



**SECURE FILE TRANSFER PROTOCOL
(SFTP) USER MANUAL**

**Managed Care Plan (MCP) Reporting,
Third Party Liability and Recovery
Division**

**ISSUED May 10, 2021
All-Plan Letter 21-007**



Secure File Transfer Protocol (SFTP) User Manual

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Background

In the past, Managed Care Health Plans (MCPs) provided Medi-Cal member service information and/or copies of paid invoices/claims for the Third Party Liability and Recovery Division's tort programs via email to the Department of Health Care Services (DHCS). With the release of All Plan Letter 21-007, MCPs are now required to utilize the DHCS Secure File Transfer Protocol (SFTP) website known as [eTransfer](#). All service information and, when requested, copies of paid invoices/claims, must continue to include any services provided by the MCPs and their contractors, including, but not limited to, physical, mental, and dental health services. In addition, these reports must be submitted using the standardized DHCS Excel template and be provided within 30 calendar days from the date of the request.

Any questions or comments related to the preparation and submission of service information and/or copies of paid invoices/claims, as well as issues related to accessing the SFTP folders must be sent to: TPLManagedCare@dhcs.ca.gov.

Protect the Data

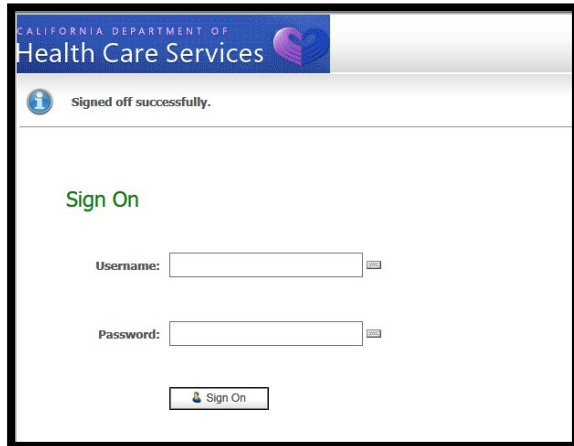
****Please do not share your eTransfer username and password****

Everyone with eTransfer access has a role and responsibility to safeguard Protected Health Information (PHI), Personal Identifiable Information (PII), Confidential Information (CI), and Sensitive Information (SI).

You have been authorized to receive access to the SFTP (eTransfer). This is a reminder that PHI, PII, CI, and SI should be protected at all times under Health Insurance Portability and Accountability Act and other Federal and State Laws and Regulations.

