

MCP Kiteworks Secure File Transfer Guide For TeleClaim Users

February 2024

Secure File Transfer User Guide *for TeleClaim Users*

This document contains instructions on how to use an online account for the submission of provider claims under the Newfoundland and Labrador Medical Care Plan (MCP).

By agreeing to use Secure File Transfer for transmission of billing data, turn around documents, and other related data transfers, I (the user) understand that Secure File Transfer is a separate service from claims software and is used for file transmission only.

The user is responsible for locating and attaching submission files, from the folder where they are stored, for transfer to MCP.

The user is responsible for the download of turn around document (TAD) and remittance files from MCP, storing the files in the appropriate folder.

Turn around document and remittance files will be available for download for 7 days after email notification. The Secure File Transfer account password will expire every 90 days and must be updated. Any Secure File Transfer account inactive for a period of 60 days will expire.

The email account being used for Secure File Transfer needs to be accessible from the machine with TeleClaim installed.

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Introduction

Secure File Transfer is used via the internet to send submission files created using the TeleClaim program to MCP, and to download TAD (Turn Around Document) and Remittance files from MCP.

An email address is required.

The email account needs to be accessible from the machine where TeleClaim is installed.

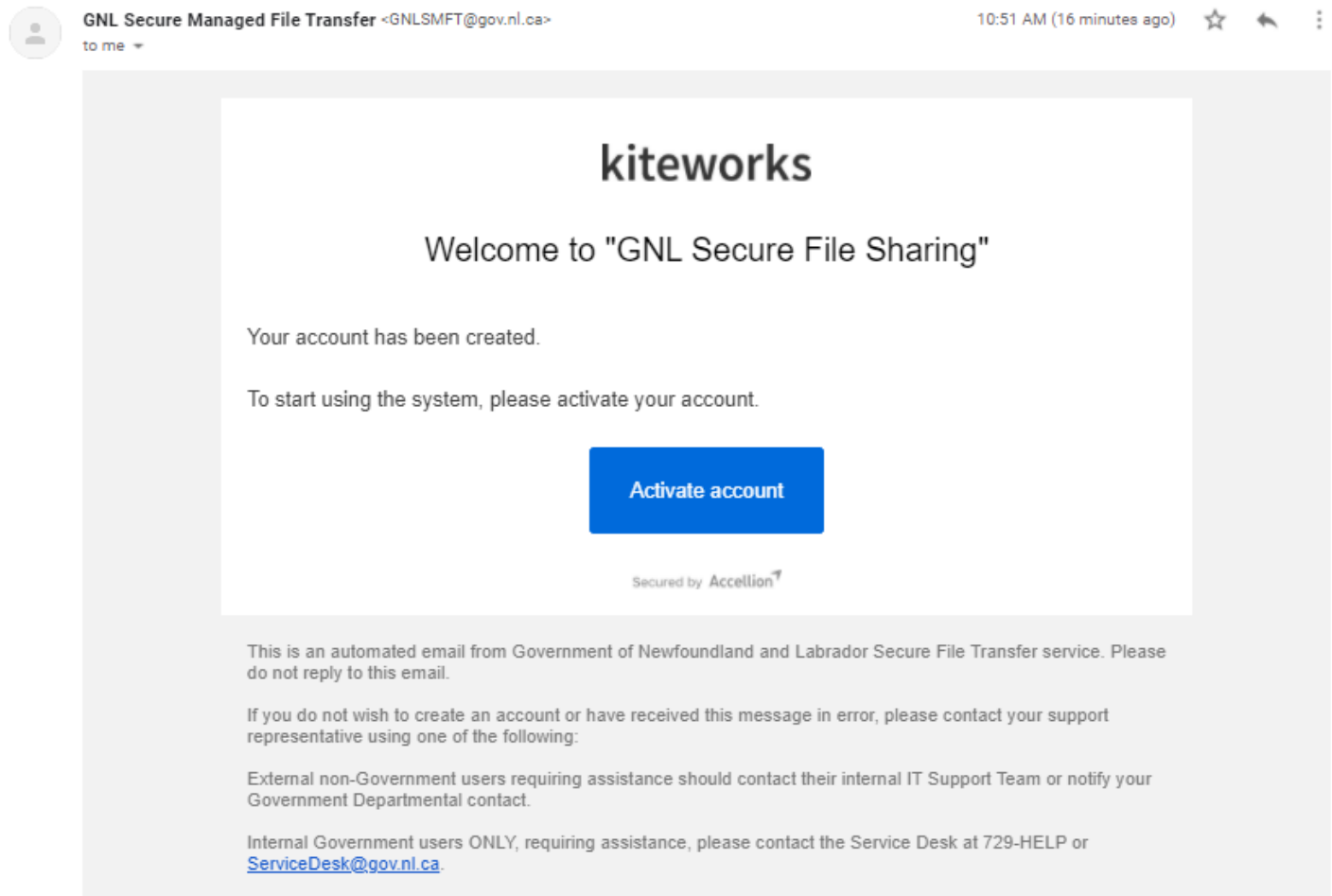
TAD and Remittance files must be downloaded to the folder where TeleClaim is installed (usually C:\MCP), or downloaded to a Downloads folder and then moved to the folder where TeleClaim is installed.

Once TAD and Remittance files are in the folder where TeleClaim is installed, they can be accessed using the TeleClaim program.

