# Steps to implementing the INS

## If your software log identities

You will find below a summary of the actions to be taken, who to contact, advice and tips to best prepare your approach, as well as all the useful documentation and resources

## Preparatory phase

Read the documentation base and prepare the environment for development.

START-UP

**Reading the documentation base**

GIE SESAM VITALE

ADMINISTRATIVE

**Setting up the development environment**

ANS CNDA

GIE SESAM VITALE

## Development phase

In order to save time, we advise you to carry out the three steps in parallel.

INTEGRATION

**Developing calls to the INSi teleservice**

CNDA GIE SESAM VITALE

IMPLEMENTATION

**Upgrading your software to comply with the Implementation Guide**

GIE SESAM VITALE

INTEROPERABILITY

**Ensuring interoperability**

GIE SESAM VITALE

INTEROP'SANTE

# Deployment phase

Deploy your INS-enabled solution once it has been authorised by the CNDA and is compliant with the Implementation Guide.

DEPLOYMENT

**Deploying my solution and training my customers**

ANS

## Our tips for saving time

### Personal CPx cards and software certificates

- To access the INSi teleservice, your clients must have a CPx card (CPS, CPF or CPE) or software certificate.
- Warning: non-personal CPx cards do not work. Please inform your clients as soon as possible so that they can order name-specific CPx cards from the ANS if necessary.
- Procedures for ordering these products (CPx card and/or server certificate) are available on the ANS website.

### CPx test cards and test certificates

- Don't have any CPx test cards and/or test certificates? Order them as soon as possible from the ANS by following the procedure
- Do you already have test CPx cards and test certificates? Please note that they are valid for 3 years. If these products expire, don't hesitate to order new ones from the ANS website.

# Matters of note

## Software compliance

- A system will be put in place in the second half of 2021 to ensure software compliance.

## Do not confuse authorisation with compliance

- Note, once you are authorised by the CNDA, your solution will be able to call the INSi teleservice, but it will not necessarily comply with the requirements of the ANS-produced Implementation Guide, which is not covered by CNDA authorisation.
- Therefore, you will also need to ensure that your software complies with the Implementation Guide before deploying your solution to your clients.

## A prerequisite for integrating Mon Espace Santé and adding to the Shared Medical Record (DMP)

- Implementing the INS will be a prerequisite for joining Mon Espace Santé as of 1 January 2022.
- A qualified INS will be required to populate the DMP.

# Reading the documentation base

## 01. Downloading the documentation base

ADMINISTRATIVE GIE SESAM VITALE

OVERVIEW

### Understanding how the INS works

A guide to understand the basics of the INS and the key requirements for identity security

ANS_L'INS en quelques mots_VF.pdf - 1.61 MiB

### The regulatory and legal framework

The set of security measures that govern the recording of health data with the INS.

Download the INS standard

# Setting up the development environment

Retrieving the technical documentation from your Espace Industriel on the GIE SESAM-Vitale website. Contracting with the CNDA to obtain the Carte Vitale test cards and access the test environments. Ordering your CPx test cards or test certificates from the ANS.

## Prerequisites

You must have downloaded and read the documentation base

## Our advice

- Order your CPx test cards or test certificates as soon as possible, as they may take a while to come.
- If you already have an account on the GIE SESAM-Vitale Espace Industriel, download the documentation relating to the INSi teleservice directly.
- If you have already signed a contract with the CNDA, connect directly to your personal space and sign the special conditions of the INSi teleservice.

## 02. Downloading the technical documentation from the GIE SESAM-Vitale

The GIE SESAM-Vitale supports software publishers in developing their solutions and integrating the INSi teleservice.

At the GIE SESAM-Vitale's Espace Industriels, you can get all the technical documentation for developing calls to the INSi teleservice.

ADMINISTRATIVE GIE SESAM VITALE

### Downloading the technical documentation from the GIE SESAM-Vitale's Espace Industriels site

- Your space contains the INSi package used to develop calls to the INSi teleservice, as well as the common TLSi documents including the Interoperability Framework in force.

