



MoveIT DMZ User Guide

December 10, 2014

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MoveIT DMZ Introduction

MoveIT DMZ safely and securely allows exchange of electronic data between organizations using an encrypted connection. An https protocol will be used to quickly, easily and securely exchange electronic data. The URL to access MoveIT DMZ is <https://sft.arbcbs.com>. If you prefer to use a script, you can do so with SFTP, although Arkansas Blue Cross and Blue Shield will not support scripts.

MoveIT DMZ is directory structured to simplify the exchange of electronic data. Every electronic submitter will have a home folder. Within the home folder are two subfolders. There is a subfolder named Inbound and a subfolder named Outbound. The Inbound subfolder is used to send electronic transactions to Arkansas Blue Cross and Blue Shield. The Outbound subfolder is used to retrieve your electronic data such as reports and electronic remittance advices that Arkansas Blue Cross and Blue Shield has delivered to you.

Electronic data that has been delivered to you will be in your Outbound subfolder for 30 days. When the data has reached the maximum amount of days Arkansas Blue Cross and Blue Shield will delete that data from your Outbound subfolder. If you need the data that has been deleted you can request that the data be restored. Contact us at (501) 378-2336 or toll free at (855) 822-2446. You can also email us edi@arkbluecross.com.

Please review this document in its entirety before accessing the site!

Initial Login and Required Password Change

When your account has been initially setup on MoveIT DMZ you will need to change your password. Important items you need to know are:

- Initial password changes are done via email.
- The email will only be sent to the authorized personnel on file with our office.
- The email will be from Arkansas Blue Cross and Blue Shield Secure File Transfer Services [sft@arkbluecross.com].
- Password changes done via email are only valid for 90 minutes. Failure to change your password within 90 minutes will require you to start the process over again.
- Passwords are valid for 180 days.

PLEASE ENSURE THAT YOUR EMAIL SYSTEM DOES NOT BLOCK THE EMAILS FROM Arkansas Blue Cross and Blue Shield Secure File Transfer Services.. [sft@arkbluecross.com]

IF YOU NEED ASSISTANCE PLEASE CONTACT US AT (501) 378-2336 OR TOLL FREE AT (855) 822-2446. YOU MAY ALSO EMAIL US AT edi@arkbluecross.com.

Follow the instructions on the next few pages to change your password via email.

Click on the Request a password change link located on the Arkansas Blue Cross and Blue Shield logon page.



Username

Password

[Request a password change](#)

Sign On

Security Notice
You are accessing an information system owned and maintained by Arkansas Blue Cross and Blue Shield and its subsidiaries. Users must adhere to ABCCB information

[? Online Manual](#) | [Tech Support](#)

Français - Deutsch - Español

Enter your electronic submitter ID number in the Username box. Ensure that you use a lowercase alpha character. Now click on the Request Password Change button.

Arkansas BlueCross BlueShield

Forgot Your Password?

Password Change Request

Please enter your username below and then click the "Request Password Change" button. If you do not receive a message, please check your email address.

Username: 

[Request Password Change](#)

[Return to the sign on page](#)

You will see a message stating your change password request has been successfully submitted. Close this screen.

Arkansas BlueCross BlueShield

Change Password Request Successful

Your Change Password Request has been successfully submitted. Please check your registered email for further instructions on how to change your password and access the system.

[Return to the sign on page](#)

You will receive a Password Change Request Confirmation email from Arkansas Blue Cross and Blue Shield Secure File Transfer Services..[sft@arkbluecross.com]. Click on the link in the email.

NOTE: Check your junk folder or spam folder if you did not receive the email immediately.



Password Change Request Confirmation

A request has been made to automatically change the password for your "e9999" account. If this is correct, please use the link below within minutes to enter a new password and then sign on to the system.

(<https://sft.arbcbs.com/human.aspx?orgid=5957&transaction=signon&pxc=81727516173442364730058374272241>)

Regards,
Arkansas Blue Cross and Blue Shield EDI Services..

To create a new password you must do the following:

1. Determine what your new password will be.
2. Verify your password meets the criteria listed in the Change Password section on your screen.
3. Enter your new password in the Enter your **New Password** box.
4. Re-enter your new password in the Enter your **New Password Again** box.
5. Click on the Change Password button.

Arkansas
BlueCross BlueShield

Signed onto Arkansas Blue Cross and Blue Shield as E9999 (e9999).

Home
Folders
Logs

All time and date stamps displayed on this site are GMT -6, except time and date stamps recorded during daylight savings time (GMT -5).

My Account (E9999)

Change Password...

Requirements:

- Must be at least 8 characters.
- Must not contain or resemble Username.
- Must contain at least one letter and one number.
- Must not contain dictionary words.
- Must not match any of the previous 4 passwords.

Enter your **New Password**:

Enter your **New Password Again**:

Now press the "Change Password" button:

REMEMBER TO ALWAYS KEEP YOUR PASSWORD IN A SECURE LOCATION. DO NOT SHARE YOUR PASSWORD WITH ANYONE.

When you change your password you will be directed to your root directory or Home page. The Change password OK will appear at the top of the screen.

Home

Folders

Logs

All time and date stamps displayed on this site are GMT -6, except time and date stamps recorded during daylight savings time (GMT -5).

Changed password OK.

Folders

/ EDI/ e9999/

Go To Folder...

Name	File ID	Created
Parent Folder		
Inbound	115888269	7/25/2014 2:54:33 PM
Outbound	115908373	7/25/2014 2:54:33 PM

Selected File/Folder Actions:

Delete Download

Upload Files...

User Quota Info: 0 KB of 512 MB used. (0%)

Select a folder: / EDI / e9999

Launch the Upload Wizard...

Navigation

Upon logging on to MoveIT DMZ you will notice navigation links on the right and left hand side of your screen. You can access these links from any screen within MoveIT DMZ. The navigation links that are most important are:

- Home
- My Account
- Sign Out

The Home link on the left hand side of the screen will navigate you back to your Home page. From the Home page you can access your Inbound and Outbound subfolders to exchange electronic data with Arkansas Blue Cross and Blue Shield.

The My Account link will navigate you to your account information. You can change your password on the My Account screen and perform other functions. More information about the My Account link is on the next page.

The Sign Out link will log you off of MoveIT DMZ. If you click the Sign Out link you will be taken back to the log on screen.

The image displays two side-by-side screenshots of the MoveIT DMZ web application interface.

Left Screenshot (Home Page):

- Top status bar: "Signed onto Arkansas Blue Cross and Blue Shield as E9999 (e9999)." (Note: The text in the image is "E9999" but the OCR provided in the prompt is "e9999").
- Left sidebar: Contains "Home" (with a house icon), "Folders" (with a folder icon), and "Logs" (with a document icon). Below these is a disclaimer: "All time and date stamps displayed on this site are GMT -6, except time and date stamps recorded during daylight savings time (GMT -5)."
- Main content area: Titled "Folders", it shows the path "/ EDI/ e9999/". Below the path is a "Go To Folder..." dropdown menu. A table lists folders: "Parent Folder" (with an upward arrow icon), "Inbound" (with a folder icon), and "Outbound" (with a folder icon). Below the table, under "Selected File/Folder Actions:", are "Delete" and "Download" buttons.