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Logging Into Your Secure File Transfer Account for the First Time

When your Secure File Transfer account is set up, an email notification will be sent to you from GNLSMFT@gov.nl.ca. It will be sent to the email address provided on the Secure File Transfer Account Application.



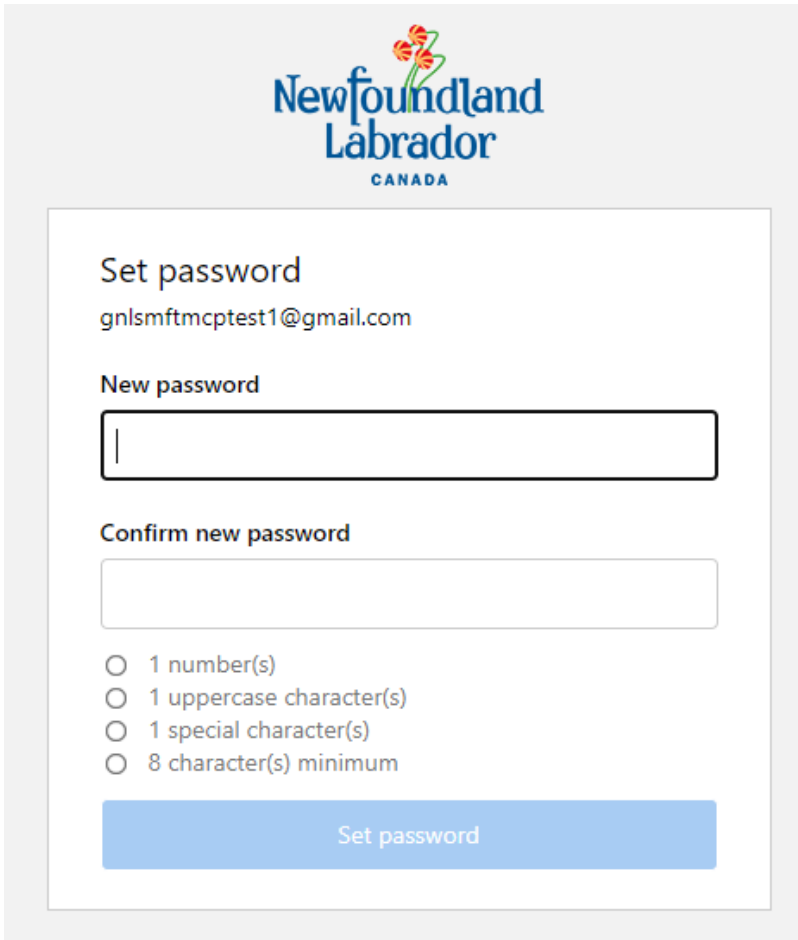
"This email and any attached files are intended for the sole use of the primary and copied addressee(s) and may contain privileged and/or confidential information. Any distribution, use or copying by any means of this information is strictly prohibited. If you received this email in error, please delete it immediately and notify the sender."

Click the **Activate Account** button in the email or open your web browser and type <https://smft.gov.nl.ca> in the address bar.

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The password must be at least 8 characters long and must contain:

- 1 special character (!"#\$%&'()*+,-./:;<=>?@[\\]^_`{|}~);
- 1 number; and,
- 1 uppercase alphabet.



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Set password
gnlsmftmcpctest1@gmail.com

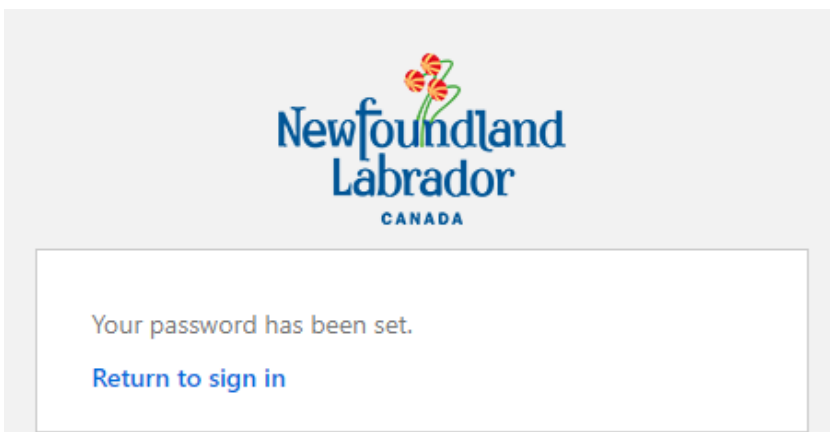
New password

Confirm new password

1 number(s)
 1 uppercase character(s)
 1 special character(s)
 8 character(s) minimum

Set password

You will be brought to the screen below stating that an activation email has been sent.



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Your password has been set.

[Return to sign in](#)

Click the **Return to sign in** link to be sent to the login page.

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Enter your email address for the username and your password. Afterwards, you will be brought to the One-Time Passcode (OTP) login screen.



