

The Health Plan

Electronic Claims Processing

Internet File Transfer Instructions

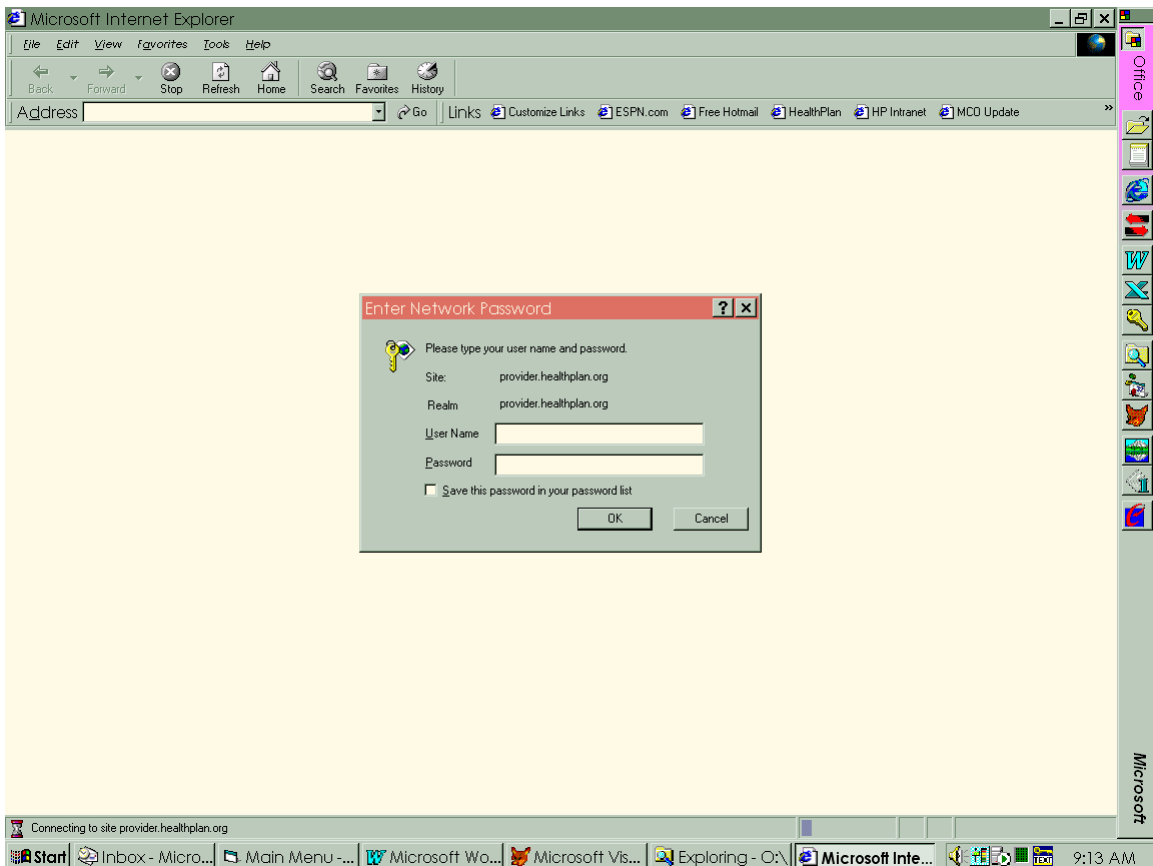
System Requirements:

- Computer with access to the Internet
- Web Browser (Internet Explorer 5.0 or greater, recommended)

1. Start your internet browser and go to the following address:

<https://provider.healthplan.org/filetransfer>

The following screen will appear.



