

REVIEW CONTRACTOR SECURE FILE TRANSFER VIA KITEWORKS



PERM RC FAST FACTS

REVIEW CONTRACTOR (RC) SECURE FILE TRANSFER PROTOCOL (SFTP)

States should never use email to transmit documentation containing Personally Identifiable Information (PII) or Protected Health Information (PHI). The RC uses Kiteworks as the RC's secure file transfer solution to send or receive documentation containing PHI or PII. Examples of documentation that the state may transmit to the RC include the following:

- documentation requested by the RC via the Data Processing (DP) Pending P1 list,
- documentation to support a DP or Medical Review (MR) Difference Resolution (DR) or Appeal filed by the state,
- documentation to support re-pricing, or
- medical record submissions.

REQUESTING ACCESS TO RC'S SECURE FILE TRANSFER SITE

To gain access to Kiteworks, state users must send an email to SMERFaccounts@empower.ai to request account setup. The email will need to include the name and email address of the state user(s) needing access. Please allow two to three business days for account setup.

The user then receives an email notification from SecureFiles@empower.ai containing login credentials and instructions on how to set a password and access the account. Users must change their account password every sixty days, or the Kiteworks application will automatically disable the account for non-use.

Please do not submit files to SecureFiles@empower.ai. Please refer to the [Sending Files to the RC](#) section of this document for instructions on how to submit secure files to the RC. Send an email to SMERFaccounts@empower.ai for assistance with the secure file transfer application or the secure file transfer process.

LOGGING IN TO KITEWORKS

To log in to the Kiteworks web site, type <https://securefiles.admedcorp.com> in your internet browser. If you are unable to log in to the secure file transfer site, follow the [steps](#) in the [Troubleshooting](#) section at the end of this document. Type your username in the box for **Username or email**, and click **Next**. See Figure 1 below.



FIGURE 1: SIGN IN SCREEN

A new sign in screen for password entry displays. Type your password and click **Sign in** as shown in Figure 2 below. If you forgot your password, follow the [password reset steps](#) in the [Troubleshooting](#) section at the end of this document.



FIGURE 2: PASSWORD ENTRY SCREEN

After you enter your password, the **Two factor authentication** page displays notifying you that a one-time passcode for two factor authentication was sent to you via email. Please note that the one-time passcode expires after fifteen minutes. Type the one-time password you received in email into the passcode box and click **Sign in**. See Figure 3 below.

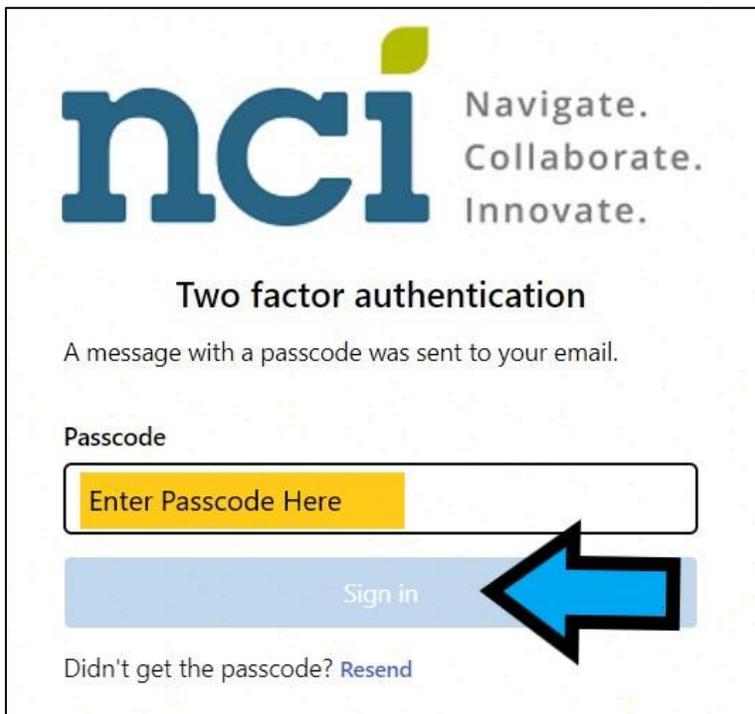


FIGURE 3: TWO FACTOR AUTHENTICATION SCREEN

If you do not receive the one-time passcode within fifteen minutes, follow the [steps](#) in the [Troubleshooting](#) section at the end of this document.

ADDING FILES OR FOLDERS TO YOUR ACCOUNT

You may add files or folders to your Kiteworks account to make it easier to transfer large files and/or multiple files. **Do not include PHI or PII in any file name, file properties, and folder name.** Adding files or folders to your account is optional since you may also transfer files located on your computer without first adding them to the Kiteworks application. Adding files and folders to your account does not transmit them to the RC. Refer to section [Sending Files to the RC](#) for instructions on how to transmit documentation to the RC. Please note that the Kiteworks application is not a long-term storage solution. Files and folders you add to your account will expire automatically within 20 calendar days.

