mcp

Secure File Transfer User Guide

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.
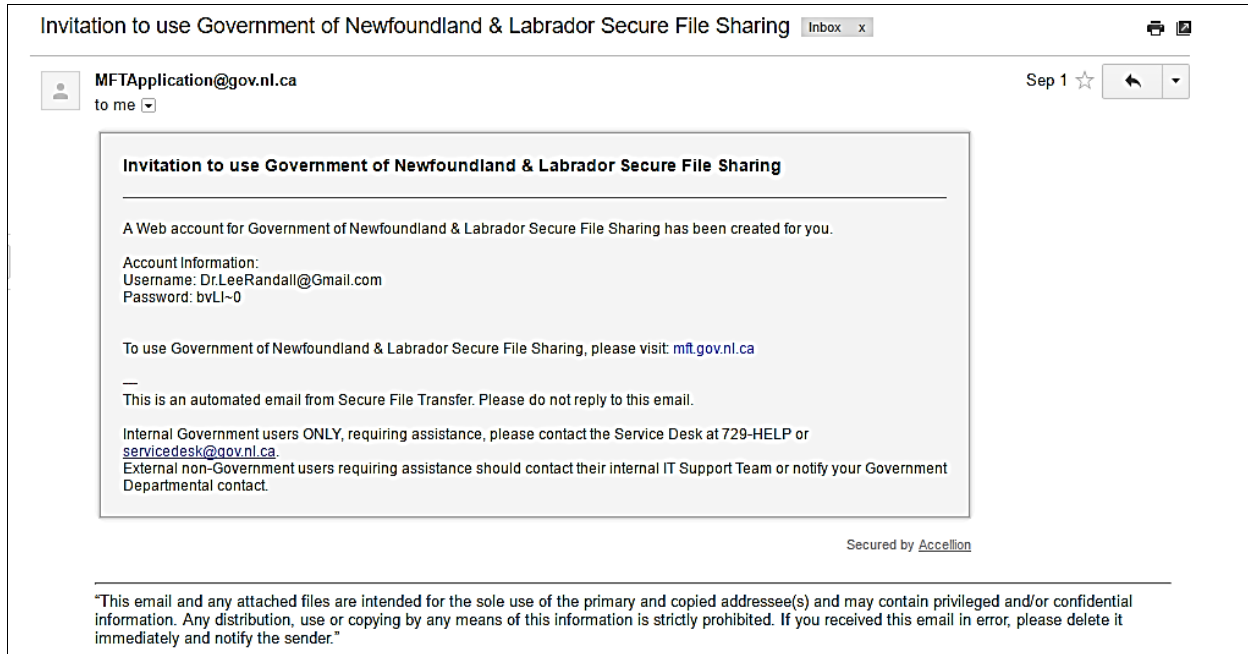
Table of Contents
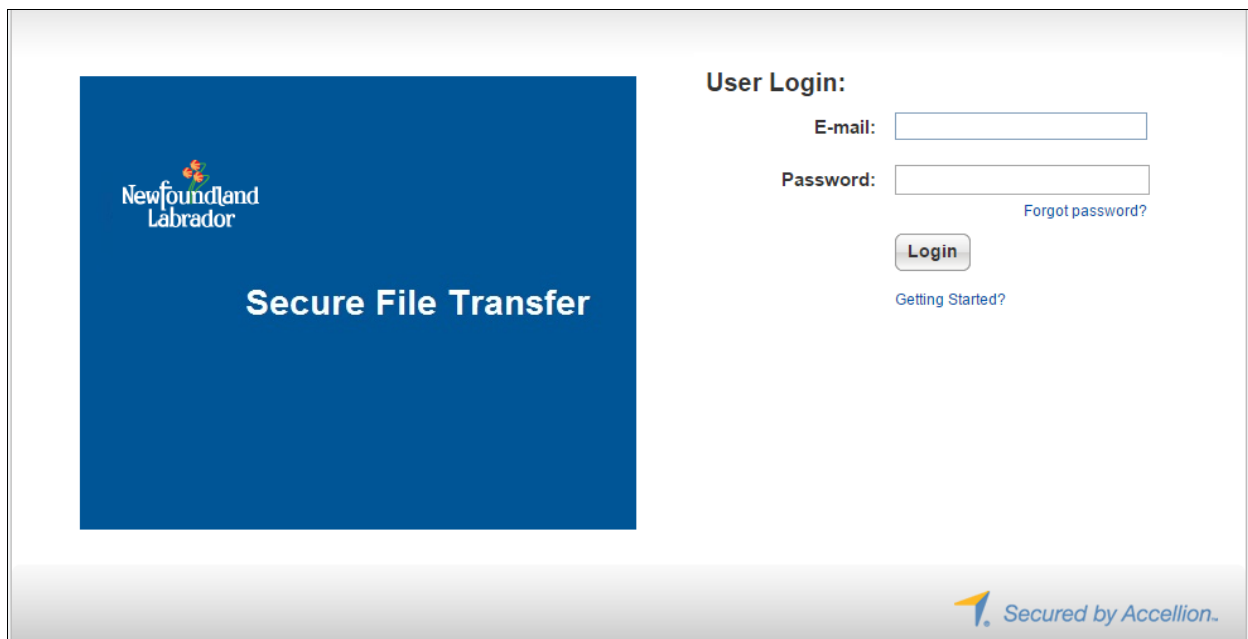
Secure File Transfer User Guide

