



eMedNYX509 SOAP Certificate Request
and Management User Guide v2.0

*A Guide to Requesting a SOAP
Certificate for use with eMedNY
SOAP FTS*

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The eMedNY system is available 24 x 7 for submissions. If you experience issues with submission, you may contact the eMedNY Call Center at (800) 343 9000.

1 Introduction

Simple Object Access Protocol (SOAP) is an XML based protocol which enables applications to exchange information over Hyper Text Transfer Protocol (HTTP) and other protocols. Primarily, SOAP provides a way to communicate between applications running on different operating systems, with different technologies and programming languages. Simply stated, SOAP is a protocol for accessing a Web Service. At this time only one web service utilizes the user certificate in this guide, it is the following system:

- [eMedNY SOAP FTS \(File Transfer Service\)](#)

The above link is to the main eMedNY SOAP FTS (File Transfer Service) User Guide, found on our www.emedny.org website. This is a separate guide from this document. Please assure you obtain and review this user guide for information and details about the service, including sample SOAP requests and responses.

Providers and Vendors/Trading Partners may use SOAP FTS, and the underlying Service Oriented Architecture (SOA) to exchange information with eMedNY. Users of the eMedNY web services architecture will be required to attest to the eMedNY SOAP Certificate Policy. In order to guarantee the privacy of the exchanged information as well as the authenticity of the partners involved in the exchange, users of the eMedNY Web Service applications will be required to implement security practices based on [X509 Certificates](#). This process is initiated by your ETIN's Primary ePACES System Administrator, who can request, receive, and revoke eMedNY issued SOAP User/Client Certificates, as a user's SOAP Certificate Administrator. The certificates will be deployed on client systems communicating with eMedNY web services in order to implement any user Authentication and Message Level Encryption as required by individual web service applications.

The number of active certificates per user Certificate Administrator is limited to one. The user certificate will have a **six month life span**.

The purpose of this User Guide is to assist the user in requesting and obtaining a SOAP certificate using eMedNY's ePACES Web Application.

Important Note: It is the sole responsibility of the submitter or user, who wishes to utilize the eMedNY SOAP FTS submission architecture, to develop or create their own SOAP compliant application or client. eMedNY will in no way support the end-user SOAP Application/Client, therefore it is strongly recommended that the Provider or Vendor/Trading Partner take appropriate action to have technical support available to assist or troubleshoot.

2 Requirements to Obtain a Certificate

In order to request a SOAP User certificate from eMedNY, you will need the following:

- Have an active billing ETIN
- Verify that the ETIN is enrolled in ePACES
- Assure your NPI/MMIS Provider ID is actively certified/linked to your ETIN enrolled in ePACES
- Access to your ETIN's Primary ePACES Administrator account

PLEASE NOTE: If you have questions or need assistance with confirming or verifying any ETIN or ePACES Enrollment info above, please contact the eMedNY Call Center at 1-800-343-9000.

3 eMedNY SOAP Certificate Request

SOAP Certificate Request is a process comprised of three parts. All these parts must be completed in order to activate an eMedNY SOAP Certificate.

3.1 Part I: Enrollment for SOAP Certificate Request

In order to begin the SOAP Certificate Request Process, you must have a SOAP Administrator Access Credential (User ID/Password). This access key is available for request through the eMedNY Website.

Following is a step-by-step process to obtain a SOAP Administrator Access Credential.

1. **Go to the following link on the eMedNY website. Note the "https" prefix:**

<https://www.eMedNY.org/cert>

Important Note: Enrollment for a SOAP Certificate Admin must be completed by your ETIN's Primary ePACES Administrator. If unsure of your ETIN's ePACES enrollment status, or to locate your ETIN's Primary ePACES Administrator, please contact the eMedNY Call Center at 1-800-343-9000.

- If you are the ETIN's Primary ePACES Administrator,

Enter your ePACES User ID in capital letters and your ePACES Password;
 Read the Certificate Policy Statement and agree to it by clicking the appropriate checkbox;
 Click Submit.

ePACES User ID example:

The screenshot shows the 'SOAP Certificate Enrollment' page on the eMedNY website. The page title is 'SOAP Certificate Enrollment'. Below the title, it says: 'To begin the process of the Certificate Enrollment Process, please provide your existing ePACES or FTP username and password below.' There are two input fields: '* Username:' with the value 'JBAUER1' and '* Password:' with a masked password. Below these fields is a checkbox that is checked, with the text 'I have read and agree to the [Certificate Policy Statement](#)'. A 'Submit' button is located at the bottom right of the form area. The footer of the page includes the DOH logo and 'New York State Department of Health'.

Please note that unlike ePACES itself, this particular system is case-sensitive. The Username must be entered in all capital letters.

- If the entered User ID & Password are accepted, the following page will be displayed:

The screenshot shows the 'SOAP Certificate Enrollment' page on the eMedNY website, following the login step. The page title is 'SOAP Certificate Enrollment'. Below the title, it says: 'Thank you for verifying your account with eMedNY. To complete the Certificate Enrollment Process, please provide your TSN, Provider Number, and SOAP Administrator's contact information below.' There are two sections: 'Provider Information' with fields for '* Provider Number:' and '* TSN:'; and 'SOAP Administrator Information' with fields for '* First Name:', '* Last Name:', '* Email Address:', '* Confirm Email Address:', and '* Phone Number:'. A 'Submit' button is located at the bottom right of the form area. The footer of the page includes the DOH logo and 'New York State Department of Health'.

