Virginia Medicaid Web Portal
VAMMIS File Transfer System
Frequently Asked Questions
12/18/2017

FAQ Contents

Version Change Summary

Version No.	Description	Date
Version 0.01	Original publication	6/29/2011
Version 0.02	Datacenter Transition	1/20/2012

General Questions

What is the Virginia Medicaid Management Information System (VAMMIS) File Transfer System?

The VAMMIS File Transfer System is a system for exchanging files with the Virginia Medicaid Fiscal Agent, Conduent LLC.

How do I contact Conduent for support?

EDI Support: 1-866-352-0766 / Virginia.EDISupport@conduent.com.

What is the URL?

VAMMIS-FileTransfer.com for either the web interface or any supported FTP client. For a list of supported FTP clients, click on the Online Manual link from this site and look under General Information/Client Support.

When will the VAMMIS File Transfer System datacenter change?

Sunday, February 19th, 2012 at 11:00 PM (EST).

Important: Failure to use the URL or ensure firewall rules are in place for the new IP after this date/time will cause delays in exchanging files with Conduent.

What firewall rules are needed?

After the transition, Vammis-filetransfer.com will resolve to a new IP, so if you currently have firewall rules in place to allow access to this site, you will need to add rules for the new IP. Perform an NSLOOKUP against the Test site (listed below) to retrieve the information needed.

What ports are used?

All ports are the default for their respective protocol; however with FTPS, you may need to open your firewall to allow data coming back on ports 3000 through 3200 (this is an expansion of the data port ranges).

How do we test firewall changes?

We have replicated our environment to a test site. To validate firewall rule changes before the transition, use https://vammis-filetransfer.com to access the test site with your current credentials.

Important: You only need to confirm connectivity – no files will be available for download and any files uploaded will be lost.

What do I do if I get a Certificate Error message?

You should disregard the certificate error message and proceed to the test site by clicking the "Continue to this website" link. You will not be exchanging files, so there is no risk to navigate here.

Do we have to recertify our trading partner agreement?

No, your current trading partner agreement is still valid.

Credentials and Connectivity Validation Questions

When can we start validating connectivity?

As soon as possible.

How do we validate credentials and connectivity to the VAMMIS File Transfer System?

You should be able to access the Test site with the same credentials and protocols you use now.

Do we need to contact Conduent to confirm successful validation?

There is no need to contact Conduent if you are able to connect.

Should we start using the new IP now?

No. You should continue to use the production URL and simply ensure firewall rules are in place to allow a seamless transition. The IPs will automatically be changed during the migration.

Access Questions

Our account is locked. What steps should we take to unlock the account?

Contact EDI Support. For the Test site, email notifications are disabled, so we will need to assist.

We are having issues changing our password via FTP.

A password cannot be changed via FTP. A password can only be changed through the web interface.

Cutover Questions

Can we still access the old IP after the datacenter migration?

No. If you currently have the IP "hard-coded" in your applications, we strongly encourage using the URL instead – this will prevent having to time your change with our transition. The URL will automatically be updated to the new IP.

What other changes will we see?

The only other change is the Time Zone. We are moving from Eastern to Central, so Date/Time stamps will be one hour earlier than before.

Other Questions

What should I do if I have additional questions?

Contact EDI Support.

v0.01