Sign On to E-Transfer

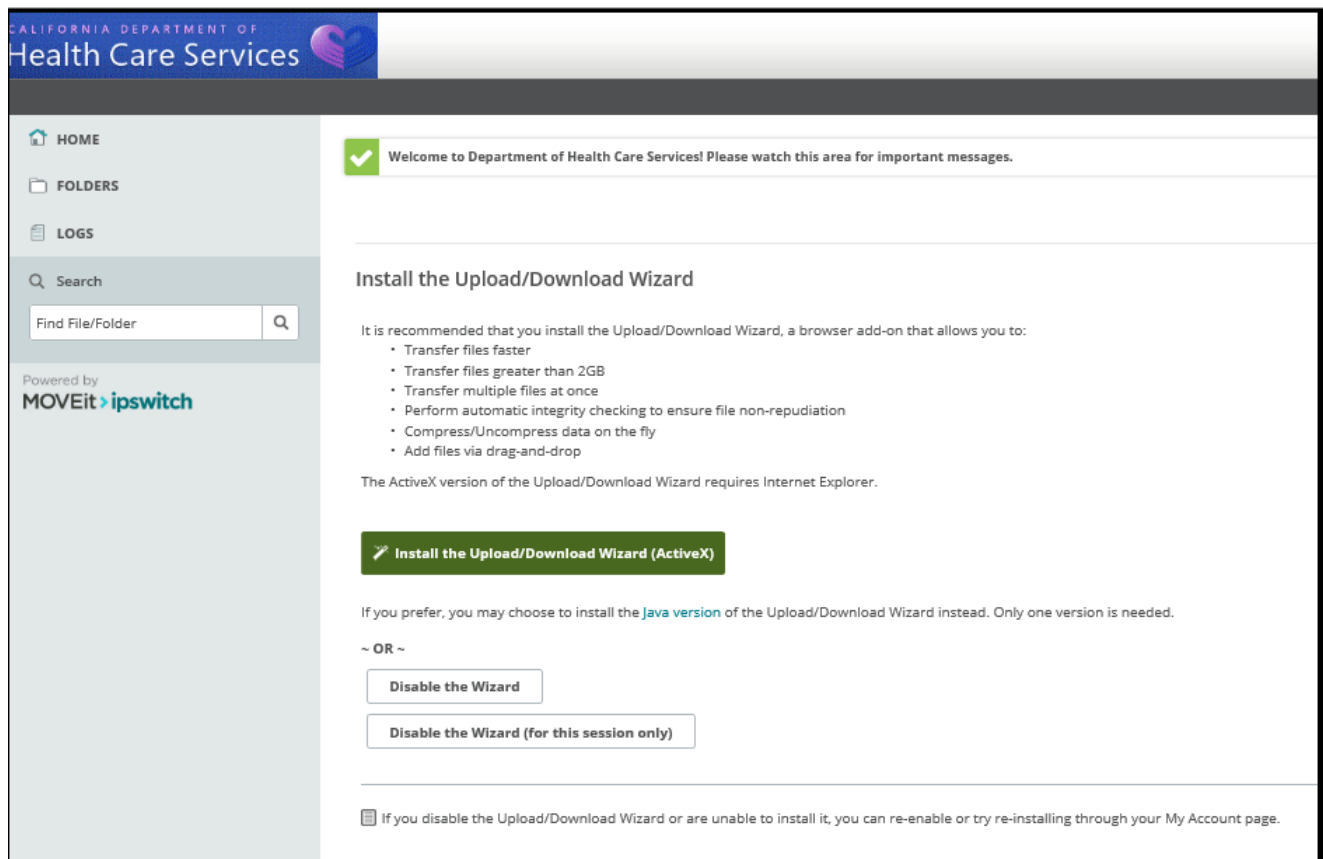
To log in to your assigned SFTP folder(s), go to: <https://etransfer.dhcs.ca.gov> and enter your **Username** and **Password** in the Sign On page:



The screenshot shows the 'Sign On' page of the DHCS SFTP interface. At the top, there is a header with the DHCS logo and the text 'CALIFORNIA DEPARTMENT OF Health Care Services'. Below the header, a message reads 'Signed off successfully.' with an information icon. The main content area is titled 'Sign On' in green. It contains two input fields: 'Username:' and 'Password:', each with a small eye icon to the right. Below these fields is a 'Sign On' button with a user icon.

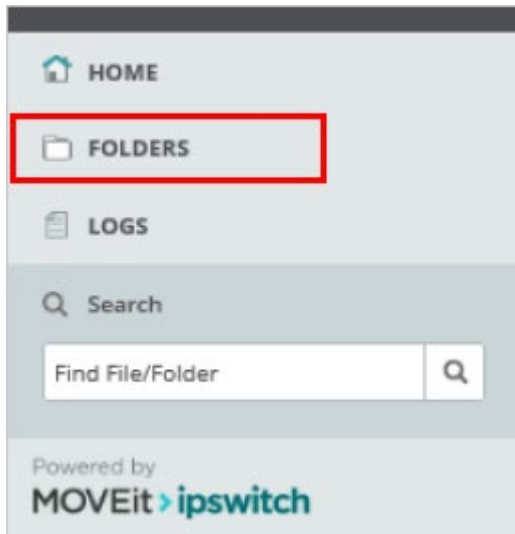
If you do not remember your login credentials or need to reset your password, please send an email to ITServiceDesk@dhcs.ca.gov for assistance.

Once your username and password are verified, you will have access to the Home screen:



The screenshot shows the 'Home' screen of the DHCS SFTP interface. The header is the same as in the previous screenshot. On the left side, there is a navigation menu with 'HOME', 'FOLDERS', and 'LOGS'. Below the menu is a search bar with the text 'Find File/Folder' and a search icon. The main content area features a green checkmark icon and a message: 'Welcome to Department of Health Care Services! Please watch this area for important messages.' Below this is a section titled 'Install the Upload/Download Wizard'. It contains a list of benefits: 'Transfer files faster', 'Transfer files greater than 2GB', 'Transfer multiple files at once', 'Perform automatic integrity checking to ensure file non-repudiation', 'Compress/Uncompress data on the fly', and 'Add files via drag-and-drop'. A note states: 'The ActiveX version of the Upload/Download Wizard requires Internet Explorer.' There is a green button labeled 'Install the Upload/Download Wizard (ActiveX)'. Below this, it says: 'If you prefer, you may choose to install the Java version of the Upload/Download Wizard instead. Only one version is needed.' There is a '~ OR ~' separator, followed by two buttons: 'Disable the Wizard' and 'Disable the Wizard (for this session only)'. At the bottom, there is a small icon and text: 'If you disable the Upload/Download Wizard or are unable to install it, you can re-enable or try re-installing through your My Account page.'

