CENTER FOR HEALTH INFORMATION AND ANALYSIS

BEHAVIORAL HEALTH FILE ENCRYPTION AND SUBMISSION INSTRUCTIONS

MARCH 2019

CHIA.

Behavioral Health File Encryption and Submission Instructions

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Introduction

Welcome! The purpose of this guide is to provide instructions for securely transmitting Behavioral Health Case Mix file(s) to the Massachusetts Center for Health Information and Analysis (CHIA). These instructions supplement the specifications for the format of the submission file and the required data elements within it. Please review the steps below for submitting files to CHIA.

Summary of Process:

The **steps*** for securely transmitting submission files to CHIA are as follows:

Step 1: Create Submission File(s) using Provider's Data.

Step 2: Encrypt Submission File(s) using FileSecure.

Step 3: Upload Encrypted File(s) to CHIA's Submissions Intake Application.

Step 4: Retrieve Edit-Detail Report(s) from CHIA's Submissions Intake Application.

Step 5: Decrypt Edit-Detail Report(s) using FileSecure.

Step 6: Review Edit-Detail Report(s) and Resubmit File(s) to CHIA's Submissions Intake Application (if necessary).

*Detailed instructions for each of the above steps are provided below.

Please contact CHIA via this e-mail address (chia.data@state.ma.us) with any questions or concerns about the process.

Detailed Instructions for Each Step of the Process

Step 1: Create Submission File(s) using Provider's Data

- Create submission file(s) according to CHIA's required format outlined in the **Behavioral Health Submission Guidelines** available on CHIA's website in the blue resource box at this link.

  Click on Behavioral Health Submission Guidelines in the blue box at this link.

Step 2: Encrypt Submission File(s) using FileSecure

- Since CHIA requires that providers encrypt each submission file before transmission, CHIA provides an application for encrypting and decrypting files at the provider site. Initially, each provider should download and install the application called **FileSecure** according to the instructions in **Appendix 1: Install CHIA FileSecure Application**. Before installing updated versions please delete older versions of **FileSecure** from your computer by deleting the following folder: C:\Program Files (x86)\CHIA FileSecure.

- After successfully downloading and installing the **FileSecure** application, the submission file(s) created in Step 1(above) should be encrypted using the instructions in **Appendix 2: Encrypt Submission File(s) using FileSecure**

- The **FileSecure** application is also used to decrypt the Edit-Detail Reports created by CHIA (see Step 5.)

Step 3: Upload Encrypted File(s) to CHIA's Submissions Intake Application

- Once the submission file is created and encrypted, it should be uploaded to CHIA according to the instructions in **Appendix 3: Upload Encrypted Submission File(s) to CHIA.**

Step 4: Retrieve Edit-Detail Report(s) from CHIA's Submissions Intake Application

- CHIA processes each submission by applying edits to the overall file format and applying edits to the data elements submitted. This process creates a report called the Edit-Detail Report which includes any errors triggered by editing the submitted data. Each provider can retrieve an encrypted copy of the Edit-Detail Report from CHIA Submissions Intake application by following the instructions in **Appendix 4: Retrieve Edit-Detail Report from CHIA's Submissions Intake Application.**

Step 5: Decrypt Edit-Detail Report(s) using FileSecure

- Before each provider opens the Edit-Detail Report, he/she should decrypt the report to transform the file format from an encrypted file to an EXCEL spreadsheet with multiple tabs. The instructions for decrypting the report are in **Appendix 5: Decrypt Edit-Detail Report**.

Step 6: Review Edit-Detail Report(s) and Resubmit File(s) to CHIA's Submissions Intake Application (if necessary)

- If the submission file(s) require updates and/or corrections based on the review of the Edit-Detail Report(s), the provider should update the file(s) and resubmit them according to the instructions in Steps 1-3 above. Please contact CHIA via this e-mail address (chia.data@state.ma.us) with any questions or concerns about the report(s) or the submission process.

Appendix 1: Install CHIA FileSecure Application

Prerequisites

- Downloading the executable file may require **Administrator access** to complete the FileSecure installation. Please check with your organization's internal PC or network administrator contacts.
- File Secure has been tested and certified to run under:
  - Windows 7 & 10 64 Bit (*Note: File Secure will NOT run under Windows XP*). The most recent Microsoft updates as of 7/2017 with .NET Framework 4.5.1 enabled.
  - Link to update .NET framework: https://www.microsoft.com/enus/download/confirmation.aspx?id=53344.
- The FileSecure application is encoded with an encryption key that is unique to your hospital(s) so it is important that you remove any older references to FileSecure (if present) prior to your file download. You can delete older versions of FileSecure by deleting the following folder: **C:\Program Files (x86)\CHIA FileSecure.**

Step 1: Log into CHIA Submissions

Log into CHIA Submissions* with the username and password you received from CHIA.