Sign in

Username or email

Next

Secured by 

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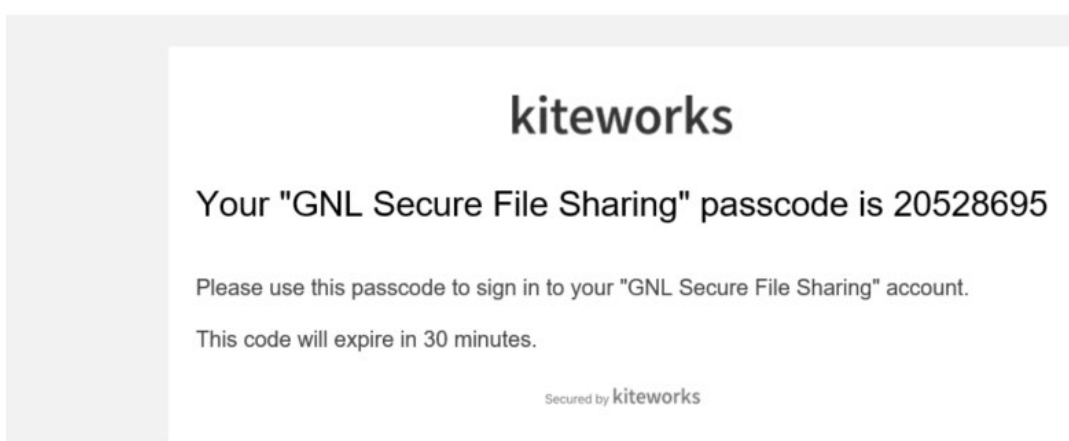
Logging in with the One-Time Passcode

Note: You will require access to the inbox for the email address you are using for your Secure File Transfer account and you will need to use the One-Time Passcode for every login

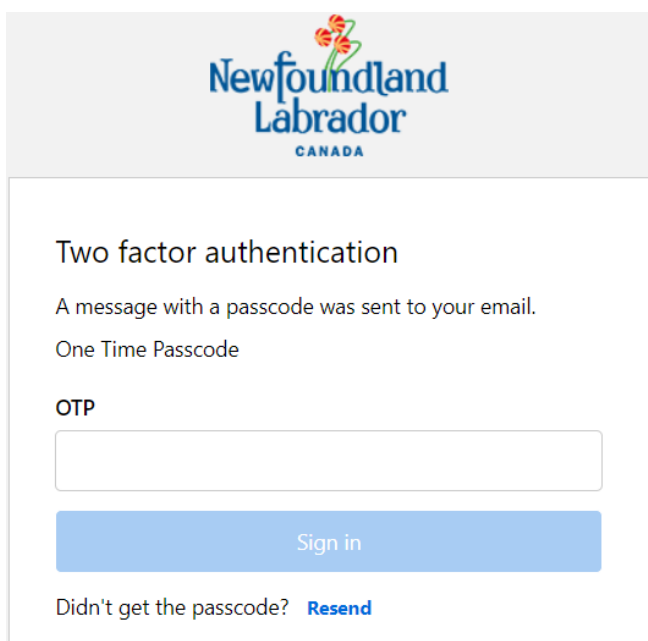
After logging in with your username and password, you will receive an email similar to the following that contains the One-Time Passcode (OTP) for this session.

GNL Secure Managed File Transfer <GNLSMFT@gov.nl.ca>

Your "GNL Secure File Sharing" one-time passcode



You can copy and paste the 8 digit code into the following login screen or enter it manually.

A screenshot of the Newfoundland Labrador Canada login screen. At the top is the logo for Newfoundland Labrador Canada. Below the logo, the text reads "Two factor authentication", "A message with a passcode was sent to your email.", "One Time Passcode", and "OTP". There is a text input field for the OTP. Below the input field is a blue "Sign in" button. At the bottom, it says "Didn't get the passcode? Resend".

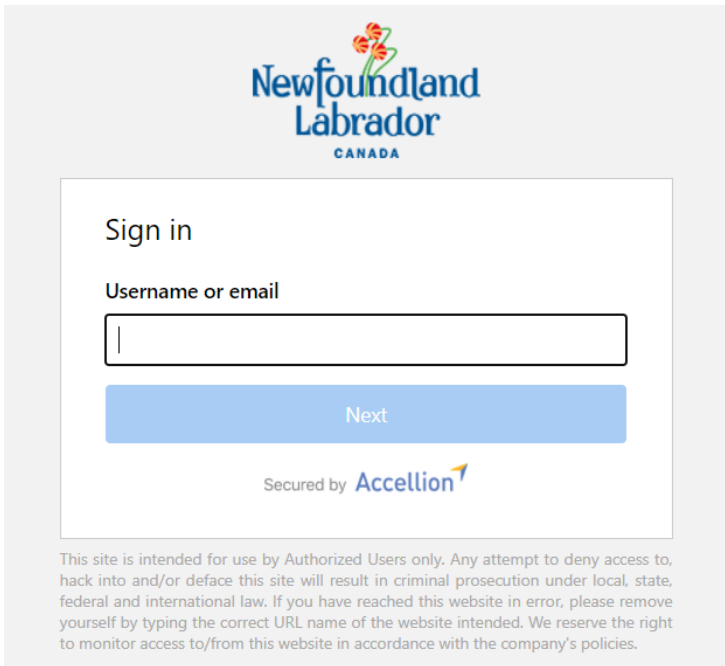
Note: If you didn't receive the code, use the "Resend" button on the OTP login screen and don't forget to check your junk/spam folder.

