UCare Connect/Connect + Medicare and MSC+/MSHO

Care Coordination and Long-Term Services and Supports

Title: Care Coordination Secure File Transfer Protocol (SecFTP) Portal User Instructions

Purpose: To provide information and instructions to UCare care coordination delegates to access the UCare SecFTP portal to retrieve confidential member-related reports and spreadsheets.

Summary:
The SecFTP portal is a secure website that ensures a safe and HIPAA-compliant method to temporarily transfer member information. Once viewed, SecFTP-authorized users are to download and remove information from the portal. The SecFTP portal is not intended to store information. Authorized users can access the care coordination enrollment rosters, daily authorization reports (DAR), and gaps in care (GIC) reports, among other reports.

UCare requests a limited number of individuals within each agency have access to the SecFTP portal who are responsible for retrieving, downloading, and disseminating the information within the delegate organization in a timely manner.

Requesting, Removing and Maintaining Access:
To add or remove access to the SecFTP, care coordination staff complete the UCare SecFTP Access Request Form and sign the UCare Confidentiality Agreement located on the Care Coordination and Care Management homepage. All SecFTP access requests must include the user's IPv4 address. See the instructions below to ensure you have the correct IP address:

Identifying the Correct IP Address
• The IP address must be a public IP address and cannot be a private IP address • If users typically use a VPN, the user will need to be connected to the VPN when identifying the correct IP address • If users need to access SecFTP from multiple locations, include all known IP addresses. Multiple IP addresses can be added as well as an IP range • Users may use What Is My IP? to identify the IP address or check with the delegate IT team if unsure of how to identify the IP address

An initial access request may take up to 14 days to process. Once access is granted, the user will have 48 hours to log in to the portal before their temporary password expires.

Log in Issues:
If the initial attempt to log in takes more than 48 hours, users should contact the UCare Service Desk for a password reset. For security purposes, users must be connected to one of the IP addresses submitted on the Access Request Form to successfully log in to SecFTP. If the user receives an error message when attempting to log in, they should contact the Clinical Liaisons to assist with troubleshooting.

To maintain access, users must log in to the SecFTP at least every 120 days, or their account will be purged from the system. To regain access, a new UCare SecFTP Access Request Form is required.

For password resets, users should contact the UCare Service Desk at 612-676-3357. For issues logging in or basic troubleshooting, contact the UCare Clinical Liaison team.

Receiving an Error:

If a user receives an error stating "Invalid username/password or not allowed to sign on from this location," they should identify their IP address and verify that it matches the IP address submitted on the SecFTP Access Request Form. If their IP address has changed, notify the Clinical Liaisons of the new IP address to request that it be added to the user's account.
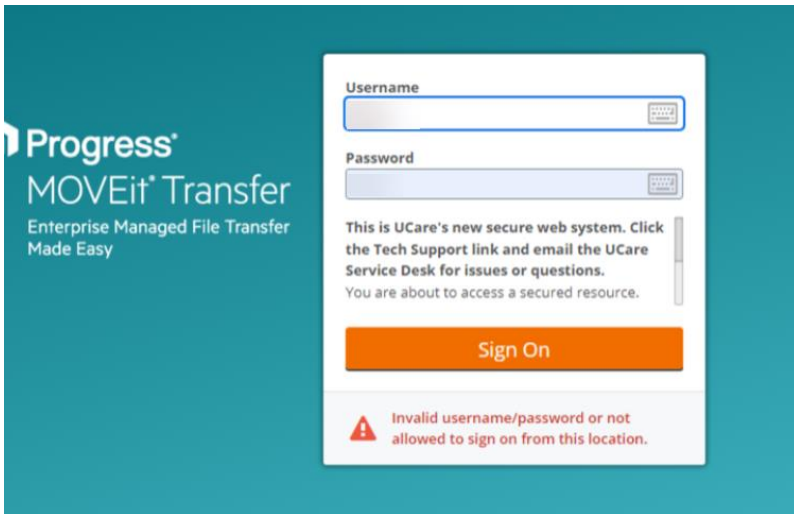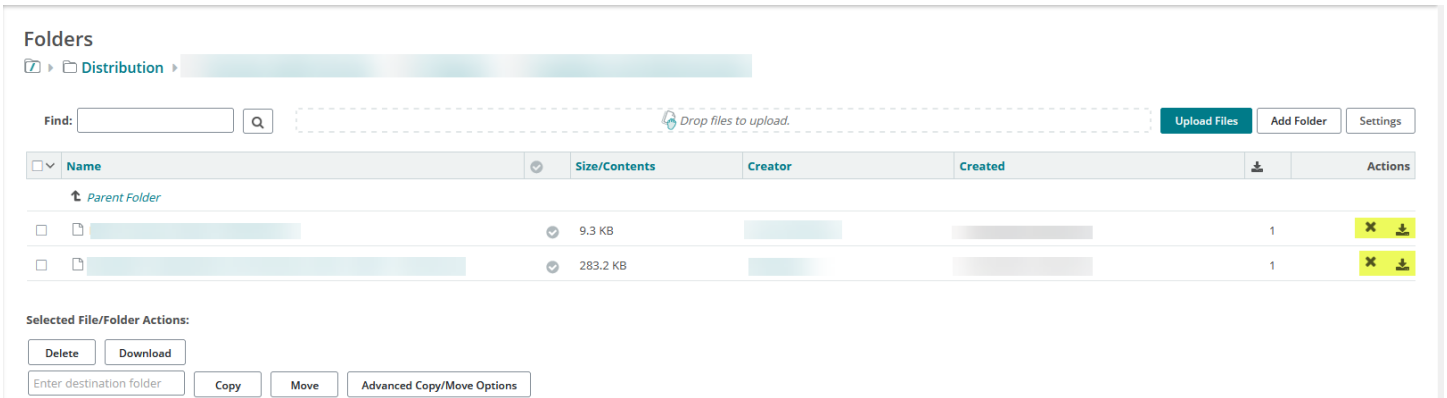