Website URL: https://chiasubmissions.chia.state.ma.us

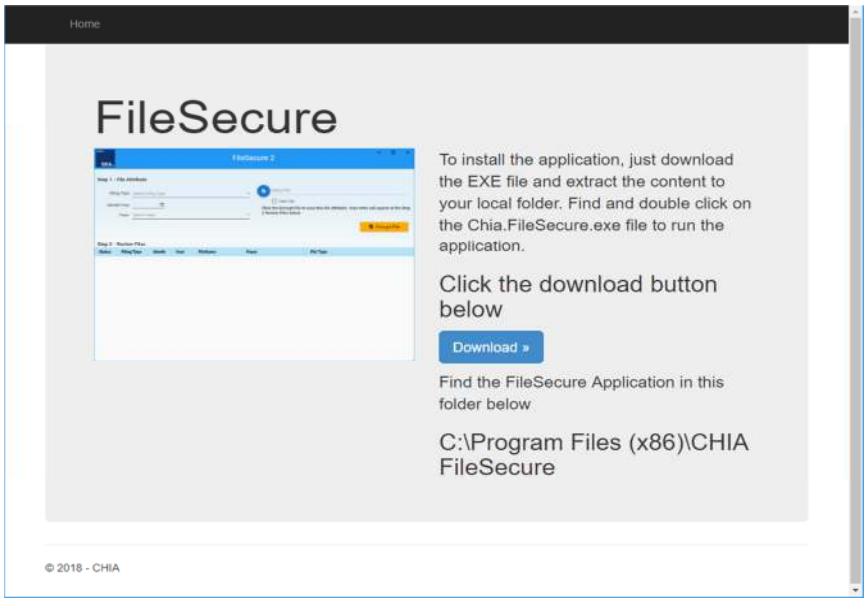
*Login issues can be addressed by contacting CHIA-DL-Data-Submitter-HelpDesk@massmail.state.ma.us.

Step 2: Download FileSecure

a) Once logged in to CHIA Submissions, please download the FileSecure application by clicking the **FileSecure-Case Mix** folder. Future submissions will use FileSecure from your own workstation or wherever you choose to save the installed file.

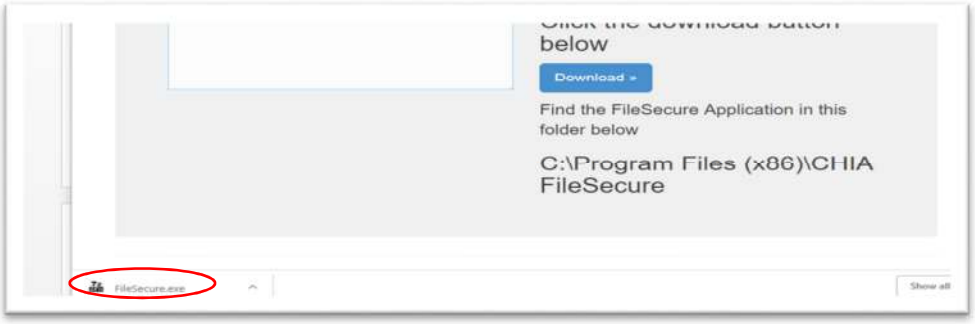
- *Landing Page (*If you submit other files to CHIA for different purposes, they may also appear on this landing page.)

b) Upon selection of the icon button, CHIA is dynamically creating a custom FileSecure for your organization. Once the page appears click the **Download** >> button.

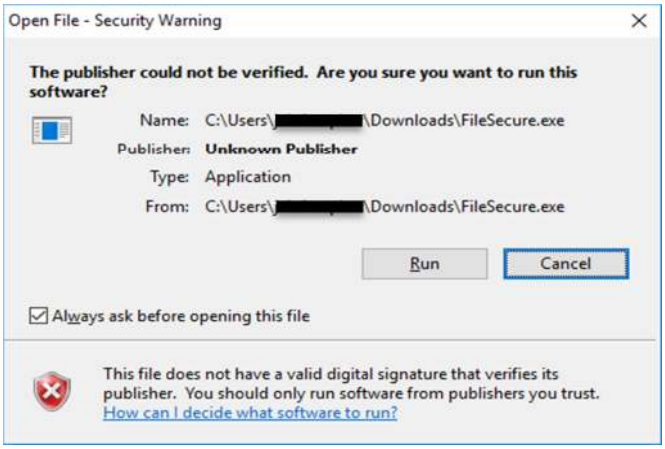


c) The install program will be in the Downloads folder (e.g. C:\Users\"janedoe"\Downloads).

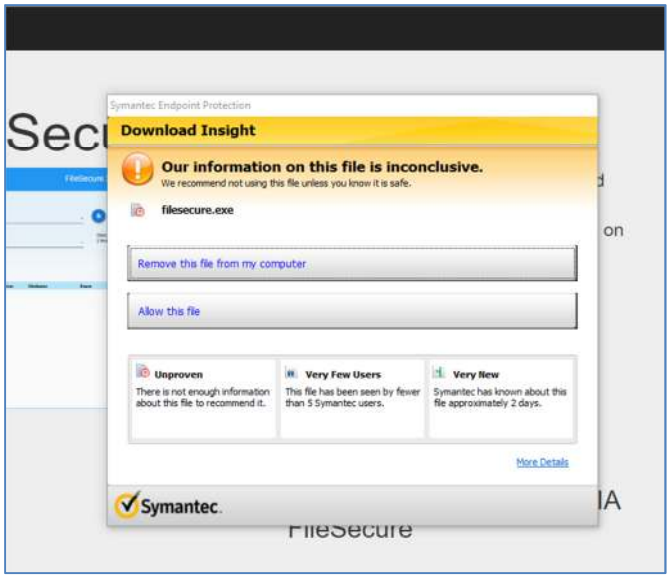
d) When the download completes, visit the download location and look for FileSecure.exe OR you can launch from the browser on the bottom left tab on the screen, as shown below.