1. To access your assigned Plan folder, click on the **Folders** link in the upper left corner.



2. The folders(s) you have access to will display. Click on the **DHCS-TPLRD-CIO** folder.

Folders



Find File/Folder:

<input type="checkbox"/> <input type="text" value="v"/>	Name	<input checked="" type="checkbox"/>	Size/Contents
<input type="checkbox"/>	DHCS-TPLRD-CIO	1	0
<input type="checkbox"/>	Home	1	0

3. The next screen will show Managed Care folder. Click on the Managed Care folder, then click on your designated Plan folder. You will have access to the files saved under your plans designated IN and OUT folder.

Folders

DHCS-TPLRD-CIO Managed_Care LA_Care

Find File/Folder:

<input type="checkbox"/> <input type="text" value="v"/>	Name	<input checked="" type="checkbox"/>	Size/Contents
	Parent Folder		
<input type="checkbox"/>	IN	23	
<input type="checkbox"/>	OUT	14	

Downloading Files

1. To access the files sent by DHCS to the Plan, navigate to your Plan’s designated “OUT” folder.

Folders

 ▶
  DHCS-TPLRD-CIO ▶
  Managed_Care ▶
  LA_Care ▶
  OUT




Find File/Folder:  Drop files to upload or upload files

<input type="checkbox"/> Name	<input checked="" type="checkbox"/> Size/Contents	Creator
↑ Parent Folder		

2. There are two options to download files:
 - a. Click on the file name, and the option to download will be provided; or

File Actions

- b. Click on the download icon under Actions on the right side of the file:

<input type="checkbox"/> Name	<input checked="" type="checkbox"/> Size/Contents	Creator	Created		Actions
↑ Parent Folder					
<input type="checkbox"/> MCP L.A. Care REQUESTS FOR 010621.xlsx	<input checked="" type="checkbox"/> 23.4 KB	Satbeer Shergill	1/6/2021 6:22:47 AM	9	 

(CHROME)

When you click on the download link, the file will be saved to your desktop.

(INTERNET EXPLORER)

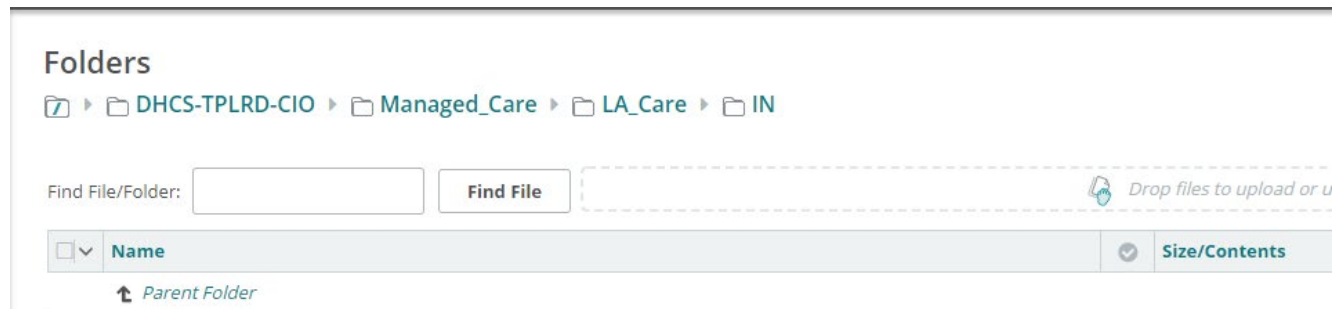
After you click on the download link, a dialog box will appear at the bottom of your screen with the name of the file being downloaded.



Click Save or click on the down arrow button to save the file to your desired location.

Uploading Files

Files uploaded from the Plan to DHCS must be uploaded to the Plan's designated "IN" folder. Navigate to your Plan's designated "IN" Folder and upload the desired files to be submitted to DHCS.



Note: Do not upload any files under your Plan's designated "OUT" folder. This folder is only for DHCS to submit files to the Plan.

