



ITRANS 2.0

Getting Started for Dental Software Vendors

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Revision History

Date	Revision	Changes	ICD Version
2018-08-15	1.0	<ul style="list-style-type: none"> Initial version 	1.0
2019-01-29	1.1	<ul style="list-style-type: none"> Additional details on installation, testing, CDA Digital IDs and user accounts related to running the ICD and CCDWS services. 	1.2
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1 Introduction

This document explains how to install, configure, and run the ITRANS Claims Director (ICD) software of ITRANS 2.0 for both testing and production. It is intended for vendors of CDAnet certified Practice Management Software (PMS) systems, and assumes the reader is familiar with CDAnet, ITRANS, the CDA Digital ID and the ICA and CCDWS communication drivers.

Additional vendor documentation is available:

- ITRANS 2.0 – Technical Reference for Dental Software Vendors: details related to installation, ongoing operation, and troubleshooting of the ICD, as well as details of the N-CPL and ITS.
- CDAnet Development Tools: This document describes how to connect to the CDAnet simulator with an ITRANS 2.0 office configuration.

Related software:

- CCDWS – Common Communication Driver for Web Services, Technical Reference and Operating Manual: information for installing, configuring, and operating the CCDWS communication driver.

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2 Why ITRANS 2.0?

Sending a CDAnet dental claim with ITRANS 2.0 is virtually the same as with the original ITRANS. However, ITRANS 2.0 has a completely different architecture that provides benefits for all parties involved—some of these are listed below:

For Software Vendors:

- Reduce support costs, claims processor changes—the automated Network-Claims Processor List, once integrated, will eliminate the need to assist offices with claims processor configuration changes, such as switching networks, adding new message types, or moving from v2 to v4 of CDAnet.
- Reduce support costs, Help Desk—with the CDA Help Desk and dental offices being able to see all the offices' CDAnet message traffic, issues may be resolved before they reach the software vendor. The standardized installation approach will help with troubleshooting too.
- Reduce support costs, future updates—the automatic update feature of the ICD has been designed to provide software updates without “breaking” existing configurations. This is helped by the standard installation recommendations.
- Reduce support costs, automatic certificate updates—the automatic certificate updates feature of the ICD has been designed to ensure dentists remain authorized to send CDAnet message traffic without needing to manually update their CDA Digital IDs when they expire.
- Improve security, API support—the API method of the ICD allows transactions to be sent to the ICD without having to put patient health information (PHI) in an unencrypted file. Traffic is kept secure and encrypted.

For Dentists:

- More supportable—all claims and messages will be visible to the CDA Help Desk, and to the dental office by logging into our PSS website, enabling better troubleshooting. Plus, the installation IDs created and sent to the Help Desk, along with operating system and other information, will provide for a better support experience.
- Automatic configuration—when software vendors integrate the automated Network-Claims Processor list, offices will always have the correct configuration information for each claims processor.
- System stability—with a distributed system and no ITRANS host receiving and switching all the claims, there is no single point that can cause system slowdowns or outages.
- Automatic Digital ID Updating—CDA Digital IDs are automatically updated by the ICD, preventing unexpected service interruptions when a Digital ID expires.
- PHI protection—when using the API method of the ICD, PHI is kept secure and encrypted.

For Claims Processors:

- Rapid return on investment—When claims processors make a change like a network change, moving from v2 to v4 or adding a transaction, when you have integrated the automated Network-Claims Processor, the change will be transmitted to all offices almost immediately, providing immediate return on investment for upgrades.

- More control—ITRANS 2.0 enables claims processors who use more than one network to direct the proportion of traffic that goes to one network or the other, and through CDA can change this in almost real time, providing redundancy and flexibility.
- Maximize capability of COBs—with fully encoded COB capabilities, once these are integrated by the software vendor, dental offices staff will know the answer to the question, “Can I send the secondary benefits claim electronically?”