Right Screenshot (My Account Page):

- Top status bar: "My Account | Sign Out".
- The main content area is mostly blank, representing the My Account page.

The My Account screen is where you can change your password before it expires. Passwords are valid for 180 days. You have two options to select from for changing your password. You can use a suggested password or enter a custom password.

If you choose to use the suggested password you must:

- Enter your current password in the Enter Your **Old Password** box.
- Ensure the Use Suggested Password radio button is selected.
- Click on the Change Password button.

The screenshot shows the 'My Account (E9999)' page for Arkansas BlueCross BlueShield. The page is titled 'Change Your Password...' and includes a notification: 'Your password was last changed today. You will be asked to change your password in 165 days.' The form contains the following fields and options:

- Enter Your Old Password:** A text input field with a strength indicator icon.
- Suggested Password:** The text '5wjtrrk' is displayed.
- New Password:** A radio button for 'Use Suggested Password' (which is selected) and a radio button for 'Type Custom Password'.
- Requirements:**
 - Must be at least 8 characters.
 - Must not contain or resemble Username.
 - Must contain at least one letter and one number.
 - Must not contain dictionary words.
 - Must not match any of the previous 4 passwords.
- Enter Your New Password:** A text input field with a strength indicator icon.
- Enter Your New Password Again:** A text input field with a strength indicator icon.
- Change Password:** A blue button at the bottom of the form.

On the left side of the page, there is a sidebar with navigation links: Home, Folders, and Logs. Below the logs link, there is a note: 'All time and date stamps displayed on this site are GMT -6, except time and date stamps recorded during daylight savings time (GMT -5).'

CAUTION: WRITE THE SUGGESTED PASSWORD DOWN BEFORE LEAVING THE MY ACCOUNT SCREEN.

IF YOU NAVIGATE TO ANOTHER SCREEN THE SUGGESTED PASSWORD WILL CHANGE. IF YOU DID NOT WRITE YOUR PASSWORD DOWN YOU WILL NEED TO CHANGE YOUR PASSWORD AGAIN.

If you choose to type a custom password you must:

- Enter your current password in the Enter Your **Old Password** box.
- Click on the Type Custom Password radio button.
- Enter your custom password in the Enter Your **New Password** box.
- Re-enter your custom password in the Enter Your **New Password Again** box.
- Then click on the Change Password button.

The screenshot shows the 'My Account (E9999)' page for Arkansas BlueCross BlueShield. The page is titled 'Change Your Password...' and includes a notification that the password was last changed today and will be asked to change in 165 days. The form contains the following fields and options:

- Enter Your Old Password:** A text input field with a password strength indicator icon.
- Suggested Password:** The text '5wjtrrk' is displayed.
- New Password:** A radio button labeled 'Use Suggested Password' and a selected radio button labeled 'Type Custom Password'.
- Requirements:**
 - Must be at least 8 characters.
 - Must not contain or resemble Username.
 - Must contain at least one letter and one number.
 - Must not contain dictionary words.
 - Must not match any of the previous 4 passwords.
- Enter Your New Password:** A text input field with a password strength indicator icon.
- Enter Your New Password Again:** A text input field with a password strength indicator icon.
- Change Password:** A blue button at the bottom of the form.

On the left side of the page, there is a navigation menu with 'Home', 'Folders', and 'Logs'. Below the menu, a note states: 'All time and date stamps displayed on this site are GMT -6, except time and date stamps recorded during daylight savings time (GMT -5).'

On the My Account screen in the Edit Your Upload/Download Wizard Settings section you can install, enable or disable the ActiveX and / or Java versions of the Wizard. Installation instructions for the Upload / Download Wizard are on the next few pages.

To return to your Home page, click on the Return to Home Page link at the bottom of the My Account screen.



Arkansas BlueCross BlueShield

Signed onto Arkansas Blue Cross and Blue Shield as E9999 (e9999).

- Home
- Folders
- Logs

All time and date stamps displayed on this site are GMT -6, except time and date stamps recorded during daylight savings time (GMT -5).

My Account (E9999)

Change Your Password...

Your password was last changed **today**. You will be asked to change your password in **165 days**.

Enter Your Old Password:

Suggested Password: rganjx4h

New Password: Use Suggested Password Type Custom Password

[Change Password](#)

Edit Your Language...

Language:

[Change Language](#)

Edit Your Display Settings...

File/Folder Entries Per Page:

[Change Display](#)

Edit Your Upload/Download Wizard Settings...

Upload/Download Wizard Status:
The ActiveX Upload/Download Wizard is Installed and Enabled
[Change Upload/Download Wizard Status \(ActiveX Version\)](#)
The Java Upload/Download Wizard is Disabled
[Change Upload/Download Wizard Status \(Java Version\)](#)

Installation Instructions for the Upload / Download Wizard

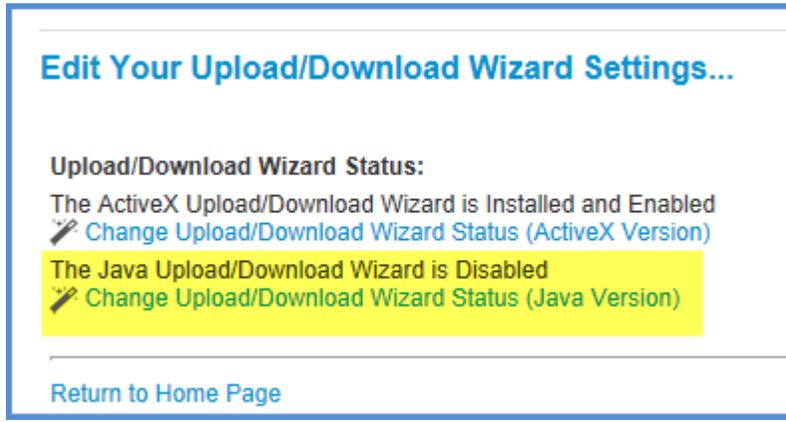
As mentioned on the previous page it is recommended to install the ActiveX and / or Java Upload / Download Wizard. Installing the ActiveX and / or Java Upload / Download Wizard allows you to upload or download multiple files at one time.

Not installing the Wizard will not allow you to upload multiple files at once. Therefore, you will only be allowed to upload or download files one at a time. Additionally, function buttons such as Delete and Download will not appear in the Inbound and Outbound folders.

To install the ActiveX and / or the Java Upload / Download Wizard click on My Account from the Home page.

For illustration purposes, these instructions will show the installation of the Java Upload / Download Wizard.

Click on the link Change Upload / Download Wizard Status (Java Version).



Edit Your Upload/Download Wizard Settings...

Upload/Download Wizard Status:

The ActiveX Upload/Download Wizard is Installed and Enabled
 [Change Upload/Download Wizard Status \(ActiveX Version\)](#)

The Java Upload/Download Wizard is Disabled
 [Change Upload/Download Wizard Status \(Java Version\)](#)

[Return to Home Page](#)

Click on the Install the Upload / Download Wizard (Java) button.