To navigate to **My Folder** within your account, click **All Files** on the menu located on the left side as shown in Figure 4 on the next page and then click **My Folder** as shown in Figure 5 on the next page.



FIGURE 4: LEFT MENU

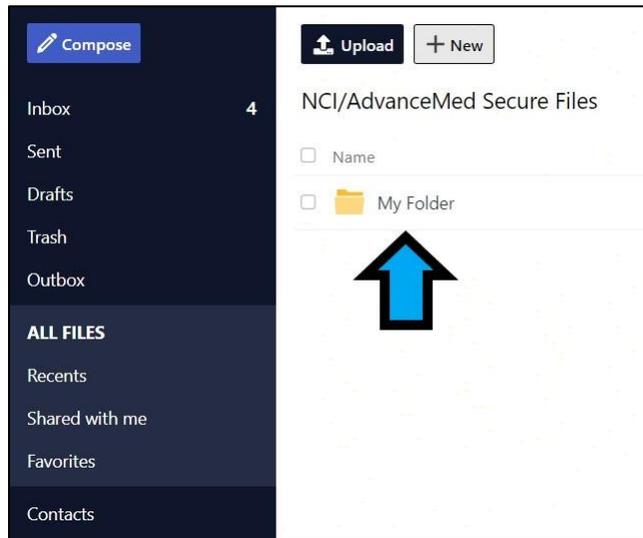


FIGURE 5: ALL FILES

To add files or folders to **My Folder**, drag files or folders from your computer and drop them into the folder. **Do not include PHI or PII within the file names, file properties, or folder names.** You may also click **Upload** as shown in Figure 6 below to locate and upload local files or folders. When the files or folders have finished uploading to your account, you will receive a confirmation message at the top of the screen stating, “Files uploaded successfully”. Please note that this process only stores files within the user’s account and does not transmit the files to the RC. Refer to section [Sending Files to the RC](#) for instructions on how to submit documentation to the RC.



FIGURE 6: MY FOLDER

Figure 7 on the next page shows an example of contents within **My Folder**. In this example, the user added a folder named “Documents for PERM RC” that contained multiple documents within the folder. Note the names of the files in the example do not contain PHI or PII.

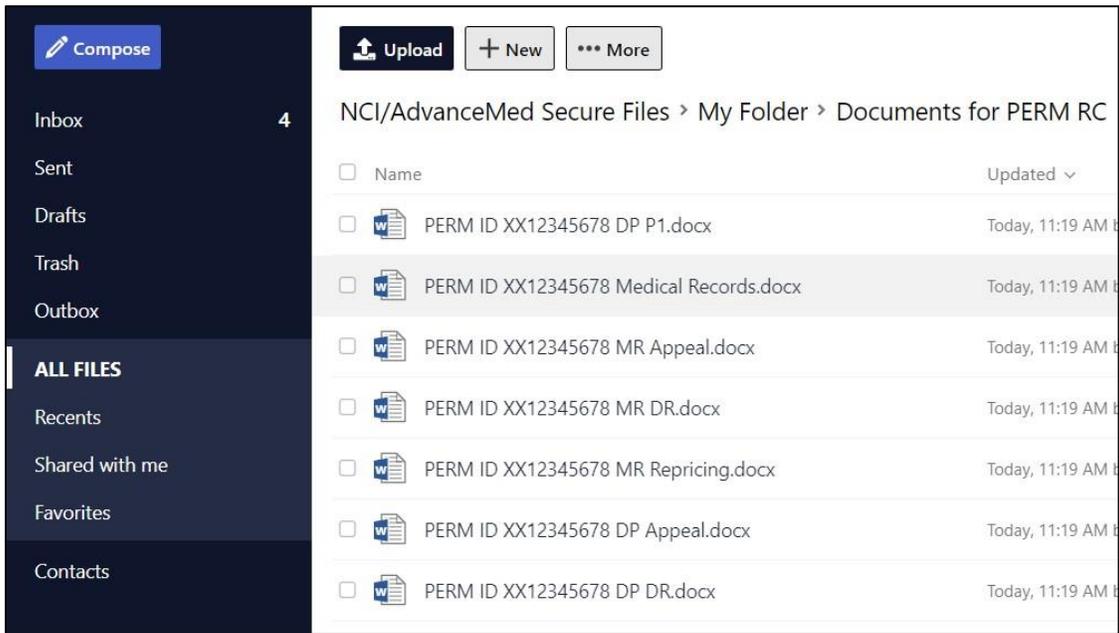


FIGURE 7: EXAMPLE OF “MY FOLDER” CONTENTS

SENDING FILES TO THE RC

To begin transferring files to the RC, click **Compose** at the top of the menu located on the left side as shown in Figure 8 below.