2.1 ITRANS 2.0 Benefits: Installation and Integration

Some of these benefits, such as the auto-updating of CDA Digital IDs, occur as soon as ITRANS 2.0 is installed at an office. Others, like the auto-configuration of the claims processors, occur when you, the software vendor, have integrated the automated Network-Claims Processor List (N-CPL) into your application. With ITRANS 2.0, it is helpful to think of “installation” and “integration” as separate but related aspects.

Installation

This Getting Started guide is mostly about installation—installing ITRANS 2.0 into offices such that they no longer rely on the ITRANS host system, and claims are transmitted from the dental office directly to the network of the claims processor.

Installation will involve installing the ITRANS software, called the ICD, and updating the communication driver, the CCDWS. **Note that the ITRANS ICA communication driver is not used with ITRANS 2.0, only the CCDWS communication driver.** The CDA Digital IDs do not need to be updated.

Integration

Integration means you code your application to use the Network-Claims Processor List (N-CPL) file, that ITRANS 2.0 will regularly download, to configure the settings in your software for claims processors—which messages they support, what co-ordination of benefits capabilities they have, etc. Network configuration will no longer be needed as ITRANS 2.0 takes care of that. There are more details in the technical reference manual. Benefits of integration include automated changes of claims processor configuration, and for office staff, easily answering the question, “can I send the secondary benefits claims electronically?”

3 ITRANS 2.0 Installation: Production Configuration

It is recommended you complete at least one test installation of ITRANS 2.0 before proceeding with a production installation at a dental office. Doing this will familiarize you with the different processes of ITRANS 2.0. See the section on test configuration later in this document.

➔ **Update:** ICD v3 is available with a PMS-ICD API interface

Version 3.1 of the ICD is now available. The new features include:

- Ability for the Practice Management Software (PMS) to transfer CDAnet message payloads (previously “input” files) and received responses via an API interface (called the “API method” below). This eliminates writing unencrypted input and output files (called the “file method” below) to the hard drive which is a potential security risk. More information follows though this document. Technical details are available in the ITRANS 2.0 Technical Reference Manual. The “File Method” continues to be available.
- Auto-updating of CDA Digital IDs. The ICD constantly checks the expiry date of the CDA Digital IDs it has access to, and when they are within 30 days of expiry, the ICD contacts CDA to see if the dentist is eligible for an updated certificate (still in the office, still a member). If they are, the ICD has a new CDA Digital ID issued and installed so there is no service disruption when the original CDA Digital ID expires.
- CDA Services Tray Application. A Windows tray application is installed that provides access to features such as installing a new CDA Digital ID with a secure code, updating the N-CPL claims processor list on demand, and shortcuts to access CDA Secure Send on the CDA PSS website.

3.1 Installation Steps

Below are the steps to follow:

1. Decide which Windows user account will have access to all of the dentists’ CDA Digital IDs, and, have rights to run the CCDWS and ICD services (see 3.3 below). This could be an existing user account, or a new account created specifically for this purpose.
2. Log into the PC as that user.
3. If not already available to the account to be used, install or import the CDA Digital IDs for each dentist while logged in as the user noted above.
4. Install the CCDWS software.
5. Install the ICD software.
6. In your PMS software:
 - a. Document the current configuration on where claim files are written to and read from for each network
 - b. Adjust the claims configuration to write and read the claim files for all networks to c:\ICD (assuming default locations are accepted). Skip this step if the API method of CDAnet message transfer is used.
7. Installation is complete. Test.
8. Rollback if needed – in your PMS software, return the claims configuration to the settings documented in step 6a above.

3.2 Background

Here is a short description of the local and external environments for ITRANS 2.0, and the processes involved.