Enter in this information. Note: the TSN is the ETIN. If all entered information is accepted, the following message will be displayed:

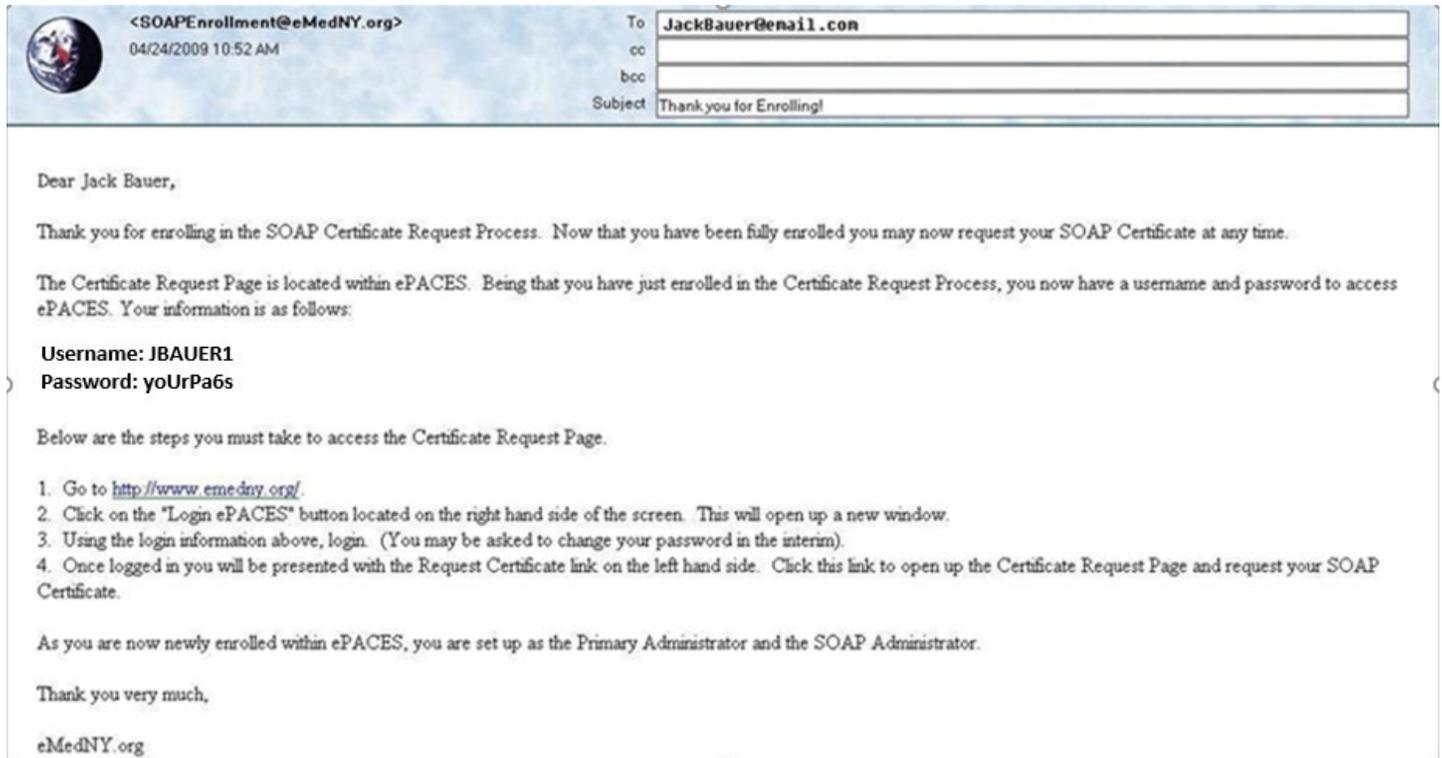
“Thank you for enrolling in the Certificate Request Process. An e-mail with further instructions has been dispatched with additional information that will be required for the ePACES Primary Administrator to request a certificate for SOAP transactions.”



Please allow up to 15 minutes for the SOAP Certificate Enrollment confirmation email, which also contains the SOAP Administrator Access Credential (User ID/Password). (An e-mail sample is available on the following page)

Important Note:

During the SOAP Certificate Enrollment process, if the Provider or Vendor/Trading Partner is unaware of their ePACES enrollment and an ePACES Account does exist, then the e-mail with the SOAP Administrator Access Credential will be sent to the ETIN’s ePACES Primary Administrator, instead of the e-mail address provided on the previous SOAP enrollment page.



If you do not receive the confirmation e-mail within an hour of completing the SOAP Certificate Request enrollment, it is possible that the ETIN used for this enrollment may have already be associated with an existing ePACES Account, resulting in the confirmation e-mail to be sent to the ETIN’s Primary ePACES Administrator. To confirm the existence of an ePACES Account and/or obtain information on who your ETIN’s Primary ePACES Administrator is, please contact the eMedNY Call Center at 1-800-343-9000.