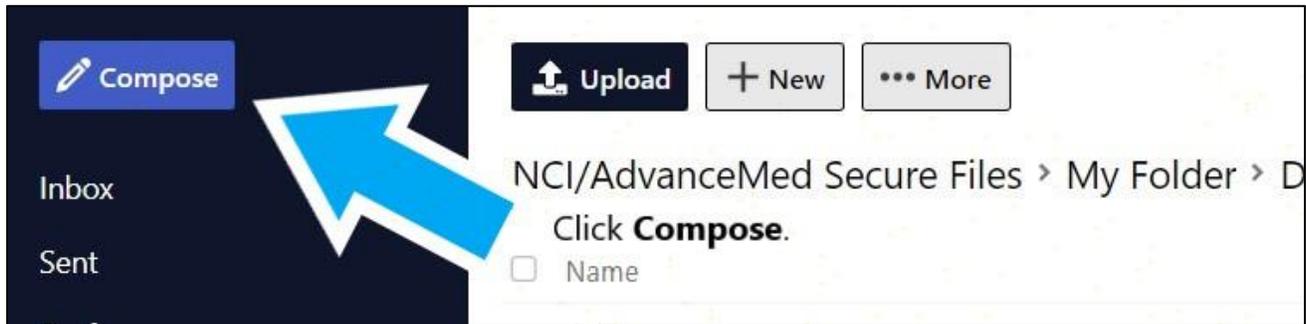


FIGURE 8: LEFT MENU

The **Compose Message** screen displays as shown in Figure 9 on the next page.