Uploading weekly files ("Plan Name_IN" subfolder)

When uploading files to the "IN" folder, individual member files containing service and utilization information must be combined into a .zip file prior to uploading. All combined .zip file submissions must adhere to the following file naming convention (further explained below):

PLAN NAME-MM-DD-YYYY- File #

The portion of the name in the MM-DD-YYYY format corresponds with the date the .zip file is uploaded to the "In" folder in SFTP. File # corresponds with the sequence of the .zip file uploaded in a given month. That is, the first .zip file uploaded would have a file # equal to 1. The second .zip file uploaded would have a file # equal to 2, and so on. (Note: the file # restarts with 1 at the beginning of every month.)



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Individual member files submitted within the .zip file must contain the requested service and utilization information and copies of paid invoices/claims and must adhere to the following naming convention (further explained below):

MEMBER CIN _ MEMBER LAST NAME _ MEMBER FIRST NAME

Member CIN and Member Name correspond with the member's CIN and name provided on the original request from DHCS.

Copies of Paid Invoices/Claims

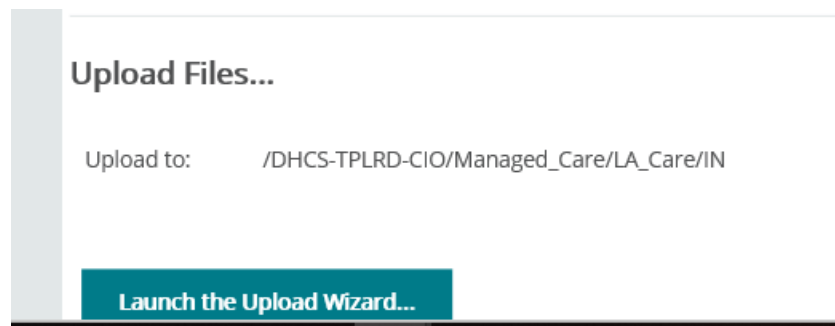
When requested, copies of paid invoices/claims must be combined into a separate .zip file for each member and must adhere to the following naming convention:

MEMBER CIN _ MEMBER LAST NAME _ MEMBER FIRST NAME _ PAID-INVOICES

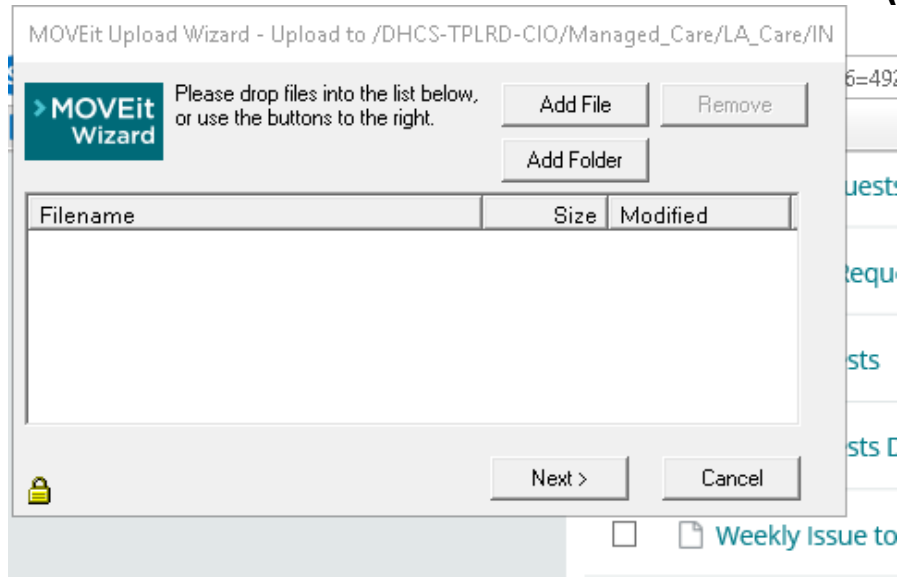
Member CIN and Member Name correspond with the member's CIN and name provided on the original request from DHCS.