My Account (E9999)

Java Upload/Download Wizard

The Upload/Download Wizard is a browser add-on that allows you to:

- Transfer files faster
- Transfer files greater than 2GB
- Transfer multiple files at once
- Perform automatic integrity checking to ensure file non-repudiation
- Compress/Uncompress data on the fly
- Add files via drag-and-drop

The Java version of the Upload/Download Wizard requires Java 7 or later.

The Java Upload/Download Wizard is Disabled

 **Install the Upload/Download Wizard (Java)**

~ OR ~ [Return to My Account](#)

The Wizard status bar will appear that shows the Wizard is installing.

My Account (E9999)

Installing Upload/Download Wizard

The Upload/Download Wizard is a browser add-on that allows you to:

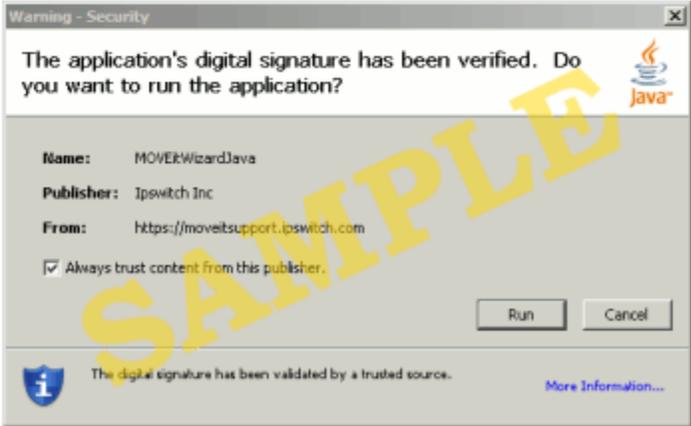
- Transfer files faster
- Transfer files greater than 2GB
- Transfer multiple files at once
- Perform automatic integrity checking to ensure file non-repudiation
- Compress/Uncompress data on the fly
- Add files via drag-and-drop

The Java version of the Upload/Download Wizard requires Java 7 or later.

The Wizard is installing. Please wait...

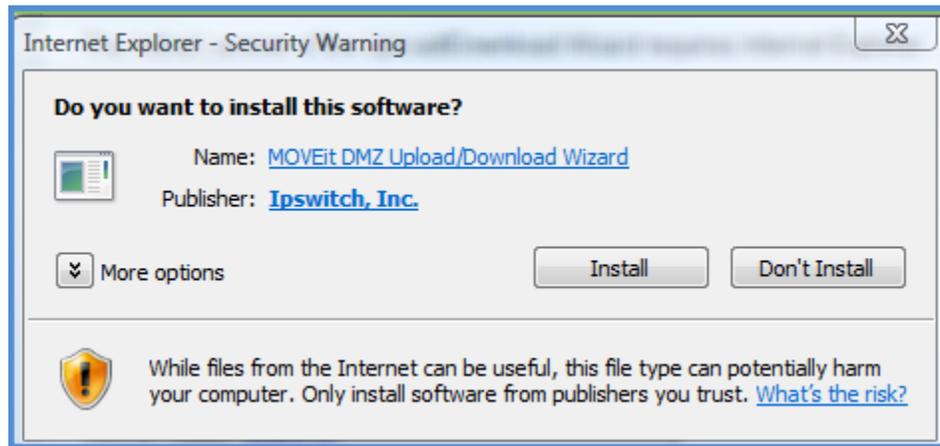


When prompted, please click RUN on the following dialog.
(You may also check the "Always trust content from this publisher" box.)



SAMPLE

A message box will appear asking Do you want to install this software? Click on the Install button.



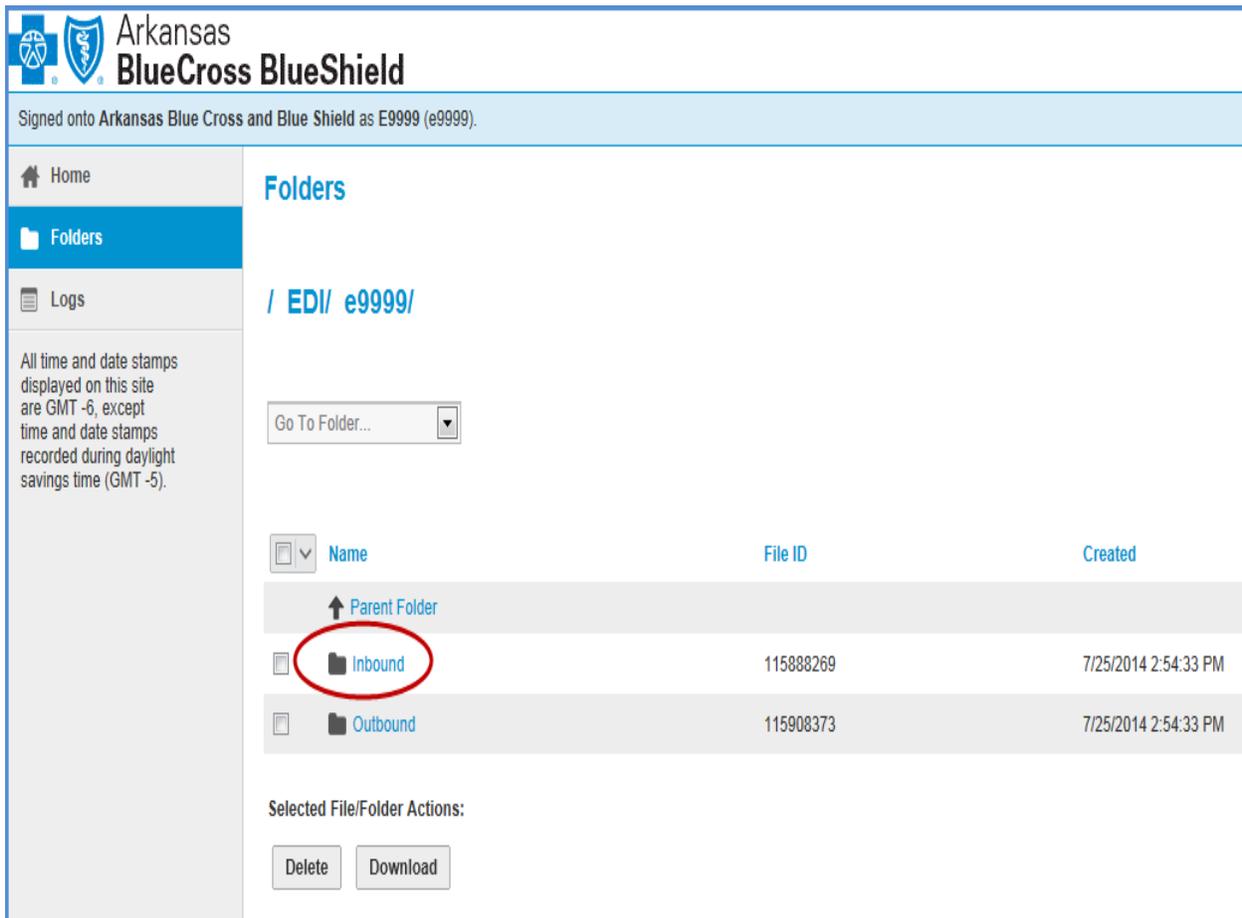
When the installation has completed a message box will appear indicating the Wizard installed OK, click on the OK button.

