

## POLICIES AND PROCEDURE MANUAL

<b>Chapter:</b>	<b>Information Technology</b>		
<b>Title:</b>	<b>MDHHS FTP File Transfer Procedure</b>		
<b>Policy:</b> <input type="checkbox"/> <b>Procedure:</b> <input checked="" type="checkbox"/> <b>Page:</b> 1 of 2	<b>Review Cycle:</b> Biennial  <b>Author:</b> Chief Information Officer	<b>Adopted Date:</b> 03.2022  <b>Review Date:</b> 09.12.2023  <b>Revision Eff. Date:</b>	<b>Related Policies:</b>

### Purpose

To provide guidance for receiving, posting and distributing any files using the MDHHS secure file transfer for Mid-State Health Network.

### Procedure

MDHHS has provided a tool and mechanism to post large files and/or files with protected health information for receiving (downloading) and sending (uploading) files. The tool is accessed by using the MILogin web application and choosing the menu option FTP File Transfer.

Currently, there are several MSHN staff that have access to this FTP site and use it on a regular basis to send or receive files with specific staff at MDHHS. MSHN staff are granted access because of job responsibilities and approval is required by the Deputy Director or Chief Executive Officer (CEO). Currently, those staff are:

- Project Manager (FTP administrator) - Shyam Marar
- Chief Information Officer (FTP administrator) – Steve Grulke
- Chief Compliance & Quality Officer – Kim Zimmerman
- Quality Manager – Sandy Gettel
- Customer Services Manager – Dan Dedloff
- Director of Utilization and Care Management – Skye Pletcher

MDHHS has increased its use of this process and the above named MSHN staff receive an email notification whenever a file is posted. This email notification is received by all staff having the FTP transfer function and occurs whether sending or receiving files.

#### *File Download process:*

- MSHN staff person is notified that MDHHS will be using this tool to do file exchange.
- If the staff person is named by MDHHS during the posting process, and that staff person has access to download, then that person will download the file.
- If the staff person doesn't have access or no staff was named during the posting process, then the FTP administrator is notified that a file is available for download. (CIO as backup)
- FTP administrator will go to the ftp site and retrieve the file identified and download it. The file should be downloaded within 2 days of it being posted to the download site.
- The file downloaded is sent to staff person within 1 day of being downloaded, may use link.
- The file is saved to BOX. (MSHN>>Administrative>>MDHHS FTP>>Files from MDHHS)
- If other staff are involved in the function or process, then those staff are notified of receipt and where the file has been saved in BOX.
- Deputy Director is informed as to the purpose of the file and if organizational prioritization is required.
- Staff person responsible for file management and processing will update the log file.

*File Upload process:*

- MSHN staff person notifies Deputy Director of file for review prior to upload.
- A copy of file is saved to BOX for exact match to upload. (MSHN>>Administrative>>MDHHS FTP>>Files to MDHHS)
- If staff person has access to upload, then that person will upload the file.
- If the staff person doesn't have access, then FTP administrator (CIO as backup) is notified that a file is ready for upload, and who is identified to be the receiver at MDHHS.
- FTP administrator will go to the ftp site and upload the identified file.
- FTP administrator will forward confirmation email communication to staff person.
- FTP administrator will move the file into the Files sent folder.
- Staff person responsible for file management and processing will update the log file.
- Staff person will inform Deputy Director of successful submission of file, including the date and time

Deputy Director responsibility

MSHN Deputy Director is notified and provided time to review the materials during this process to ensure items being submitted to MDHHS meet the requirements for timeliness and accuracy of standards per MSHN reporting process.

Applies to

- All Mid-State Health Network Staff
- Selected MSHN Staff, as follows:
  - MSHN's CMHSP Participants: Policy Only                      Policy and Procedure
  - Other: Sub-contract Providers

Definitions

Other Related Materials

N/A

References/Legal Authority

N/A

**Change Log:**

<b>Date of Change</b>	<b>Description of Change</b>	<b>Responsible Party</b>
3.30.2022	New Procedure	Chief Information Officer
5.18.2023	Biennial update	Chief Information Officer