2. Enter your assigned user name and password.

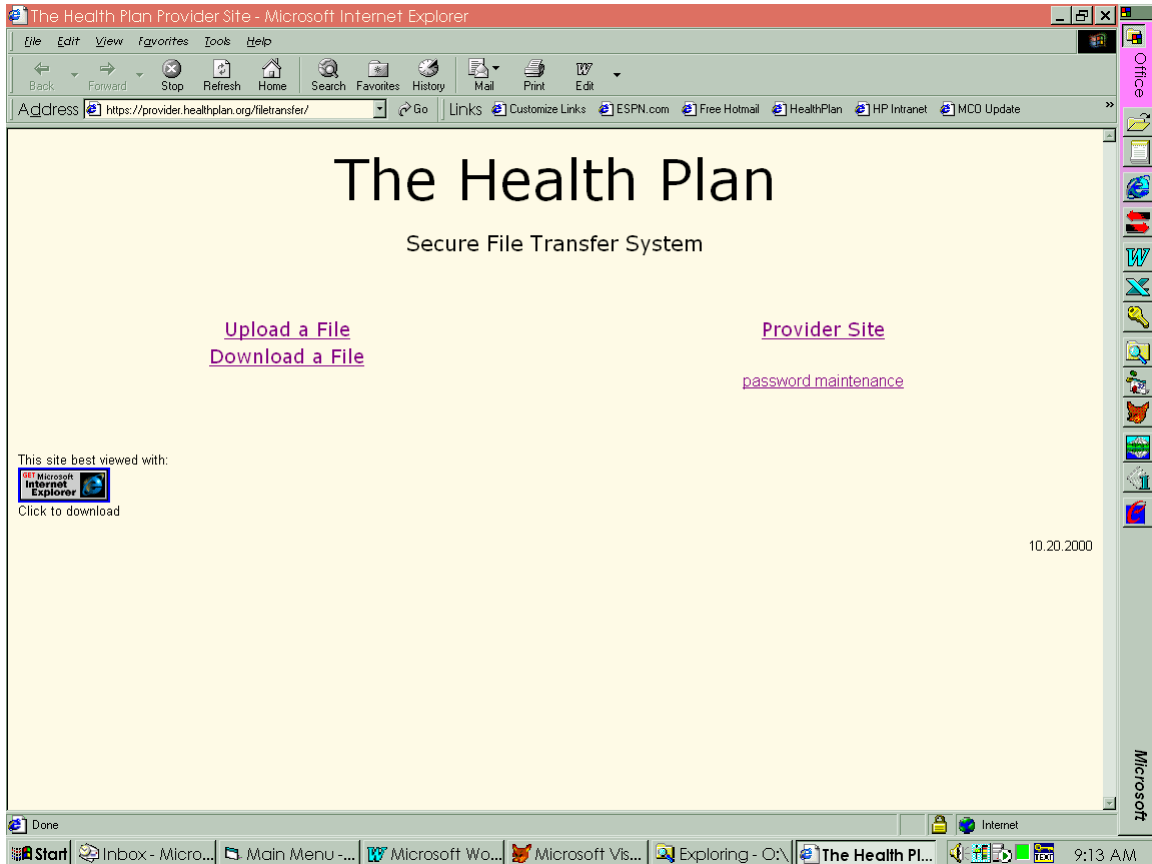
Remember, passwords are case-sensitive.

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3. This is the File Transfer homepage.



[Upload a File](#)

This allows you to send a file to The Health Plan.

[Download a File](#)

This allows you to receive a file from The Health Plan.

[Provider Site](#)

This is a link to the Provider Services web pages.

- Member Eligibility Lookups
- Referral Entry screens
- Referral History
- Claim Lookups

[Password Maintenance](#)

Allows you to change your password.

You will be required to change your password every 90 days.

Passwords must be a minimum of 6 characters, and they are case-sensitive.