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 MFTApplication@gov.nl.ca with the username and password. It will be sent to the email address provided on the Electronic Billing Application.

Click the https://mft.gov.nl.ca link in the email or open your web browser and type **https://mft.gov.nl.ca** in the address bar.
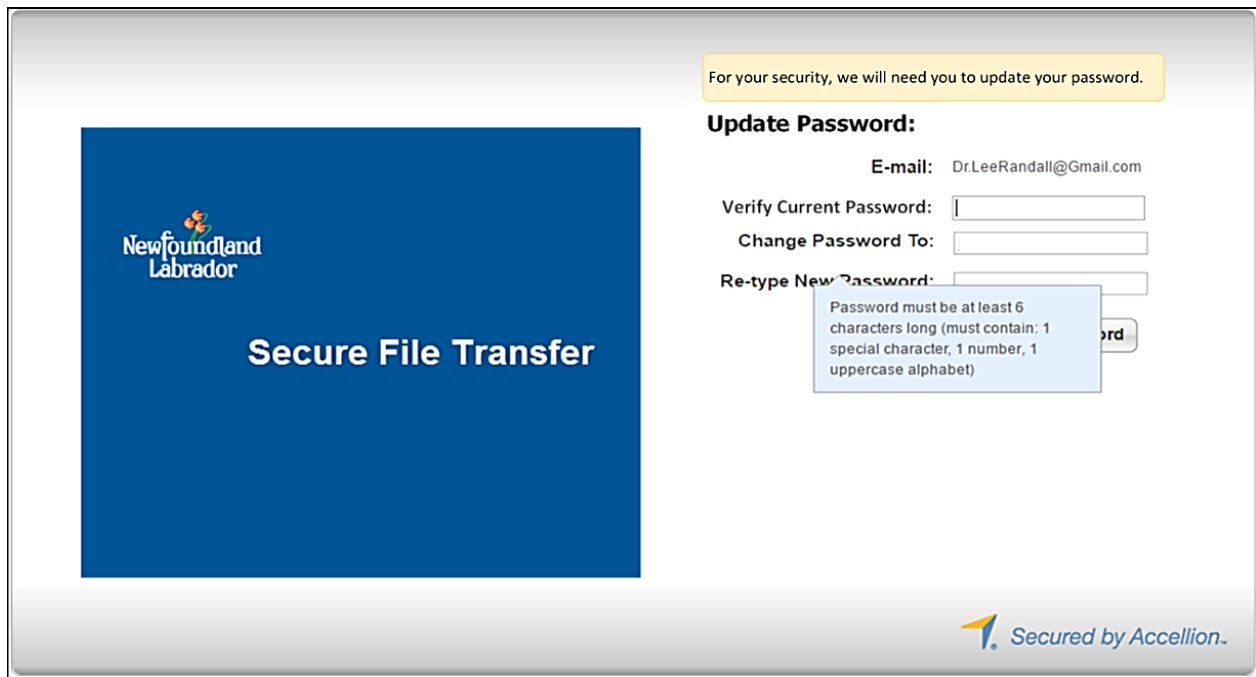
Enter the username and password provided in the email.

