



Arkansas Insurance Department

General Data Submission Process
from Carriers to RHLD

Version 2.0

Last Edited: January 26, 2016

Overview

This document is to communicate the general data submission process by Health and Dental Carriers to the Regulatory Health Link Division of Arkansas Insurance Department. There are multiple ways you may be required to submit data to Arkansas Insurance Department. This is the default data submission process ***unless detailed otherwise in separate file specification documents or other communications***. This process is more suitable for securely submitting various data files without the overhead of interacting with AID for carrier specific logins.

AID's secure FTP site would receive the data. Carriers will not be able to see any files they submit or files submitted by other Carriers.

This document does not describe any data formatting details required on the data submissions.

Intended Audience

This document is intended for technical staff familiar with some of the basics of transmitting data using FTP tools such as FileZilla. If after reading through this document the technical staff still needs help, he or she may contact AID's Information Help Desk at 501-371-2657 or email insurance.information.systems@arkansas.gov

FTP Tool

This document has been tested using the open source FTP tool called FileZilla on the Windows platform. The data submitter is not restricted from using any other tool with similar features. Native ftp at command line prompts will not work for the ftp host address provided. FileZilla client can be downloaded and installed for free from <https://filezilla-project.org/>. The expected usage and behavior of FileZilla while successfully transmitting a file to Arkansas Insurance Department is shown in Appendix 2.

Implementation details

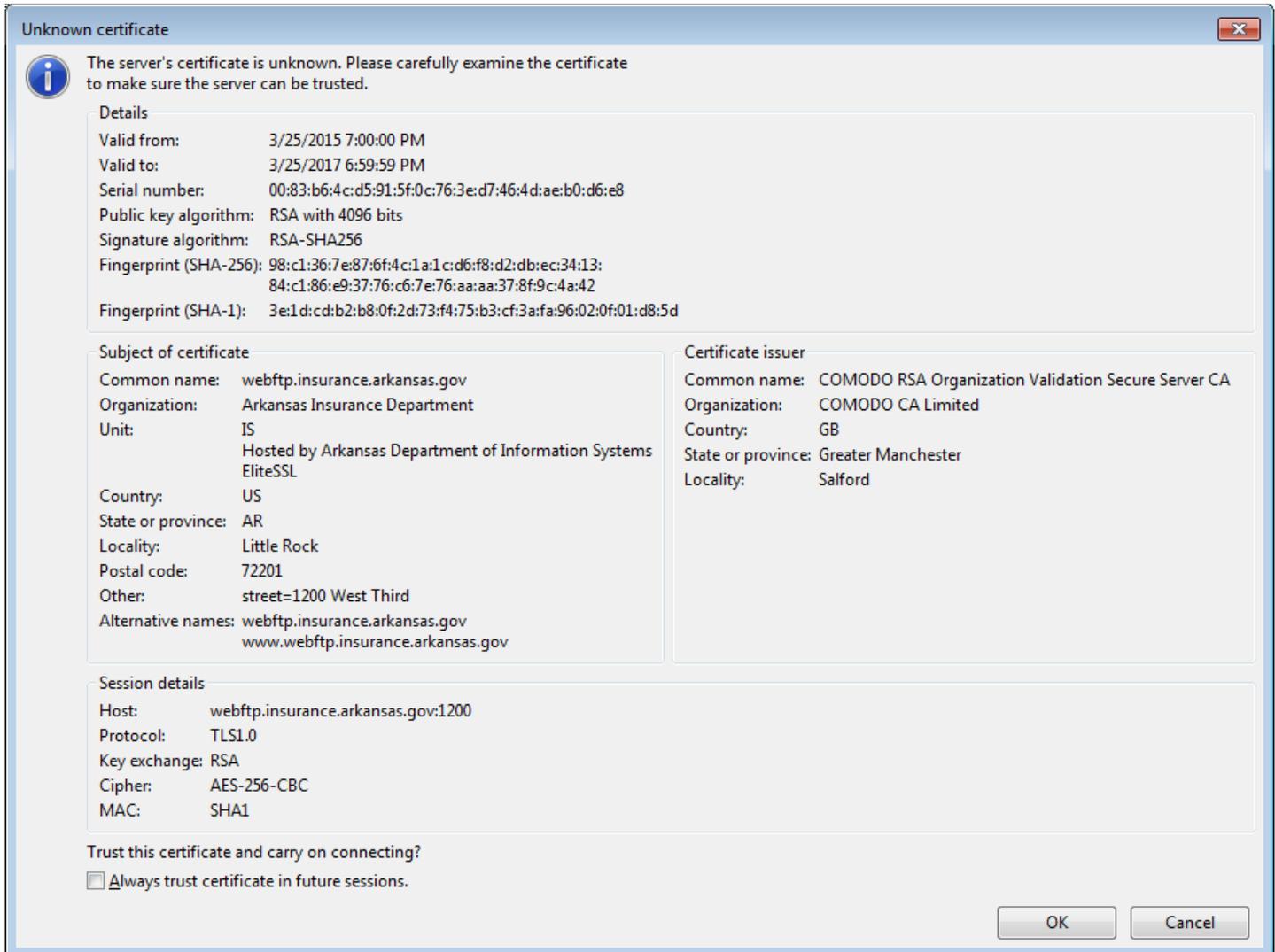
1. Name the file appropriately using the following File Naming Convention unless otherwise specified elsewhere
 - a. <Date of submission in YYYYMMDD format>_<Carrier name>_<any short descriptive name by carrier>
 - b. For example a HEDIS data submission by Arkansas BlueCross BlueShield on July 15, 2015 in csv format may be "20150715_ARBCBS_2014 HEDIS Data.csv"
2. Submit the file to AID's FTP Server using the following details:
 - a. Host Address: webftp.insurance.arkansas.gov
 - b. Port: 1200
 - c. Protocol: FTP
 - d. Encryption: Explicit FTP over TLS
 - e. Mode: Passive
 - f. Userid:healthplancarrier
 - g. Password:healthplancarrier