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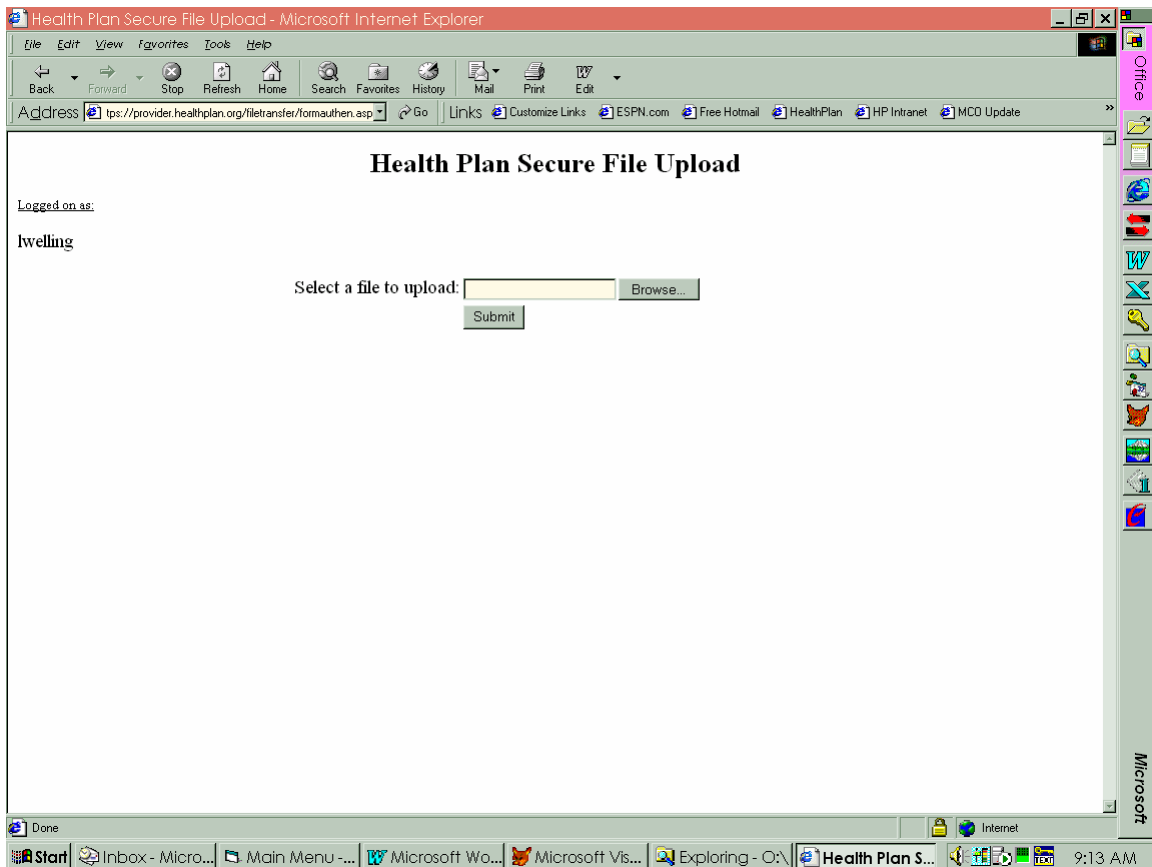
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4. Enter the path and filename of the file to send to The Health Plan and press the Submit button to start the File Transfer.

OR

5. Click on the Browse button, and this will open a browser window on your machine, allowing you to point and click on your file.