3.2 Part II: SOAP Certificate Request

3.2.1 Create the Private Key and the Certificate Signing Request (CSR)

Now that you have a SOAP Administrator Access Credential, you can generate a Certificate Signing Request (.csr file) and the eMedNY SOAP Certificate (.cer or .pem file). The following is example methodology using OpenSSL:

Execute the following command. Use default values for all entries except Common Name (i.e. username) as shown below.

```
$ openssl req -new -newkey rsa:2048 -nodes -keyout priv.key -out request.csr
Generating a 2048 bit RSA private key
.....+++
.....+++
writing new private key to 'priv.key'
-----
You are about to be asked to enter information that will be incorporated
into your certificate request.
What you are about to enter is what is called a Distinguished Name or a DN.
There are quite a few fields but you can leave some blank
For some fields there will be a default value,
If you enter '.', the field will be left blank.
-----
Country Name (2 letter code) [XX]:
State or Province Name (full name) []:
Locality Name (eg, city) [Default City]:
Organization Name (eg, company) [Default Company Ltd]:
Organizational Unit Name (eg, section) []:
Common Name (eg, your name or your server's hostname) []: TESTUSER
Email Address []:

Please enter the following 'extra' attributes
to be sent with your certificate request
A challenge password []:
An optional company name []:
$
```

Use the generated request.csr file to obtain an eMedNY-signed Client Certificate file.

3.2.2 Upload the Certificate Signing Request (CSR)

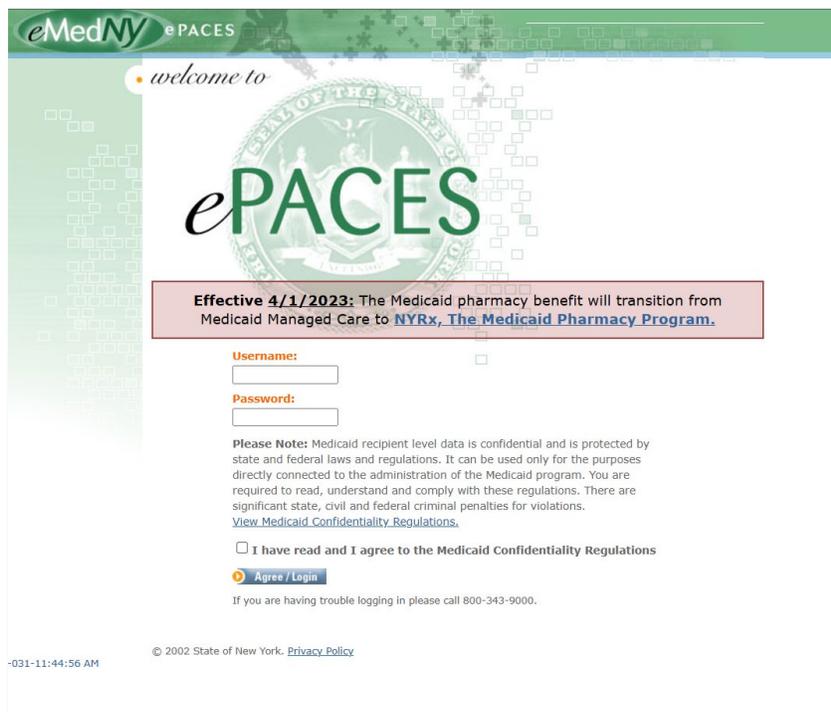
Once you have established an eMedNY SOAP Administrator, a new page will be added to ePACES that only Administrators can access for User Certificates Administration.

The following pages contain step-by-step instructions to request and obtain the SOAP Client Certificate via ePACES.

1. Log into ePACES with your SOAP Administrator Access key provided in the SOAP Certificate Enrollment confirmation email:



(This Access Key will be the ETINs' Primary ePACES Administrator User ID and Password.)



2. After login, the SOAP Certificate Administrator should have the following option active on the left side of the ePACES Main Page as show in the screenshot below:

Certificate Admin

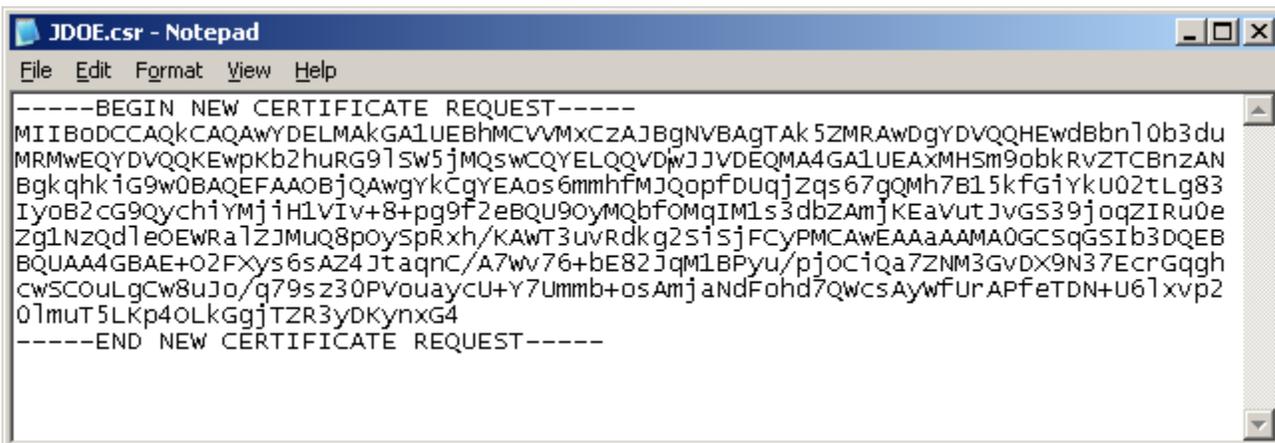
***Certificate Request



- A Certificate Signing Request (.csr file) must be created and included in this form. Copy and paste the .csr file information into the Certificate Signing Request text field of this page. When renewing the certificate after it has expired, the same Certificate Signing Request as the initial request can be used in this field.



- Navigate to the directory where you saved the .csr file earlier, and open the .csr file in a text editor, such as NotePad. It should look something like this:



- Copy this information and paste the text into the Certificate Signing Request field, as shown below:

The screenshot shows the 'Certificate Request' page in the eMedNY ePACES system. The page title is 'Certificate Request' and it includes a navigation menu with 'Certificate Admin' and 'Certificate Request'. Below the title, there is a section for 'Current list of active, pending and inactive certificates.' with a table that has columns for Date, Status, Exp. Date, Certificate, and Revoke. Below this, there is a section for 'Complete the form below and click submit to generate a new certificate request.' The form includes a 'Certificate Signing Request' field containing a long alphanumeric string. Below this field, there is a checkbox for 'I have read and I agree to the Certificate Policy Statement.' and several input fields for 'SOAP Administrator's First Name', 'SOAP Administrator's Last Name', 'SOAP Administrator's E-Mail Address', and 'SOAP Administrator's Phone Number'. A 'Submit' button is located at the bottom right of the form.

- Once all required fields (*) are populated, click 'Submit' button. Status of the request will change to 'Requested' on this page.

The screenshot shows the 'Certificate Request' page in the eMedNY ePACES system after the request has been submitted. The page title is 'Certificate Request' and it includes a navigation menu with 'Certificate Admin' and 'Certificate Request'. Below the title, there is a section for 'Current list of active, pending and inactive certificates.' with a table that has columns for Date, Status, Exp. Date, Certificate, and Revoke. The table now shows a single row with the date '04/24/09' and the status 'Requested'. Below this, there is a section for 'Complete the form below and click submit to generate a new certificate request.' The form includes a 'Certificate Signing Request' field which is currently empty. Below this field, there is a checkbox for 'I have read and I agree to the Certificate Policy Statement.' and an input field for 'SOAP Administrator's First Name'.

7. Once your request is processed, please send an e-mail to emednyproviderservices@gdit.com for approval. You must notify eMedNY of your request, as we will not receive notification from the system. Failure to notify eMedNY at the above e-mail address will delay the process until we are notified.
8. eMedNY will either approve or reject your SOAP Certificate Request. Upon that determination, an e-mail will be sent from emednyproviderservices@gdit.com to the SOAP Administrator with the current status of your request.
9. Once the request has been approved and processed, emednyproviderservices@gdit.com will send an e-mail notifying you that the certificate is available for download.

This entire process can take up to two business days.