Uploading 5010 Transactions

When you log on to MoveIT DMZ for the first time or thereafter you will be taken to your home page. Your home page will show your Inbound and Outbound subfolders.

If you want to submit a 5010 transaction, click on the Inbound folder link.

CAUTION: 5010 TRANSACTIONS THAT ARE UPLOADED TO YOUR HOME PAGE WILL NOT BE PROCESSED. ENSURE THAT YOU HAVE CLICKED ON THE INBOUND FOLDER BEFORE UPLOADING ANY FILES.



The screenshot shows the MoveIT DMZ interface for Arkansas BlueCross BlueShield. The user is signed on as E9999. The interface includes a navigation menu with Home, Folders, and Logs. The Folders section is active, showing a breadcrumb path of / EDI/ e9999/. Below the breadcrumb is a 'Go To Folder...' dropdown menu. A table lists the folders: Parent Folder, Inbound (highlighted with a red circle), and Outbound. The Inbound folder has a File ID of 115888269 and was created on 7/25/2014 at 2:54:33 PM. The Outbound folder has a File ID of 115908373 and was also created on 7/25/2014 at 2:54:33 PM. Below the table, there are 'Selected File/Folder Actions' buttons for Delete and Download.

Arkansas BlueCross BlueShield

Signed onto Arkansas Blue Cross and Blue Shield as E9999 (e9999).

Home
Folders
Logs

All time and date stamps displayed on this site are GMT -6, except time and date stamps recorded during daylight savings time (GMT -5).

Folders

/ EDI/ e9999/

Go To Folder...

Name	File ID	Created
↑ Parent Folder		
Inbound	115888269	7/25/2014 2:54:33 PM
Outbound	115908373	7/25/2014 2:54:33 PM

Selected File/Folder Actions:

Delete Download

Click on the Launch the Upload Wizard button.

The screenshot displays the user interface of the Arkansas BlueCross BlueShield portal. At the top, the logo and name 'Arkansas BlueCross BlueShield' are visible, along with the user's login information: 'Signed onto Arkansas Blue Cross and Blue Shield as E9999 (e9999)'. A left-hand navigation menu includes 'Home', 'Folders', and 'Logs'. The 'Folders' section is active, showing the current path: '/ EDI/ e9999/ Inbound/'. Below the path is a 'Go To Folder...' dropdown menu. A 'Parent Folder' link with an upward arrow is present, with a note stating 'There are no files or folders in this folder.' The 'Upload Files...' section shows 'User Quota Info: 0 KB of 512 MB used. (0%)' and a 'Select a folder:' dropdown menu currently set to '/ EDI / e9999 / Inbound'. A blue button labeled 'Launch the Upload Wizard...' is circled in red at the bottom of the main content area.

The Wizard will launch and a pop-up box will appear. Click on the Add File button.

displayed on this site are GMT -6, except time and date stamps recorded during daylight savings time (GMT -5).

Go To Folder...

↑ Parent Folder

There are no files or folders in this folder.

Upload Files...

User Quota Info: 0 KB of 512 MB used. (0%)

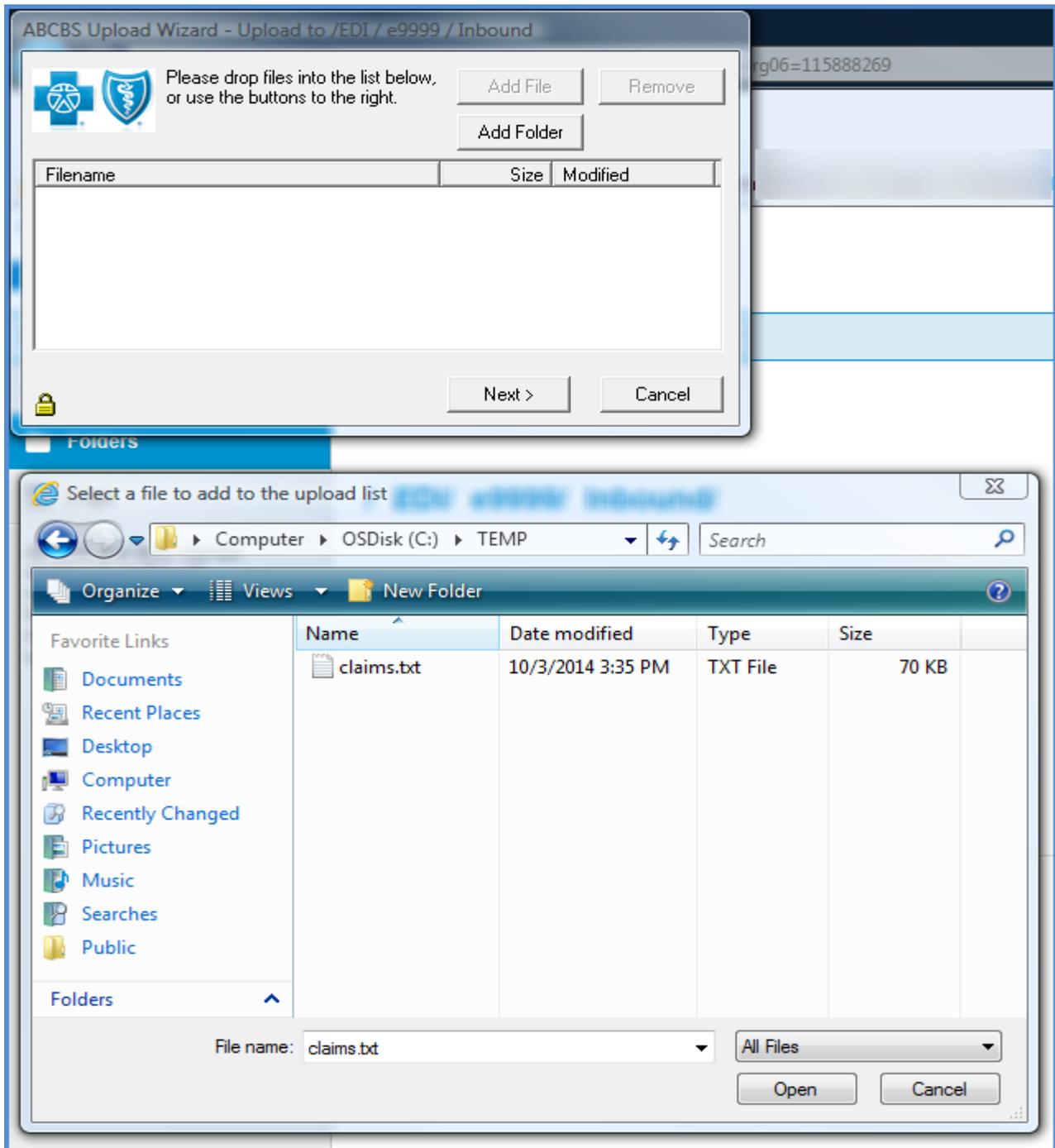
Select a folder: /EDI / e9999 / Inbound

Launch the Upload Wizard...