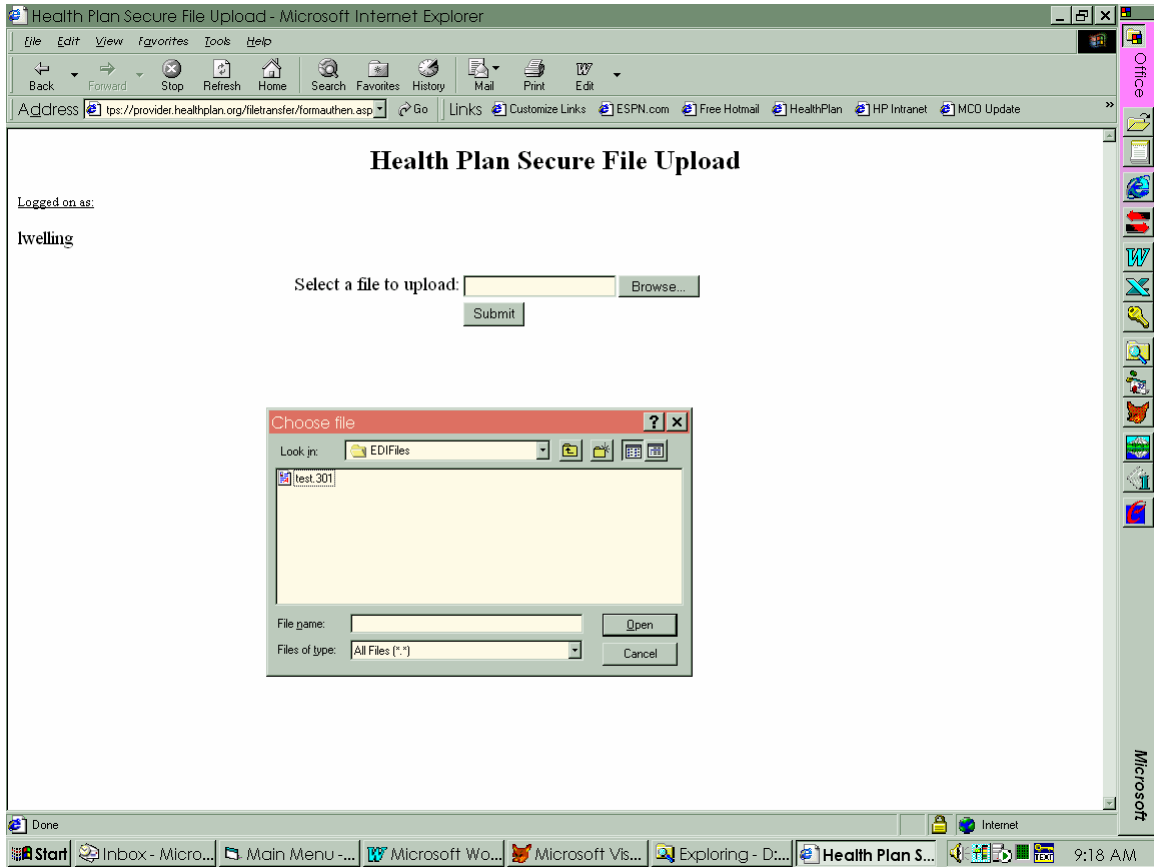


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- This is what the browser window will look like. After selecting your file, click on the Open button and the following screen will reappear.