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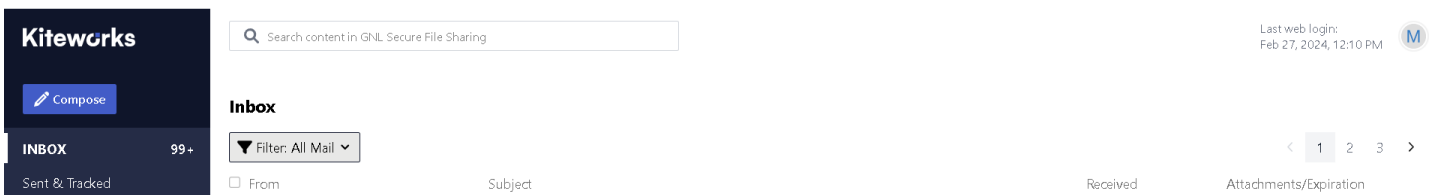
How to Send Submission Files

Note: End users of Secure File Transfer are responsible for the secure storage, management, retention, and purging of the MCP files they maintain.

Open your web browser and go the Secure File Transfer site, <https://smft.gov.nl.ca>. Enter your email address and password to Login.

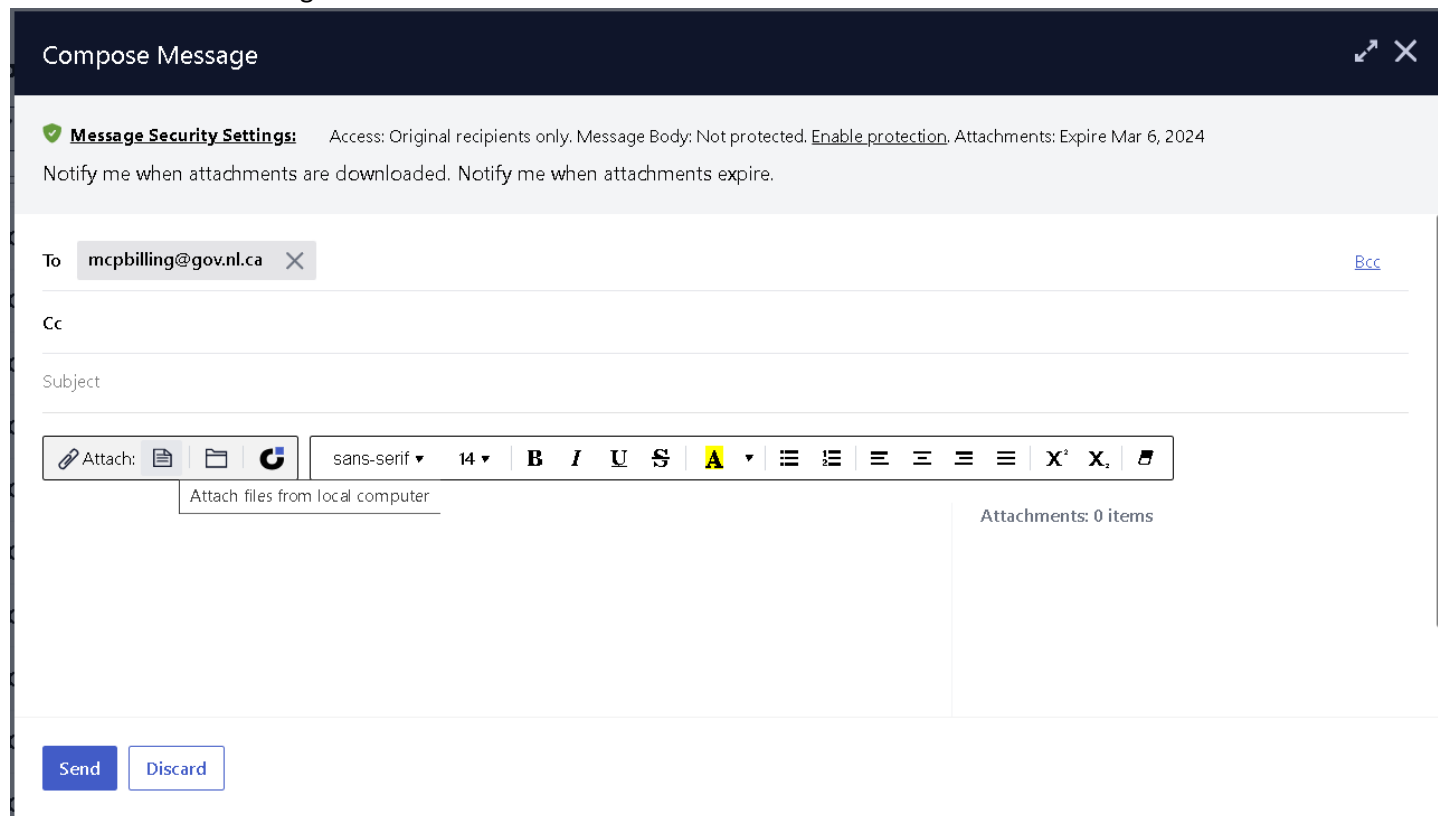


Click the **Compose** button.



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You will see the following screen:



Enter **MCPBilling@gov.nl.ca** in the **To** field.

Click the **button** that looks like a **paper clip over a sheet of paper**, this is used to attach files from your computer.

Navigate to the folder where submission files are located, usually C:\MCP. Click **Open**.

Locating files in the folder may be easier if you sort the files by descending date or provider number.

When uploading files, there are several methods you can use to select multiple files:

- Click the first file you want to select, hold down the Shift key, select the last file, and then let go of the Shift key; or,
- Hold down the Ctrl key and click any files you would like to select (holding Ctrl and clicking a file a second time will deselect the file).

