

Submitting CYBHI Test Files to Carelon Behavioral Health

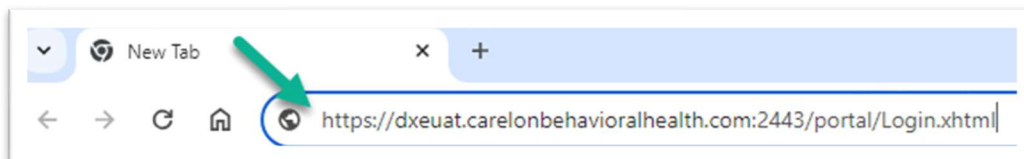
Purpose: This document outlines the process for submitting test files to Carelon Behavioral Health (Carelon) as a part of California’s statewide multi-payer fee schedule for school-linked behavioral health services implementation.

Please Note the Following:

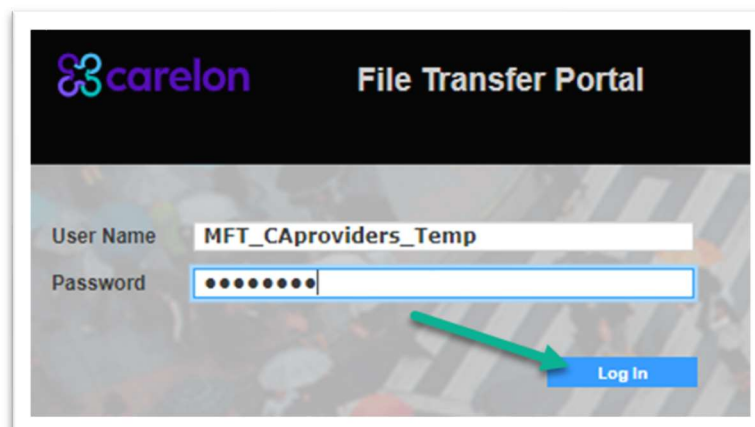
- The instructions outlined in this document are only to be used for sending test files to Carelon through a secure online File Transfer Portal. These steps should not be used for subsequent sending of files containing live data.
- Carelon’s secure online File Transfer Portal requires the use of the Chrome browser. Other browsers such as Edge, Firefox, etc. are not supported or recommended at this time.
- The images contained within this document are for illustrative purposes only. There may be slight differences between what’s shown in these images and what’s seen in the live system.
- For security purposes, Carelon’s online File Transfer Portal has a timeout period of 5 minutes. If you’re inactive in the portal for 5 minutes you will be logged out and will have to log in again.
- The File Transfer Portal can only accept test files up to 1.0 GB in size.

Instructions:

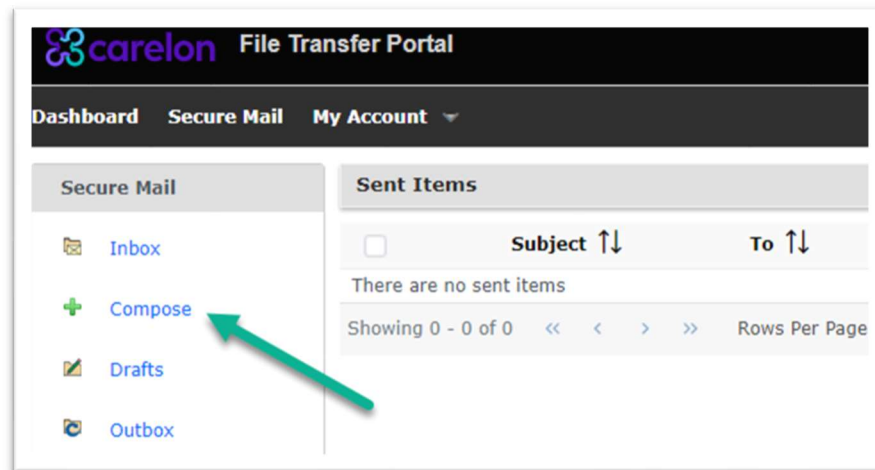
1. Access Carelon’s File Transfer Portal by copying the following link and pasting it into your Chrome browser. <https://dxeuat.carelonbehavioralhealth.com:2443/portal/Login.xhtml>