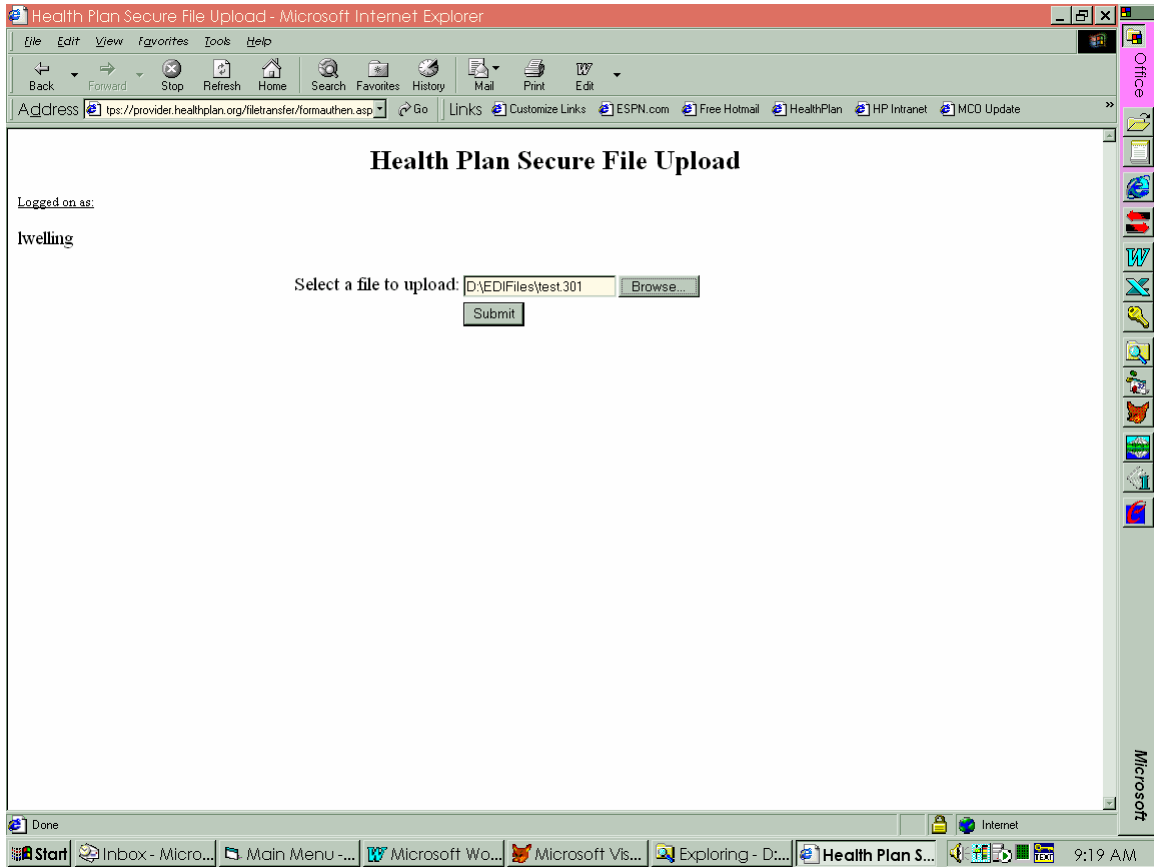


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7. After typing in your filename to upload or selecting the file to upload with the browser, press the Submit button to send the file to The Health Plan.