Since we use self-signed SSL certificates for this site and you are using a tool like FileZilla, expect to see the "Unknown certificate" message as shown in Appendix 1 when logging in the first time.

3. Send an email to RHLD.DataOversight@Arkansas.gov with the subject line being "DATA SUBMITTED ON SECURE FTP SERVER" with a list of the file names and a brief description of the files.
4. There will be error messages about not able to list the directory during the process. This is by design. Due to the way security is enforced you will not be able to see the file you have uploaded to our server. The indication of a successful file transfer in the increment of the "Successful transfer" counter tab as shown in Figure 4 of Appendix 2.

Appendix 1

The following “Unknown certificate” message may pop up during first use and it is OK. We are using self-signed certificates for this server.



Appendix 2

FileZilla is the tool AID has used to test this document. The steps and observed behavior in a successful data transmittal is provided below.

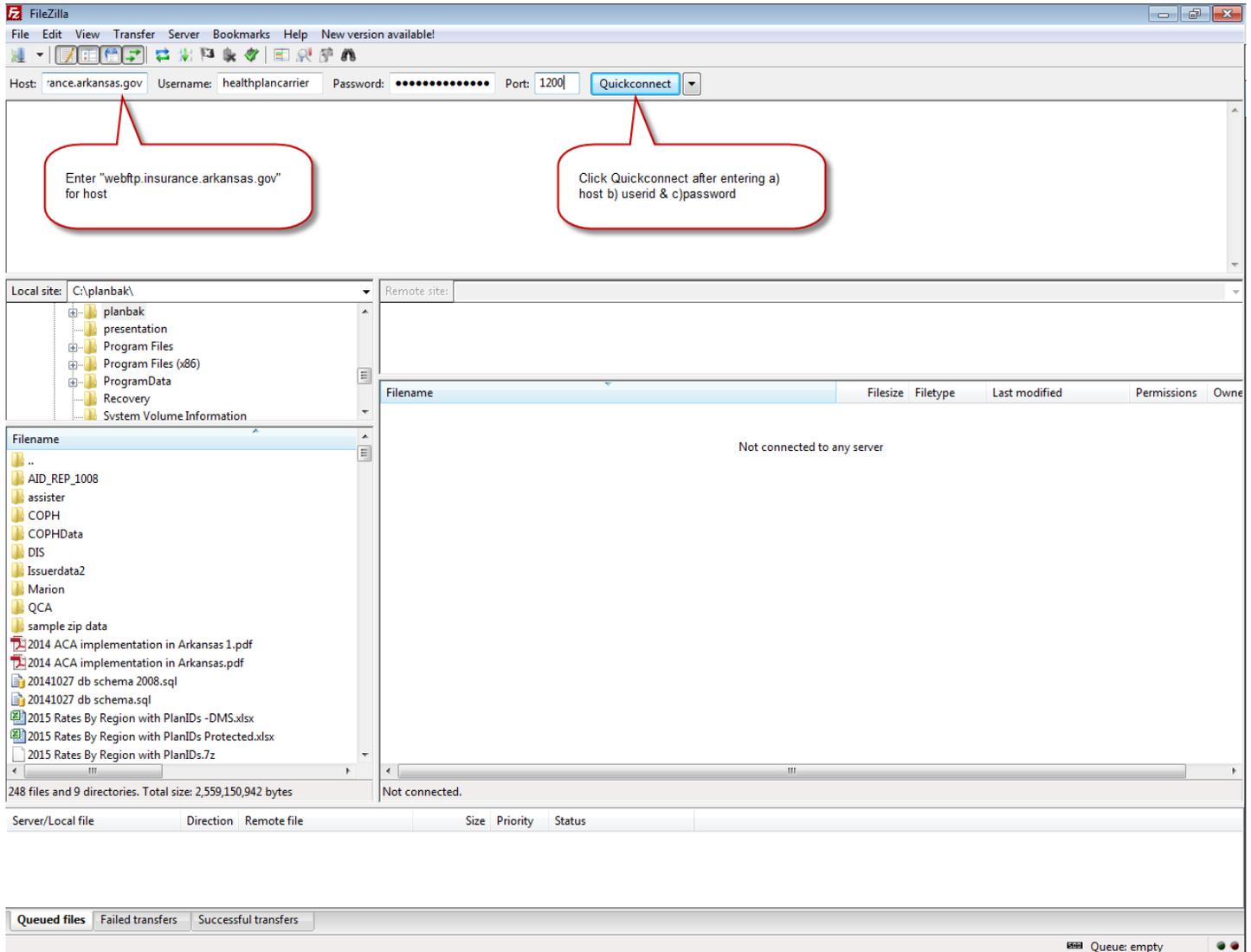


