Secure File Transfer Portal
Questions and Answers

Secure file transfer allows you to upload – and safely send – files/records into the Florida Blue Secure File Transfer Portal (SFTP) for your Florida Blue Medicare patient's records request. Questions and answers as well as instructions (see number 17) for using the SFTP are provided below.

1. **What is a Secure File Transfer?**
   Secure File Transfer is a secure portal that offers you the ability to upload medical records and associated files and send to Florida Blue Medicare.

2. **What are the benefits of using the Secure File Transfer Portal?**
   There are savings benefits of using the SFTP. This tool can help you save time and reduce provider costs by eliminating third party vendors and allowing you to send records directly to Florida Blue Medicare. It also eliminates the need to fax or email records. There is no cost to providers to set up an SFTP account.

3. **What is the acceptable format for submitting medical records via SFTP?**
   Medical records need to be sent in PDF format. All other files can be sent in the appropriate format for the given file.

4. **Is there a file size limit?**
   There are no limits to the size of a medical record or file being uploaded to the SFTP.

5. **Is there a limit to the number of files that can be uploaded in a single transaction?**
   You can upload to up 20 individual medical record PDF documents at once; however, quantities greater than 20 medical record PDFs need to be submitted in a zip file. There is no limit to the number of zipped files uploaded in a single transaction.

6. **How do I zip files?**
   - Locate the file or folder that you want to zip.
   - Press and hold (or right-click) the file or folder, select (or point to) **Send to**, and then select **Compressed** (zipped) folder. A new zipped folder with the same name is created in the same location. To rename it, press and hold (or right-click) the folder, select **Rename**, and then type the new name.

7. **What details are required to accompany the associated medical record(s)?**
   A formatted naming convention of the medical records (PDF) is required and must be included in the upload to the SFTP. Example: The file naming convention should begin with FB followed by the assigned SFTP account number_Name of Provider (IE: FB21exp21_Dr Smith).

8. **What is the best method to access the SFTP account?**
   We recommend you use Chrome as the browser to access the Secure File Transfer Portal. Using Internet Explorer may affect the success of accessing the SFTP.

9. **Are there internet speed requirements?**
   Any internet speed should allow the ability to access SFTP.

10. **Can Florida Blue Medicare send data to the provider using the SFTP?**
    The SFTP is a one-directional capability, from the provider to Florida Blue Medicare. There are plans to build a bi-directional capability for sending and receiving data in the future.

11. **How do I request a Secure File Transfer Portal account?**

    - Complete the *New SFTP Request Form.*
    - Email the completed form to: electronicmedicalrecords@floridablue.com.

12. **How long will it take to set up the Secure File Transfer account?**
    The account setup process can take up to 4 weeks. Once the SFTP account is created, Florida Blue Medicare will contact the provider with the SFTP account information.

13. **How does Florida Blue Medicare know files have been uploaded to the SFTP?**
    Please send an email to electronicmedicalrecords@floridablue.com to inform Florida Blue Medicare that a file has been sent. Florida Blue Medicare will reply once the file has been successfully received and processed. If there are any issues, we will notify the provider via email at that time.

14. **Is there a specific timeframe for when a provider should send files?**
    Files can be uploaded on the SFTP any time; however, the maximum time files remain on the SFTP is 72 hours from upload. After 72 hours files are no longer available for pick up. To avoid files expiring please send an email to electronicmedicalrecords@bcbsfl.com to let us know files have been sent. Please be mindful of weekends and holidays when sending files.

15. **How does this compare to sending files to Florida Blue Medicare for other reasons?**
    For practices that are submitting Healthcare Effectiveness Data and Information Set (HEDIS®) medical records, you must continue to use your current process to submit those records.

16. **Who do I contact with any questions regarding my SFTP account?**
    Please email your questions to electronicmedicalrecords@floridablue.com. We will respond within the next business day.

17. **Are there specific instructions available to assist me in sending files via the SFTP?**
    Yes. Instructions are available here.