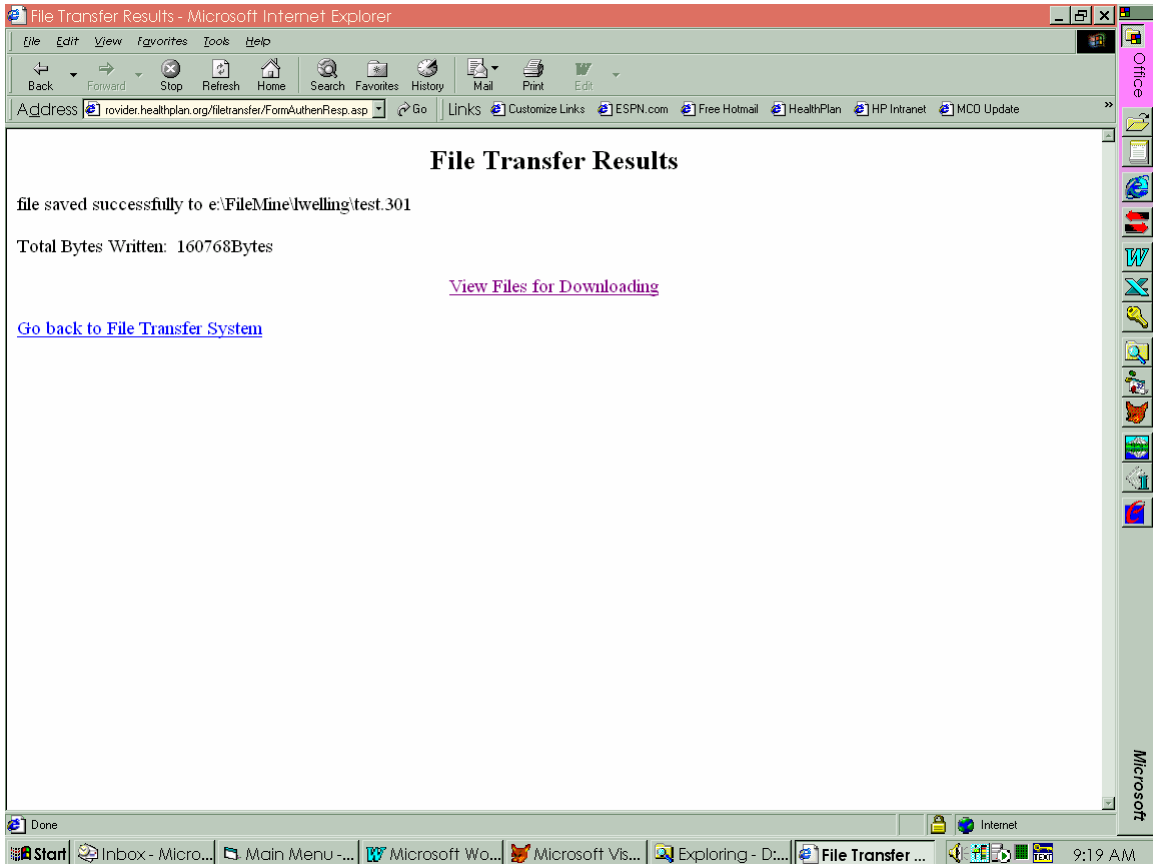


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- After the file has been transferred, you will see this page that confirms the file was received, and the size in bytes of the file received.



[Go back to File Transfer System](#)

Clicking on this link will return you to the homepage for file transfers.

[View Files for Downloads](#)

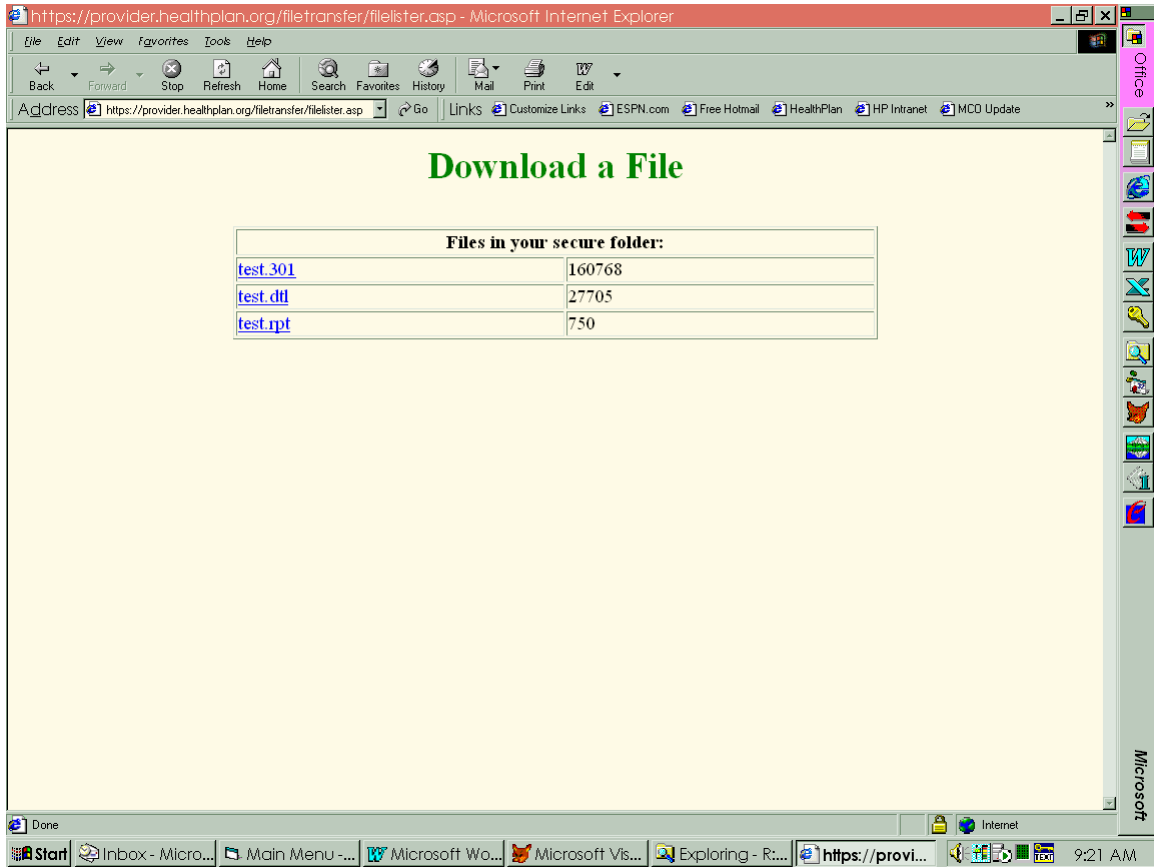
Clicking on this link will display the following page, showing all files that you may download.