On the dental office computer

The ITRANS 2.0 ITRANS Claims Director (ICD) software is installed on the computer that sends the CDAnet messages that your application creates. With ITRANS 2.0, depending on the method your software uses, it will either write claims to the ICD folder (the file method), or will submit the CDAnet messages to the ICD via the ICD API (the API method). The ICD will determine which network folder/driver to send them to. Responses are received from the claims processor by the communication driver and read by the ICD. Your software will receive responses from the ICD using either the file or API method, however it received the originating CDAnet message. In the flow of messages, the ICD is in between your software and the communication driver.

Note that the ICD is designed to be run as a Windows service as not as an application. It is run under the user account where the certificates are stored, just like the current ITRANS ICA and CCDWS. It is highly recommended the ICD be installed and run as a service.

The ICD role between your software and the communication driver is necessary since some carriers use both networks and want a certain ratio of traffic between the networks (e.g. 50% Telus and 50% instream). The ICD manages this.

External environment

ITRANS 2.0 connects to two external sites:

- The ICD connects to the N-CPL host (network-claims processor list) to receive updates of the N-CPL data file. This occurs on initial installation, on demand from a command line instruction, and when the ICD detects a change as described in the technical reference documentation. There is no need to authenticate these connections.
- The ICD connects to the ITRANS Transaction Storage (ITS) system to send de-identified copies of CDAnet messages as well as exception reports when an error occurs. These are used by the CDA Practice Support Services Help Desk and website for troubleshooting, and also provide for a view of claims traffic for the dental office via the CDA Practice Support Services website. For CDAnet messages, these connections are authenticated with a CDA Digital ID for the dentist-office named in the CDAnet message (by UIN and office ID). For exception reports, there is no authentication.

There are both test and production versions of these two external sites. The installer will default to the production configuration. The connections to these sites use the standard http port 80. The details and business rules for these connections are provided in the technical reference document.

3.3 Decide what user the ICD and CCDWS services will run under

The ITRANS 2.0 ICD software and the CCDWS software are designed to be run as Windows services. Both services need access to the CDA Digital IDs for the dentists in the clinic. This means the user account the ICD and CCDWS services are running under must be the same account the CDA Digital IDs are installed under.

If you are not familiar with Windows Services, Google “Working with Windows Services”. At the time of writing there is a good article here: <https://stackify.com/what-are-windows-services/>

For machines using current ITRANS, the ICD and CCDWS can be installed with the same credentials the current ITRANS ICA is using. An alternative approach is to log in with administrator credentials and install the CDA Digital IDs, ICD and CCDWS with those credentials. The server can then be operated under other non-administrator credentials, but the services will be able to access the CDA Digital IDs. In the future, new CDA Digital IDs will have to be added under the administrator account.

To summarize:

- The ICD and the CCD-WS should running under the same account the CDA Digital IDs were installed under.
- The account should have rights to write files to the folder program folder of the ICD. The default folder is: C:\Program Files (x86)\CDA\ICD
- The account should have the rights to start and stop the ICD and CCDWS services

3.3.1 Consider exporting existing CDA Digital IDs

If the ICD and CCDWS will run under a different user than current ITRANS, it may be simpler to export the existing CDA Digital IDs. Existing CDA Digital IDs can be exported from a current user account, and imported to a different user account. This may be simpler than retrieving new CDA Digital IDs for each dentist at the office.

To export certificates, login to the machine as the user with the certificates to be exported. In the Manage Use Certificates control panel, under personal certificates, shift-click to select the certificates you want to export, right-click and from the context menu choose All Tasks>Export. Follow the export wizard using the default settings. Select a location for the export file the import user will be able to access (e.g. c:\ drive root or USB key). All the certificates will be exported to a single file. Logout of Windows, and then login as the user you want to move the certificates to. Double-click the export file and Windows will launch the import wizard. Select installation under Certificates – Current User > Personal. The CDA Digital IDs will be installed, and accessible for that logged in user.