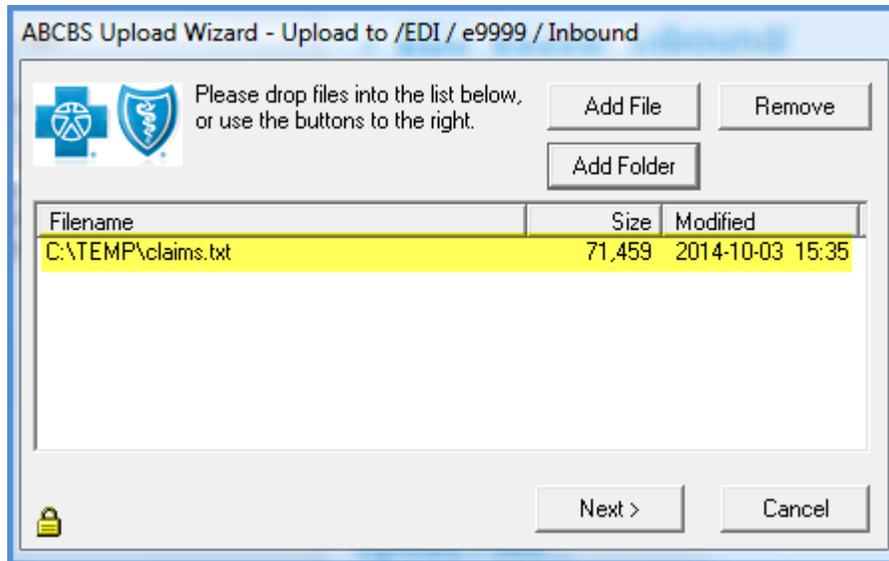
Search for the file on your computer. When you have located and selected the file on your computer click on the Open button.

CAUTION: DO NOT UPLOAD ZIP FILES. ZIP FILES WILL NOT BE PROCESSED.

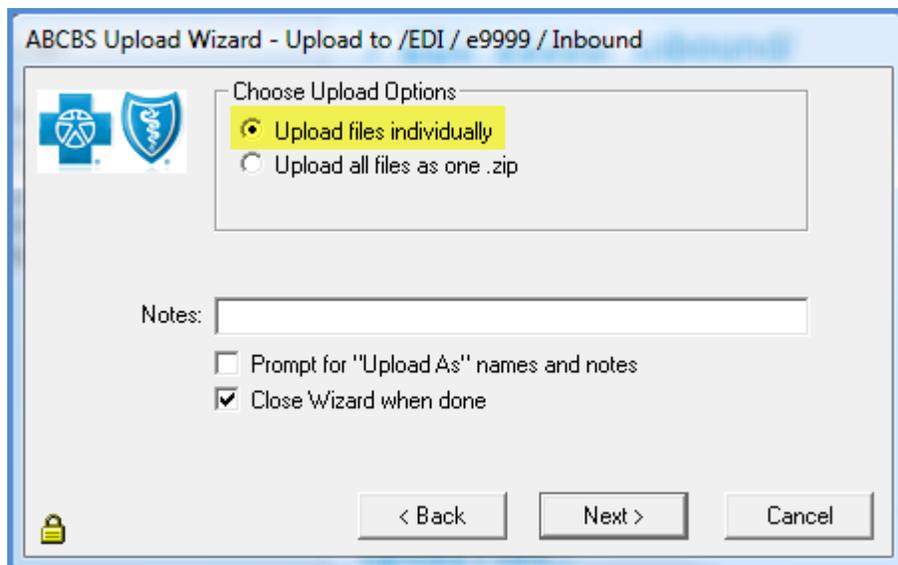
CAUTION: DO NOT CLICK ON THE ADD FOLDER BUTTON. FILE FOLDERS WILL NOT BE PROCESSED.



When you click on the Open button the file will appear in the Wizard pop-up box. Click the Next button or click on the Add File button to upload another file.



Select the Upload files individually radio button and then click the Next button.



A status bar will show the progress of the file being uploaded. Once the file has uploaded it will appear in the Inbound folder.

The screenshot shows the Arkansas BlueCross BlueShield portal interface. At the top, the logo and name 'Arkansas BlueCross BlueShield' are displayed. Below the logo, a status bar indicates the user is signed on as 'E9999 (e9999)'. The left sidebar contains navigation options: 'Home', 'Folders', and 'Logs'. The 'Folders' section is active, showing a breadcrumb path: '/ EDI/ e9999/ Inbound/'. Below the breadcrumb is a 'Go To Folder...' dropdown menu. A table lists the contents of the folder, with columns for 'Name' and 'File ID'. The table includes a 'Parent Folder' entry and a file named 'claims.txt' with a File ID of '152664065'. The 'claims.txt' file is highlighted in yellow and has a checkmark icon next to it. Below the table, the 'Selected File/Folder Actions:' section contains 'Delete' and 'Download' buttons.

Arkansas
BlueCross BlueShield

Signed onto Arkansas Blue Cross and Blue Shield as E9999 (e9999).

Home
Folders
Logs

All time and date stamps displayed on this site are GMT -6, except time and date stamps recorded during daylight savings time (GMT -5).

Folders

/ EDI/ e9999/ Inbound/

Go To Folder...

<input type="checkbox"/>	Name	File ID
<input type="checkbox"/>	↑ Parent Folder	
<input checked="" type="checkbox"/>	claims.txt	152664065

Selected File/Folder Actions:

Delete Download

To remove a file from the Inbound folder click on the box to the left of the uploaded file and click the Delete button.

Arkansas BlueCross BlueShield

Signed onto Arkansas Blue Cross and Blue Shield as E9999 (e9999).

Home
Folders
Logs

All time and date stamps displayed on this site are GMT -6, except time and date stamps recorded during daylight savings time (GMT -5).

Folders

/ EDI/ e9999/ Inbound/

Go To Folder...

<input checked="" type="checkbox"/>	Name	File ID
	↑ Parent Folder	
<input checked="" type="checkbox"/>	claims.txt <input checked="" type="checkbox"/>	152817398

Selected File/Folder Actions:

Delete Download

A message will appear to verify if you are sure you want to delete these items. Click the Yes button to delete the item or click the No button to cancel the request.



Signed onto Arkansas Blue Cross and Blue Shield as E9999 (e9999).

- Home
- Folders**
- Logs

All time and date stamps displayed on this site are GMT -6, except time and date stamps recorded during daylight savings time (GMT -5).

Confirm Deletion of Folders and Files

Name	Created
 claims.txt <input checked="" type="checkbox"/>	12/12/2014 1:19:28 PM

Are you sure you want to delete these items?

After you click the Yes or No button you will be taken back to your Inbound folder. You can launch the Upload / Download Wizard again to upload a new file or return to your Home page.

Click on your submitter ID number or the Home link on the left to return back to your Home page.