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9. Click on any filename, and a file download box will appear (see next page), allowing you to open and view the file or download the file to any location on your computer.

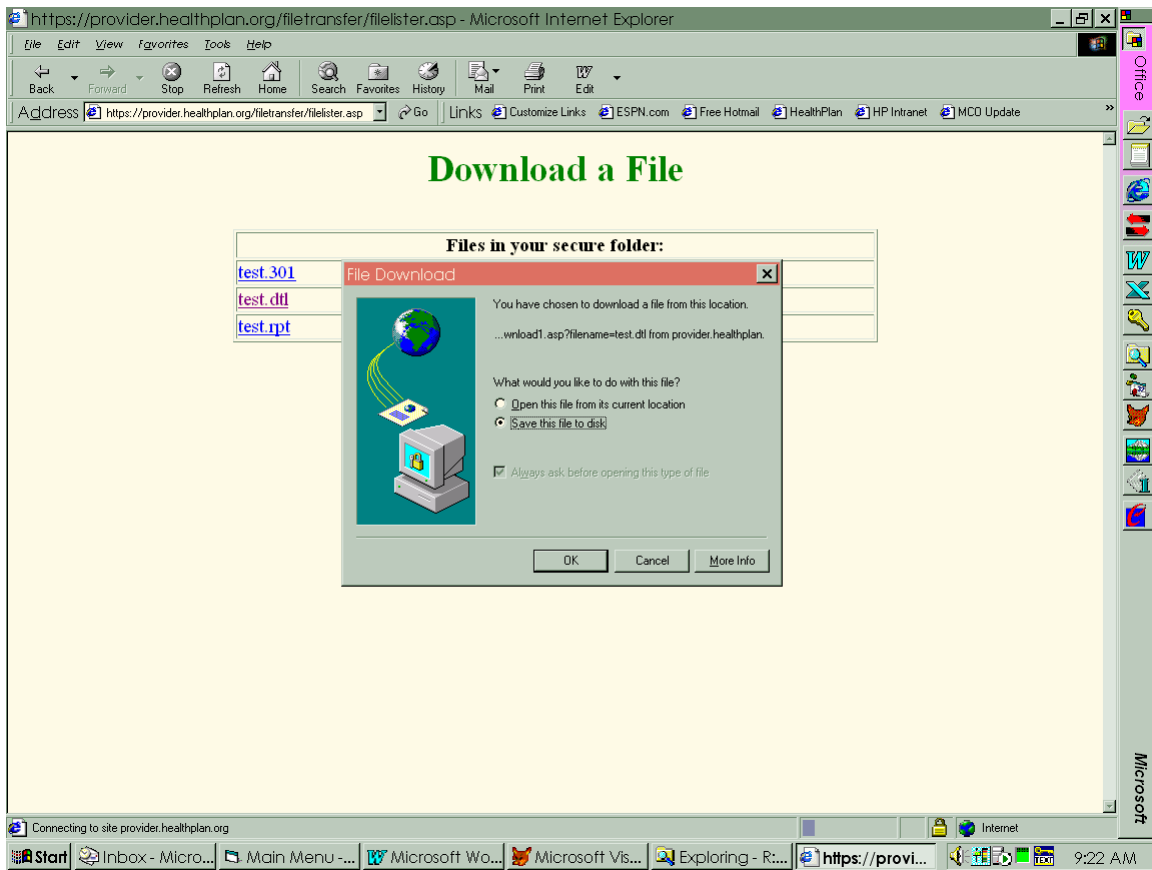


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10. Click on Save this file to disk, and click on OK. The following browser will appear.