3.3 Part III: Download eMedNY SOAP Certificate

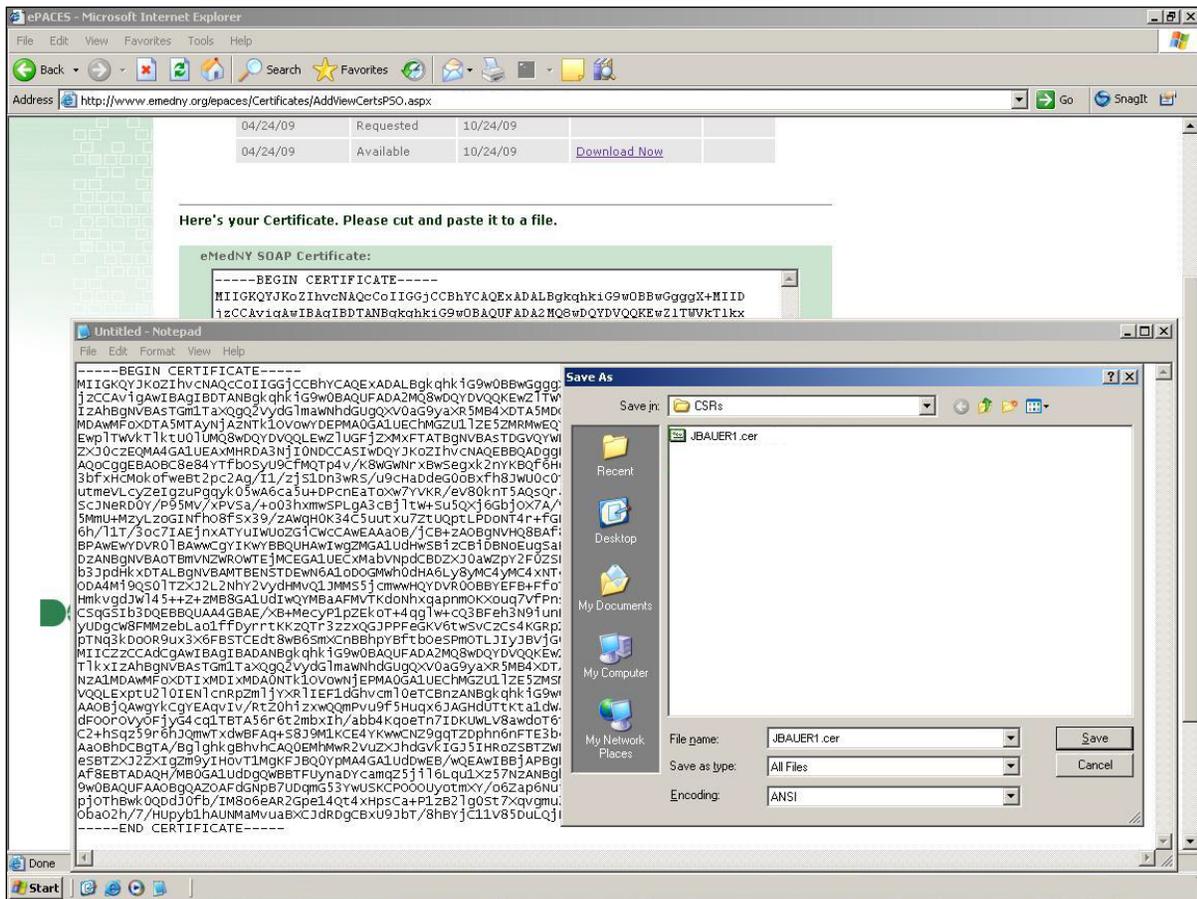
3.3.1 Retrieving the Certificate Response

1. Upon receiving the Certificate Request Status e-mail, log back into ePACES using your SOAP Administrator Access Credential, and access the Certificate Request Page.

If the certificate is approved by eMedNY, status will change from ‘Requested’ to ‘Available’:



The SOAP Client Certificate should now be available for Download. Click on the link for ‘Download Now’ for the Available (Status) Certificate.

