

Reducing Administrative Burden through Secure File Transfer (SFT)



Secure File Transfer (SFT) is a method of securely uploading and downloading medical record files from your desktop using a major web browser (Chrome, Firefox, and Internet Explorer). Sending medical records to us via SFT is secured through Hypertext Transfer Protocol Secure (HTTPS) so that your data is protected. This is the easiest and most cost-effective way to review medical records and offers the least amount of disruption for your practice.

Frequently Asked Questions

Is the data I send protected within BlueCross BlueShield of Western New York?

We operate a secure data center, and employ a cybersecurity operational and engineering team which focuses on the safety of protected health information (PHI). Information from your practice will be securely organized in files specific to your practice and provider, ensuring that sensitive PHI will be properly stored and safeguarded.

What security measures are in place to protect our data while in transport to BlueCross BlueShield?

The SFT service uses HTTPS when moving data between source and destination. This is the same technology used for major online banking and retailers.

Why Secure File Transfer?

As the need for medical record review increases due to state and federal audits, SFT will be the least disruptive form of records review for you and your practice. Using this service is easy and convenient. It allows you to eliminate the fax cover sheet process and easily click, drag, and drop records into a protected server. Once you upload the documents, we will do the rest of the work.

Has this service been used before?

Yes, our Quality and Risk Adjustment teams have used SFT to receive medical records from numerous practices. Practices that try this method generally like the ease of the process and choose to work with us this way going forward.

Can I send data directly from my EMR or must I export the data first?

You will need to upload data from your EMR into a file that can then be exported to us.

Can I change/reset my password?

Yes, the Web Trader interface allows you to change your password at any time. If you need to have your password reset for any reason, contact your practice account manager and a new one will be provided for you.

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What is Axway?

Axway is the name of a software company we use to securely transport data. It includes the Web Trader interface to allow users ease of uploading data to our NYHPLANS website.

How do I sign up and use this service?

For help getting started with SFT, contact your practice account manager. We will create a username and password that will be emailed to you via an encrypted email. Once you have your unique username and password, you can log on to the secure site. A user guide will also be included to help you with questions you may have along the way.

How else can we protect PHI and other sensitive data?

Some best practices for protecting data include:

- Using anti-virus, anti-spam, and anti-spyware software to detect and protect against computer viruses and other threats
- Creating strong passwords with a minimum of eight characters and a combination of numbers, letters and symbols (!, #, ?, @, etc.)
- Deleting files from your desktop after you have transferred them to us
- Educating your staff about how to keep information safe

For more information about remote access, please contact your practice account manager.