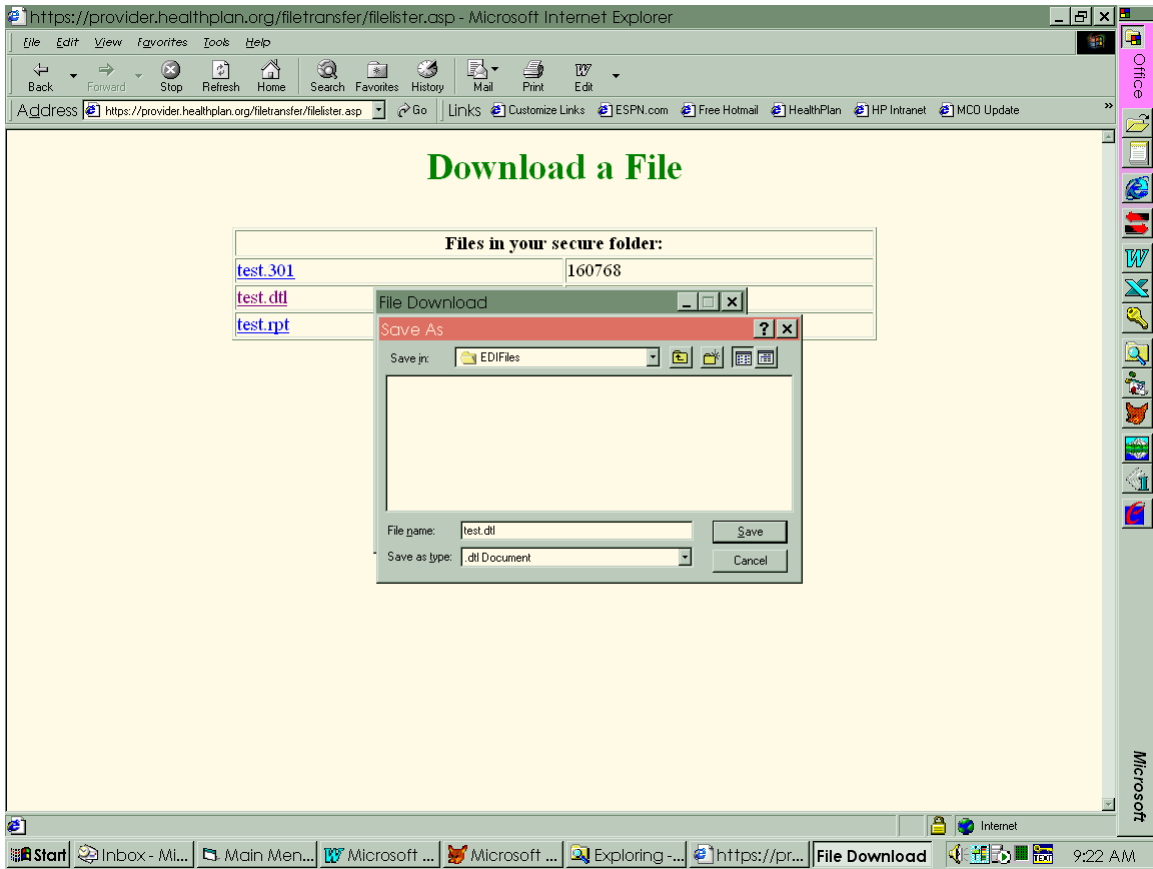


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11. Choose a location to save your file to and click the Save button.



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PASSWORD MAINTENANCE:

Enter your User Name, Old password, New password, and enter your New password a second time.

Click on the OK button and your password will be changed.

REMEMBER, YOUR PASSWORDS ARE CASE-SENSITIVE.

The screenshot shows a Microsoft Internet Explorer browser window titled "Password Maintenance - Microsoft Internet Explorer". The address bar displays the URL "https://provider.healthplan.org/issadmpwd/aexp.htm". The main content area of the browser contains the following text and form elements:

Password Maintenance

Your password has expired. You can change it now.

Note: Passwords are case-sensitive!

User Name

Old password

New password

Confirm new password

OK Cancel Reset

The browser's taskbar at the bottom shows several open applications, including "Inbox - Micro...", "Main Menu -...", "Microsoft Wo...", "Microsoft Vis...", "Exploring - D:...", and "Password Ma...". The system clock in the bottom right corner indicates the time is 9:55 AM.

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Provider Logon screen:

This will give you access to Provider Services.