3.4 Install CDA Digital IDs and the CCDWS

ITRANS 2.0 and the ICD software use the CDA Digital ID, as does the CCDWS communication driver software. Install CDA Digital IDs on the computer that sends the claims (has the CCDWS software installed). A CDA Digital ID is needed for each dentist that will be transmitting claims from the office.

With ITRANS 2.0, all claims are transmitted from the computer with the CCDWS communication software. The most straightforward installation is to install the CCDWS first. If the CCDWS is already installed, it needs to be updated with the latest version.

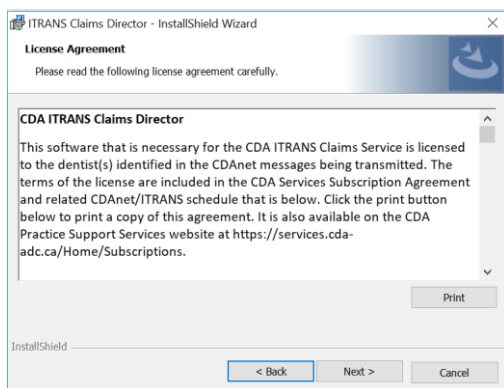
Note that an updated version of the CCDWS that includes the instream network is required for ITRANS 2.0.

The latest version of the CCDWS is available through <https://www.cda-adc.ca/get>. Please note the CCDWS software is not provided by CDA. The ICD installer is configured for the default folder locations of the CCDWS. If the defaults are not used for CCDWS, the defaults for the ICD will not be valid and must be set during the ICD installation.

3.5 Install the ICD

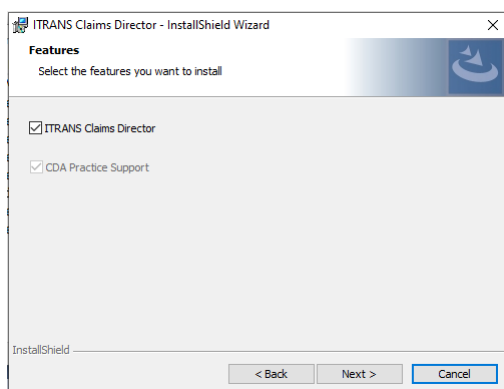
3.5.1 Run the ICD Installer

The installation wizard will display a number of screens. See the notes below for information about key screens.



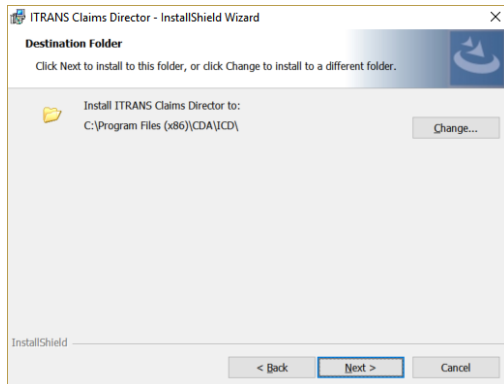
License Agreement

The license agreement for the ICD is part of the subscription agreement for CDAnet and ITRANS since the agreement is with the dentist.



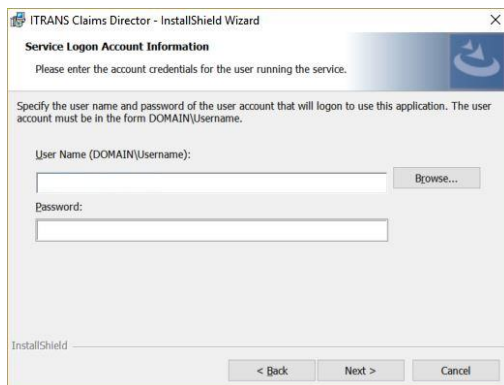
Features

Select the features to install. Keep “ITRANS Claims Director” selected.