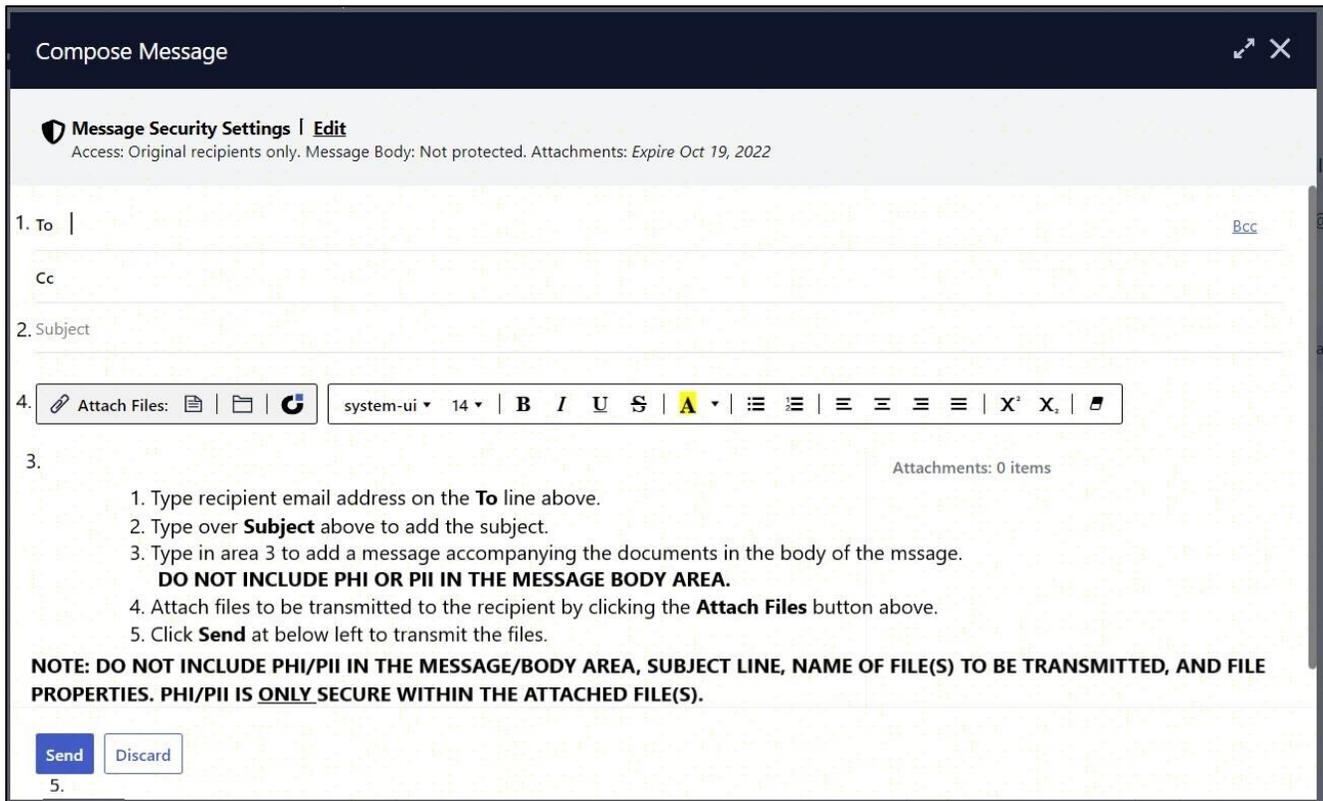


FIGURE 9: COMPOSE SCREEN

First, type the email address for the recipient(s) on the **To** line as shown in step 1 of Figure 9 above. To send files to the RC, use the PERMRC_Docs@empower.ai email address. Please do **not** submit files to the Secure Files email address. Next, add a relevant subject line by typing over **Subject** as shown in step 2 of Figure 9 above. Then, type in the open area below the Attach Files and Formatting Menus to add a message to the body of the transmission as shown in step 3 of Figure 9. **DO NOT INCLUDE PHI/PII IN THE MESSAGE/BODY AREA, SUBJECT LINE, NAME OF FILE(S) TO BE TRANSMITTED, AND FILE PROPERTIES. PHI/PII is only secure within the attached file(s).**

Next, add files for secure transmission by clicking the **Attach Files** button as shown in step 4 of Figure 9 above. Do not include PHI or PII in the file name(s) and file properties. After you click **Attach Files**, the options to attach files from **Recents**, **Files**, and **Favorites** display as shown in Figure 10 on the next page.

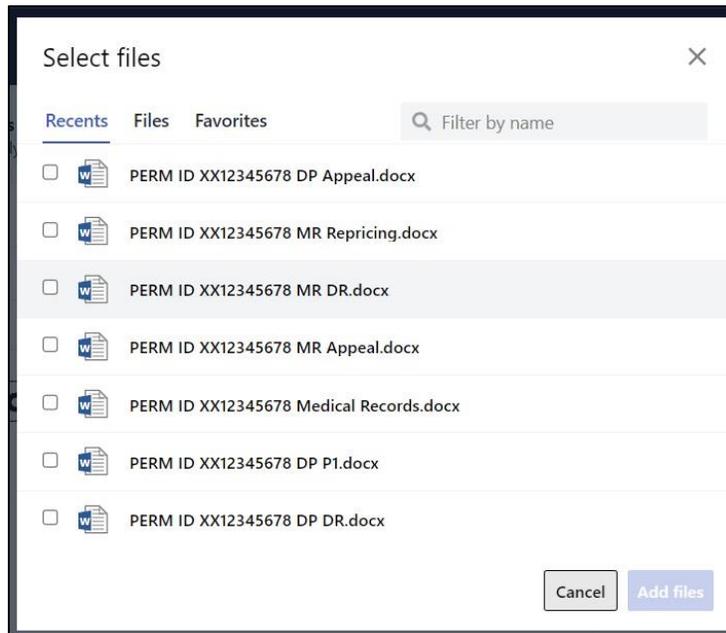


FIGURE 10: OPTIONS TO ATTACH FILES

To access files you've previously uploaded to your secure file transfer account, select **NCI/AdvanceMed Secure Files** under the Files option as shown in Figure 11 below.

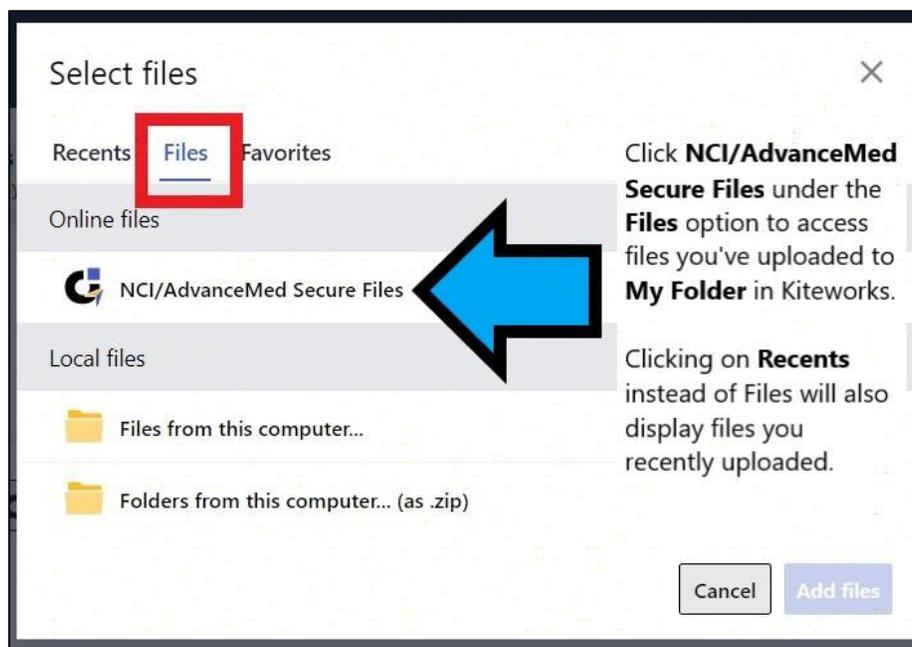


FIGURE 11: ATTACHING FILES FROM MY FOLDER

Select file(s) to send by clicking the box to the left of the file name to add a checkmark. Then, click **Add files** at bottom right to add the selected file(s) to your message. **Ensure the file names, file properties, and folder names do not contain PHI or PII.** See Figure 12 on the next page. Please note that you will not be able to click **Add files** until you have selected at least one file to transmit.

