



## SECURE FTP GUIDELINES

HIPAA requires privacy and security of confidential data, Protected Healthcare Information, and Electronic Protected Information. In order to more fully protect Protected Healthcare Information, First Health Services implemented Secure File Transfer Protocol processes for the transmission of healthcare information.

First Health Services implemented a secure method of transferring files utilizing an FTP server that requires an Secure Socket Layer (SSL) connection by the Trading Partner to ensure that user login and data transmission meet HIPAA privacy and security requirements. All files electronically sent to and received from First Health Services must be in ANSI X12N Version 4010A1 format and must utilize the SSL FTP connection.

Secure FTP requires any entity attempting to access our firewall to be registered with us as a **Trading Partner**. The process of connecting to the Secure FTP service requires that the user have a valid account which permits access to the SFTP server. Steps for Trading Partner registration and transmission include:

1. Electronic Data Interchange Trading Partner Agreement signed by the Trading Partner's Authorized Person
2. Submit an EDI Form-P835 for each State with which the Trading Partner conducts business
3. Upon receipt of both documents, First Health Services will call the contact named on the EDI Form-P835 at the phone number given to give them their logon ID and password
4. Trading Partner computer system must support 128-bit Explicit SSL Encryption to enable secure transmission of files on the Internet utilizing designated settings:
  - Hostname: Secureftp.fhsc.com
  - Remote (Control) Port: 21000
  - Explicit 128-bit SSL Encryption
  - Passive Mode
  - A valid username and password
5. Trading Partners residing behind a firewall must allow outbound sessions to be established on ports 21001-21100 for the data channel of the FTP connection and run clients in Passive Mode
6. Trading Partner is responsible for obtaining compatible encryption software. A search engine may be used to identify the available software options. The FTP client software must comply with the Internet Standards for FTP protocol. RFC 2246 and RFC 2228 define the SSL FTP standards and can be found at [www.ietf.org](http://www.ietf.org).
7. Trading Partner systems must have the flag for **Secure FTP set to ON** to allow login
8. Passwords must be at least 6 characters long.
9. If passwords are forgotten, a new password can be assigned by calling the First Health Services ECCS Help Desk at (800) 924-6741.

First Health Services Contact Information:

ECCS Department  
Email: [edivmap@fhsc.com](mailto:edivmap@fhsc.com)  
Phone at (800) 924-6741  
Fax at (804) 273-6797  
Available: 8:00 am and 8:00 pm weekdays (except holidays)