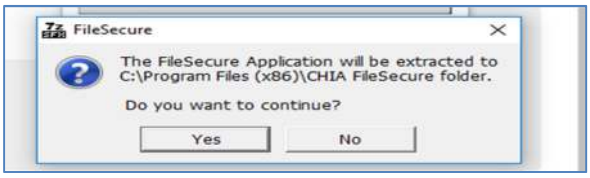
e) Click “Run” on the Security Warning pop-up.



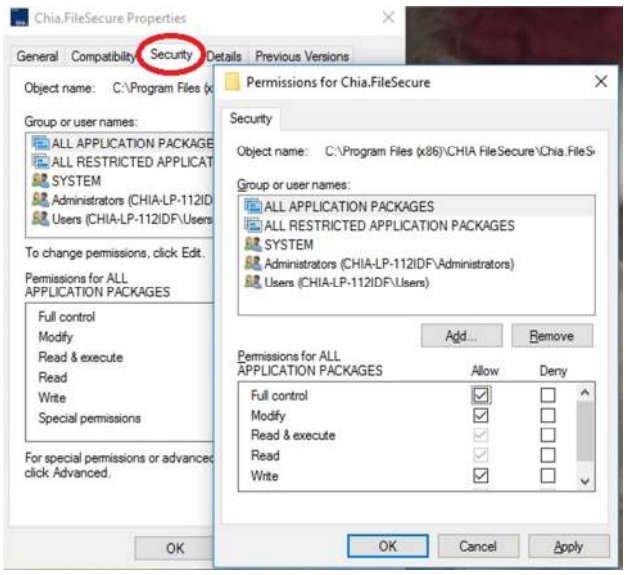
f) Depending on your virus software you may get a message like this. Click “Allow this file.”



g) You will receive the following FileSecure pop-up. Click "Yes" to install.



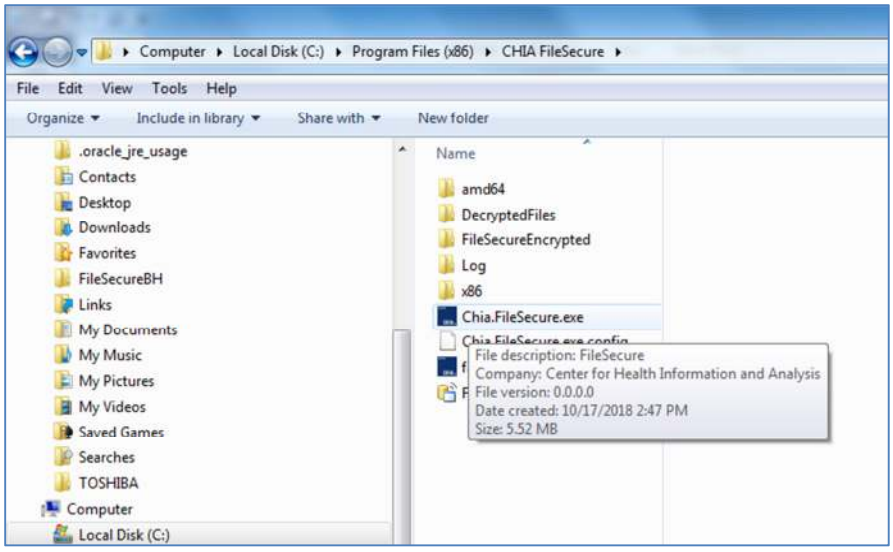
- If you receive the below error message you do not have the access rights on your PC or workstation to install the FileSecure application.
- To fix this you will need a network administrator to install FileSecure for you. Once the administrator installs FileSecure the admin needs to give you **Read and Write** permissions to the following folder, **C:\Program Files (x86)\CHIA FileSecure.**
- If the user is NOT an administrator on the computer, an administrator will need to grant Read/Write permissions to that user.
    - To grant the user Read/Write access, the administrator should right-click on the folder "C:\Program Files (x86)\CHIA FileSecure" and choose properties.
    - Go to the "Security" tab, click "Edit…" and choose "Add…"
    - Enter the username, and click "OK" to add that user to the permissions list.
    - Then, highlight that username in the list, and click the check box for "Write" to add that permission.
    - Click "Apply" and then "OK" to save changes and close the "Permissions" window.
    - Then, click "OK" again to close the "Properties" window. The User can now install the file.



Appendix 2: Encrypt Submission File(s) using FileSecure

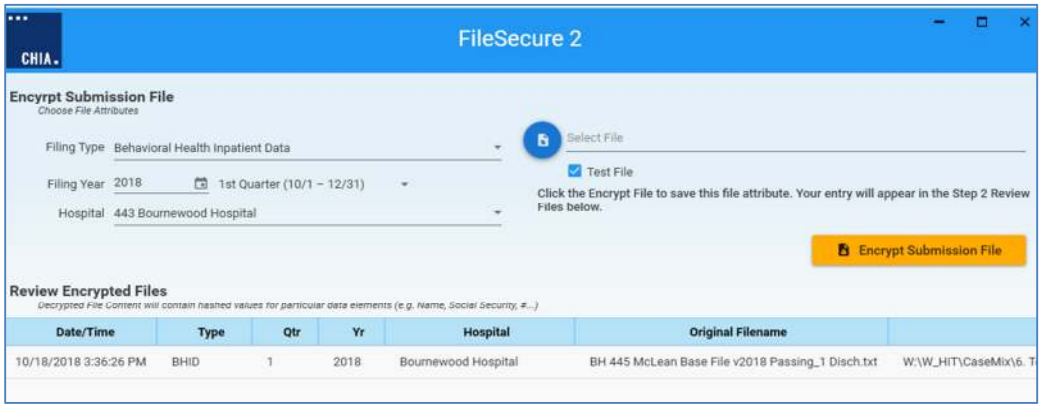
Step 1: Open FileSecure and Adjust Settings