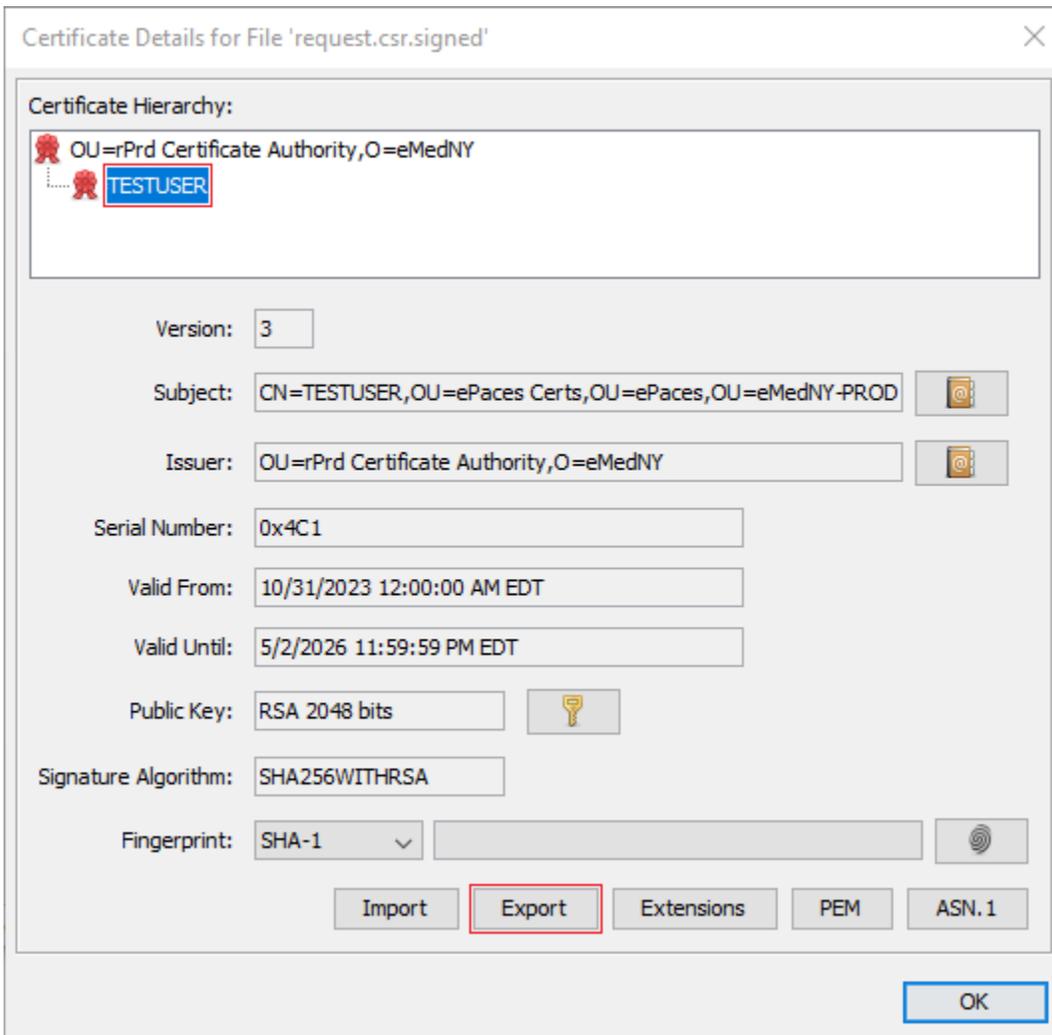


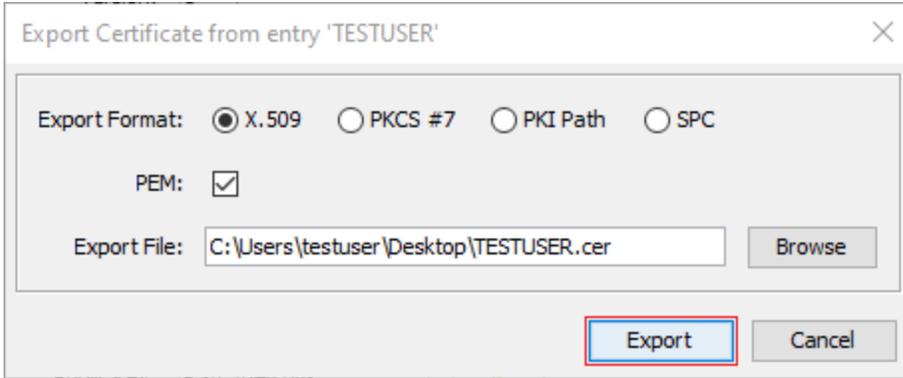
- Log out of the ePACES Certificate Request page and close the web browser. The certificate is ready for use. Please Note: The link to download the certificate will only be available for one week. Failure to download the SOAP Certificate before it expires, will result a new request needing to be submitted.
- When the certificate is in an "Available" or "Active" status, ePACES will not allow you to request a new SOAP Certificate. If for whatever reason you need eMedNY to revoke a certificate, please send an e-mail to emednyproviderservices@gdit.com. Similarly, when the certificate is nearing its expiration date, please email emednyproviderservices@gdit.com to request that the certificate be set "expired" in ePACES so you can request a new certificate. The status in ePACES is independent of the certificate. The certificate will be active up until its actual expiration date. This status is also not automated – so after the expiration date you may not be able to request a new certificate without reaching out to the above email. It is recommend to contact us at emednyproviderservices@gdit.com a week or two in advance of the expiration date to avoid any down time.

3.3.2 Obtaining the Signed Client Certificate

Use the generated request.csr file to obtain an eMedNY-signed Client Certificate file. This certificate is used to establish a secure connection, the following example uses Keystore Explorer and SOAPUI 5.7.0.

The returned file contains the certificate chain. Open the file in KeyStore Explorer and select the certificate that has the same name as the username. Then export the signed client certificate as shown.





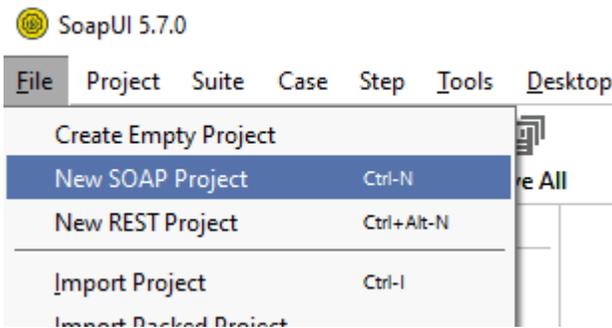
3.3.3 Convert the PEM Key and Certificate into the PKCS#12 Format

Execute the following command to combine the private key and signed certificate into a single p12 file.

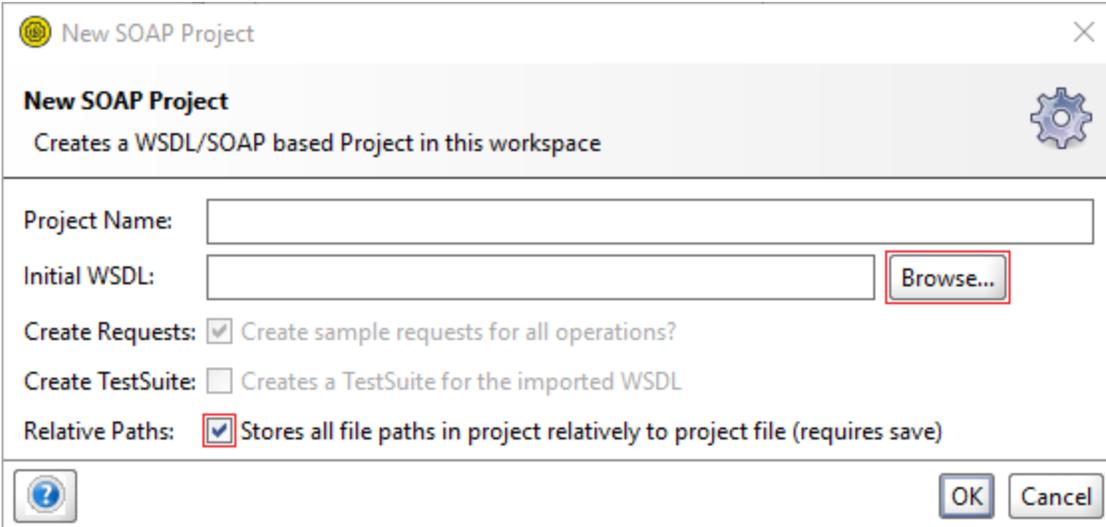
```
$ openssl pkcs12 -export -in TESTUSER.cer -inkey priv.key -name testuser -out fts-testuser.p12
Enter Export Password:
Verifying - Enter Export Password:
$
```