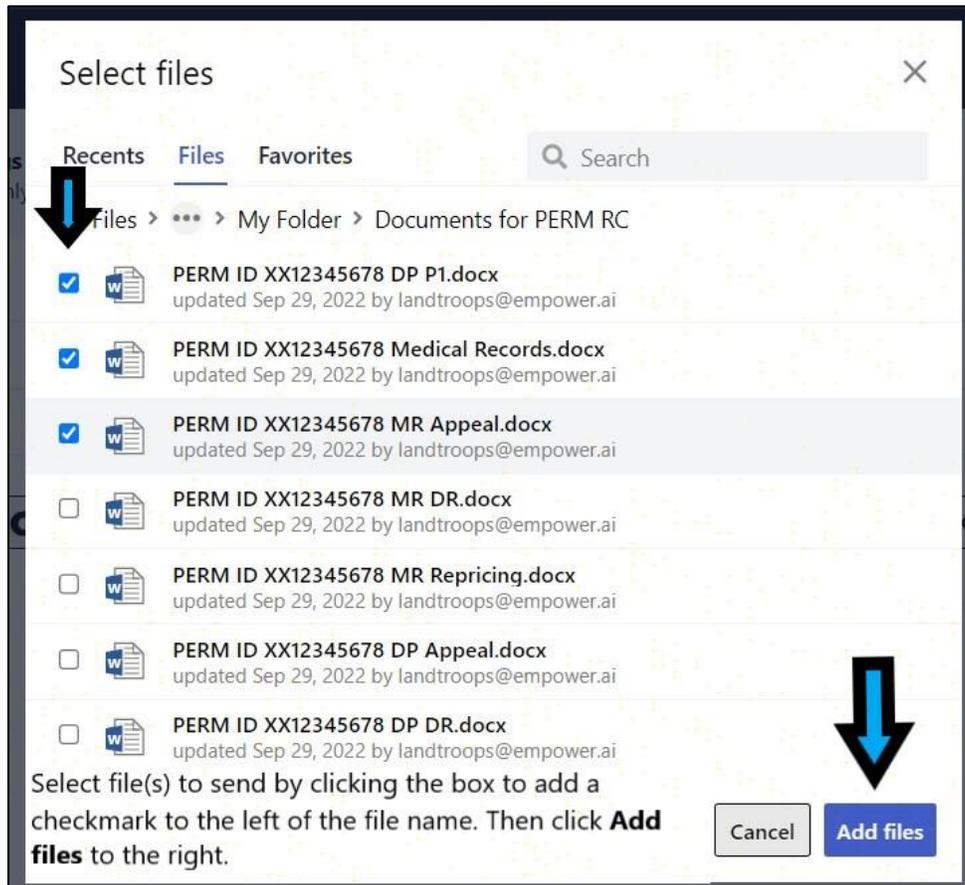


FIGURE 12: USING BROWSE FOLDERS TO ADD FILES

In addition to adding files you have previously uploaded to Kiteworks, you may upload local files or upload local folders to add files to your message from your computer as shown in Figure 11 on the previous page. Choosing **Files from this computer** under **Local files** allows you to browse your local computer to select files for transmission. Choosing **Folders from this computer** under **Local files** allows you to browse locally to select a folder to transmit the entire folder and its contents. Folders attach to the message as zipped files. **Do not include PHI or PII in the file name, file properties, or folder name.**

When you've finished adding files and folders, check your message to ensure the recipient in the **To** line is PERMRC_Docs@empower.ai. **Make sure the "Subject" area, message areas, file names, and file properties do not contain any PHI or PII.** See Figure 13 on the next page for an example of a message that's ready to send.