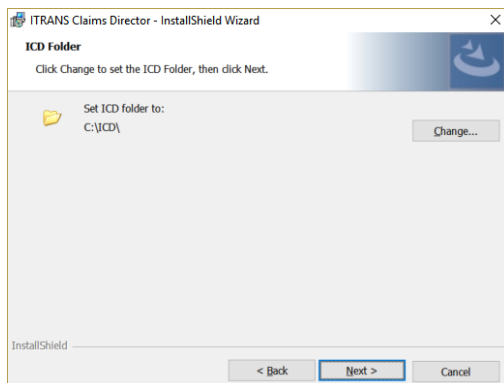
Destination Folder

This is where the program files of the ICD are placed – the defaults should be fine.



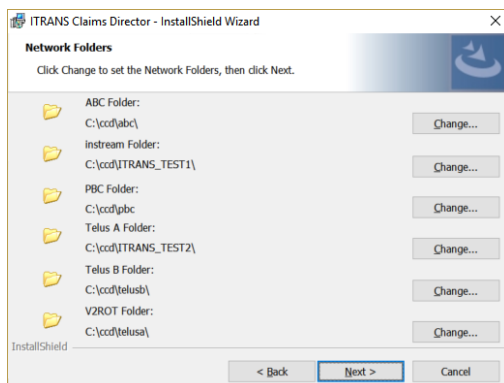
Service Credentials

Provide the credentials for the user account that has access to the CDA Digital IDs. It may be simplest to make this the same user account the CCDWS service runs under. Since the ICD and CCDWS each run as a service, it does not have to be the account of the logged in user.



ICD Folder

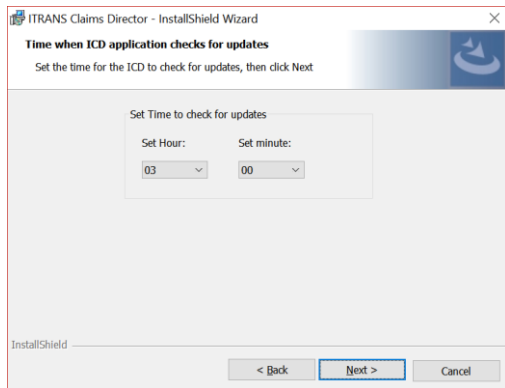
This is the folder that the PMS writes and reads CDAnet messages to and from.



Network Folders

Set the paths for the CCDWS network folders so the ICD knows where to direct CDAnet files for each network.

The last item, V2ROT, should point to the ICD directory. This is explained further below.



Auto Updating Setting

Set the time for the ICD to check for updates.

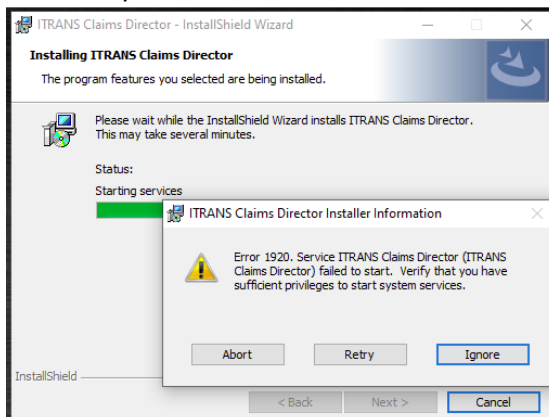
Note, the computer must be on for the updating to occur—if the computer is shutdown at night, choose a time during the day.

During the installation, the following occurs:

- The ICD is installed to run as a service under the credentials supplied during installation. The name of the service is ITRANS Claims Director.
- A unique ICD installation ID is created and documented in the ICD.ini file. This will help in troubleshooting issues.
- The ICD software connects to CDA and downloads the latest version of the “Network-Claims Processor List” (N-CPL) from the location indicated in the ICD.ini file, the default is: C:\Program Files (x86)\CDA\ICD. This JSON formatted file is saved in the ICD directory as n-cpl.json and is available for you to use to set CDAnet network and claims processor settings—this is the integration aspect of ITRANS 2.0.