3.3.4 SoapUI Setup

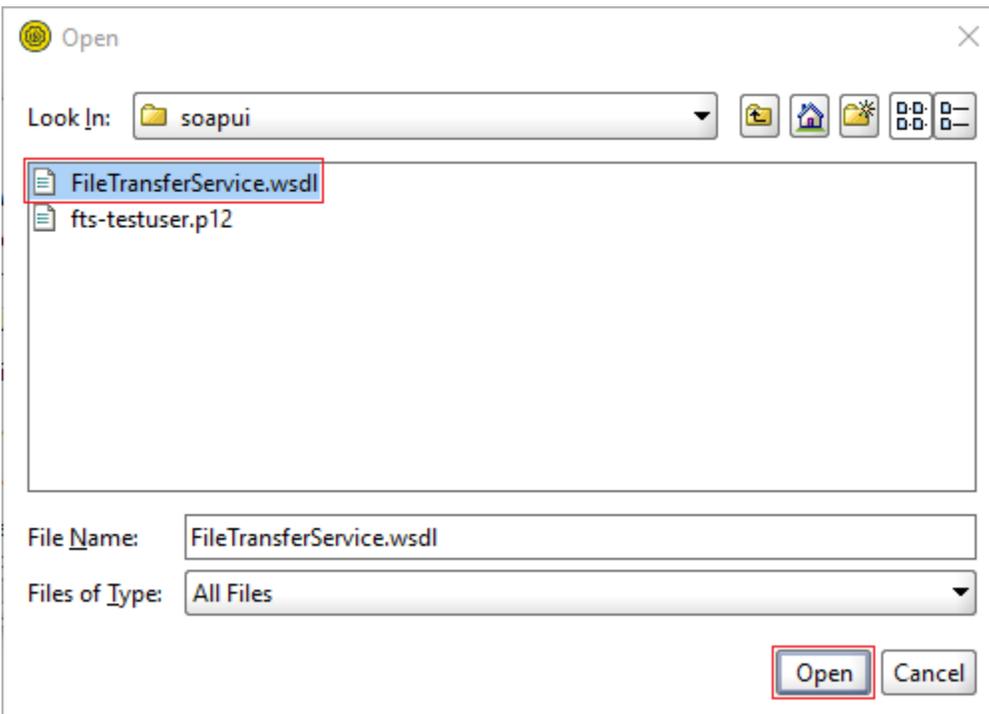
Copy the java keystore file and the provided FTS WSDL file to a new folder. Create a new SOAP project in SoapUI.



Check the Relative Paths box and click the Browse button.