FileSecure can be launched by clicking on the shortcut on the desktop or the CHIA FileSecure executable (.exe.) file. The executable file is located where the application was saved (typically saved to the Program Files x86 folder in your C: drive or personal desktop.) See the folder path and highlighted file in the image below. Click on the highlighted executable to launch FileSecure.



Note: Before proceeding with entries on the Encrypt Submission File page, you will need to designate where encrypted files will be stored on your computer or internal network. Using the Menu dropdown from the CHIA logo, please select **Settings**. If you do not select a file location, the Filing Home page will redirect you to the **Settings** page.

Encrypt File Submission Initial Page

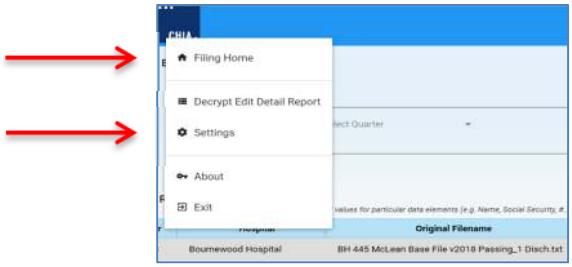


Click on the blue CHIA box at the top left side of the screen.

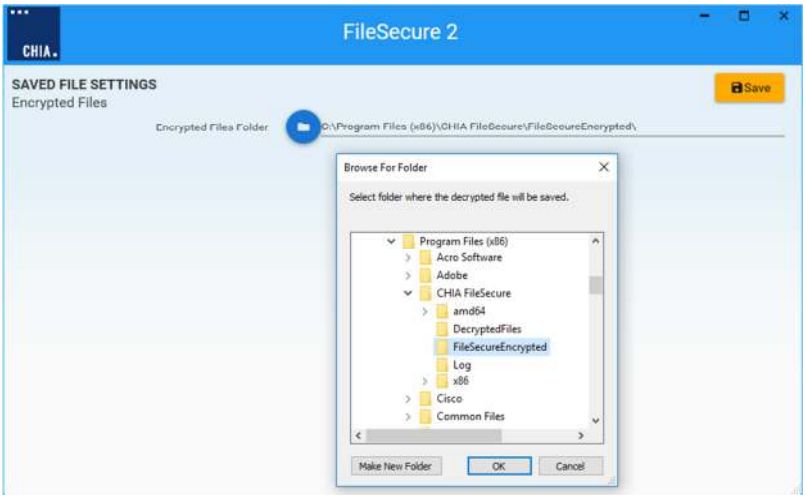
Select the **Settings** item from the drop down menu.

Once at **Settings**, please browse your Windows File Explorer and designate a file location where newly encrypted files can be stored and retrieved later. Then, click the orange 'Save' button at the top right side of the screen.

Menu Dropdown



Settings Page image (Specify Location for Encrypted Files and click on orange Save button)



Step 2: Encrypt File(s)

Click on the blue CHIA box at the top left side of the screen.

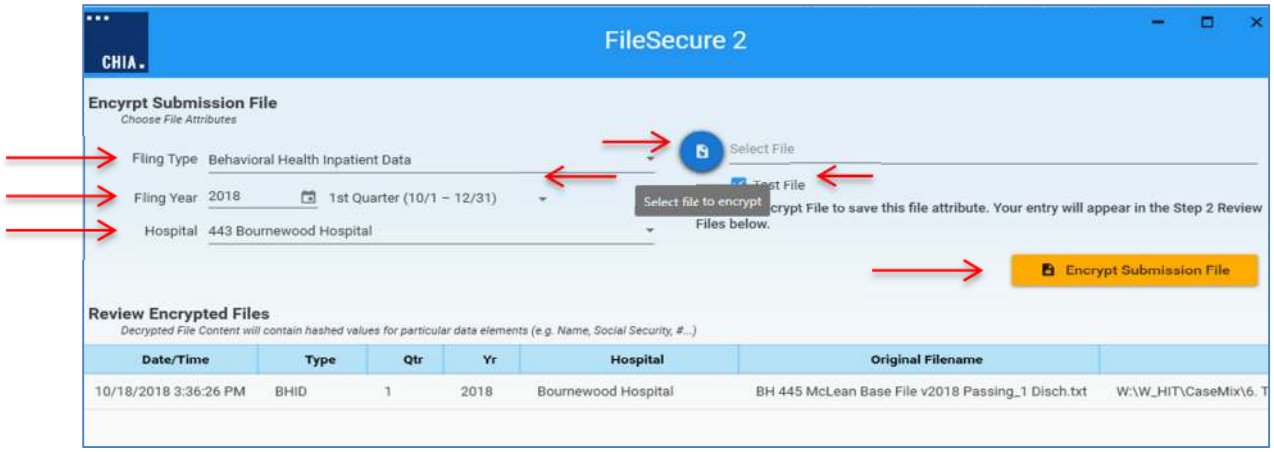
Select the **Filing Home** item from the drop down menu.