Navigating to Files:

From the home screen, select Folders, then Distribution. Next, select each subfolder until you see the files you need.
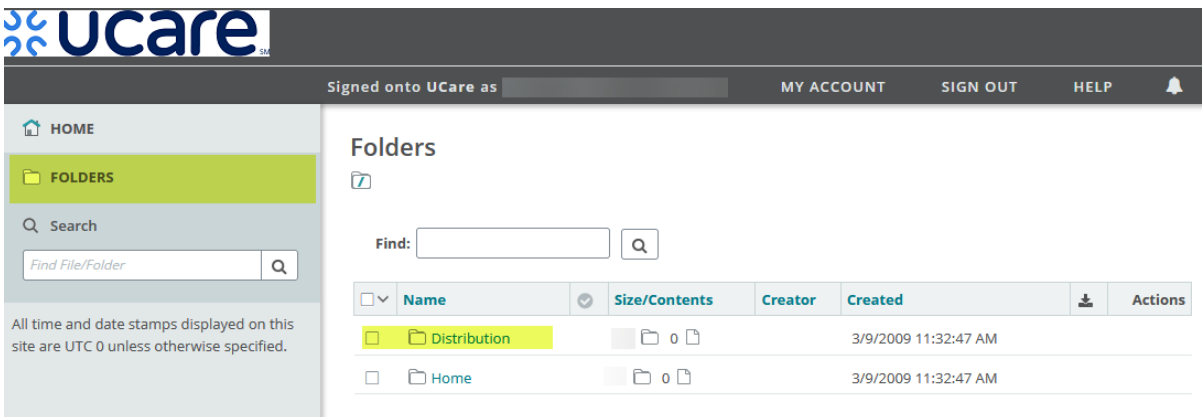
Downloading and Deleting Files:

Information should be downloaded and deleted once viewed. The SecFTP is not intended to store information and will be automatically deleted after 90 days.

Click this download icon to download a file. Follow any prompts after clicking the download icon. Depending on the internet browser and setting, a user may be prompted to open or save the file, or the file may automatically download.

Click this delete icon to delete a file.
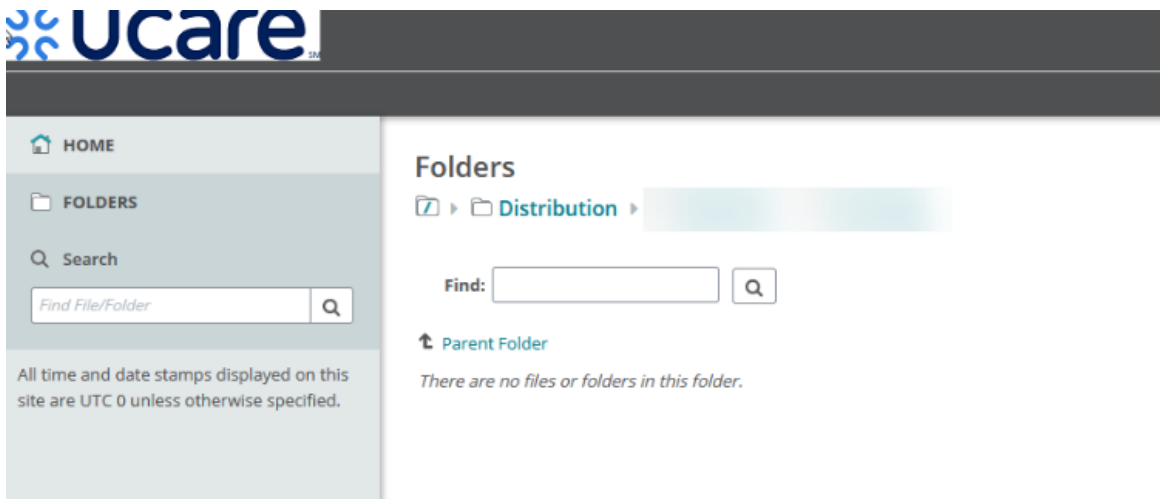
Empty Folder:

The screenshot below shows a folder that does not contain any files. This could be due to the timing of when reports were uploaded, the content was deleted by a user, or the files were automatically removed after 90 days.