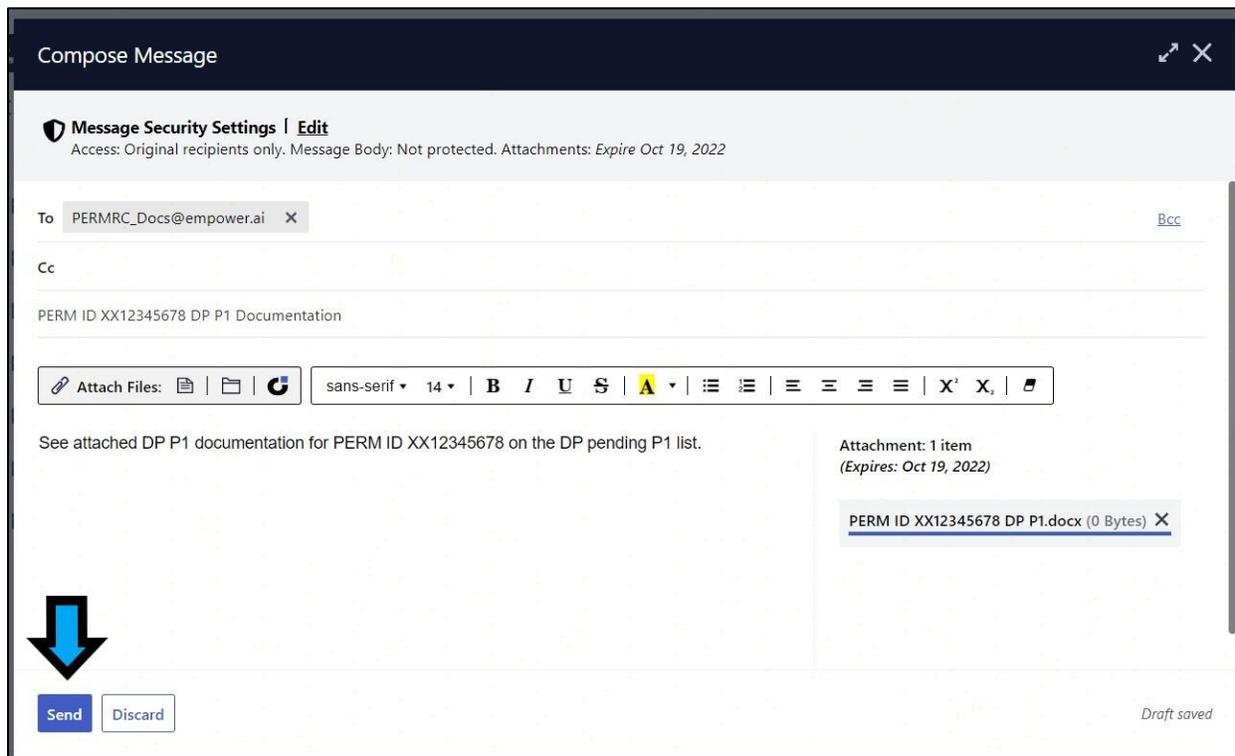


FIGURE 13: EXAMPLE OF MESSAGE READY TO SEND

Lastly, click the **Send** button as shown in Figure 12 above to transfer files securely to the RC via Kiteworks. You then receive a confirmation message at the top of the screen stating, “Sending in progress”. You will receive an email notifying you when the recipient downloads the transmitted files.

RETRIEVING FILES FROM KITWORKS

The RC uses the Kiteworks application to transmit files containing PHI, PII, or other sensitive information to the states. When the RC sends files to you, you will receive an email from SecureFiles@empower.ai. Figure 14 on the next page shows an example of the notification email for the secure message.