Populate entries on the **Encrypt File Submission** page and hit the orange **Encrypt Submission File button.**

Required entries: Filing Type, Filing Year (Fiscal Year), Quarter Period (Fiscal Quarter), Hospital Name and File location for encryption are all required fields.

Test Files: Check off the Test File box if you intend for the file to be written to CHIA's test database. If unchecked the submitted files will write to the Production database and will be counted as a valid submission for the Fiscal Year and Quarter entered.

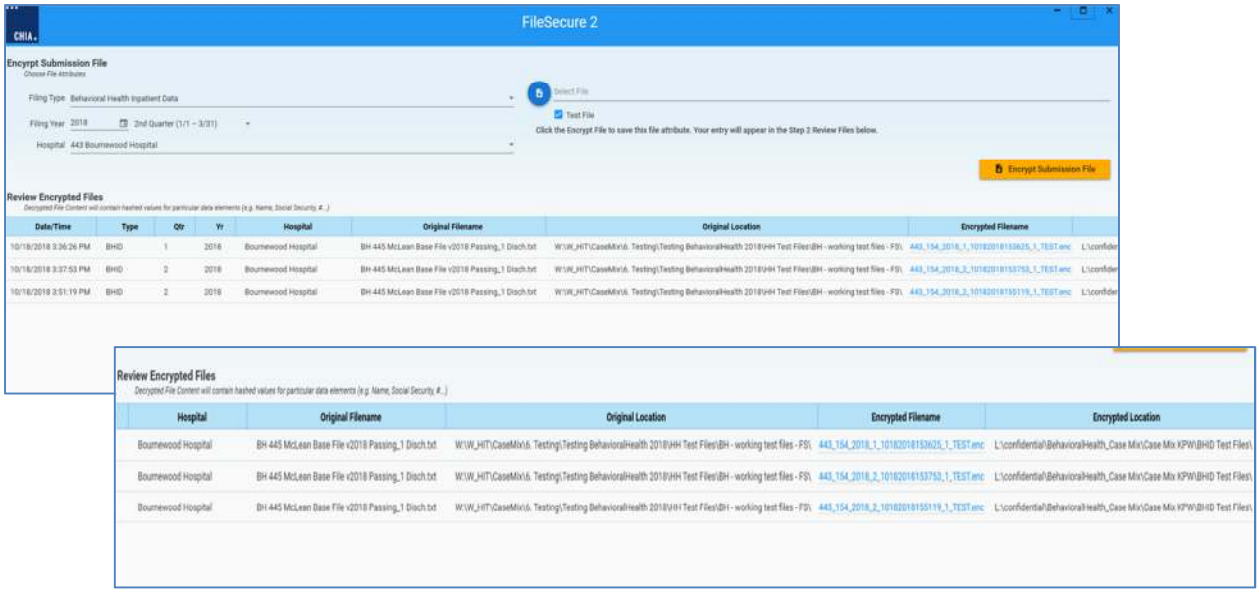
Required Fields



Step 3: Review Encrypted File(s)

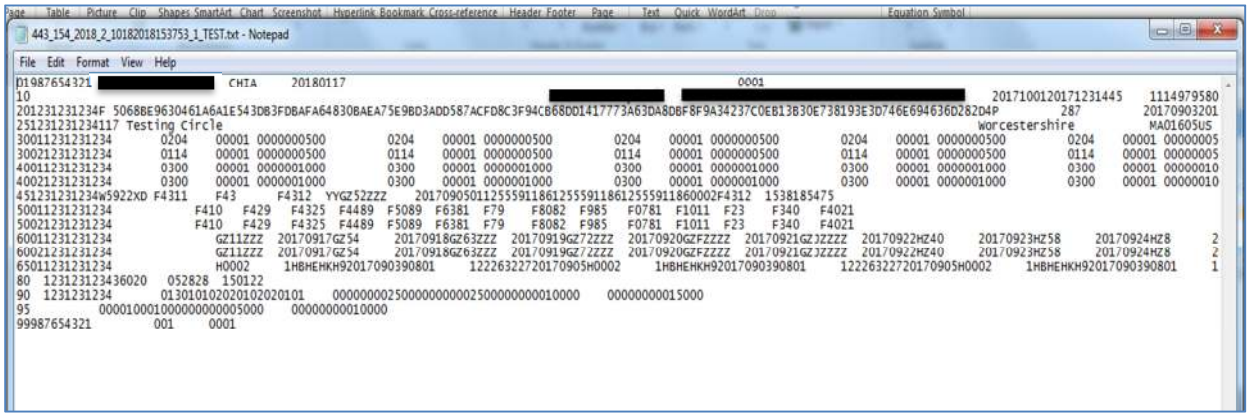
Note: CHIA has built in a Decrypt function which allows the Provider to check fields that were hashed in the encryption process. The file view is parsed and record lengths may be impacted by hash algorithms.

Review Encrypted Files (decrypt by selecting the blue hyperlinked file name, scroll left to right for details)



Note: Column headers are adjustable by highlighting the blue divider line and moving the width.