Notes:

- *Submission file names start with a 6 digit provider number. Only files with this file name format should be selected.*
- *A maximum of 10 files can be sent per transfer.*
- *For assistance with locating your submission files, contact the Government of Newfoundland and Labrador (GNL) Service Desk at 729-4357(HELP).*

After your files have finished submitting (approximately 5 minutes), there is a tracking report for every file in the **Sent** tab of your SFT account. You can view download reports by hovering your mouse over the file in question and clicking the **Track** button to bring up the download report. There is an example of the download report on the page below.

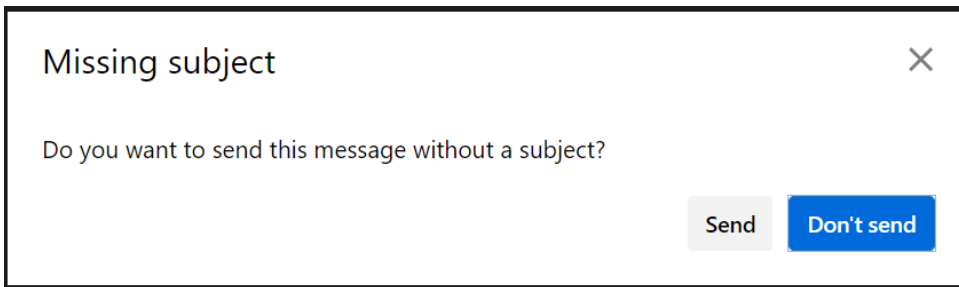
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Please note the attached submission files will be encrypted but the Subject and Text fields are not. Do not enter confidential information in these fields.

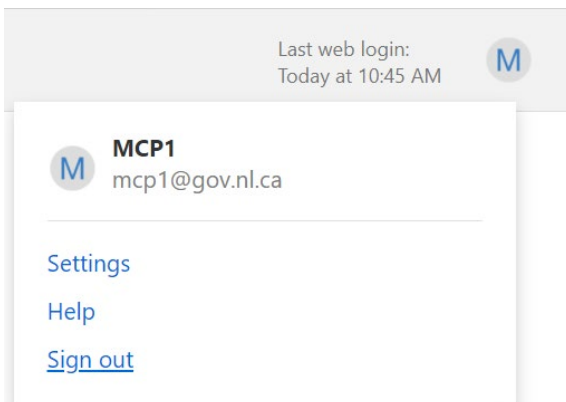
Leave the body of the email blank. Any instructions or information included will not be reviewed or actioned.

Click **Send**.

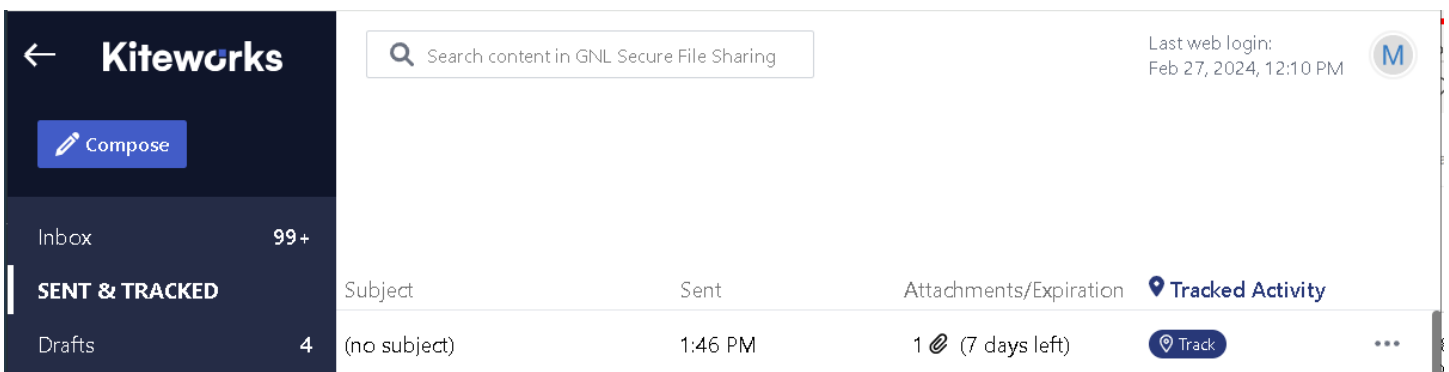
You will see the following message, click **Send**.



When the transaction is finished, click the **letter** (Eg. "M" in the image below) in the top right hand corner and click **Sign Out**. If you do not sign out, your session will automatically time out after 20 minutes.



You can view a tracking report for every file submitted to the MCPbilling@gov.nl.ca address. Remain logged into your SFT account and approximately 5 minutes after the file has been submitted, you will be able to view the report from your **Sent & Tracked** mail tab. Hover your mouse over the email containing the file you just submitted and click **Track**.



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The screen will look similar to the following:

The screenshot displays the Kiteworks interface. On the left is a dark sidebar with navigation options: 'Compose', 'Inbox (99+)', 'SENT & TRACKED', 'Drafts (4)', 'Trash', 'Outbox', 'All Files', 'Recents', 'Shared with me', 'Favorites', and 'Contacts'. The main area shows an email from 'mcp1@gov.nl.ca' dated 'Feb 28, 2024, 1:46 PM' to 'mcp_operations@gov.nl.ca' with '1 attachment - Expires: Mar 6, 2024'. Action buttons include 'Reply all', 'Forward', 'Move to Trash', and 'Print'. Below the email, it states 'File attachment expires: Mar 06, 2024' and provides options for 'Download', 'Send file', and 'Save to folder'. A table lists the attachment 'TELSUBMN.EXE' (128,0 KB) with its digital fingerprint: 'B782c16ea7f20a71409b3db15f6b9a6cc6e21955ca88c612bd577c02e1d0c0d4 sha3-256'. On the right, a 'Tracked Activity' panel shows '(Total 1)' recipients, with 'mcp_operations@gov.nl.ca' listed and a 'View details' link.

