

PERM SC FAST FACTS SECURE FILE TRANSFER PROTOCOL (SFTP)



Statistical Contractor (SC) Secure File Transfer Protocol (SFTP)

Data transmission is a vital part of the state's work with the SC. To be able to send and receive files, states need a clear understanding of how the SC's SFTP functions and how to quickly and easily troubleshoot any issues that may arise. Data transmitted via the SC's SFTP includes, but is not limited to, quarterly data transmissions from states, claims-specific questions from the SC containing Protected Health Information (PHI)/Personally Identifiable Information (PII), and sampler/details files from the SC.

States should never use email to transmit documentation containing PII or PHI. The SC uses xfiles as the secure file transfer solution to send or receive documentation containing PHI or PII. Examples of documentation that the state may transmit to the SC include the following:

- Claims and payment data
- Financial transactions
- Responses to questions that contain beneficiary-specific information.

SFTP Access

States may request access to the SC's SFTP by sending an email to the appropriate cycle inbox (e.g., PERMSC2024@lewin.com, PERMSC.2025@lewin.com, or PERMSC.2026@lewin.com). The email should be sent by the state's main PERM contact and must list out the names and email addresses of everyone who needs access to the state's SFTP folder. Once the accounts are created, an email will be sent that contains access instructions and the usernames. Passwords will be sent in a separate email to only the account holder.

PERM SC FAST FACTS SECURE FILE TRANSFER PROTOCOL (SFTP)



Logging Into the SFTP

Open a web browser (Microsoft Edge or Chrome). Log onto xFiles by navigating to <https://xfiles.lewin.com>. Accept the terms and conditions.

Login with your Lewin-assigned username and password you created. Click LOGON. **REMINDER: Your user name is *firstname.lastname*.**

A screenshot of the Lewin Group login page is shown within a blue border. At the top left of the page is the text "Log in". The Lewin Group logo is centered, consisting of an orange arc above the text "LEWIN GROUP" in a serif font, with "Part of OptumServe" in a smaller sans-serif font below it. Below the logo are two input fields: "Username:" followed by a text box, and "Password:" followed by a text box. To the right of the password field is a blue link that says "Forgot Username". At the bottom center is a grey button with the text "Log in".

After you enter your password, the Two-Factor authentication (2FA) page displays notifying you that a one-time passcode for 2FA was sent to you via email. Please copy that passcode from the email that was sent to you and paste it to the xFiles website and select **Log in**. Please note that the one-time passcode expires after fifteen minutes.

PERM SC FAST FACTS SECURE FILE TRANSFER PROTOCOL (SFTP)



Web Transfer Client



Please enter your one time passcode. It was sent via email.

Complete the authentication process in EFT



XFiles OTP <noreply@Lewin.com>

To [Redacted]

Retention Policy Default 3 Year Delete (3 years)

Expires 3/11/2027

Mon 3/11/2024 2:20 PM

Reply Reply All Forward

If there are problems with how this message is displayed, click here to view it in a web browser.

Hi [Redacted]

Please use the link below to complete the authentication process.

[Complete authentication](#)

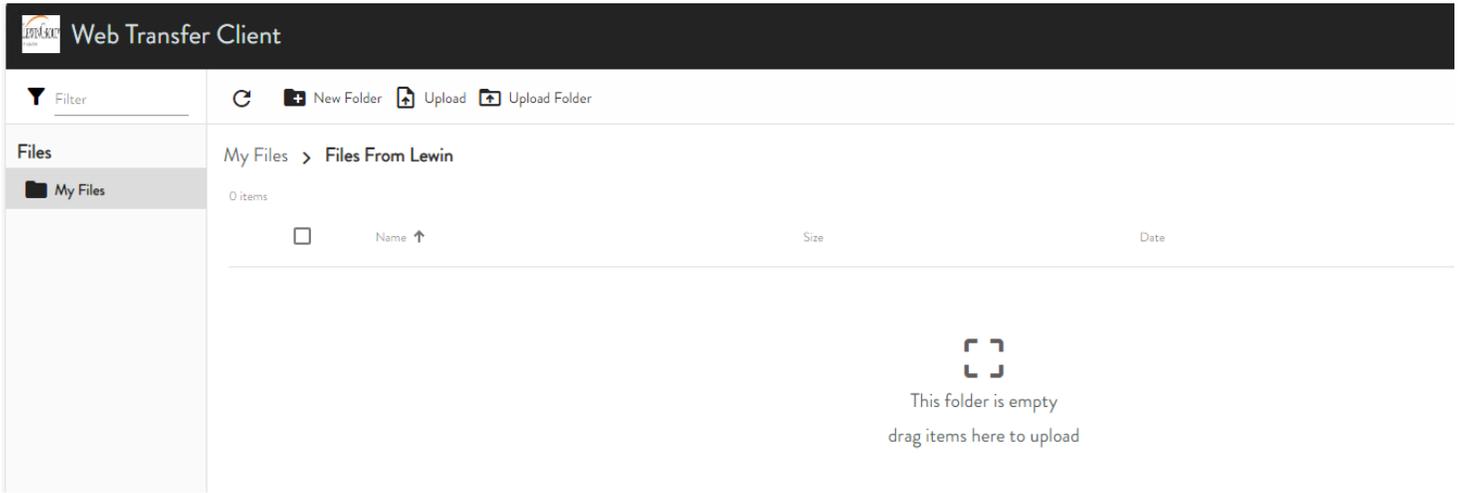
Alternatively, enter the following passcode when prompted:

497617

PERM SC FAST FACTS SECURE FILE TRANSFER PROTOCOL (SFTP)



Now you are logged into xFiles and you can go to your home folder or upload a file.