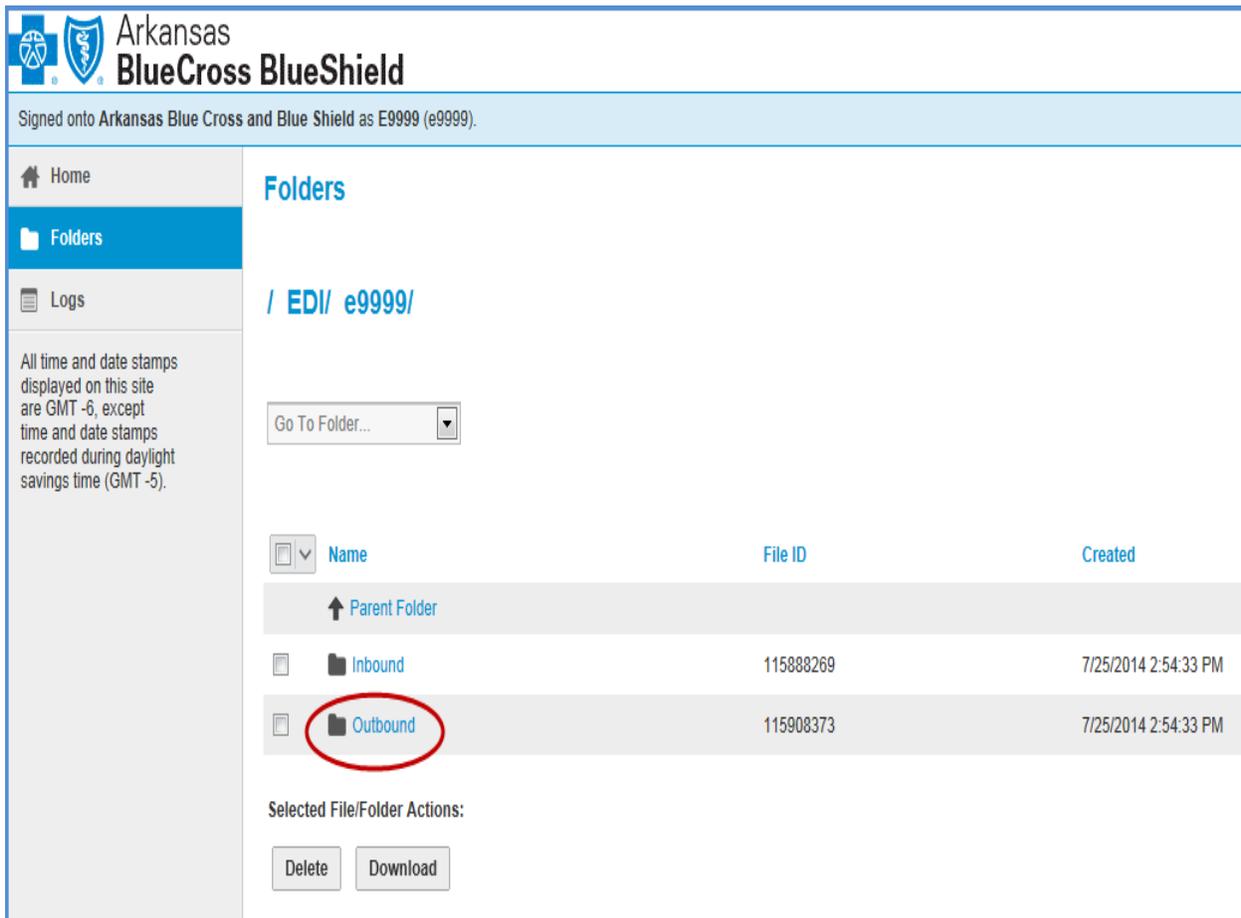
The screenshot displays the Arkansas BlueCross BlueShield web interface. At the top, the logo and name 'Arkansas BlueCross BlueShield' are visible. Below the logo, a status bar indicates the user is signed on as 'E9999 (e9999)'. The left sidebar contains navigation links for 'Home', 'Folders', and 'Logs'. The 'Folders' link is highlighted. Below the sidebar, a note states: 'All time and date stamps displayed on this site are GMT -6, except time and date stamps recorded during daylight savings time (GMT -5)'. The main content area is titled 'Folders' and shows the current path: '/ EDI/ e9999/ Inbound/'. There is a 'Go To Folder...' dropdown menu. Below this, a 'Parent Folder' link with an upward arrow is shown, followed by the text 'There are no files or folders in this folder.'. The 'Upload Files...' section displays 'User Quota Info: 0 KB of 512 MB used. (0%)' and a 'Select a folder:' dropdown menu with the path '/ EDI / e9999 / Inbound'. A blue button labeled 'Launch the Upload Wizard...' is positioned at the bottom of the upload section.

Downloading Electronic Data

The Outbound folder is the location where you can download electronic reports and remittance advices. Arkansas Blue Cross and Blue Shield will deliver your electronic reports and remittance advices to the Outbound folder.

You must have Java or ActiveX installed on your computer. Otherwise, MoveIT DMZ will not allow you to download multiple reports and / or remittance advices at once. On the My Account screen in the Edit Your Upload/Download Wizard Settings section you can install, enable or disable the ActiveX or Java versions of the Wizard. To install the Wizard follow the instructions on the previous pages.

To download electronic reports and / or remittance advices click on the Outbound folder from the Home page.



The screenshot shows the Arkansas BlueCross BlueShield web portal. The user is signed in as E9999. The 'Folders' section is active, showing a list of folders under the path '/ EDI/ e9999/'. The 'Outbound' folder is highlighted with a red circle. Below the list, there are 'Delete' and 'Download' buttons for the selected folder.

Arkansas BlueCross BlueShield

Signed onto Arkansas Blue Cross and Blue Shield as E9999 (e9999).

Home
Folders
Logs

All time and date stamps displayed on this site are GMT -6, except time and date stamps recorded during daylight savings time (GMT -5).

Folders

/ EDI/ e9999/

Go To Folder...

Name	File ID	Created
Parent Folder		
Inbound	115888269	7/25/2014 2:54:33 PM
Outbound	115908373	7/25/2014 2:54:33 PM

Selected File/Folder Actions:

Delete Download

To download reports and / or remittance advices click on the box to the left of the filename and then click on the Download button.