You can also click **View Details** and have this report sent to your email.

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How to Download Turn Around Documents (TAD) and Remittance Files

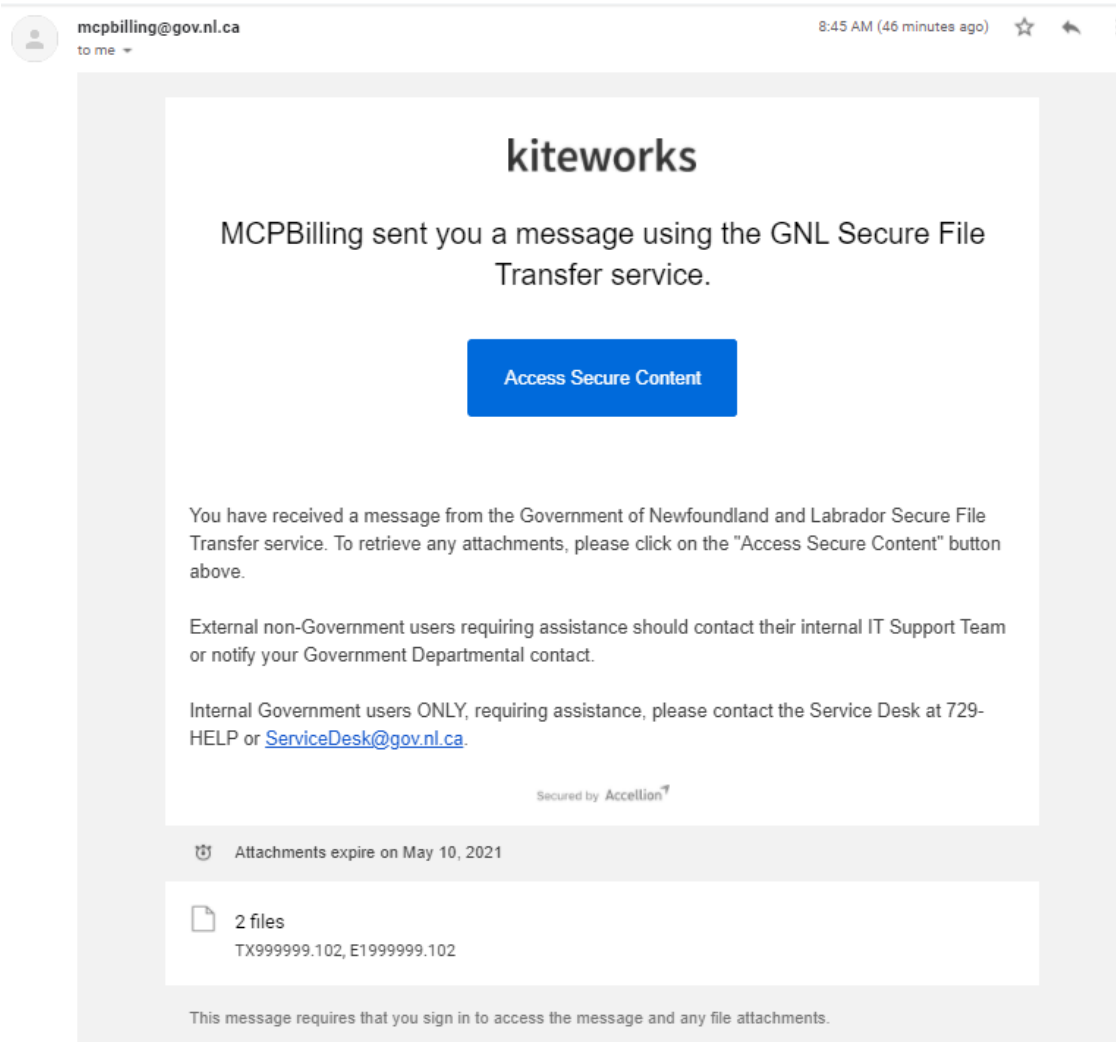
Note: End users of Secure File Transfer are responsible for the secure storage, management, retention, and purging of the MCP files they maintain.

You will receive an email notice when TAD and remittance files are ready for download.

The email account should be accessible from the machine where TeleClaim is installed.

Please note you only have 7 days after you receive the email to download them. The files will be removed from the Secure File Transfer system after 7 days. Note that the sample email below contains a date until which the file(s) will be available.


If the files have been removed but are still required, please contact the GNL Service Desk at 729-4357(HELP).



"This email and any attached files are intended for the sole use of the primary and copied addressee(s) and may contain privileged and/or confidential information. Any distribution, use or copying by any means of this information is strictly prohibited. If you received this email in error, please delete it immediately and notify the sender."

Click the **Access Secure Content** button to go to the Secure File Transfer webpage.

