

PERM SC FAST FACTS SECURE FILE TRANSFER PROTOCOL (SFTP)



Statistical Contractor (SC) Secure File Transfer Protocol (SFTP)

Data transmission is a vital part of the state's work with the SC. To be able to send and receive files, states need a clear understanding of how the SC's SFTP functions and how to quickly and easily troubleshoot any issues that may arise. Data transmitted via the SC's SFTP includes, but is not limited to, quarterly data transmissions from states, claims-specific questions from the SC containing Protected Health Information (PHI)/Personally Identifiable Information (PII), and sampler/details files from the SC.

States should never use email to transmit documentation containing PII or PHI. The SC uses xfiles as the secure file transfer solution to send or receive documentation containing PHI or PII. Examples of documentation that the state may transmit to the SC include the following:

- Claims and payment data
- Financial transactions
- Responses to questions that contain beneficiary-specific information.

SFTP Access

States may request access to the SC's SFTP by sending an email to the appropriate cycle inbox (e.g. PERMSC2024@lewin.com or PERMSC.2025@lewin.com). The email should be sent by the state's main PERM contact and must list out the names and email addresses of everyone who needs access to the state's SFTP folder. Once the accounts are created, an email will be sent that contains access instructions and the usernames. Passwords will be sent in a separate email to only the account holder.

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Logging Into the SFTP

Open a web browser (Microsoft Edge or Chrome). Log onto xFiles by navigating to <https://xfiles.lewin.com>. Accept the terms and conditions.

Login with your Lewin-assigned username and password you created. Click LOGON.

Secure Logon.
You will receive a One Time Passcode (OTP) to the email account that is associated with your login. Please go to your email to retrieve the One Time Passcode (OTP) needed to complete your logon. The passcode will expire in 15 minutes. If you do not complete the logon activity within this time you will be required to start a new logon session.

Username
firstname.lastname

Password

Logon

[Forgot Password](#)

The diagram shows a login form with two input fields: 'Username' and 'Password'. A red arrow points from the text 'Lewin Assigned Username Format Firstname.lastname' to the 'Username' field, which contains the text 'firstname.lastname'. Another red arrow points from the text 'User Created Password' to the 'Password' field, which contains a series of asterisks. Below the 'Logon' button is a link for 'Forgot Password'.

After you enter your password, the Two-Factor authentication (2FA) page displays notifying you that a one-time passcode for 2FA was sent to you via email. Please copy that passcode from the email that was sent to you and paste it to the xFiles website and select **Logon**. Please note that the one-time passcode expires after fifteen minutes.

activity within this time you will be required to start a new logon session.

One Time Passcode

Logon

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xFiles OTP



noreply@lewin.com
To



Wed 12:11 PM

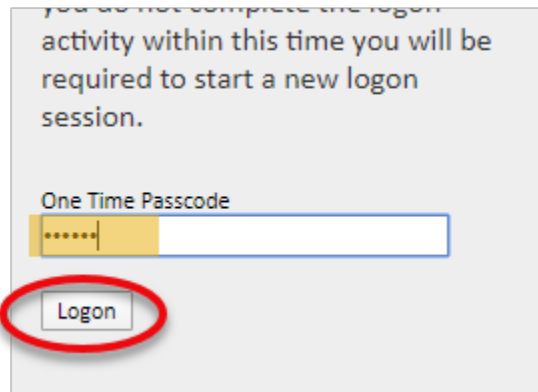
Retention Policy Default 3 Year Delete (3 years)

Expires 7/4/2026

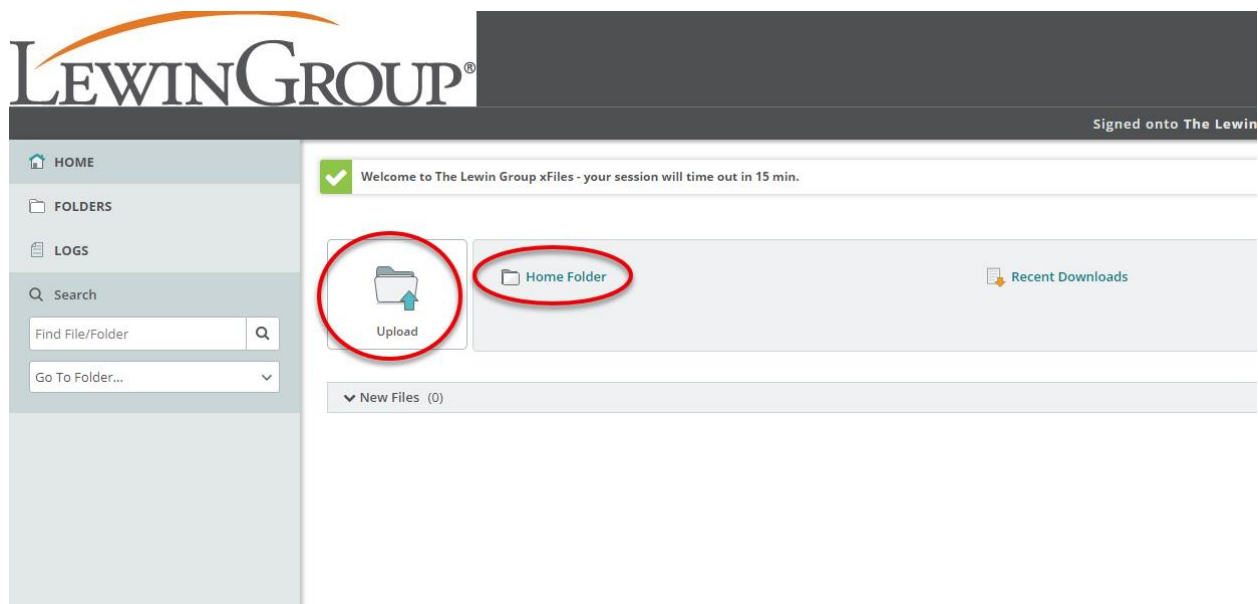
One Time Passcode: 360192 Expires after use or in 15 minutes (900 seconds)