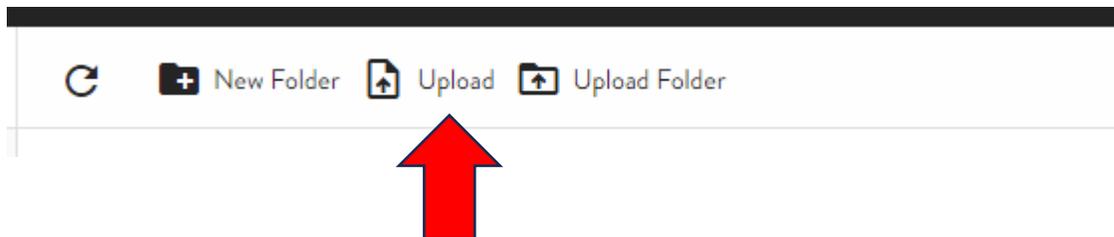


Data File Reminders

- States must encrypt and password-protect all data files.
- Zip all PERM data files, including the Transmission Cover Sheet and file layouts, into a single zip file.
- Note: For very large files, more than one zip file may be necessary. Contact the SC for more information.
- Upload the zipped file to the SFTP.

Uploading a File

If you choose to upload a file, click on the 'Upload' option on the tool bar. You will then need to specify the location of the file to be uploaded.



Once the file is done uploading, select **CLOSE** at the bottom of the box.

PERM SC FAST FACTS SECURE FILE TRANSFER PROTOCOL (SFTP)



Please verify the upload has been successful and that the file size looks accurate before logging off the SFTP site. Please refer to the picture below for additional information. Once the file has completed uploading, please send an email to the SC that includes the file name and password. If the coversheet was not in the zipped file, that should be attached to the email. The SC will not download the file until this email is received. Email notification to the SC should be timely as files are automatically deleted from the SFTP after five days due to security requirements.

My Files > APLUS

1 item

<input type="checkbox"/>	Name ↑	Size	Date
<input type="checkbox"/>	 Test File.xlsx	8.65 KB	11-03-2024 14:31:33

PERM SC FAST FACTS SECURE FILE TRANSFER PROTOCOL (SFTP)



Resetting Your Password

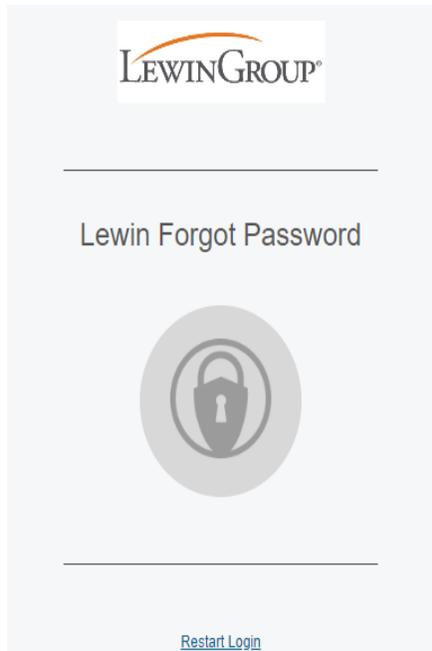
If you forget your password or your password has expired, you can reset it from this site: <https://idpz.lewin.com/>.

Type your username. **Firstname.Lastname** and click on the Submit button.

A screenshot of the "Lewin Forgot Password" web form. At the top is the Lewin Group logo. Below it is a horizontal line, followed by the title "Lewin Forgot Password". The text "Please enter your UserID below." is displayed. Underneath is the label "Username:" and a text input field containing the placeholder text "Username". A red arrow points from the right side of the input field to the text "Firstname.Lastname", indicating the required format. Below the input field is a blue "Submit" button.

You will be asked to choose how you want to receive the one-time passcode to be delivered to you. Please select the email option and select **SUBMIT**.

PERM SC FAST FACTS SECURE FILE TRANSFER PROTOCOL (SFTP)



Please choose the delivery method for your Passcode.

Email xxxxx@lewin.com

Contact helpdesk at 703-269-5999

Please do NOT contact helpdesk. This is a non-PERM related phone number. Please reach out to the Data Manager of your state via the cycle inbox if you encounter issues.

You will receive an email with a one-time passcode. Please type the passcode into the text box and select **SUBMIT**. You will then be asked to create a new password. If your password has been accepted, you will see a green bar that reads "Password has been successfully changed". Please close out the web browser and reopen it before logging into the SFTP site.