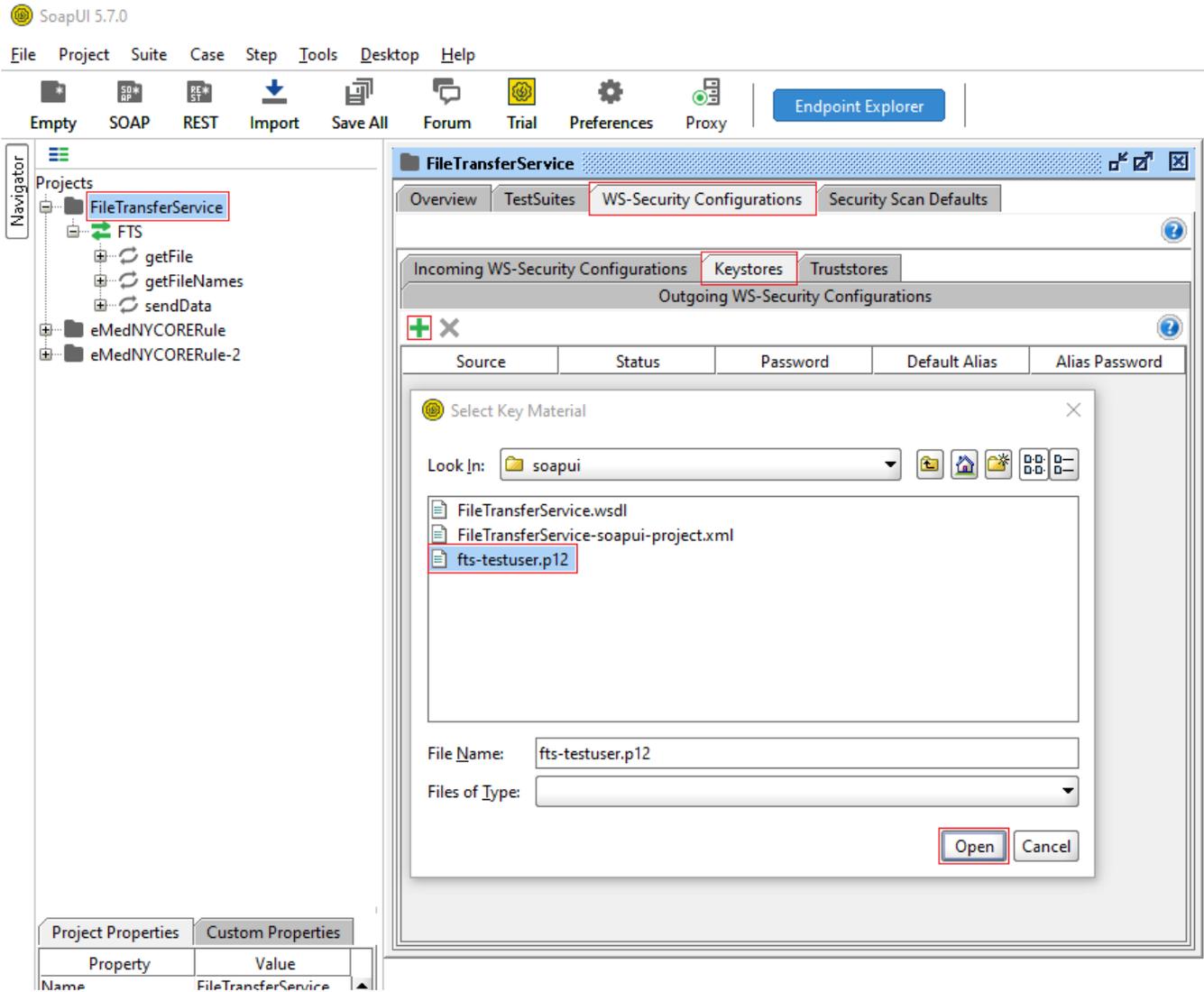


Locate the WSDL file and click on Open.

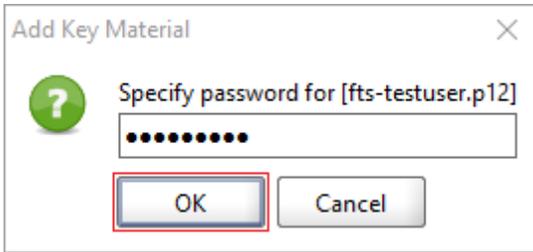


Click on OK and then save the project file.

Double-click on the FileTransferService project folder, select the WS-Security Configurations tab, select the KeyStores tab, select green plus (add keystore), select the p12 file and click on Open.



Enter keystore password and click on OK.



3.3.5 Submit the Request

Here is an example on how to submit a request. Please note that the system will only accept a properly configured SOAP envelope as per the guide, with an x12 compliant payload. When running in production, please ensure that the eMedNY root CA has been added to the trust store.

Expand getFileNames and double-click on Request 1. **Populate userName and passWord for the FTS service. Select fts-keystore.jks from the SSL Keystore dropdown menu in the lower left request properties.** Then click on the green triangle to send the request.

SoapUI 5.7.0

File Project Suite Case Step Tools Desktop Help

Empty SOAP REST Import Save All Forum Trial Preferences Proxy Endpoint Explorer

Navigator

Projects

- FileTransferService
 - FTS
 - getFile
 - getFileNames **Request 1**
 - sendData
 - eMedNYCORERule
 - eMedNYCORERule-2

Request Properties

Property	Value
SSL Keystore	fts-testuser.p12
Skip SOAP Action	fts-testuser.p12
Enable MTOM	false

Request 1

https://fts.emedny.org:8443/eMedNYServices/FT

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Header/>
  <soapenv:Body>
    <fts:getFileNames>
      <!--Optional:-->
      <fts:input>
        <fts:userName?</fts:userName>
        <fts:passWord?</fts:passWord>
      </fts:input>
    </fts:getFileNames>
  </soapenv:Body>
</soapenv:Envelope>
    
```

Auth Headers (0) Attachments (0) WS-A WS-RM JMS Headers JMS Prop

A 200 OK response indicates a successful connection.

4 Additional Tools & Information

4.1 Requirements for CORE Compliance

<http://www.caqh.org/benefits.php>

Note: Providers and Vendors/Trading Partners who are currently not enrolled in ePACES, must successfully enroll in order to obtain a SOAP Administrator User ID & Password.

4.2 ePACES Access Information & FAQ

<http://www.emedny.org/selfhelp/>

<http://www.emedny.org/selfhelp/epaces/faq.aspx>

5 Change Log

Date	Ver	Modification
2/16/2013	1.1	Initial Version
11/19/2024	2.0	The supplemental "Keytool and Certificate Management Guide" was removed and more current information was added to this guide. Removed all references to FTP and Meds History Service.



eMedNY is the name of the electronic Medicaid of New York system. The eMedNY system allows New York Medicaid providers to submit claims and receive payments for Medicaid-covered services provided to eligible members.

eMedNY offers several innovative technical and architectural features, facilitating the adjudication and payment of claims and providing extensive support and convenience for its users.

More information about eMedNY can be found at www.emedny.org.