3.5.2 Services error

The following error appears during installation if either the username or password was entered incorrectly.

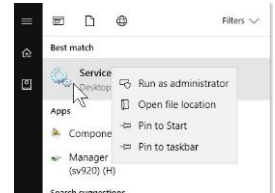


If this error is displayed:

- Click the **“Ignore”** button. The install process will complete without issue, but the service won't start until credentials are corrected.

To correct the credentials:

- Press the Windows key and type “services”. When the Services app appears in the menu, right-click on it and select Run as Administrator using admin credentials.
- Find and open the “ITRANS Claim Director” service.
- Click the Log On tab, and then the “This account” radio button.
- Enter the credentials that will be used to install the CDA Digital IDs and also run the CCDWS service. Click OK.
- Click on the General tab and start the service.



If the service will not start, check that the account has rights to start/stop services:

- Navigate to Local Policies/User Rights Assignment
- Find "Log on as a service" policy and confirm you see account listed there.

3.5.3 Configure the PMS Application

The last step is to configure where your PMS application writes and reads the CDAnet files, which is a different location that used by the ICA from ITRANS 1. Now, all files are written to C:\ICD (if you are using the suggested folder structure) instead of the C:\ICA folder. Adjust your CDAnet network configurations so all networks point this this folder. The folder is identified in the ICD.ini file on this line: ClaimsFolder=C:\ICD\

3.5.4 Installation Summary

As a summary of the installation, following are the steps to be completed:

1. Identify the computer(s) that sends the claims—it will have either the previous ITRANS ICA, or the CCDWS installed and running.
2. Install the latest version of the CCDWS on this computer.
3. Install the ICD.exe on this computer.
4. Install CDA Digital IDs for each dentist at the office under the user account that is running the ICD service.
5. Configure your PMS software to direct claims to the ICD folder (C:\ICD\ by default).

Claims can now be sent and receiving an appropriate response confirms the correct set-up for claims transmission. To confirm the de-identified claims are being transmitted for help desk and self-serve access via the CDA PSS website, check the ICD.log file in the folder C:\ICD\ that logs the successful (or unsuccessful) transmission of the de-identified message. The sample log entries below show a successful upload to the ITRANS storage:

```
2019-01-21 3:22:33 PM - Start Claim De-Identification
2019-01-21 3:22:33 PM - Claim De-Identification completed
2019-01-21 3:22:33 PM - Writing payload to queue
2019-01-21 3:22:33 PM - Queue write completed
2019-01-21 3:22:33 PM - Sending Payload _esponse.022 to ITS
2019-01-21 3:22:34 PM - Response from ITS for Payload _esponse.022 :
                        b26ba6397aa91d9e165f7a31ff57b7bb52ef3ff9cd9cb7d280c82082b9410ef1 Status code - OK
2019-01-21 3:22:34 PM - Deleting processed file _esponse.022
2019-01-21 3:22:34 PM - _esponse.022 file deleted
```

2019-01-21 3:22:34 PM - Completed sending Payload _esponse.022 to ITS

The difference with ITRANS 2.0 and the CCDWS communication driver is claims travel directly from the dental office to the network or carrier. Unlike the original ITRANS, they no longer go to an intermediary data centre. Note that the network routing is now controlled by the ICD and the N-CPL, not the network setting in your PMS.

4 Testing ITRANS 2.0

The functional aspects of ITRANS 2.0 can be tested without actually sending any transactions from the computer being tested. This is convenient because there is no need to ensure the needed components are all configured for the test environment, this includes:

- CDA Digital IDs that match the test dentist/test office that have been issued from the test certificate authority (test CA)
- The ICD.ini is configured for the test environment.
- The CCDWS.ini is configured for the test (simulator) environment.