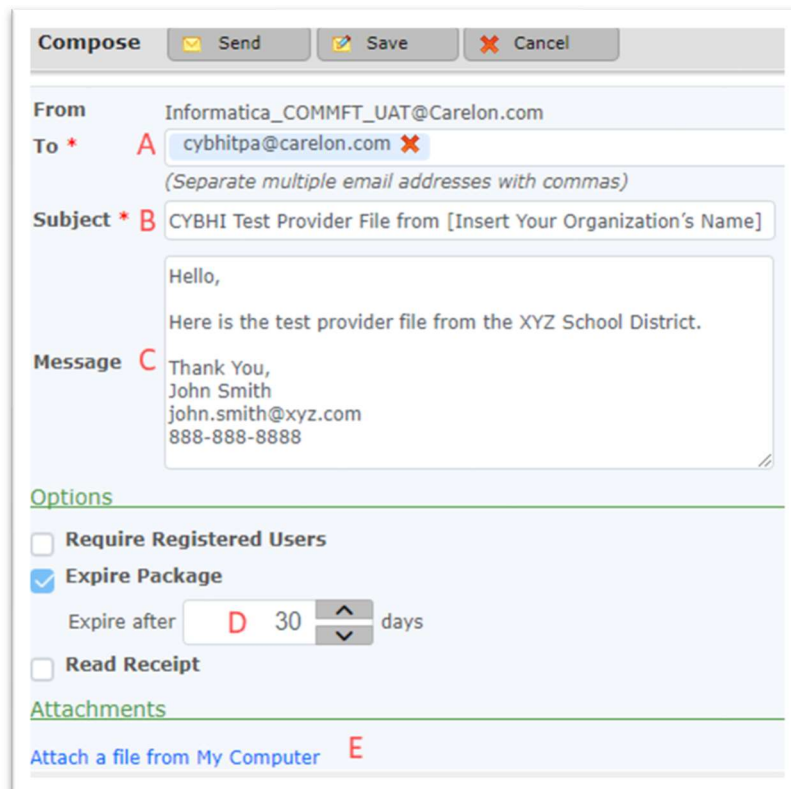
2. On the sign in page, enter *MFT_CAproviders_Temp* into the User Name field along with the password that you were emailed separately. Then click the *Log In* button.



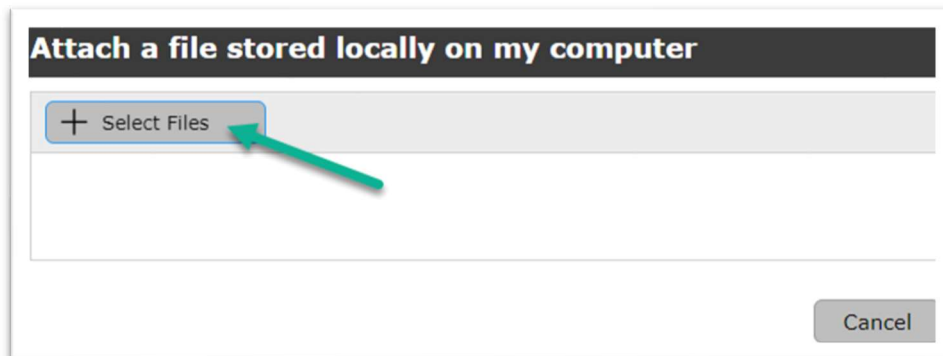
3. After logging into the File Transfer Portal, you will be directed to the *Inbox* page. Click on the *Compose* link to start a new message.



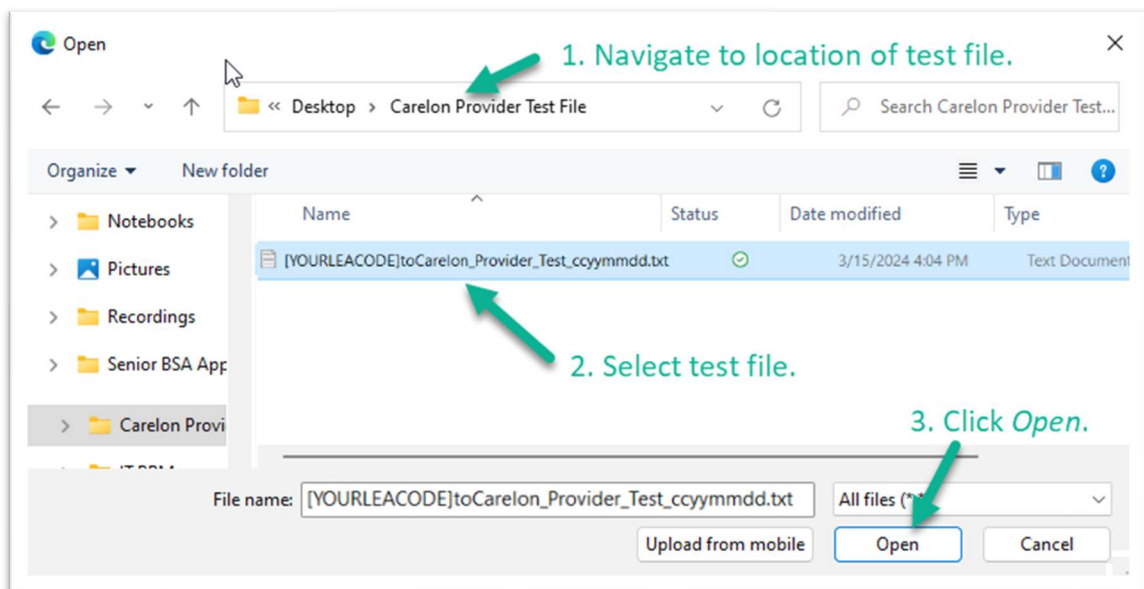
4. You will be directed to the *Compose* screen. Complete the form fields using the details below:
 - a. To: CYBHITPA@Carelon.com
 - b. Subject: CYBHI Test Provider File from [*Insert Your Organization's Name*]
 - c. Message: Type in a brief message to Carelon including your name, email address, phone number, and any questions, comments, or concerns that you have at this time.
 - d. Expire Package: Update this to 30 days.
 - e. Click on the *Attach a file from My Computer* hyperlink at the bottom of the page.