(INTERNET EXPLORER)

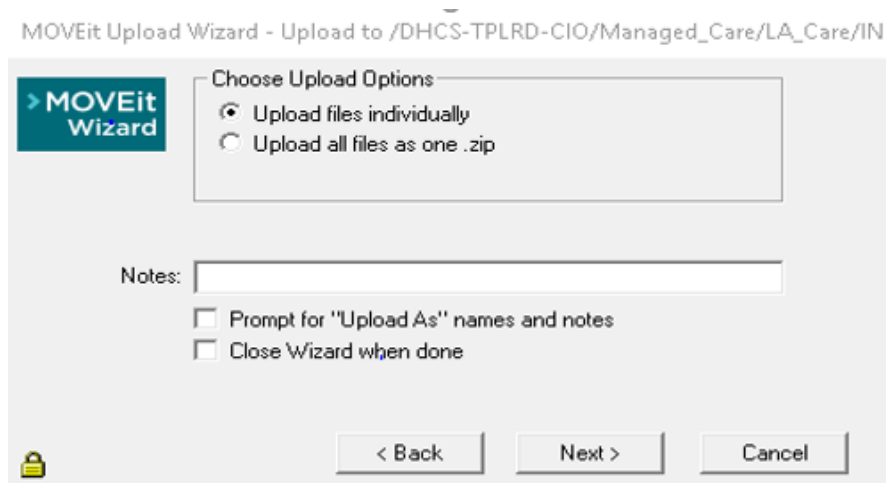
1. Scroll down to the Upload Files section and select "Launch the Upload Wizard"



2. A pop-up box will appear in the left hand corner:

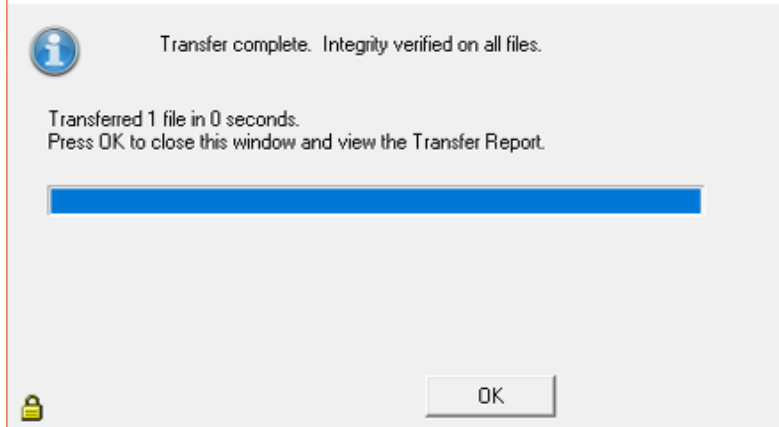


3. Click on “Add File” and select the file to upload.
4. Click on “Next>”
5. Select “Upload Files individually”



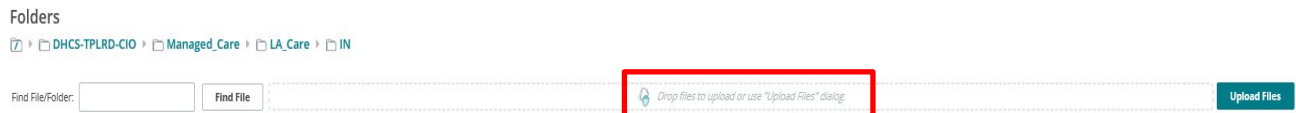
6. Select Next>
7. The file will upload.

MOVEit Upload Wizard - Upload to /DHCS-TPLRD-CIO/Managed_Care/LA_Care/IN

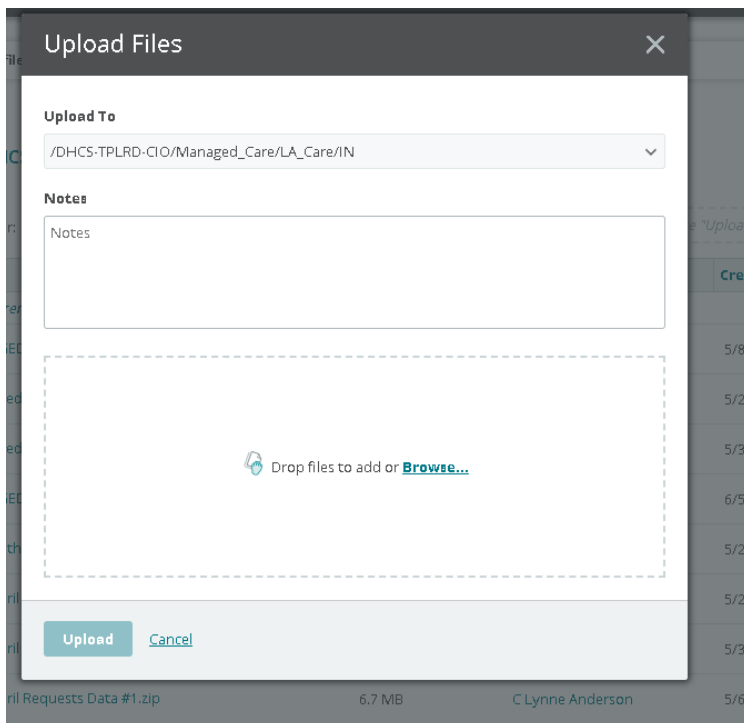


(CHROME)