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Sign in

Username or email

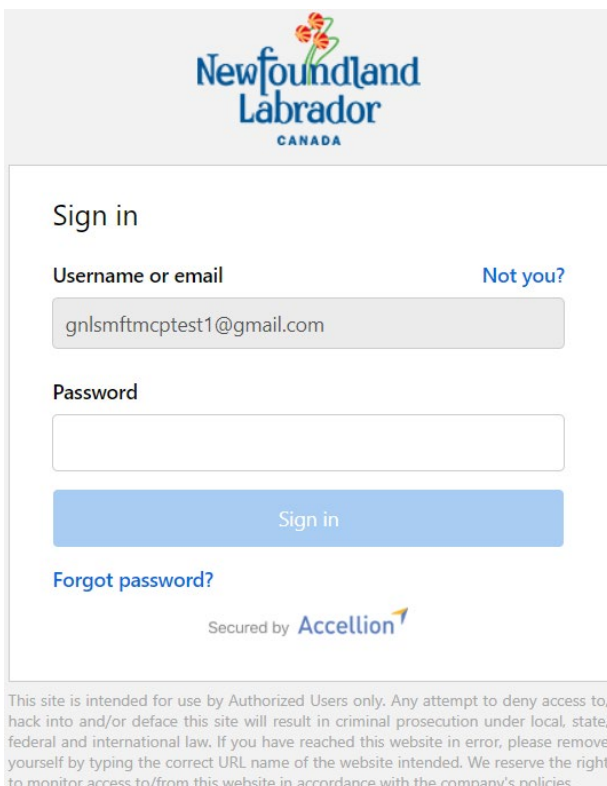
Next

Secured by Accellion

This site is intended for use by Authorized Users only. Any attempt to deny access to, hack into and/or deface this site will result in criminal prosecution under local, state, federal and international law. If you have reached this website in error, please remove yourself by typing the correct URL name of the website intended. We reserve the right to monitor access to/from this website in accordance with the company's policies.

Enter your email address.

Click **Next**.



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Sign in

Username or email [Not you?](#)

Password

Sign in

[Forgot password?](#)

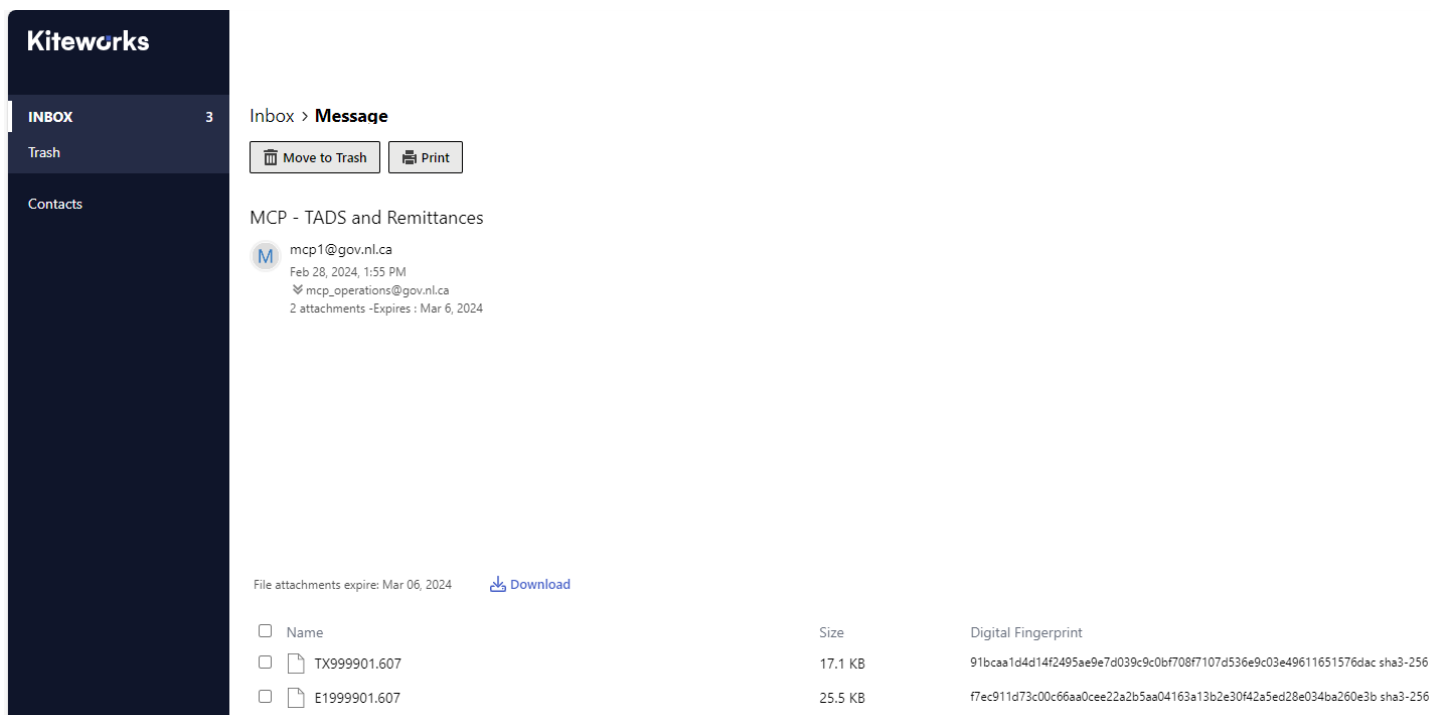
Secured by Accellion

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Enter your password.