Logging in

### Don't have an account on the GIE SESAM-Vitale Espace Industriels site yet?

Delay 3 days to open an account

**Important**: This request for access requires the involvement of the legal representative or a delegation of authority from that person.

Creating an account

### Need help?

Are you a new publisher wishing to make yourself known to GIE SESAM-Vitale's Industrial Relations Department?
Contact relations-industriels@sesam-vitale.fr

## 03. Signing a contract with the CNDA and accessing your account

The CNDA is the National Centre for Filing and Accreditation.

This organisation authorises your software to use the teleservices implemented by the Health Insurance Fund, including the INSi teleservice.

ADMINISTRATIVE CNDA

### Signing the authorisation agreement with the CNDA

- When signing of this agreement, a €150 cheque is deposited as surety, which allows the publisher to receive the test components (Cartes Vitale) and the credentials to access its personal space on the CNDA website.

Getting into contract

### Don’t have an account on the CNDA personal space yet?

Delay 5 days to open an account

**Important:** This request for access requires the involvement of the legal representative or a delegation of authority from that person.

Creating an account

### After opening your account, get your login credentials

- The CNDA will send you an email with your Publisher Identification Number (PIN) to access your personal space on the CNDA website.
- Il You will receive the LPS authorisation number to access the test editor environment
- You will receive the set of Carte Vitale test cards if Carte Vitale reading is to be implemented by your customers.

**Important:** The CNDA will not issue CPx test cards **or test certificates**. If you do not already have test cards **or test certificates**, or if **they** are about to expire, you will have to order them from the ANS. **Please refer to the ordering procedure for these test products.**

Logging in

Procedure for ordering test products

### Downloading the test package on your CNDA personal space

- In your download area, you will find the latest version of the INSi package, allowing you to run the INSi teleservice call tests in order to obtain authorisation for your software.

### Need help?

If you have any problems, you can send your questions to the CNDA

## 04. Getting the equipment to develop INSi teleservice calls

The ANS is the French Digital Health Agency

This body issues the CPx test cards and the test certificates.

ADMINISTRATIVE ANS CNDA GIE SESAM VITALE

### CPx test cards and test certificates

CPx test cards and test certificates must be ordered from the ANS as soon as possible. To do so, follow the detailed procedure on the ANS website.

Depending on your needs, you might order just CPx test cards, just test certificates, or both.

Important: If you already have test CPx cards and test certificates, check their validity. These products expire after three years.

Ordering CPx test cards and/or test certificates from the ANS if you don't have them

Ordering from the ANS

### The PC/SC card reader

The PC/SC card reader can be ordered from any dealer.

If you use remote transmission, your SESAM-Vitale (dual-slot) reader is also suitable.

## The Carte Vitale test cards

Carte Vitale test cards are sent to you when you sign the agreement with the CNDA (if this procedure is relevant to you).

**If you have not already contracted with the CNDA, now is the time to do so!**

## Need help?

If you have any problems ordering CPx test cards and/or test certificates, please send your questions to the ANS.

# Developing calls to the INSi teleservice

Filling out the CNDA acceptance request while development is ongoing.
Once development is complete, your request will be checked, then your software will be tested by the CNDA in order to authorise it to use the INSi teleservice.

## Prerequisites

- You must have an account on the GIE SESAM-Vitale Espace Industriels and have downloaded the technical documentation.
- You must have a contract with the CNDA.
- You must have the necessary equipment to perform the tests.

## Our advice

- To get your authorisation, follow the CNDA compliance testing guide to the letter

## 05. Developing calls to the INSi teleservice

The GIE SESAM-Vitale is responsible for technical support regarding the integration of components and the programming of function calls

The CNDA is responsible for technical support regarding the execution of tests and the results obtained

TECHNICAL CNDA GIE SESAM VITALE

### What to do in concrete terms

- The development of your software must be based on the reference documents that you have downloaded from the GIE SESAM-Vitale Espace Industriels.
- The CNDA test environments and guides allow you to validate the development of each feature and to create the acceptance request for your software.
- This request must be attached to your application for CNDA authorisation. The CNDA, after analyzing your request, will organise a test session to grant you authorisation.

