
II. GETTING STARTED - FILE TRANSFER PROCEDURES

A. General Information

Overview

All electronic data is transferred to and from IEHP electronically via the Internet to IEHP's File Transfer Protocol (FTP) server. Files are compressed (to save transmission time) and encrypted (for security). FTP log-on, upload and download procedures vary with Internet Service Provider (ISP) software. All files for Eligibility, Encounter data, Capitation, and Claims submission, must be submitted using the formats described in:

- Section III - Eligibility Processing Procedures
- Section IV - Encounter Processing Procedures
- Section V - Capitation Processing Procedures
- Section VI - Claims Processing Procedures

Getting Started

This section contains sets of instructions for the most commonly used software for electronic submission.

Requirements

All Providers are required to have the following hardware and software to send and receive data:

1. Internet access and FTP software - If you do not have Internet access, an account can be obtained from any Internet Service Provider (*IEHP does not endorse any specific ISPs*). Any type of FTP software can be purchased and used to transmit files to IEHP. IEHP currently uses WS_FTP software which can be purchased at <http://www.wsftp.com>.
2. A PC running Windows XP/Vista/7 or other current operating system.
3. An OpenPGP Standards compatible encryption program like GPG (GNU Privacy Guard) or PGP (Pretty Good Privacy), which can be purchased online.

II. GETTING STARTED - FILE TRANSFER PROCEDURES

B. FTP Procedures

Overview

IEHP uses an FTP server instead of electronic mail (e-mail) for transferring files. The benefits to using the FTP server rather than e-mail include:

1. **FTP uses a standard protocol for file transfer.** FTP is a universally used tool for exchanging files between entities.
2. **FTP provides additional security.** A username and password must be used to establish a connection to transmit a file. Each provider has their own credentials to ensure file transmissions are secure.
3. **FTP is more flexible.** With FTP, files placed on the FTP server by IEHP remain there until they are removed by IEHP. A Provider may retrieve a file multiple times, at any time. If a Provider needs to get a file a second time because of a transfer problem, they do not have to wait for IEHP to resend it.
4. **FTP complies with HIPAA requirements.** Every file that is transmitted to IEHP is encrypted and password protected.

File Transfer Procedures

There are several Graphical User Interface (GUI) based FTP programs available. Examples of these are WSFTP and FTP Explorer. FTP clients also come bundled into many Unix connectivity products such as WRQ Reflection and Century Software's Tiny Term product. Since the use of an FTP client varies from vendor to vendor, we are only providing instructions for using the generic FTP client that is native to the Windows operating system.

FTP - Microsoft Windows FTP client

1. Connect to your Internet Service Provider (ISP).
2. On the Windows Start Menu, select Start > Run, type "**ftp ftp.iehp.org**" and press the "enter" key.
3. A login prompt is displayed next on the screen, enter your provider ID given to you by IEHP (Example, User (ftp.iehp.org: (none)): **02 or A**).
4. The next prompt requires you to enter your password, enter the password given to you by IEHP (Example: Password: **iehpftp**).
5. The screen should appear as follows:
User logged
Home directory: /02/
ftp>_.

II. GETTING STARTED - FILE TRANSFER PROCEDURES

B. FTP Procedures

1. Downloading

Note: IEHP will occasionally place messages on the FTP server that will appear when you log in, please pay attention to these messages as they may direct you to download a new file or processing schedule.

DOWNLOAD FILES FROM IEHP – ELIGIBILITY

1. From your home directory type “**cd elig**” and press the enter key, the response on the screen should be: /02/ELIG is current directory.
2. Type “**dir**” to see the file(s) that are ready for download to your computer.
Opening ASCII data connection
-[RWCEMFA] 1 MYANG 46438 Nov 22 15:30 021103.asc
Transfer Complete
ftp>_.
3. Type “**get <file name>**” and press the enter key (Replace the <file name> with the file you wish to download to your computer), an example is ftp>**get 021103.asc**.
4. This downloads the file and places it in your default ftp directory if no directory was specified, the message “Transfer Complete” should appear when the file has finished downloading to your computer.
5. Type “**cd ..**” and press the enter key, you should now be in your “Home” area or the directory you started out in when you logged on to the ftp server.