Sample Decrypted File View (parsed by Record Type- 01, 10, 20, 25 etc…)



Note: This is test data.

Appendix 3: Upload Encrypted Submission File(s) to CHIA

Step 1: Log into CHIA Submissions Intake Application

Log into CHIA Submissions* with the username and password you received from CHIA.

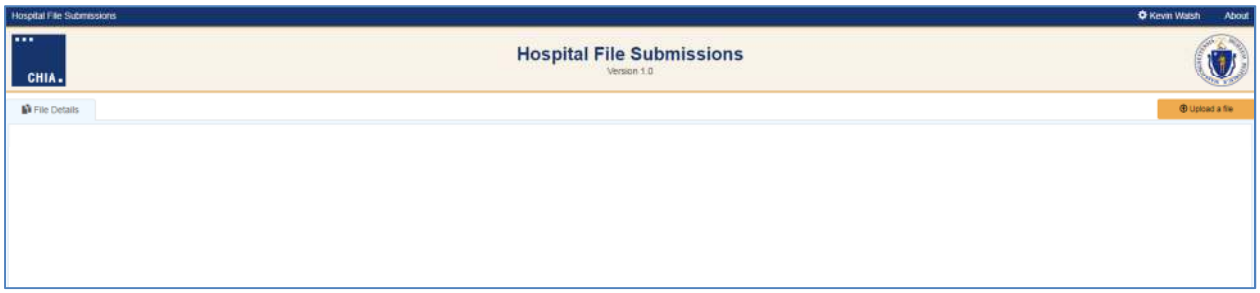
Website URL: https://chiasubmissions.chia.state.ma.us

*Login issues can be addressed by contacting CHIA-DL-Data-Submitter-HelpDesk@massmail.state.ma.us.

Select CHIA File Submissions after successful login.

Note: If you submit other filing to CHIA for different purposes, those folders may also appear on this landing page.If you do multiple filings to CHIA, you may also be presented with a selection box for **Submission Type**…choose **Case Mix.**

Main Hospital File Submission Page

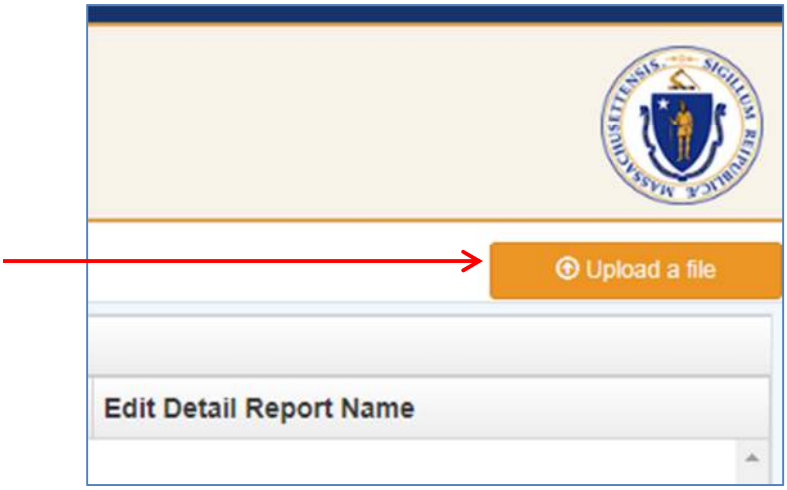


Step 2: Select Submission Type (Case Mix) by selecting 'Casemix' as the Submission Type.

You will be presented with a selection box for Submission Type if you submit multiple filings…choose Case Mix.

Step 3: Upload.

Please select the orange **Upload a File** button, located in the upper right of the screen.

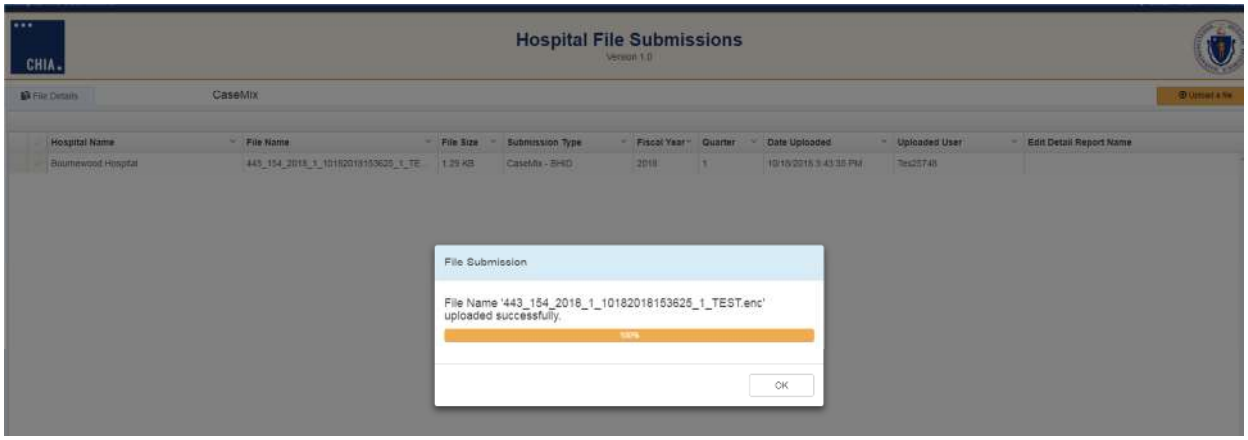


Step 4: Enter required fields.