Figure 1: Enter host address, userid and password after invoking FileZilla

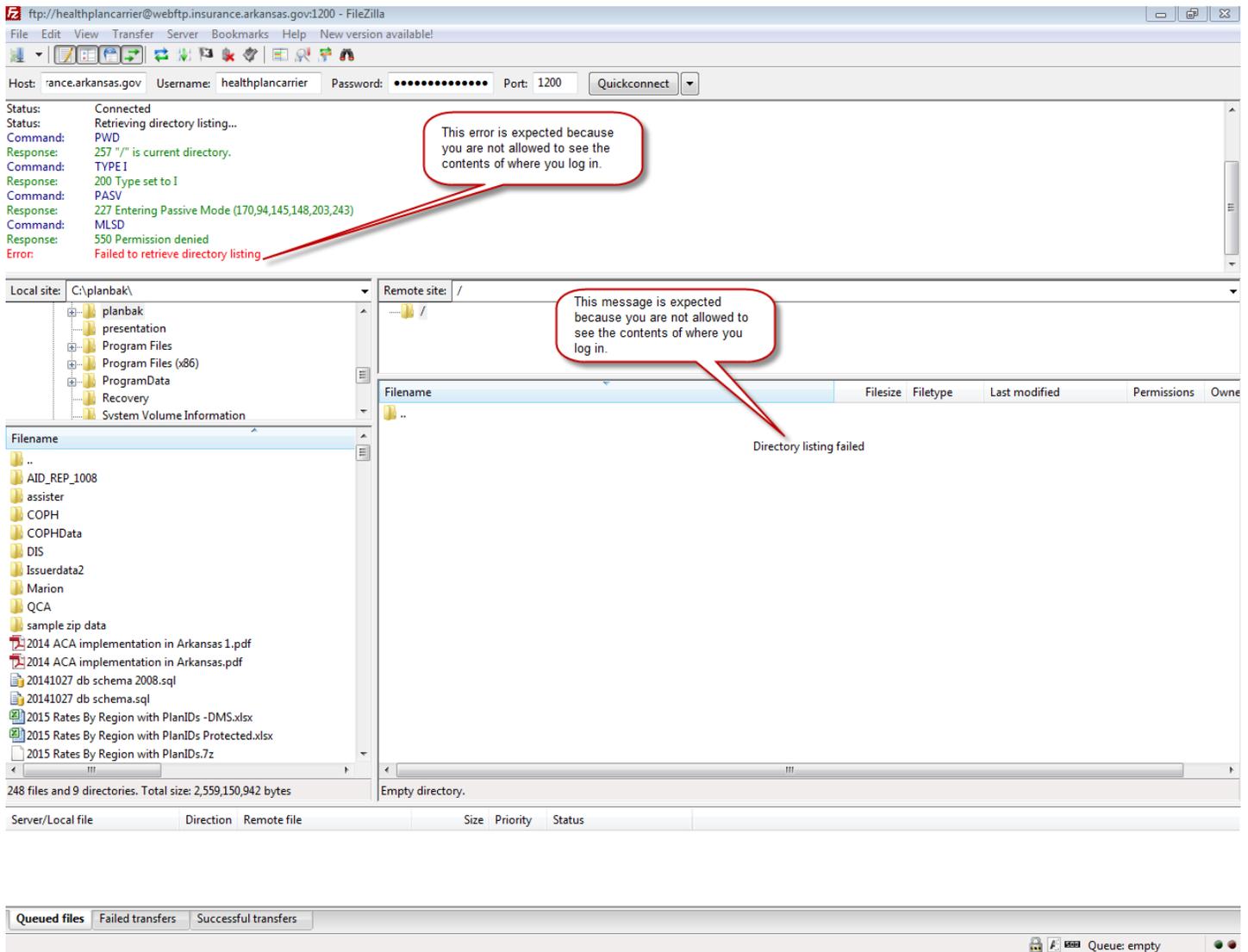


Figure 2: Expected behavior after connecting

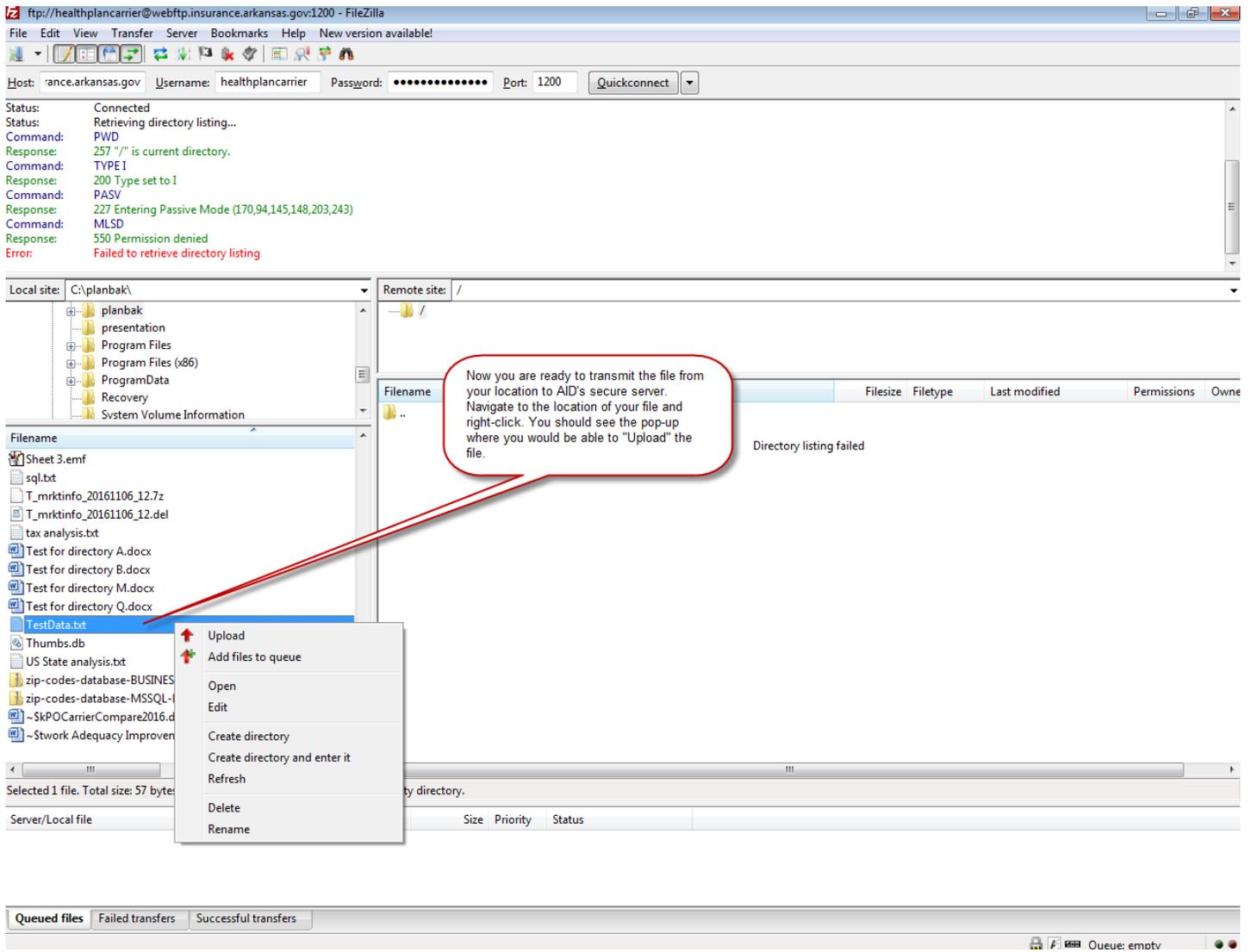


Figure 3: Action needed to transmit the data

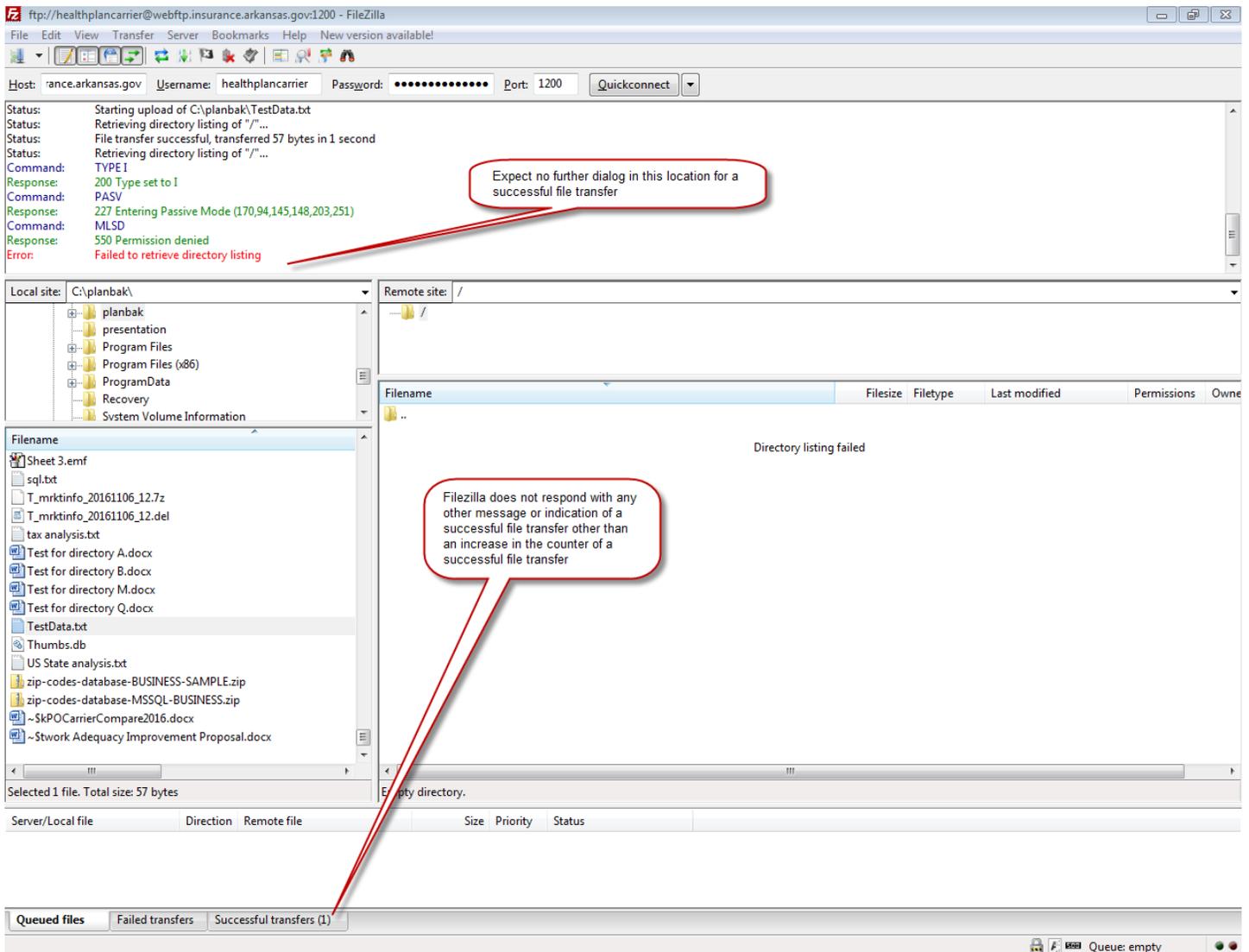


Figure 4: Expected behavior after the file has been sent