DOWNLOAD FILES FROM IEHP – CLAIMS STATUS RESPONSE

1. From your home directory type “**cd claims/outbound**”, the response on the screen should be: /02/claims/outbound is current directory.
2. Type “**dir**” to see the file(s) that are ready for download to your computer.
Opening ASCII data connection
-[RWCEMFA] 1 MYANG 46438 Nov 22 15:30 021103.asc
Transfer Complete
ftp>_.
3. Type “**get <file name>**” and press the enter key (Replace the <file name> with the file you wish to download to your computer), an example is ftp>**get 02I042503A.277.asc**.
4. This downloads the file and places it in your default ftp directory if no directory was specified, the message “Transfer Complete” should appear when the file has finished downloading to your computer.
5. Type “**cd ..**” and press the enter key, you should now be in your “Home” area or the directory you started out in when you logged on to the ftp server.

II. GETTING STARTED - FILE TRANSFER PROCEDURES

B. FTP Procedures

1. Downloading

DOWNLOAD FILES FROM IEHP – CLAIMS PAYMENT

1. From your home directory type “**cd claims/outbound**” The response on the screen should be: /02/claims/outbound is current directory.
2. Type “**dir**” to see the file(s) that are ready for download to your computer.
Opening ASCII data connection
-[RWCEMFA] 1 MYANG 46438 Nov 22 15:30 021103.asc
Transfer Complete
ftp>_.
3. Type “**get <file name>**” and press the enter key (Replace the <file name> with the file you wish to download to your computer), an example is ftp>**get 02I042503A.835.asc**.
4. This downloads the file and places it in your default ftp directory if no directory was specified, the message “Transfer Complete” should appear when the file has finished downloading to your computer.
5. Type “**cd ..**” and press the enter key, you should now be in your “Home” area or the directory you started out in when you logged on to the ftp server.

DOWNLOAD FILES FROM IEHP – CAPITATION

1. From your home directory type “**cd cap**” and press the enter key, the response on the screen should be: /02/CAP is current directory.
2. Type “**dir**” to see the file(s) that are ready for download to your computer.
Opening ASCII data connection
-[RWCEMFA] 1 MYANG 46438 Nov 22 15:30 0311_02_cap.txt.pgp
Transfer Complete
ftp>_.
3. Type “**get <file name>**” and press the enter key (Replace the <file name> with the file you wish to download to your computer), an example is ftp>**get 0311_02_cap.txt.pgp**.
4. This downloads the file and places it in your default ftp directory if no directory was specified, the message “Transfer Complete” should appear when the file has finished downloading to your computer.
5. Type “**cd ..**” and press the enter key, you should now be in your “Home” area or the directory you started out in when you logged on to the ftp server.

II. GETTING STARTED - FILE TRANSFER PROCEDURES

B. FTP Procedures

2. Uploading

UPLOAD FILES TO IEHP – ENCOUNTER DATA

1. From your home directory type “**cd encounter**” and press the enter key.
2. Type “**put <drive:\path\filename>**” and press the enter key, an example of the file to be uploaded is located on c:\upload\02113H01.asc. From the ftp> prompt type.
 - a. **put c:\upload\02113h01.asc** and press the enter key, the message “Transfer Complete” should appear when the file has finished uploading to your computer.
3. Type “**cd ..**” and press the enter key, you are now returned to your “Home” area or the directory you started out in when you logged on to the ftp server.
4. To **EXIT**, from the ftp> prompt type “**quit**” and press the enter key, this logs you off of the FTP server and exits the ftp program.

UPLOAD FILES TO IEHP – CLAIMS SUBMISSION

1. From your home directory type “**cd claims/inbound**” and press the enter key.
2. Type “**put <drive:\path\filename>**” and press the enter key, an example of the file to be uploaded is located on c:\upload\02I042503A.837.asc. From the ftp> prompt type.
 - a. **put c:\upload\02I042503A.837.asc** and press the enter key, the message “Transfer Complete” should appear when the file has finished uploading to your computer.
3. Type “**cd ..**” and press the enter key, you are now returned to your “Home” area or the directory you started out in when you logged on to the ftp server.
4. To **EXIT**, from the ftp> prompt type “**quit**” and press the enter key, this logs you off of the FTP server and exits the ftp program.

UPLOAD FILES TO IEHP – CLAIMS STATUS REQUEST

1. From your home directory type “**cd claims/outbound**” and press the enter key.
2. Type “**put <drive:\path\filename>**” and press the enter key. An example of the file to be uploaded is located on c:\upload\02I042503A.276.asc. From the ftp> prompt type
 - a. **put c:\upload\02I042503A.276.asc** and press the enter key. The message “Transfer Complete” should appear when the file has finished uploading to your computer.
3. Type “**cd ..**” and press the enter key. You are now returned to your “Home” area or the directory you started out in when you logged on to the ftp server.
4. To **EXIT**, from the ftp> prompt type “**quit**” and press the enter key. This logs you off of the FTP server and exits the ftp program.