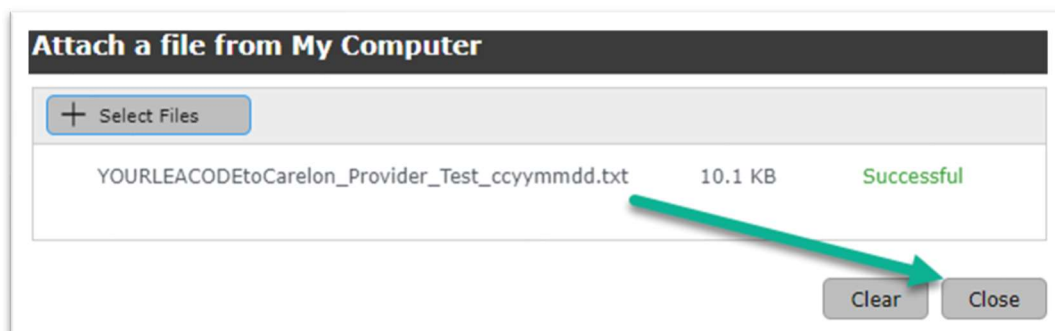
5. On the popup window, click on the *Select Files* button.



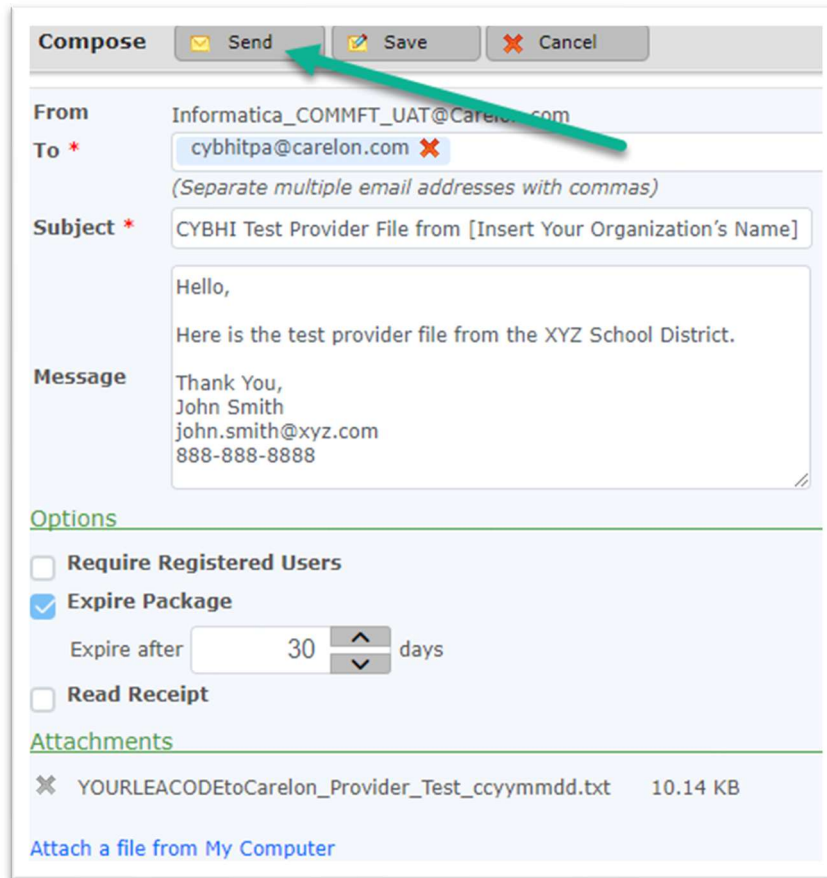
6. In the popup window, navigate to the location where your test file is saved. Select the test file and then click the *Open* button at the bottom of the window.



