Secure FTP site to transmit records to Regence Appeals Team

Important: This process is **only** to be used if the Availity Appeals application cannot process appeals files due to file size limit. Availity's maximum total capacity file size limit is 150 MB.

These instructions are for submitting appeals (when the supporting documentation exceeds the file size limit of 150 MB) to our Appeals team using a secure FTP site provided by Regence.

Access

To gain access to this site, email **Audit.Findings@regence.com** to request a username and password unique to your facility. In your email request, please include:

- Provider or facility organization name
- Primary contact name
- Primary contact phone number
- Primary contact email address

Note: If you are a provider or group that is part of a larger organization that has multiple TINs, only one account may be set up.

Process

Once you receive your username and password:

1. Enter **https://filetransfer.cambiahealth.com/** in the address of a web browser. You will see the screen below:
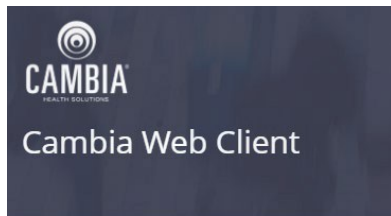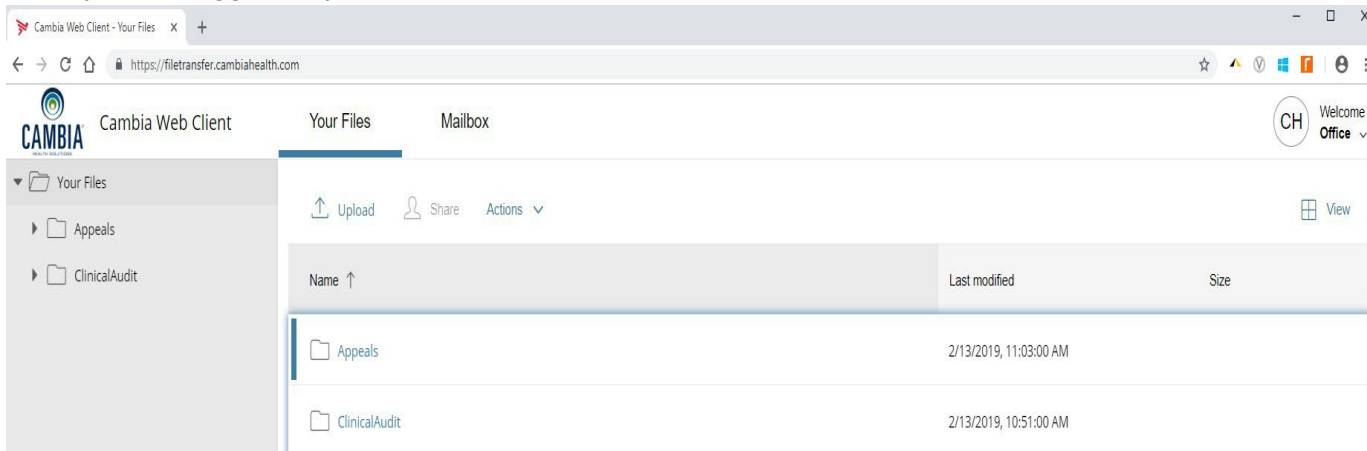

a. Enter the username and password that was sent to you, and click the **Sign In** button. (Usernames and passwords are case sensitive.)

b. Once you are logged in, you will see the screen below:

2. Click the Appeals Folder**. Do not send records for any other team.** Other teams will not be aware of your transmission, and you will be required to resend them using the delivery method they have instructed you to use.
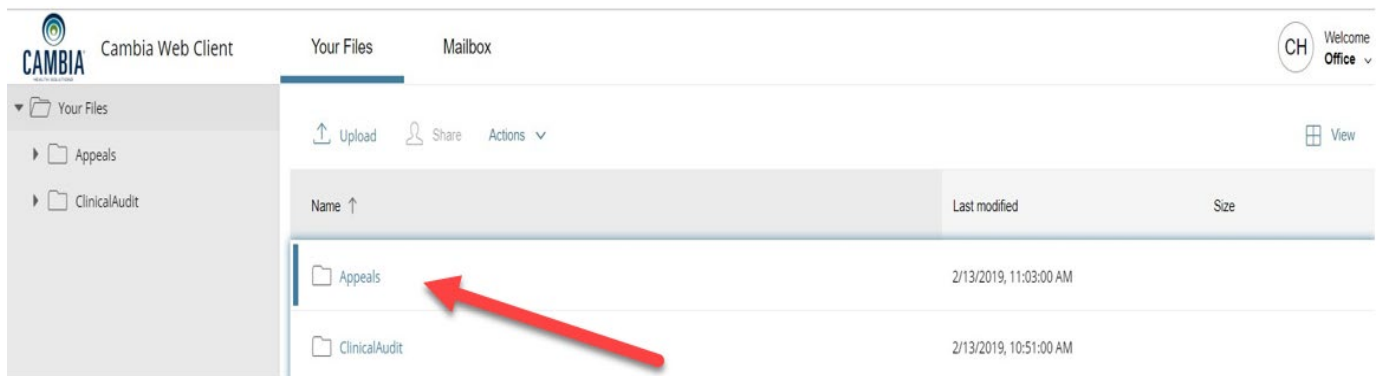
3. Click the **Upload** button and choose the file(s) you want to upload to this site. (**Note**: The **Actions** button has been disabled.)
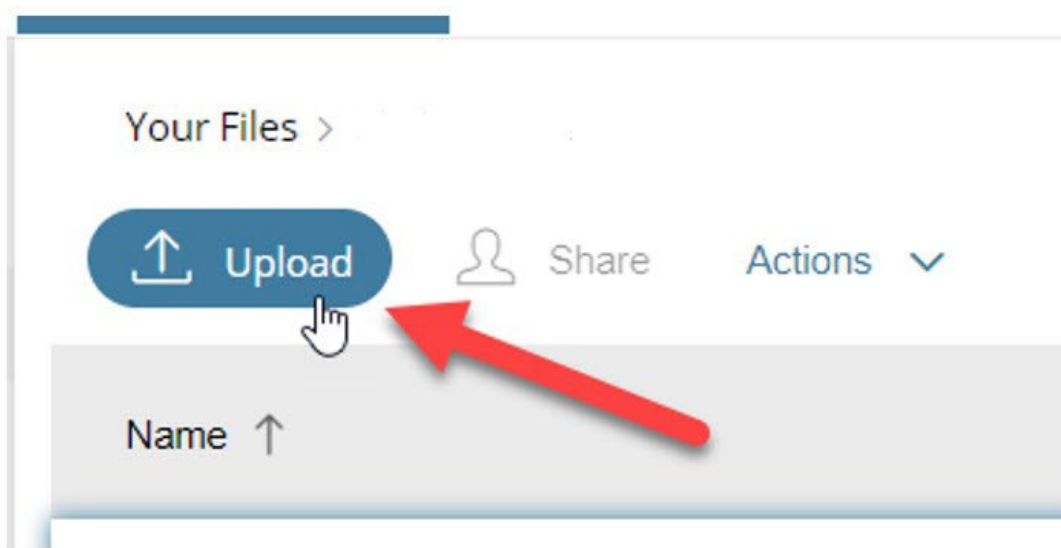
a. All file names must start with a period (".") and include the claim number.
   Example: .Medical Records for Claim xxxxxxxxxxxx

   i. If the file name does not start with a period, you will receive an error message: *"HTTP ERROR 403 Problem accessing <folder name>. Reason: You don't have permission to access <folder name/file name> on this server."*

   ii. **Note:** Having the file name start with a period allows the file name to be hidden once it is uploaded. **This is required for HIPAA compliance**.

Help

If you need help with the upload process, please email your contact information to **Audit.Findings@regence.com**. We will contact you within one business day to help you.

Helpful hints when receiving the HTTP error 403:

- If you have a large document, leave your site open long enough to give the document time to upload.
- If you have more than one document to load, you will need to upload each document separately.
- Even if you have named your document with the required "." (period), your document may have become corrupt. Try renaming it and uploading again. Most times this will fix the HTTP error 403.
- If you are still receiving an error and need help, please email **Audit.Findings@regence.com**.