***** IMPORTANT - PLEASE READ *****

This e-mail, including attachments, may include confidential and/or proprietary information, and may be used only by the person or entity to which it is addressed. If the reader of this e-mail is not the intended recipient or his or her authorized agent, the reader is hereby notified that any dissemination, distribution or copying of this e-mail is prohibited. If you have received this e-mail in error, please notify the sender by replying to this message and delete this e-mail immediately.



Now you are logged into xFiles and you can go to your home folder or upload a file.



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Data File Reminders

- States should encrypt and password-protect all data files.
- Zip all PERM data files, including the Transmission Cover Sheet and file layouts, into a single zip file.
- Note: For very large files, more than one zip file may be necessary. Contact the SC for more information.
- Upload the zipped file to the SFTP.

Uploading a File

If you choose to upload a file, the box on the page below will appear. Please select the file you would like to upload and then click **UPLOAD**.

A screenshot of a web-based "Upload Files" dialog box. The dialog has a dark grey header with the title "Upload Files" and a close button (X) on the right. Below the header, there is a section labeled "Upload To" with a dropdown menu showing the path "/xFiles/PERM". Underneath is a section labeled "Notes" with a text input field containing the word "Notes". A large dashed rectangular box below the notes field is intended for file uploads, containing a small icon of a folder and the text "Drop files to add or [Browse...](#)". At the bottom of the dialog, there are two buttons: a blue "Upload" button and a grey "Cancel" button.

Once the file is done uploading, select **CLOSE** at the bottom of the box.

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Please verify the upload has been successful and that the file size looks accurate before logging off the SFTP site. Please refer to the picture below for additional information. Once the file has completed uploading, please send an email to the SC that includes the file name and password. If the coversheet was not in the zipped file, that should be attached to the email. The SC will not download the file until this email is received.

Once the file has completed uploading, please send an email to the SC that includes the file name and password. If the coversheet was not in the zipped file, that should be attached to the email. The SC will not download the file until this email is received. Email notification to the SC should be timely as files are auto deleted from the SFTP after five days due to security requirements.

The screenshot shows a file management interface with the following elements:

- Folder Path:** Home > xFiles > PERM > [Current Folder]
- Navigation:** "Go To Folder..." dropdown, "Drop files to upload." area, "Upload Files" button, "Add Folder" button, "Settings" button.
- Table Headers:** Name, Size/Contents, Creator, Created, Actions.
- Table Content:**

Name	Size/Contents	Creator	Created	Actions
Parent Folder				
test.txt	1 KB	AMI1972	3/12/2020 10:13:22 AM	[Delete] [Download]
- Selected File/Folder Actions:** Delete, Download, Select destination folder (dropdown), Copy, Move, Advanced Copy/Move Options >>

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Resetting Your Password

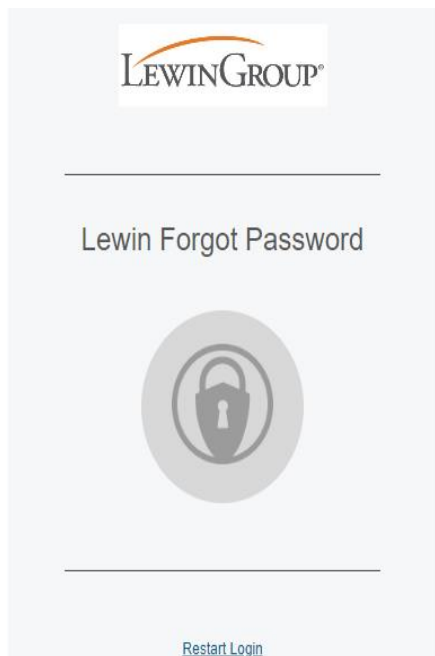
If you forget your password or your password has expired, you can reset it from the **xfiles** site.

Type your username. **Firstname.Lastname** and leave the password section blank. Then select **FORGOT PASSWORD**.

Username
john.doe
Firstname.Lastname
Password
Logon
Forgot Password

On the next page you see, you will enter your username again and select **SUBMIT**.

You will be asked to choose how you want to receive the one-time passcode to be delivered to you. Please select the email option and select **SUBMIT**.



Please choose the delivery method for your Passcode.
 Email xxxxx@lewin.com
 Contact helpdesk at 703-269-5999
Submit

Please do NOT contact helpdesk. This is a non-PERM related phone number. Please reach out to the Data Manager of your state via PERMSC.2025@lewin.com if you encounter issues.

You will receive an email with a one-time passcode. Please type the passcode into the text box and select **SUBMIT**. You will then be asked to create a new password. If your password has been accepted, you will see a green bar that reads "Password has been successfully changed". Please close out the web browser and reopen it before logging into the SFTP site.