Enter all required fields for the File Upload popup box and choose the location of the Filename (with .enc extension) by using the Browse button. Then hit OK for a successful file upload.

File Upload Entries

Successful File Upload Image



File Upload Details

When a file has been successfully uploaded, one half of the screen columns will be populated with submission details. Identifiers for Hospital Name, File Name, Year, Qtr. and Date uploaded are present.

Appendix 4: Retrieve Edit Detail Report from CHIA's Submissions Intake Application

Step 1: Log into CHIA Submissions Intake Application

Log into CHIA Submissions* with the username and password you received from CHIA.

Website URL: https://chiasubmissions.chia.state.ma.us

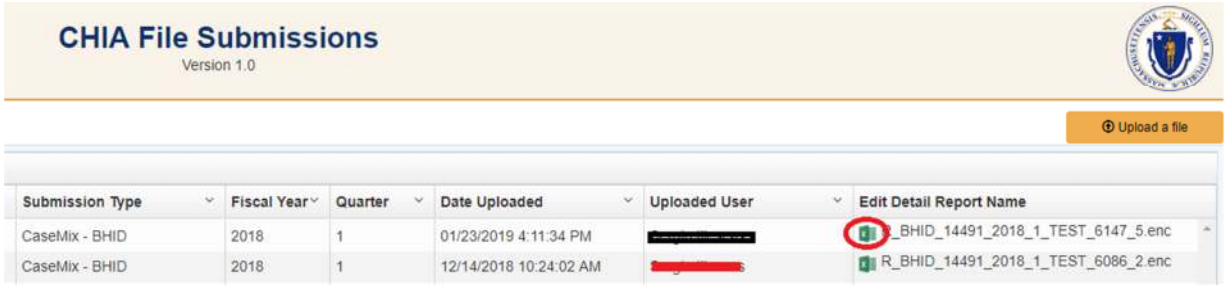
*Login issues can be addressed by contacting CHIA-DL-Data-Submitter HelpDesk@massmail.state.ma.us.

Select CHIA File Submissions after successful login.

Note: If you submit other filing to CHIA for different purposes, those folders may also appear on this landing page. If you do multiple filings to CHIA, you may also be presented with a selection box for Submission Type…choose Case Mix.

Step 2: Download the Encrypted File

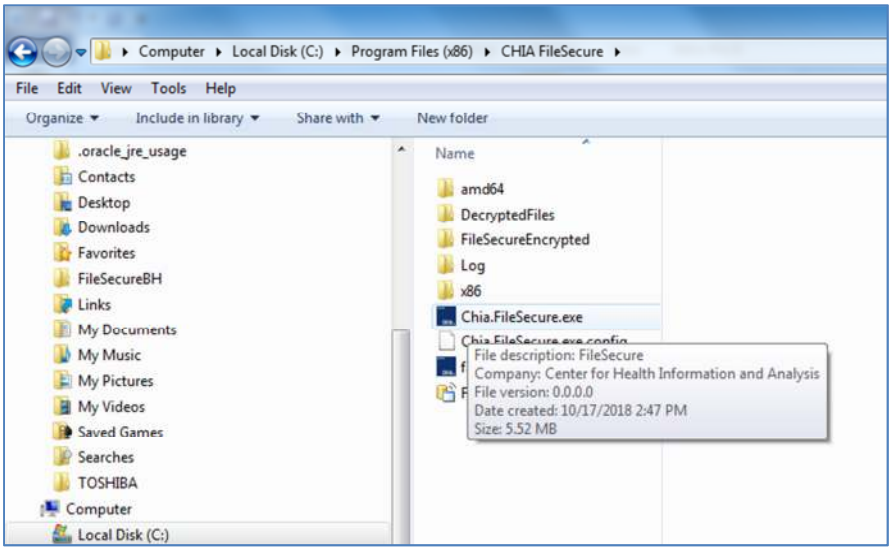
Look in the submission file grid (see image below) and click on the green EXCEL icon beside the file name in the grid. By clicking on the green EXCEL icon, the file will be downloaded to the user's Downloads folder OR the user's designated folder for encrypted files.