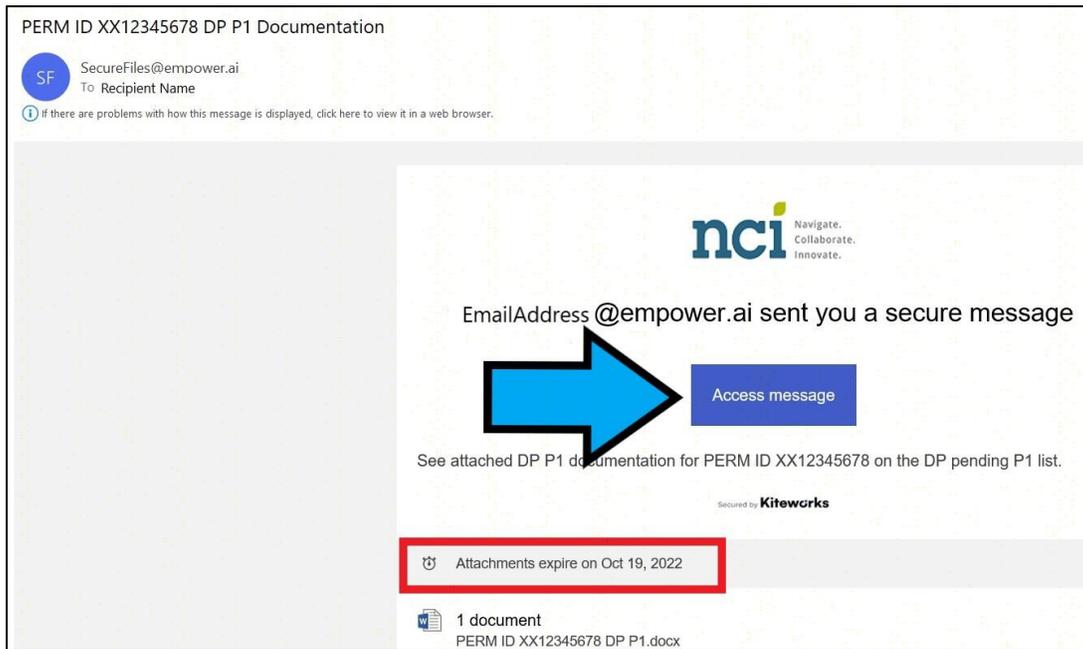


FIGURE 14: NOTIFICATION EMAIL FOR SECURE MESSAGE

Please note that the attachments are only available to download for twenty calendar days. The notification email shows the file expiration date in the lower left of the email as shown in the red box of Figure 14 on the previous page and to the left of the blue arrow in Figure 15 below. After the attachments expire, you will not be able to download or access the attachments.



FIGURE 15: EXPIRATION DATE FOR ATTACHMENTS

To access and download the attachments from Kiteworks, click **Access message** as shown in Figure 14 on the previous page. Then, follow the steps listed in the [Logging in to Kiteworks](#) section on pages one through three to log in to your Kiteworks secure file transfer account. After logging in to Kiteworks, the secure message displays. Please note that the message displays the date that the download link expires as shown in Figure 16 on the next page.

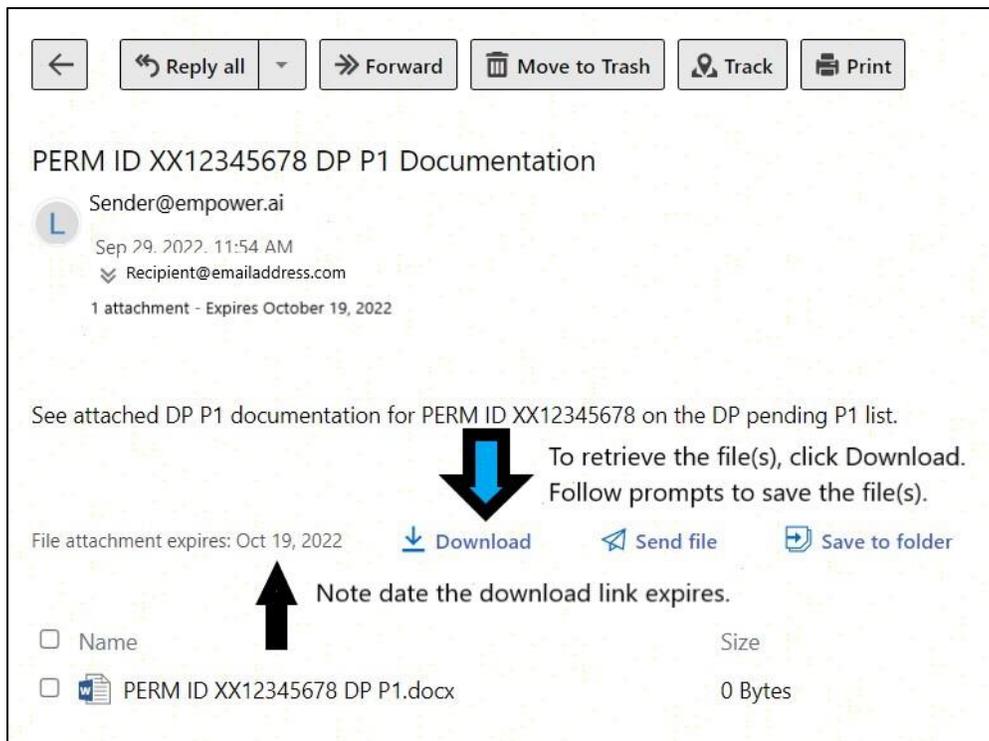


FIGURE 16: EXAMPLE OF SECURE MESSAGE

Click **Download** as shown in Figure 16 above to save the attachments to your local computer. If the message has multiple attachments, the multiple files download as one zipped file.

FILE NAMING CONVENTIONS

To help the RC process your documentation, please include the PERM ID and add one of the following document categories to each file name:

- **DP P1** – Use this document category for documentation requested on the DP Pending P1 list.
- **DP DR** – Use this document category for documentation to support a DP DR.
- **DP Appeal** – Use this document category for documentation to support a DP Appeal.
- **MR DR** – Use this document category for documentation to support an MR DR.
- **MR Appeal** – Use this document category for documentation to support an MR Appeal.
- **MR Repricing** – Use this document category for documentation to support re-pricing of a partial MR error.
- **Medical Records** – Use this document category when submitting medical records.

Do not include PHI or PII in the file name or file properties. PHI and PII are only secure within the file.

TROUBLESHOOTING

This section provides troubleshooting tips for common issues.