Secure File Transfer User Guide

You will be prompted to update your password. The password must be at least 6 characters long and must contain:

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

You will receive confirmation that your password has been updated successfully.
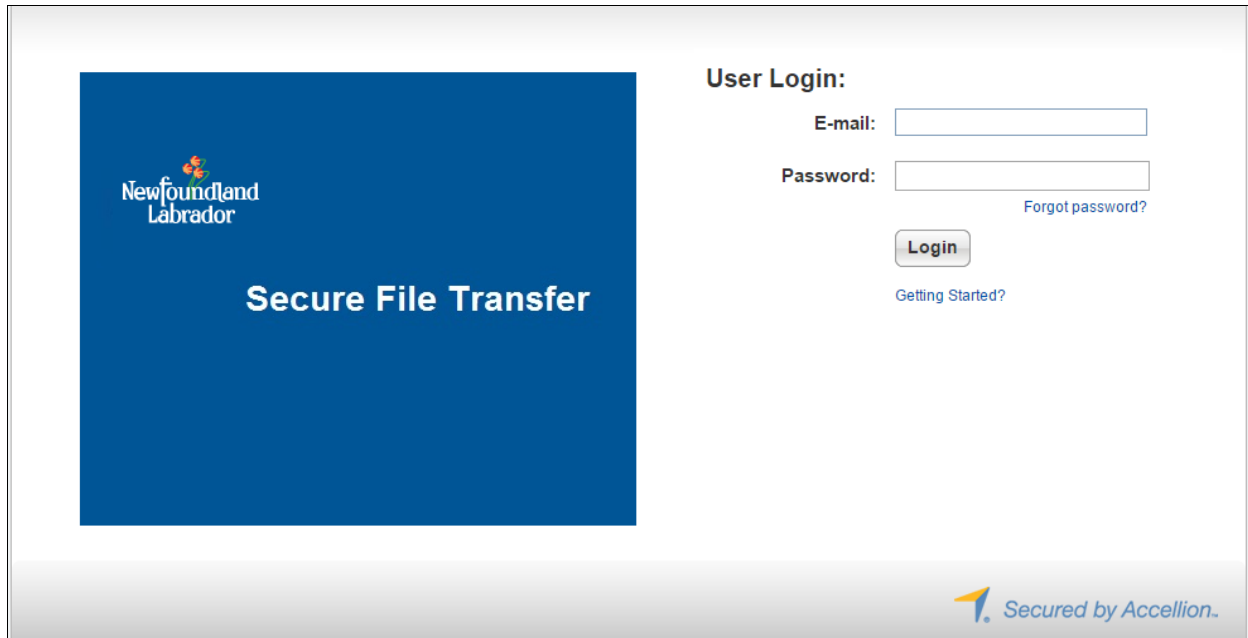
Click **OK**.