4.1 Functional Testing

The ITRANS ICD has the following functions you may wish to test:

1. N-CPL Updating: The ICD connects to CDA (N-CPL) to query and update the Network-Claims Processor List.
2. Message switching: The ICD is processing messages and directing them to the folders indicated in the ICD.ini file.
3. Message storage: The ICD connects to CDA (ITRANS Storage) to transmit de-identified CDAnet messages to CDA for the Help Desk, etc.

Message switching and message storage are tested by sending test messages from your PMS using the test dentist profile. The N-CPL updating can be tested by running the command line update for the N-CPL.

4.1.1 Test N-CPL Updating

This test ensures the ICD is properly connecting to the N-CPL host site to receive updates from the N-CPL. Do this using a command line function that forces the ICD to download the current version of the N-CPL. The downloaded file will automatically replace the version currently onboard.

To run the command line, while the ITRANS Claims Director service is running, open a Command Prompt window and type (or paste):

```
"C:\Program Files (x86)\CDA\ICD\ITRANS Claims Director.exe" --getncpl
```

Note that the path and executable are delimited by quotation marks, and the getncpl parameter is preceded by two dashes –the double-quotation marks shown above are required.

After running the command, look for the file n-cpl.json. It will be stored in:

```
C:\Program Files (x86)\CDA\ICD
```

Look at the date created for the file, it should reflect the date/time when you executed the command and the file was retrieved. This shows the ICD is successfully connected to the N-CPL host.

The downloaded file, n-cpl.json, is available to you to configure the carrier settings in your software. Since the ICD changes for changes to the network and claims processor list each time a transaction is processed, up-to-date network and claims processor settings are always available on-board for all

CDAnet carriers. Your software can use this to have all CDAnet carriers with their specific CDAnet message support always available, eliminating the need for offices to manually add new carriers, or update changed carrier configurations. The details of the n-cpl.json format are available in the ITRANS 2.0 Technical Reference Manual.

4.1.2 Test Message Switching

The goal of testing the message switching functionality is to see that the ITRANS ICD has processed the input file and written the input file to the network folder watched by the CCDWS. The simplest way to accomplish this is to set up a full production installation, complete with CDA Digital IDs for the sending dentists. For testing, you stop the CCDWS services so claims are not sent to the network/carrier.

When a CDAnet message is sent for testing purposes, the ICD will process the message and re-write the input file in the designated directory for the network in the CCD folder, but the CCDWS will not send it since it is not running. By verifying the input file is in the designated directory for the network you have confirmed the ICD is switching the claims. Before re-starting the CCDWS service, delete the input files from the CCD network directories.

To proceed:

1. Complete the full installation of both the ICD and CCDWS.
2. From the services control panel and stop the CCDWS service.
3. Send a CDAnet message to the carrier QuikCard (instream network).
4. Send another CDAnet message to the carrier Sun Life (Telus B network).
5. Check the folder for the network specified in the ITRANS ICD.ini file. The default settings are:
INS = C:\ccd\instream
TGB = C:\ccd\telusb

The ICD has processed the message properly if you see an input file in the folder for the network of the claims processor you sent the test claim to. If the input files are there the ICD-CCDWS configuration is correct. You should delete the input files now. If the messages are not there:

1. Check the ICD.log file. You will find the file at: C:\ICD\YYYYMMDD.log, where YYYYMMDD is the current date. The most likely issues is the ICD could not find the network folders for the CCDWS. These are set in the ICD.ini file.
2. If the log shows a different issue, contact CDA support.

4.1.3 Testing Message Storage

When the ICD switched the message for the testing above (or any message), it also de-identifies the patient information from the message and connects to the ITRANS Storage System (ITS) to store a copy of the message. To verify this occurred, you check the ICD log files. Do the following:

- Open the log file with Notepad. You will find the file at: C:\ICD\YYYYMMDD.log, where YYYYMMDD is the current date.
- In the log file, you should see an entry that looks like this:

- 2/2/2018 4:17:22 PM - Response from ITS for Payload _laim.002 :
be3d76c4edf4730ed74753c427125123f0389e768a14abd1046c2a6fa6c9b251 Status
code - OK
- If the connection/storage was not successful, you will see entries that looks like this:
 - 2/2/2018 4:16:37 PM - File claim.002 not sent.
 - 2/2/2018 4:16:37 PM - Response from ITS for Payload _laim.002 : Status code -
NotFound
 - The issue may be the ICD could not find a certificate that matches the UIN/Office ID in
the CDAnet message. Ensure the credentials the ICD is running under are the same as
the credentials the certificates are installed under.