**Important:** To make it easier to earn your CNDA authorisation, follow the CNDA compliance testing guide to the letter.

### To help you, go to your Espace Industriels

- Watch the replay of the "INSi Teleservice Development Training" webinar (in French) from 12/17/2020
- View the support and Q&A summary
- View the AMO Teleservices Integration Support page (training and support materials for integrating health insurance teleservices).

Logging in

### Need help?

The GIE SESAM-Vitale provides support via e-mail or telephone. The CNDA provides support via Helpdesk accessible via your personal space.

**If you need to contact the GIE SESAM-Vitale service centre** for problems related to INSi teleservice integration, do not forget to provide the following information to facilitate the analysis:

- the context,
- the environment (production or test)
- the trace logs (Request/Response in xml preferably)

## 06. Getting authorisation from the CNDA

The CNDA is the National Centre for Filing and Accreditation.

This organisation authorises your software to use the teleservices implemented by the Health Insurance Fund, including the INSi teleservice.

TECHNICAL CNDA

### Submitting your acceptance request on the CNDA website

**Delay** If the application is deemed eligible, you will receive the meeting date, generally within two weeks.

- Submit your application via your personal space on the CNDA website.
- Upon receipt, the CNDA will give you a provisional date to complete the processing of your file.
- If the request is deemed eligible, you will be notified of a date for examination depending on the CNDA's earliest availability.
- If the request is not deemed eligible, a report will be sent to you to submit a corrective request until eligibility is obtained.

**Logging in**

### Taking the tests to obtain CNDA authorisation

- The CNDA will perform the tests remotely from a Teamviewer session on the publisher's workstation. The duration of a test session varies from half a day to one day (depending on the features included in the software)

- These tests are carried out on the basis of the complete test guide issued by the CNDA.
- To pass a session, it is necessary for all the tests to be taken without requiring any modifications to the software.

## Getting authorised by the CNDA

- Being CNDA-authorised means that your solution is able to call the INSi teleservice.
- Once authorised, the CNDA issues you the production authorisation number to be integrated in the "LPS context" of each query.
- Your solution will be listed on the CNDA website and will appear in the GIE SESAM-Vitale product catalogue

**Important:** This authorisation does not address the requirements of the Implementation Guide produced by the ANS, which you must also follow.

## Need help?

If you have any problems, you can send your questions to the CNDA

# Upgrading your software to comply with the Implementation Guide

In parallel with the developments and the authorisation procedure with the CNDA, you can upgrade your software so that it meets the requirements of the INS Implementation Guide for software.

## 07. Upgrading your software to implement the INS

Since your software logs identities, you must meet all the requirements of the Implementation Guide.

TECHNICAL GIE SESAM VITALE

### The National Identity Security Standard (RNIV)

This standard lists the minimum requirements for user identification that all players in the healthcare sector must meet.

**Read the National Identity Security Standard (RNIV)**

### Implementation Guide

This guide, drafted by the ANS, sets out the rules for software publishers defined in the INS standard and in the RNIV.

**Download the INS Implementation Guide**

### Technical specifications for the INS datamatrix

The INS datamatrix must be printed on physical media containing health data referenced with the INS.

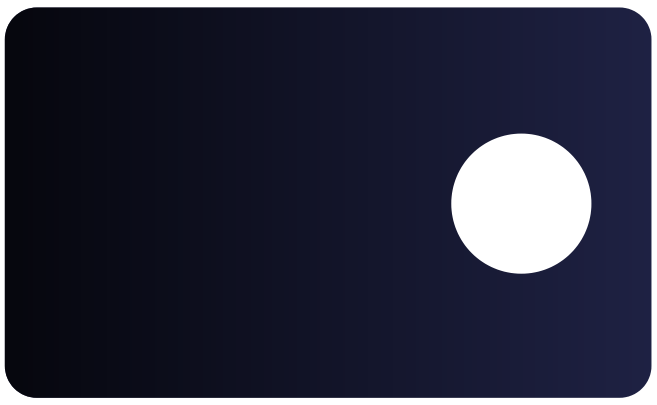
**Download the Datamatrix specification**

### What you need to know

- The INS standard, the National Identity Security Standard (RNIV) and the Implementation Guide are

legally binding.