Secure File Transfer User Guide

How to Send Submisson 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://mft.gov.nl.ca**. Enter your email address and password to Login.
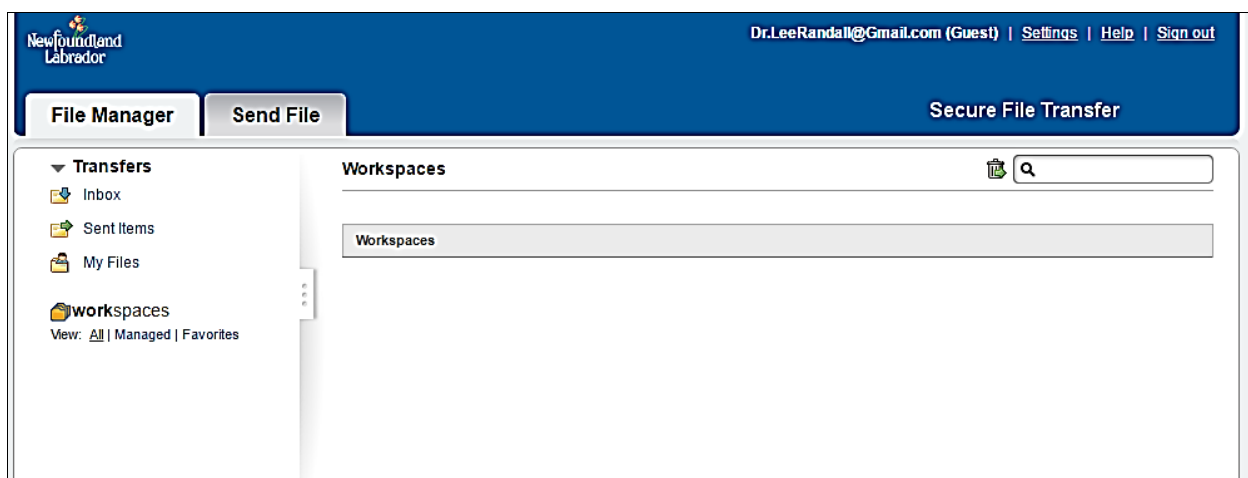
Click the **Send File** tab.

Secure File Transfer User Guide

Depending on the web browser you are using, one of the following two screens will be displayed.

OR

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

Click the **Choose File** or **Choose File/Folder** button in the **Files:** section.

You may see the following screen. Click "Do not show this again for this app and web site." and then click "Allow".
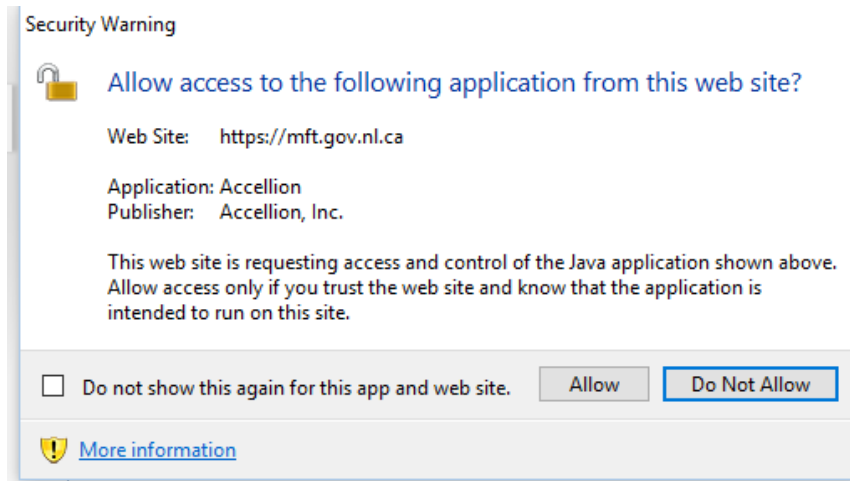

Navigate to the folder where submission files are located. Click **Open**.

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:

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).

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 your claims billing or Electronic Medical Record program vendor.*

If you would like notification on file delivery, click the **Send notification on file delivery** check box.