7. Once your test file has been successfully attached, click the *Close* button.

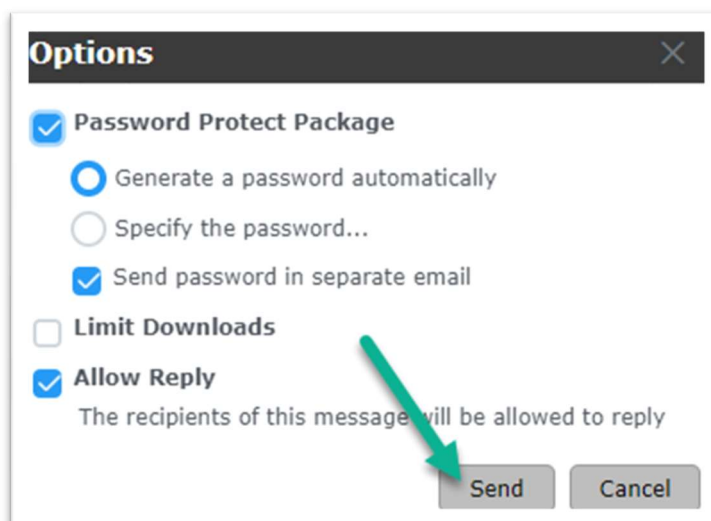


8. Confirm that all sections of the *Compose* page have been completed and your test file is listed under the *Attachments* heading. Once all sections have been completed, click on the *Send* button at the top of the form.



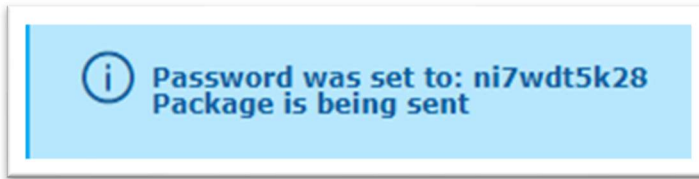
The screenshot shows the 'Compose' email form. At the top, there are three buttons: 'Send' (with an envelope icon), 'Save' (with a floppy disk icon), and 'Cancel' (with a red X icon). A green arrow points to the 'Send' button. Below the buttons, the form fields are filled out: 'From' is 'Informatica_COMMFT_UAT@Carelon.com', 'To' is 'cybhitpa@carelon.com' (with a red X icon), and 'Subject' is 'CYBHI Test Provider File from [Insert Your Organization's Name]'. The message body contains: 'Hello, Here is the test provider file from the XYZ School District. Thank You, John Smith john.smith@xyz.com 888-888-8888'. Below the message body is the 'Options' section with checkboxes for 'Require Registered Users' (unchecked), 'Expire Package' (checked), and 'Read Receipt' (unchecked). The 'Expire Package' option has a dropdown menu set to '30 days'. Below the options is the 'Attachments' section, which lists one attachment: 'YOURLEACODEtoCarelon_Provider_Test_ccyymmdd.txt' (10.14 KB). At the bottom of the form, there is a link: 'Attach a file from My Computer'.

9. An *Options* popup window will appear. Keep all default settings and click on the *Send* button.

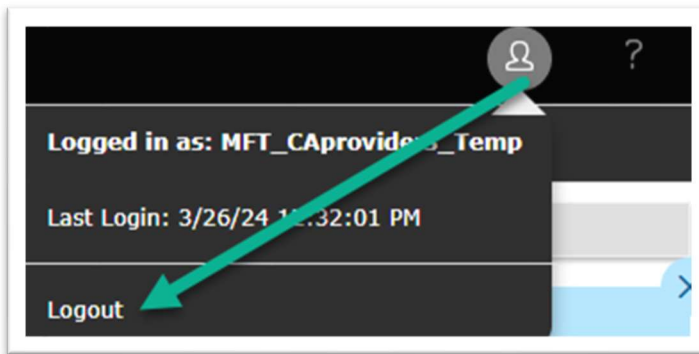


The screenshot shows the 'Options' popup window. It has a title bar with the word 'Options' and a close button (X). The window contains several options: 'Password Protect Package' (checked), 'Generate a password automatically' (selected with a radio button), 'Specify the password...' (radio button), 'Send password in separate email' (checked), 'Limit Downloads' (unchecked), and 'Allow Reply' (checked). Below the 'Allow Reply' option, there is a text label: 'The recipients of this message will be allowed to reply'. At the bottom of the window, there are two buttons: 'Send' and 'Cancel'. A green arrow points to the 'Send' button.

10. You will receive a confirmation message that your message has been sent to Carelon.



11. Click on the *Account* icon at the top, right corner of the screen and then click *Logout*.



12. If you have any questions or concerns regarding the steps outlined above, please contact us at CYBHITPA@Carelon.com.