- Audits will be carried out by the end of 2021 to ensure that your software complies with these requirements.
- Ministerial order of 27 May 2021 approving changes to the "National eHealth ID" standard



## Join the publisher webinars or watch the replay

The webinar "Publishers – Deploy the National eHealth ID for your customers" (in French)

Watch the replay

## Documentation

- Visit the Publishers FAQ
- Use Business Test Cases to ensure you meet the requirements of the Implementation Guide
- Visit the INS page dedicated to publishers

## Feedback from experience

Watch the replay of the "Actu #INS" programme and discover the feedback from the first publishers who have deployed INS with their customers.

## Need help?

If you have any problems, you can send your questions to GIE SESAM-Vitale

# Ensuring interoperability

Upgrading all the exchange standards likely to carry the INS.

## 08. Exchange standards

TECHNICAL GIE SESAM VITALE INTEROP'SANTE

TECHNICAL

### Interoperability standards

Refer to the interoperability standards described in the INS Appendix of the CI-SIS. This appendix also lists the standards maintained by Interop'Santé

**ANS_CISIS-TEC_ANNEXE-INS_1.2_0_0_0_0.pdf - 1.32 MiB**

### Need help?

If you encounter any problems, please contact the Interop'Santé team or GIE SESAM-Vitale

# Deploying my solution and training my customers

## Prerequisites

- Your software complies with the Implementation Guide produced by the ANS
- You have been authorised by the CNDA
- You ensure interoperability

## Our advice

- This is the last step of your INS step-by-step guide: Explain to your customers how the INS will change things, the good it will do, etc.

## 09. Informing your clients and providing them with the documentation

Ensure that your clients are aware of the project's main documents

BUSINESS ANS

OVERVIEW

### Understanding how the INS works

A guide to understanding the basics of the INS and the key requirements for identity security

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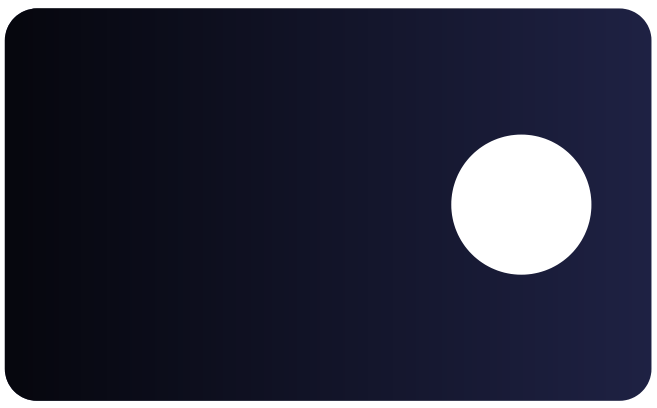
### The regulatory and legal framework

The set of security measures that govern the recording of health data with the INS.

Download the INS standard

### INS webinars for healthcare facilities

Understanding and implementing the National e-Health ID (INS) in healthcare facilities



Watch the replay



### INS webinars for medical and social care facilities

Understanding and implementing the National e-Health ID (INS) in medical and social care facilities

Watch the replay

### Documentation

- The self-assessment questionnaire, to review the facility's organisational structure, identity security protocols, and information system, and to create an action plan.
  - The questionnaire is available in a "Healthcare facility" version.
  - The questionnaire is also available in a "EHPAD (senior homes)" version.
- The guide to the implementation of the INS, to learn about the actions to be taken.
- The feedback from the first healthcare facilities that have deployed the INS.
- The communication forms and INS/identity security fact sheets produced by the network of regional identity security authorities (3RIV).
- The business test cases, which the facility can use to ensure that its software complies with the Implementation Guide.
- The INS page
- The list of regional identity security authorities, to be contacted for any question on the INS and identity security.
- The list of CNDA-authorised software.