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**. Click **OK**.
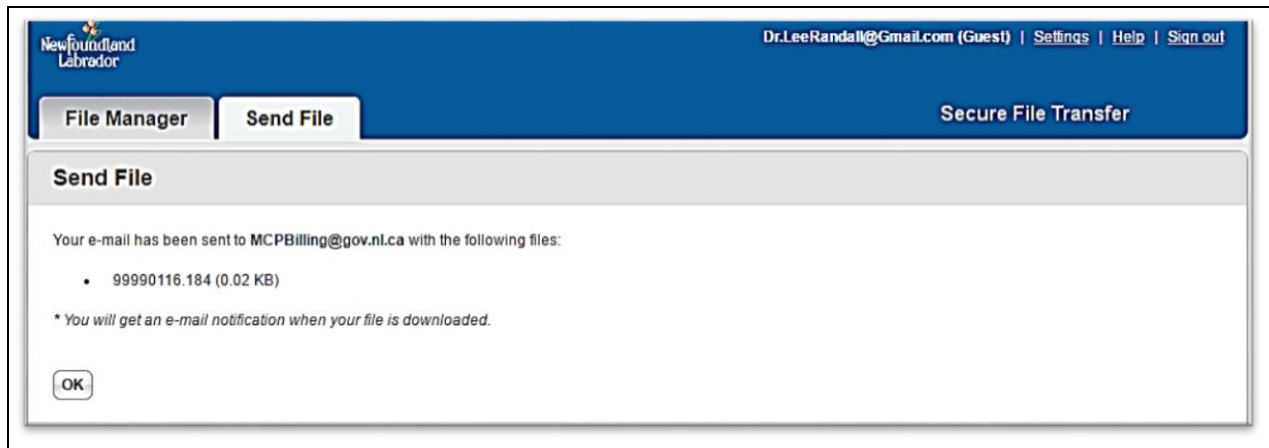
When the transaction is finished, click Sign Out or close the screen by clicking the "X" in the upper right hand corner. If you do not sign out, your session will automatically time out after 20 minutes.

If you selected **Send notification on file delivery**, you will receive an email notice (example below) from mcpbilling@gov.nl.ca. If there are any questions or issues with the content of the email, please contact the Government of Newfoundland and Labrador (GNL) Service Desk at 729-4357(HELP).
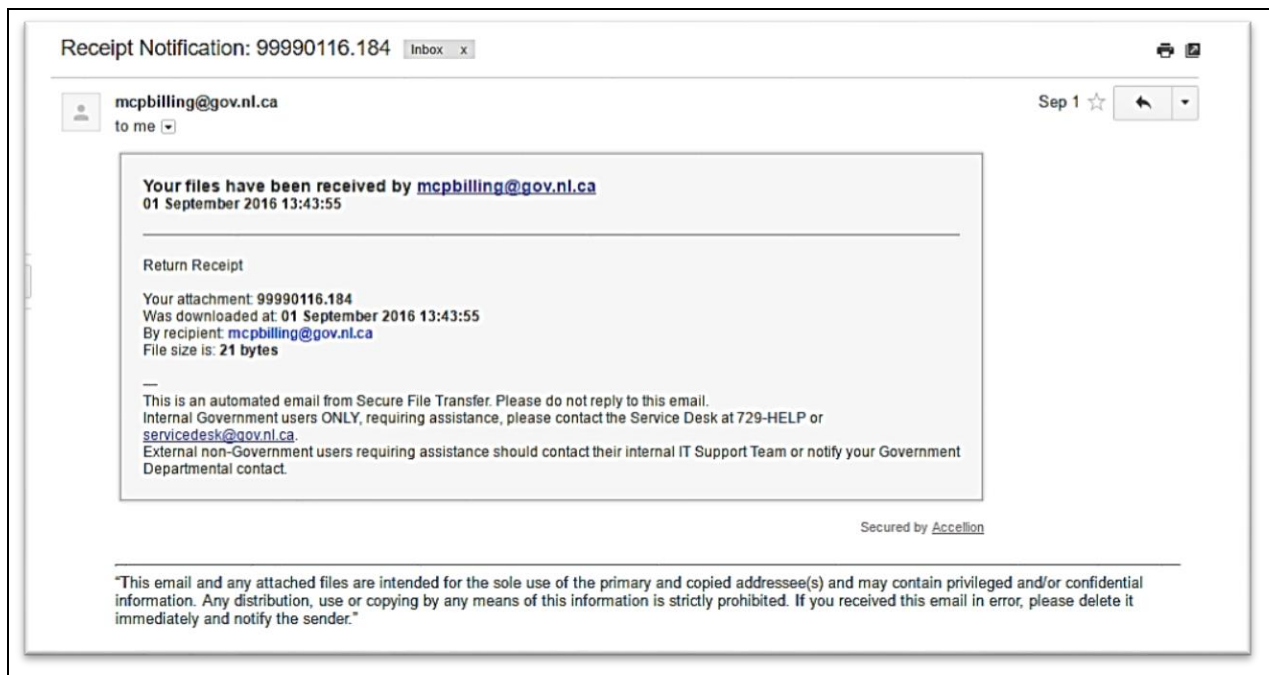
Secure File Transfer User Guide