4.2 “End-to-End” Transaction Testing

The above testing demonstrates the functionality of the ICD software, but it does not involve sending a claim to an endpoint outside of the dental office. End-to-end testing is possible by sending test transactions to the CDAnet Messaging Simulator. For complete details on configuring the ICD and CCDWS installation for reaching the CDAnet Messaging Simulator, and for downloading CDA Digital IDs from the test CA, see the document CDAnet Development Tools.

If you send a transaction to the CDAnet Messaging Simulator, you will receive a response. The end-to-end process is:

- Your software will write the transaction to the ICD, or using the API method, post it to the ICD API.
- The ICD will switch the transaction to the correct network folder of the CCDWS.
- The CCDWS will send the transaction to the CDAnet Messaging Simulator endpoint.
- The simulator will return a response.
- The CCDWS will write the transaction file in the correct network folder.
- The ICD will read the output file and either write it to the ICD folder where your software picks up the response, or return the response via the API.

In addition, both the outgoing and incoming transactions will be deidentified of patient information and transmitted the ITRANS Transaction Storage (ITS) system. The ICD log will verify this activity.

5 Integration: Make ITRANS 2.0 Work for You

As indicated above ITRANS 2.0 provides the N-CPL JSON file that you can integrate into your PMS application. This feature is based on a commitment by CDA to continue providing this feature over the long term so you can confidently rely on it to bring new features and benefits to your software. Integrating the N-CPL will enable:

- Automatic configuration for claims processors—the network and transaction information can be authoritatively received on demand via the N-CPL, both automatically as messages are processed, and on-demand with a command line.
- For claims for secondary benefits (COB), the N-CPL includes text messages you can display provided from CDA on whether the secondary carrier will accept secondary claims electronically. Further, the COB capabilities for each claims processor has been coded, and with the addition of some logic, you could provide accurate messaging on a per claims basis on whether the secondary benefit claims can be transmitted—for the user, this takes all the guess work of the question, “Can I send the secondary claim electronically?”. See Appendix B of the Technical Reference document for all the details.
- Efficiently request all outstanding transactions. There is more complexity in retrieving outstanding transactions that meets the eye, especially when some claims processors use more than one network. The N-CPL.JSON file contains an array of BINs, the “rot_bins” element, to efficiently receive all outstanding CDAnet messages from all possible locations.
- The N-CPL JSON file is able to contain the mailing address for CDAnet Claims Processors where paper claims are to be mailed. We will be gathering the information for display to end users, and perhaps for you to print on claims forms when a paper claim must be sent. The purpose is to save dental offices staff the trouble of hunting for addresses, and make them available right in their PMS software.

For all the technical details, please refer to the ITRANS 2.0 Technical Reference documentation.

5.1 What’s Next?

Now that ITRANS 2.0 is available, PMS vendors should transition their processes to install this version of ITRANS. The on-demand network-carrier list offers value to PMS vendors with efficient configuration changes and other features, and we hope it will be integrated into PMS system to bring more value to dental offices and savings in customer support to PMS vendors. CDA is committed to maintaining the service of the n-cpl JSON file indefinitely.

CDA will eventually retire the current version of ITRANS with an anticipated timeframe of 24-30 months. At that time, the ICA communication driver will also be retired. In the coming months, CDA will be requesting your feedback on this timeline as well as other opportunities you see in bringing more value to your customers and our members.