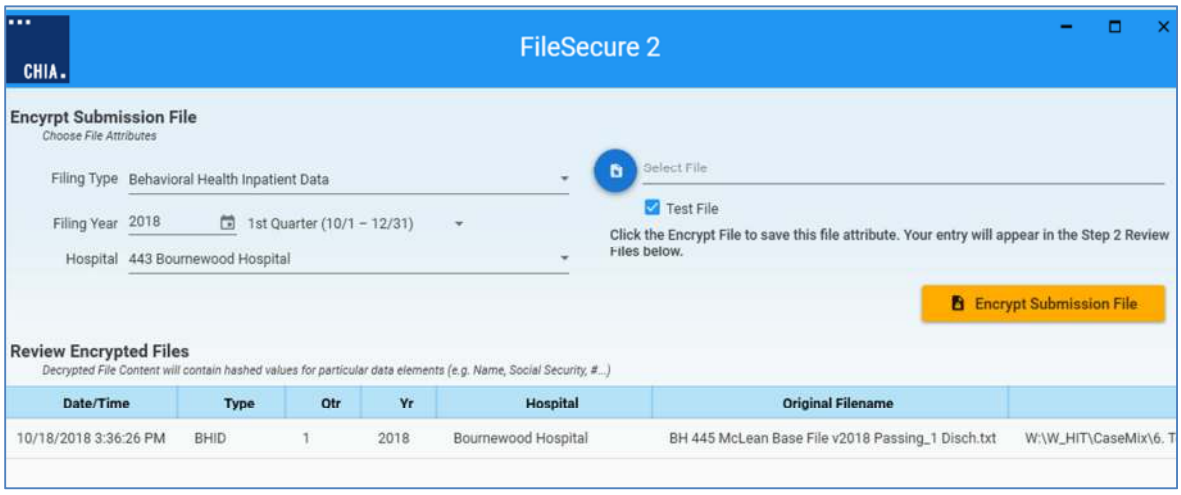
Appendix 5: Decrypt Edit-Detail Report

Step 1: Log into File Secure and Adjust Settings

FileSecure can be launched by clicking on the shortcut on the desktop or the CHIA FileSecure executable (.exe.) file. The executable file is located where the application was saved (typically saved to the Program Files x86 folder in your C: drive or personal desktop.) See the folder path and highlighted file in the image below. Click on the highlighted executable to launch FileSecure.



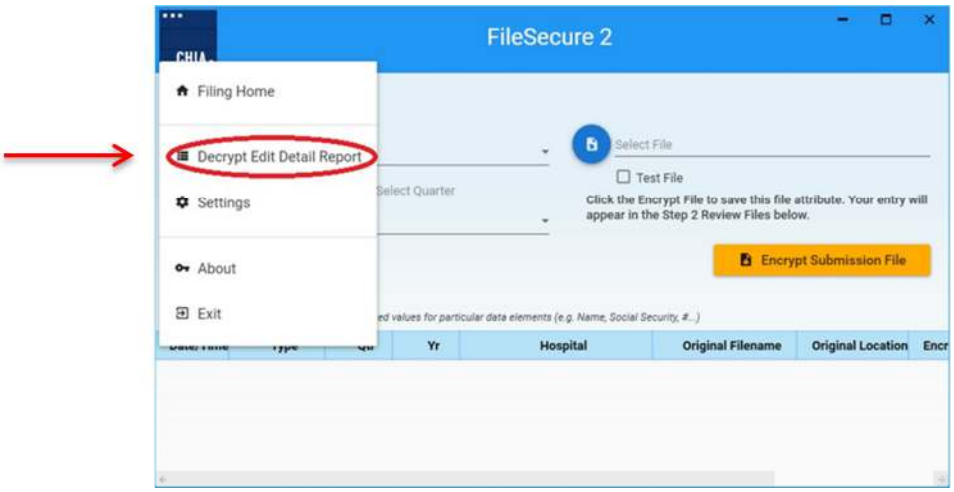
See image below for the initial screen for logging into File Secure.



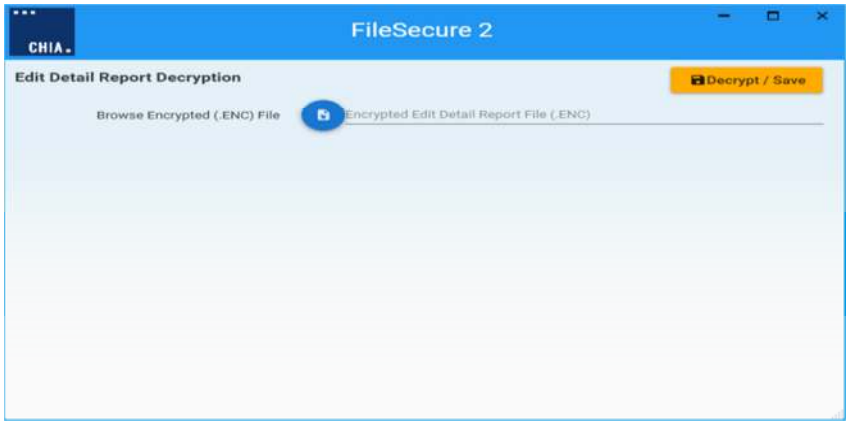
Step 2: Decrypt File(s)

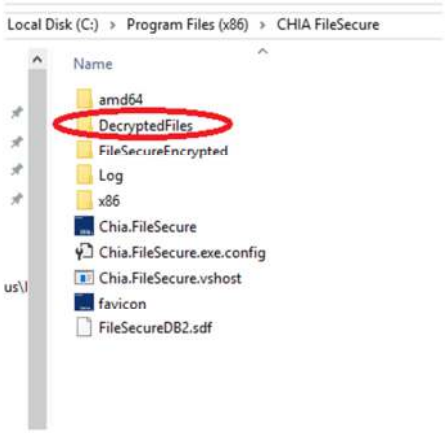
Click on the blue CHIA box at the top left side of the screen.

Select the **Decrypt Edit-Detail Report** item from the drop down menu.



Use the Browse function to locate the encrypted file with the Edit Detail Report. Then, click on the orange Decrypt / Save button to decrypt and save the file. The decrypted file will be stored in the **DecryptedFiles** folder where the application was saved. See image below for location of folder.





For more information, please contact:

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