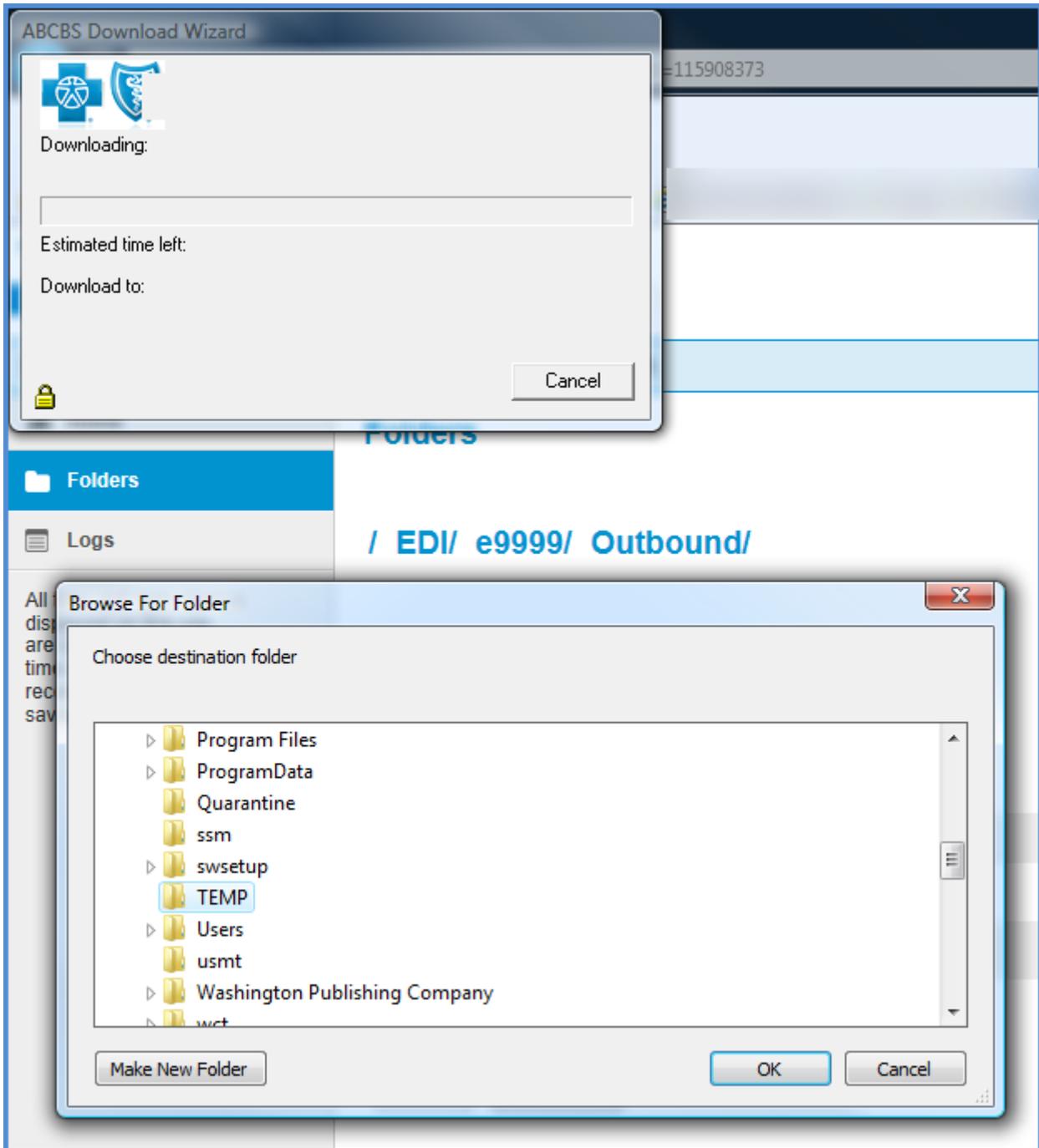
Note: If you are in the Outbound folder and do not see the Download button on your screen you will need to either install or enable the download wizard. Go to the My Account screen to install or enable the Upload / Download Wizard.

The screenshot shows the Arkansas BlueCross BlueShield portal interface. At the top, the logo and name "Arkansas BlueCross BlueShield" are displayed. Below the logo, it indicates the user is signed in as "E9999 (e9999)". A navigation sidebar on the left includes "Home", "Folders", and "Logs". The "Folders" section is active, showing the path "/ EDI/ e9999/ Outbound/". A "Go To Folder..." dropdown menu is present. Below this, a table lists files with checkboxes for selection. Two files are selected, highlighted in yellow:

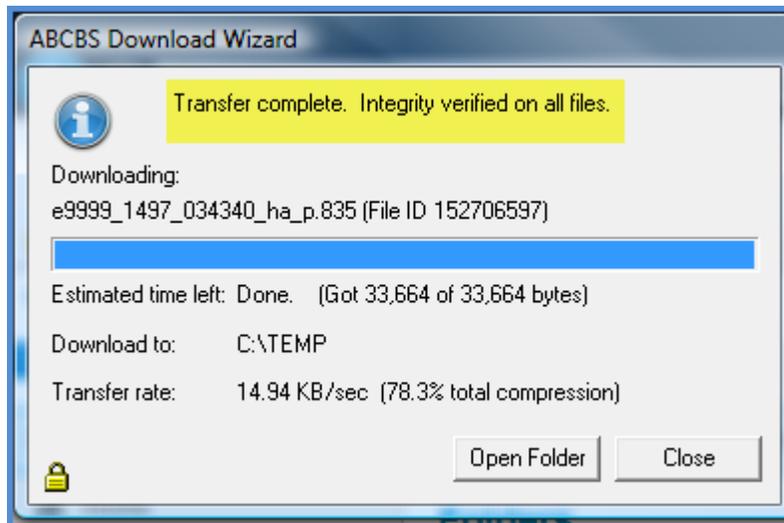
<input checked="" type="checkbox"/>	Name	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	e9999.e9999.837p.p.m.80a.999.rpt	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	e9999_1497_034340_ha_p.835	<input checked="" type="checkbox"/>

Below the file list, the "Selected File/Folder Actions:" section contains "Delete" and "Download" buttons. The "Upload Files..." section shows "User Quota Info: 32.9 KB of 512 MB used. (0%)" and a "Select a folder:" dropdown menu set to "/ EDI / e9999 / Outbound". A "Launch the Upload Wizard..." button is located at the bottom of the upload section.

A Browse For Folder box will appear. Choose the destination folder where you want the reports and / or electronic remittance advices downloaded to on your computer. Then click the OK button.



The Download Wizard box will appear with a blue bar that shows the status of the download. When the download has completed a transfer complete message will appear in the box. Click on the Close button.



You can and should maintain your Outbound folder. Deleting electronic reports and remittance advices after you have downloaded them to your computer will help keep your Outbound folder manageable.

If you need the files restored contact Arkansas Blue Cross and Blue Shield and we will restore the files for you. Contact us (501) 378-2336 or toll free at (855) 822-2446. You may also email us at edi@arkbluecross.com.