How to Access 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.

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).
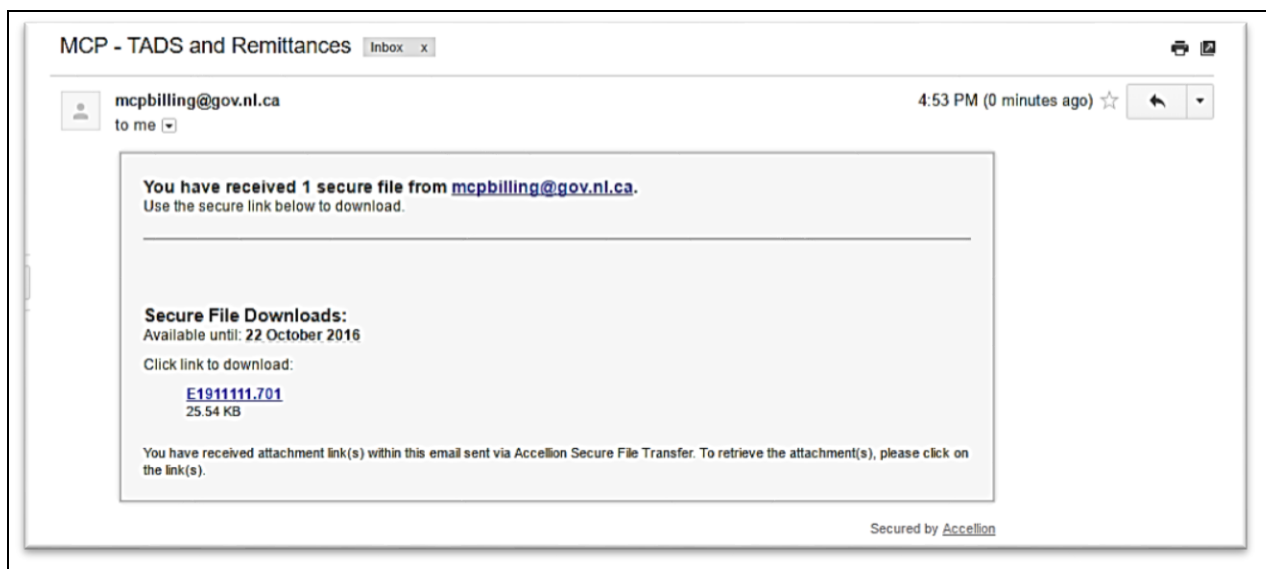
Click a file name link to go to the Secure File Transfer webpage.

Secure File Transfer User Guide

Enter your email address.

Click **Submit**.

Enter your password.

Secure File Transfer User Guide

mcp

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.

Click a file name 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 **Sign Out** or close the screen by clicking the "X" in the upper right hand corner. If you do not sign out, your session will automatically time out after 20 minutes.

Notes:
- *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 your claims billing or Electronic Medical Record program vendor 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.*
  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.*

Secure File Transfer User Guide

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 MFTApplication@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:
   - IE 10+
   - Chrome 11+
   - Firefox 40+
   - Safari 6+

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.

Secure File Transfer User Guide

mcp

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