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If you are using a computer outside of a trusted or secure network, click the **I am on a public computer** check box. This will ensure that usernames and passwords will not be saved. A screen similar to below will be displayed.



The screenshot shows the Kiteworks interface. On the left is a dark sidebar with 'Kiteworks' at the top, followed by 'INBOX 3', 'Trash', and 'Contacts'. The main area displays an email titled 'MCP - TADS and Remittances' from 'mcp1@gov.nl.ca' dated 'Feb 28, 2024, 1:55 PM'. Below the email header are two attachments: 'TX999901.607' (17.1 KB) and 'E1999901.607' (25.5 KB). A 'Download' button is visible next to the attachments. At the bottom, a table lists the attachments with their names, sizes, and digital fingerprints.

<input type="checkbox"/>	Name	Size	Digital Fingerprint
<input type="checkbox"/>	TX999901.607	17.1 KB	91bcaa1d4d14f2495ae9e7d039c9c0bf708f7107d536e9c03e49611651576dac sha3-256
<input type="checkbox"/>	E1999901.607	25.5 KB	f7ec911d73c00c66aa0cee22a2b5aa04163a13b2e30f42a5ed28e034ba260e3b sha3-256

Click the box next to an *individual* file name and click **Download** to begin downloading the file.

Follow the screens to download the file and save to an appropriate folder.

The folder you choose will depend on the claims billing or Electronic Medical Record program you are using. If your web browser does not allow you to choose a specific folder, the files may have to be moved to the appropriate folder after download. Contact your claims billing or Electronic Medical Record program vendor for assistance with choosing a folder.

If there are multiple files to download, each file must be downloaded individually.

When the transaction is finished, click the **letter** in the top right hand corner and click **Sign Out**. If you do not sign out, your session will automatically time out after 20 minutes.

Notes:

- For assistance with choosing a file folder/locating downloaded files, contact the Government of Newfoundland and Labrador (GNL) Service Desk at 729-4357(HELP).
- **DO NOT OPEN DOWNLOADED FILES BY CLICKING ON THEM IN A FOLDER.** The data in the files should be imported/processed with the TeleClaim program.
- TAD and remittance files will remain on the MCP Secure File Transfer server for 7 days, even after you have downloaded the files.
- It is recommended that files not be picked up a second time, unless it is necessary to do so. Please contact the GNL Service Desk at 729-4357(HELP) for assistance.
- Fee for service (FFS) TAD file names begin with "T" and a provider number.
- Alternate billing (ABS) TAD file names begin with "S" and a provider number.
- Remittance detail (paid claims detail) file names begin with "E1" and a provider number.

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Note that if you are not being paid for individual claims, but have some other form of payment such as a lump adjustment, block funding, etc., there will be no "E1" detail file, just a "TX" summary file.

- *Remittance summary file names begin with "TX" and a provider number.*

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Reminders

- A password update is required every 90 days. When your password expires, you will be prompted to update it when you log in.
- Remittance and TAD files remain available for download for 7 days. After 7 days the files are automatically removed from Secure File Transfer.
- Secure File Transfer accounts automatically expire after 60 days of inactivity. If your account has expired, please contact the GNL Service Desk at 729-4357(HELP) to have your account reactivated.
- End users of Secure File Transfer are responsible for the secure storage, management, retention, and purging of any MCP submission, TAD or remittance files they maintain.

Support

- The GNL Service Desk can be reached at 729-4357(HELP).
- The GNL Service Desk provides support for software provided by MCP only. The GNL Service Desk should not be contacted for hardware or software support for software packages not supplied by MCP, problems resulting from machine errors, internet connectivity, operating environments, et cetera. Users should consult their external professional IT support for assistance as required.

Tips

1. If you have requested an account but have not yet received an email, check your SPAM folder. If the email was sent to your SPAM folder, move it your Inbox and add the GNLSMFT@gov.nl.ca and MCPBilling@gov.nl.ca addresses to your email Address Book or Contact List.
2. If you have trouble uploading/downloading files, refer to your web browser's "HELP" feature for assistance.
3. If you are having trouble uploading/downloading files, try one of the following browsers:
 - Microsoft Edge 90+
 - Google Chrome 90+
 - Mozilla Firefox 88+
 - Safari 14+
4. If your web browser does not allow you to choose a folder when downloading files, you may be able to change a setting in the browser that will give you the option to select a folder. Refer to your web browser's "HELP" feature or consult your IT support.
5. Selecting multiple files when uploading files:
 - a) Click the first file you want to select, hold down the Shift key, select the last file, and then let go of the Shift key, or;
 - b) Hold down the Ctrl key and click any files you would like to select (holding Ctrl and clicking a file a second time will deselect the file).
6. When sending files, you can attach a maximum of 10 files per transfer.

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Changing Your Secure File Transfer Account Email Address

- To change the email address associated with your Secure File Transfer account, contact the GNL Service Desk at 729-4357(HELP).

Adding/Removing Providers

To add a provider to your Secure File Transfer account, complete the Electronic Billing Application.

To obtain a form, visit the MCP Website at <https://www.health.gov.nl.ca/health/mcp/> or contact the GNL Service Desk at 729-4357(HELP).

To remove a provider from your Secure File Transfer account, contact the GNL Service Desk at 729-4357(HELP), with the following information:

- Provider Number
- Provider Name
- The email address associated with your Secure file Transfer account