II. GETTING STARTED - FILE TRANSFER PROCEDURES

C. Encryption Procedures (Based on the OpenPGP Standard)

Introduction

IEHP and Providers are required by HIPAA to protect the confidentiality of our Members' information. For this reason, all files transferred between IEHP and our Providers are encrypted. IEHP has chosen GNU Privacy Guard (GPG) as our encryption program, but there are others also available that take advantage of the OpenPGP standards, like PGP. These are very powerful and fairly easy to use packages that are transportable across several popular platforms. They have many levels of security that can be employed, however, the higher the level the more complex and time consuming the procedure. IEHP has developed the following procedures to simplify initial use, balancing the level of threat of intrusion with the options required to defeat this threat.

Installation and Configuration

See documentation provided with your purchase of software.

Generating Private And Public Keys

OpenPGP standard encryption is dual key encryption containing a Private key and a Public key. The Public key is actually extracted from the Private key. The Public key is given to the sender of the encrypted data. The Public key itself is encrypted in a text format so it can be sent via unsecured channels such as e-mail. The sender of encrypted information uses the Public key to encrypt the data. Once the data is encrypted with the Public key, even the sender can no longer decrypt it. Only the Private key can decrypt it. You will need to enter a name, an email address, and a pass phrase (longer than a password) to generate your keys. Then your public key can be saved from that and posted onto our ftp site. Just create a folder called key if there is not already one and save the public key file to that folder. We will then be able to use your public key to encrypt files that we send back to you.

II. GETTING STARTED - FILE TRANSFER PROCEDURES

C. Encryption Procedures (Based on the OpenPGP Standard)

Adding IEHP Public Key To Your Keyring or Certificate List

IEHP places its Public key on the FTP server in the directory **/public.key**. From your home directory you have to move up one level by typing **“cd..”** You use this key to encrypt files sent to IEHP. When you receive IEHP’s key file, it is called **IEHPKEY.ASC**. Save the attachment to a directory you can access from the PC that you are running PGP on. Make note of the filename and directory you save it to. You need this when adding the IEHP Public key to your **KEYRING**.

Decrypting A File

1. Once you’ve downloaded an encrypted file that we’ve sent you, you can right click on the file and select the context menu option associated with decryption for your encryption software.
2. Enter the Pass Phrase associated with your Private/Public key set and allow the decrypted file to be saved where you can easily find it.

Encrypting A File

1. Right click on the file and select the context menu option associated with encryption for your encryption software.
2. Allow your software to encrypt the file, saving the encrypted copy to where you can easily find it.
3. Post the encrypted file to our FTP in the relevant location depending on the file type.

II. GETTING STARTED - FILE TRANSFER PROCEDURES

D. Encryption Questions and Answers

Q: What is OpenPGP based encryption software?

A: OpenPGP software allows data trading partners to securely exchange data, relying on Key or Certificate files to encrypt and decrypt the files only by those authorized to do so.

Q: Who needs to have OpenPGP based encryption software?

A: All data providers: IPAs, Hospitals, clearinghouses, which exchange data electronically with IEHP.

Q: Why do we need to have OpenPGP based encryption software?

A: OpenPGP based software allows the users to scramble and encrypt a message and/or file so that if anyone intercepts the encrypted message and/or file, that message is not readable to anyone except the user intended to receive the message and/or file. PGP also complies with HIPAA and State requirements that a secure means of transmission be implemented.

Q: How do we obtain a copy of an OpenPGP based encryption software?

A: Software based on the OpenPGP Standard can be found online, like PGP at <http://www.pgp.com/> or GPG at <http://www.gnupg.org/>.

Q: Can I share my “keys” and if so, how?

A: Yes.

Encryption Software based on the OpenPGP standard use keyrings or certificate servers to share keys. See your software’s guide to find out how.

If you need assistance call the IEHP Help Desk at (909) 890-2025.

Q: If different people/entities process Eligibility, Encounter, Capitation, and Claims data for my organization, do I need separate keys/software/etc?

A: While you will not need additional software, it would be best to have different keys for each of these functions so that files of various types cannot accidentally be decrypted.