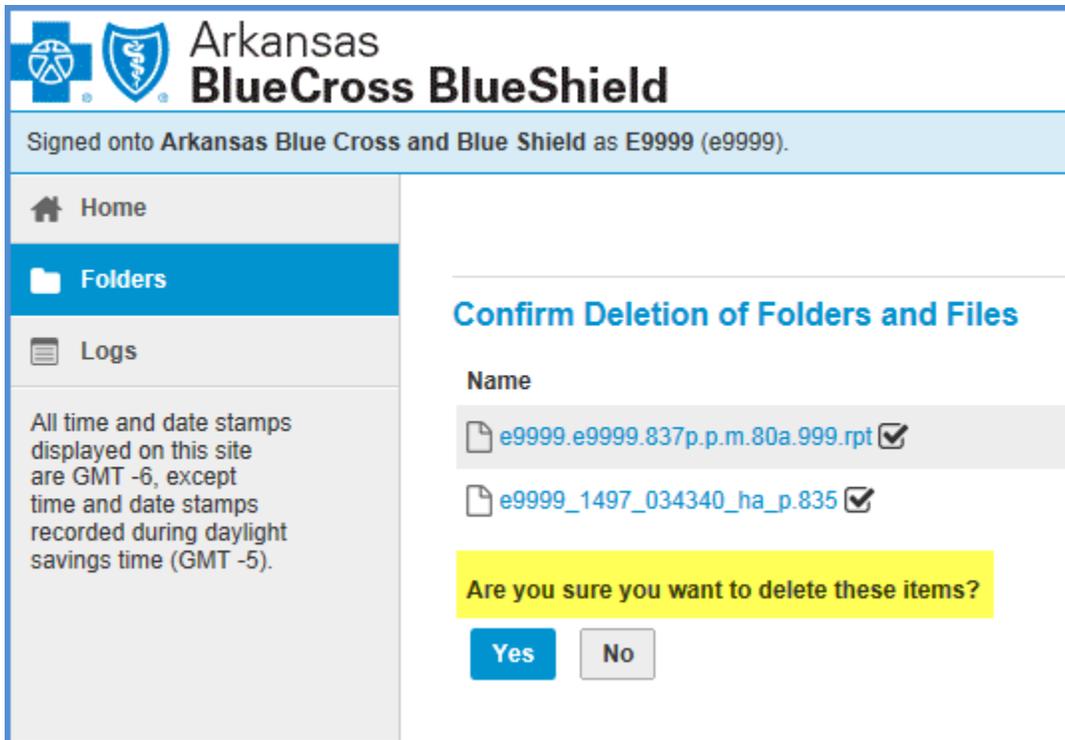
Select the report and remittance advices you want to delete and click on the Delete button.

The screenshot shows the user interface of the Arkansas BlueCross BlueShield portal. At the top, the logo and name 'Arkansas BlueCross BlueShield' are displayed. Below the logo, it indicates the user is signed on as 'E9999 (e9999)'. The left sidebar contains navigation options: 'Home', 'Folders' (selected), and 'Logs'. A note under 'Logs' states: 'All time and date stamps displayed on this site are GMT -6, except time and date stamps recorded during daylight savings time (GMT -5)'. The main content area is titled 'Folders' and shows the current path: '/ EDI/ e9999/ Outbound/'. There is a 'Go To Folder...' dropdown menu. Below this, a table lists files with checkboxes for selection. Two files are selected, highlighted in yellow:

<input checked="" type="checkbox"/>	Name	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	e9999.e9999.837p.p.m.80a.999.rpt	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	e9999_1497_034340_ha_p.835	<input checked="" type="checkbox"/>

Below the table, the 'Selected File/Folder Actions:' section contains 'Delete' and 'Download' buttons. A notification message reads: 'ABCBS Download Wizard Report: 2 files downloaded successfully.' The 'Upload Files...' section shows 'User Quota Info: 32.9 KB of 512 MB used. (0%)' and a 'Select a folder:' dropdown menu set to '/ EDI / e9999 / Outbound'. A blue button labeled 'Launch the Upload Wizard...' is at the bottom.

A message will appear asking if you are sure you want to delete these items. Click either the Yes or No button.



The screenshot shows the Arkansas BlueCross BlueShield user interface. At the top left, there are two logos: a blue cross with a white circle inside, and a blue shield with a white caduceus. To the right of these logos is the text "Arkansas BlueCross BlueShield". Below the logos, a light blue banner reads "Signed onto Arkansas Blue Cross and Blue Shield as E9999 (e9999)".

On the left side, there is a navigation menu with three items: "Home" (with a house icon), "Folders" (with a folder icon and highlighted in blue), and "Logs" (with a list icon). Below the menu, a grey box contains the text: "All time and date stamps displayed on this site are GMT -6, except time and date stamps recorded during daylight savings time (GMT -5)."

The main content area is titled "Confirm Deletion of Folders and Files". Underneath, there is a section labeled "Name" containing a list of two files, each with a document icon and a checkmark in a box:

- e9999.e9999.837p.p.m.80a.999.rpt
- e9999_1497_034340_ha_p.835

Below the list, a yellow box contains the question "Are you sure you want to delete these items?". At the bottom of this box are two buttons: a blue "Yes" button and a grey "No" button.

Click on your submitter ID number or the Home link on the left to return back to your Home page.

Arkansas BlueCross BlueShield

Signed onto Arkansas Blue Cross and Blue Shield as E9999 (e9999).

[Home](#)

Folders

Logs

All time and date stamps displayed on this site are GMT -6, except time and date stamps recorded during daylight savings time (GMT -5).

Folders

[/ EDI / e9999 / Outbound /](#)

Go To Folder...

[↑ Parent Folder](#)

There are no files or folders in this folder.

Upload Files...

User Quota Info: 0 KB of 512 MB used. (0%)

Select a folder:

[Launch the Upload Wizard...](#)

Third Party Programs

Third party programs such as Core FTP Pro or WSFTP can be used to send and receive electronic transactions to MoveIT DMZ.

NOTE: Arkansas Blue Cross and Blue Shield will not support third party programs. Contact your IT Department if you are having difficulty connecting to MoveIT DMZ using a third party program.

To setup a site to connect to MoveIT DMZ you will need to:

1. Enter a Site Name.
2. Enter sft.arbcbs.com in the Host / IP / URL box. The HTTPS:// is not needed.
3. Enter your electronic submitter number as the Username. Use a lowercase e.
4. Enter your password in the Password box.
5. The Port must be set to 22.
6. The Connection box must have SSH/SFTP.
7. Click the Connect button.

When you have connected to MoveIT DMZ you will be in your root directory. You will see the Inbound and Outbound folders. Click on the Inbound folder to submit your electronic transactions. Click on the Outbound folder to retrieve your electronic transactions.

CAUTION: DO NOT SUBMIT ELECTRONIC TRANSACTIONS TO YOUR ROOT DIRECTORY. IF YOU DO NOT SELECT THE INBOUND FOLDER YOUR 5010 TRANSACTION WILL NOT BE PROCESSED.

The screenshot displays two side-by-side file explorer windows. The left window shows a file explorer view with columns for Filename, Size, and Date. It contains a single entry: '..' with a date of 02/13/13 08:32. The right window shows a similar view but with columns for Filename, Size, Date, and Permissions. It contains three entries: '<>', 'Inbound' (dated 11/02/12 13:09), and 'Outbound' (dated 12/13/12 10:28). Below these windows is a table with columns: Host, Destination, Bytes, Size, Rate, Type, Status, Source. The table contains the text 'No transfers...'.

Host	Destination	Bytes	Size	Rate	Type	Status	Source
No transfers...							

Hours of Operation and Assistance

MoveIT DMZ is available 7 days a week 24 hours a day. If maintenance needs to be performed on MoveIT DMZ, Arkansas Blue Cross and Blue Shield will notify you.

If you need assistance you can contact us at (501) 378-2336 or toll free at (855) 822-2446. Or you may contact us via email at edi@arkbluecross.com.

Customer Service Hours of Operation

Monday – Friday	8:00 – 4:30 p.m. CST
Tuesday	9:00 – 4:30 p.m. CST