ISSUE 1: PASSWORD RESETS/FORGOT PASSWORD

For password resets or if you forgot your password, log in to the Kiteworks web site by typing <https://securefiles.admedcorp.com> in your internet browser. Type your username in the box for **Username or email** and click **Next**. See Figure 17 below.



FIGURE 17: SIGN IN SCREEN

A new sign in screen for password entry displays. Click **Forgot password?** as shown in Figure 18 below.

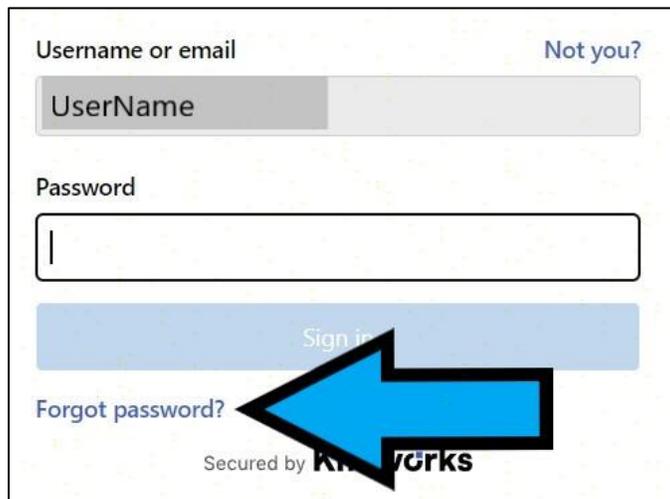


FIGURE 18: PASSWORD RESET/FORGOT PASSWORD REQUEST

A new password reset screen appears. Enter your email address where prompted and click **Send** as shown in Figure 19 on the next page. You will receive an email with steps to reset your password.

Forgot your password?

Enter your email address to reset your password.

Email

Enter Email Address Here

Send

[Return to sign in](#)

FIGURE 19: FORGOT PASSWORD SCREEN

ISSUE 2: USER CANNOT ACCESS KITETWORKS OR USER DID NOT RECEIVE ONE-TIME PASSCODE FOR TWO FACTOR AUTHENTICATION

If you cannot access Kiteworks or did not receive the one-time passcode for two factor authentication, send an email to SMERFaccounts@empower.ai describing the issue. The RC Information Technology team will work with you to troubleshoot the issue. In the meantime, you may submit documentation to the RC via fax or mail. Fax documentation to 804-515-4220 or mail documentation to the following mailing address:

PERM Review Contractor
Empower AI
8701 Park Central Drive, Suite 400 B
Richmond, VA 23227

Notify the RC via email at PERMRC_Docs@empower.ai that you sent documentation via fax or mail. Do not include PHI or PII in the email notification. If submitting by fax or mail, include a cover sheet. On the cover sheet, include the PERM ID and the appropriate document category, i.e., DP P1, DP DR, DP Appeal, MR DR, MR Appeal, MR Repricing, and Medical Records. The [File Naming Conventions](#) section of this document describes when to use each document category.

ISSUE 3: RC DID NOT RECEIVE FILES YOU SENT VIA SECURE FILE TRANSFER

If the RC did not receive the files you sent via Kiteworks, check the Kiteworks secure file transfer site to ensure you sent the file to the RC. Log in to Kiteworks using the instructions in section [Logging in to Kiteworks](#). Click **Sent** on the menu located on the left side as shown in Figure 20 below to view

transmissions you sent previously, and verify you sent the transmission to the RC email address PERMRC_Docs@empower.ai.

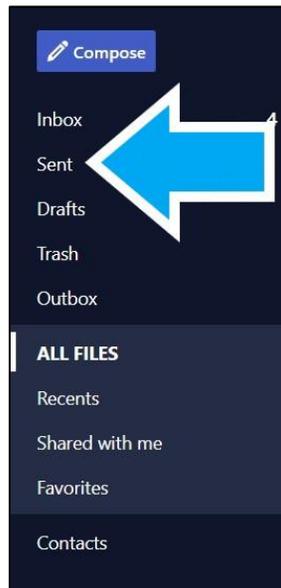


FIGURE 20: VIEW SENT FILES

Notify the RC via email (RY23 Cycle 2 States: use email PERMRC_2023@empower.ai; RY24 Cycle 3 States: use email PERMRC_2024@empower.ai; RY22 Cycle 1 States: use email PERMRC_2022@empower.ai) of the date and time you sent the documentation to the RC. Do not include PHI or PII in the email notification. If the RC has record of the transmission and the transmission occurred within the previous twenty days, the RC will retrieve the documentation. If the RC cannot locate the transmission or the documentation was sent over twenty days prior, the RC may ask you to re-send the documentation.

If you cannot locate the transmission in your Sent folder, please send the documentation to the RC by following the instructions in the [Sending Files to the RC](#) section of this document.

NEED HELP?

Send an email to SMERFaccounts@empower.ai for assistance with the Kiteworks application, file transfer process, and/or your account.