for upload is selected from the Participant's local drive, each file is displayed in the *upload files* area with a green circle next to it. This indicates the selected file(s) are valid and is pending for upload (**Figure 5**). Enter a brief summary or description of the file(s) being uploaded in the *Upload Summary* field (OPTIONAL).

Figure 5: Submission Portal showing file pending for upload



- Once selected data files are ready for upload, click the green *Upload* button (**Figure 6**) to transfer files to the audit contractor site. A confirmation page appears if upload is successful (**Figure 7**).

Figure 6: Upload screen in portal

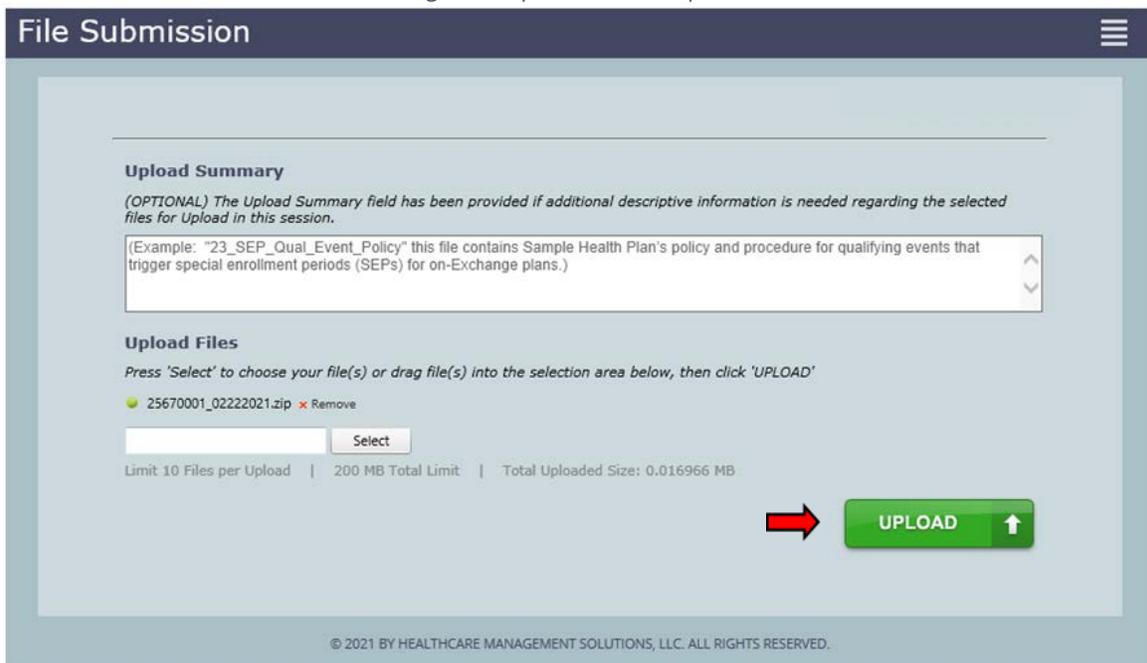


Figure 7: Upload confirmation screen in portal

File Submission

PRINT **UPLOAD...**

Your file(s) were successfully submitted. Your confirmation ticket is below. Please print this information for your record.

To upload additional file(s), please click the "Upload" button above.

Confirmation #: FBUQ2L TEF25TAYD

Upload Summary:

Start Date: 2/22/2021 10:37:52 AM

End Date: 2/22/2021 10:37:52 AM

Files Uploaded: 1

NAME	SIZE	UPLOAD DATE
25670001_02222021.zip	16.57 KB	2/22/2021 10:37:52 AM

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The Confirmation page provides a list of uploaded files, the date and time of upload, and a confirmation number. Print this page or document the confirmation number as a receipt and evidence of the documents uploaded.

Thank you for your efforts. If you experience any technical difficulties during this process, please reach out to the HMS Review Team at sts@hcmsllc.com.