1. Files can be dragged to the drop box (see below) to instantly upload.

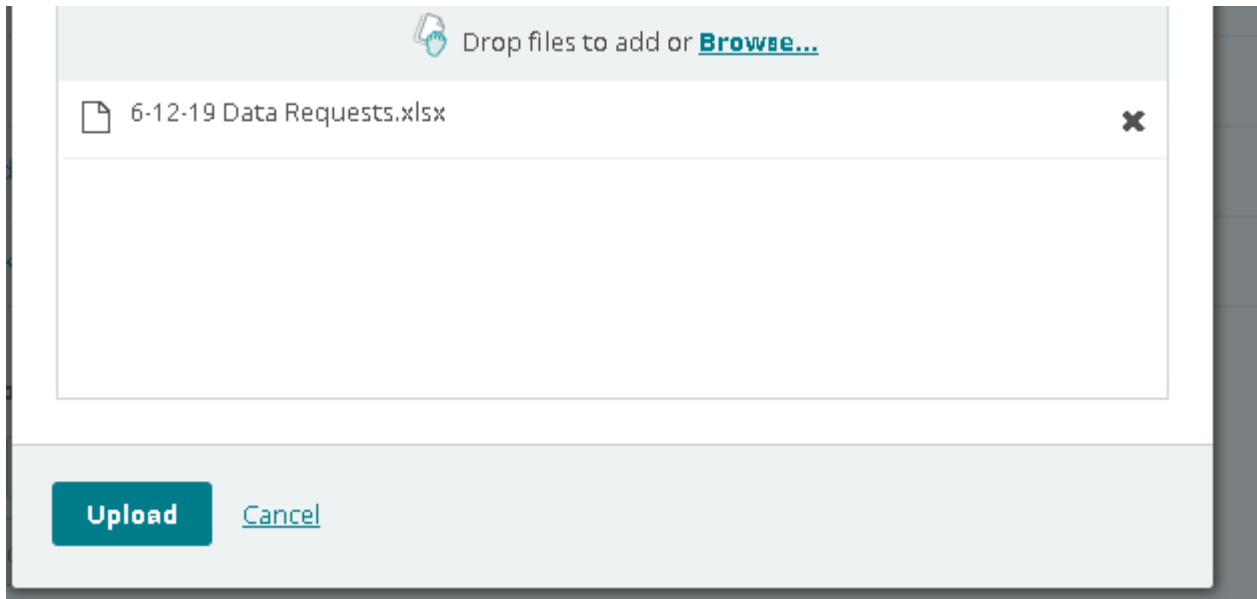


2. The other option is to click the Upload Files link as seen above. The following box will pop up:



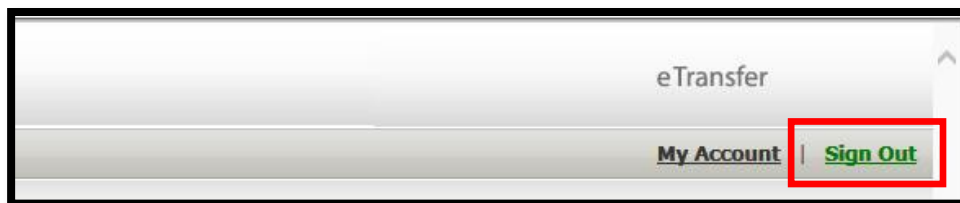
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3. There is an option to add relevant information in the Notes section. Then, the files can be either dragged to the box, or selected from your files using the “Browse” link. Navigate to the file you wish to upload.
4. Once the desired files are added, click on “Upload”.



Signing Out

Once you are finished with uploading/downloading files, click the Sign Out link in the upper right section.



Help

All questions regarding the information above or the eTransfer project should be forwarded to the TPL Managed Care Liaison. If you have problems with the website or uploading/downloading files, send an email with a detailed description of the issue to TPLManagedCare@dhcs.ca.gov.