



EXCHANGING PROVIDER ROSTER (SPI) AND BATCH REGISTRATION FILES VIA SFTP

This document outlines the process for LEA’s who will be using SFTP software to exchange CYBHI files with Carelon. There are many SFTP products available (i.e. FileZilla, CuteFTP, etc.) and the product you use is at your organization’s discretion. While we cannot provide support for your particular SFTP software, we have attempted to outline a generic process that should represent the typical process for setting up a connection to the Carelon server via SFTP.

Please Note: SFTP users cannot use the ProviderConnect portal to exchange files. Only LEA’s who initially chose to use ProviderConnect (instead of an SFTP connection) can log into the ProviderConnect portal. If you elected to use the ProviderConnect application instead of SFTP, please refer to the instructions provided in the email with your ProviderConnect credentials.

SUBMITTING FILES VIA SFTP

1. Open the SFTP software that is installed on your computer and has access to any files you are sending to Carelon or the location where you would like to save files received from Carelon.
2. Create a new connection from your device to the Carelon server. Most SFTP software has a button to create a “New Connection” or to launch a connection wizard to build your connection.
 - Add a site/connection name: Example – **“Carelon CYBHI Connection.”** The site name is comparable to a profile name and will likely remain in your list of connections.
 - When prompted, enter in the following details, which were previously provided in emails from Carelon:
 - **Hostname or Server Address:** dx.carelonbehavioralhealth.com
 - **Username:** Insert the username provided in your email from Carelon.
 - **Password:** Insert the password that was provided in a separate Carelon email.
 - **Port Number:** If prompted, enter in a port number of 2022.

Please Note: Ensure that you set up your connection to use SFTP (not FTP).

3. Once the SFTP connection is made, you will be directed to the root folder for your account on the Carelon server. You should now have access to the file folders – see locations to use below:

SENDING FILES (Dropoff)	
Provider -> Carelon	
PROVIDER ROSTER:	Location: /Uploads/PROVUPD
BATCH REGISTRATION:	Location: /Uploads/BATCHREG
RETRIEVING FILES (Pickup)	
Carelon -> Provider	
RESPONSE FILES:	Location: /Downloads