The Arkansas All-Payer Claims Database (APCD) Onboarding Packet



Database

December 1, 2016



Introduction

- The onboarding packet contains information for submitting entities (SEs) to establish connectivity for secure data transfer to the Arkansas All-Payer Claims Database (APCD)
- Additionally, the packet provides information regarding:
 - data submission requirements
 - mandatory data submission authority
 - APCD administration

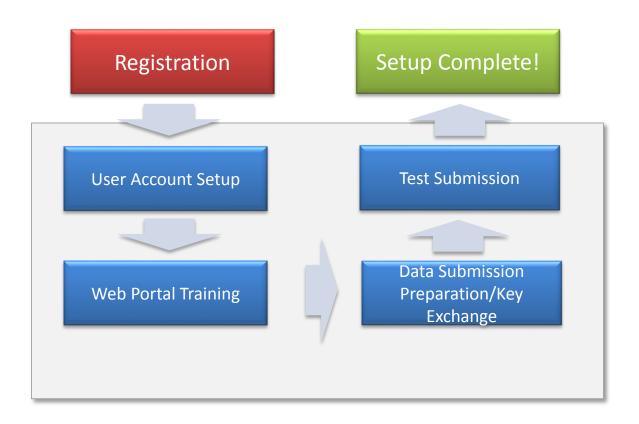


Purpose of the Onboarding Packet

- The packet contains sections focusing on steps for successful onboarding
- During the onboarding process, training sessions will focus on different sections in this packet:
 - Not all sections herein require training sessions
 - All sections are provided to ensure the availability of as much information as possible
- Objective: SEs will be able to submit test files securely with minimal assistance



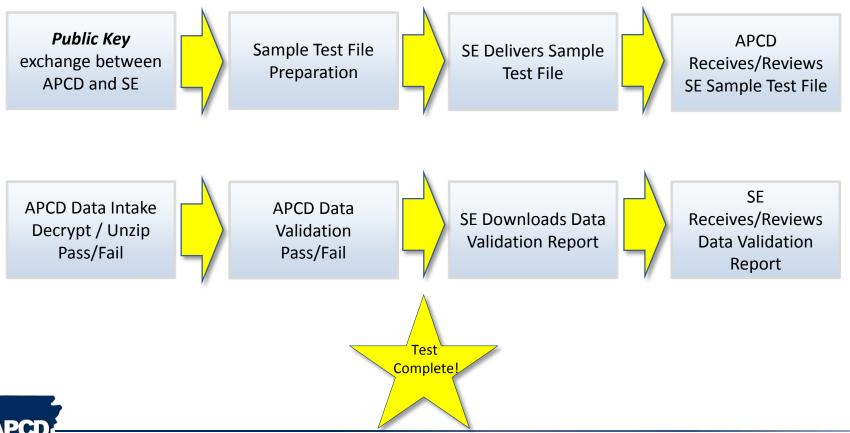
Onboarding Process





Steps to Test Submission

Data Delivery from SE to APCD



Sections

I. ARKANSAS ALL-PAYER CLAIMS

DATABASE (APCD) PROCESS

II. USER NAME AND PASSWORD SETUP

III. WEB PORTAL ACCESS

IV. DATA SUBMISSION

V. ENCRYPTION KEY CREATION

VI. IMPORTING KEYS

VII. FILE ENCRYPTION

VIII. DETACHED SIGNATURE FILE

IX. READINESS AUDIT DATA DELIVERY

X. TECHNICAL SUPPORT PROCESS

XI. COMMUNICATION

XII. FILE NAMING PROTOCOLS

XIII. ARKANSAS ALL-PAYER CLAIMS
DATABASE ADMINISTRATION

XIV. WHAT IS NEXT?



I. ARKANSAS ALL-PAYER CLAIMS DATABASE (APCD) PROCESS





Who Will Submit Data?

- Issuers of health and dental plans in Arkansas (2,000 covered individuals as threshold)
- Arkansas Medicaid and Medicare
- State and public school employee benefit plans
- Arkansas Workers' Compensation Commission
- Third-party administrators and pharmacy benefits managers (same threshold as issuers)
- Entities providing medical services under contract with state prison system



What Will Be Submitted?

SEs must provide the following data categories unless granted an exemption or exception:

- Member enrollment data
 - Unique identifiers
 - Demographic and geographic information
- Medical claims
- Pharmacy claims
- Dental claims
- Provider data
- Control Counts
- Look-up Tables



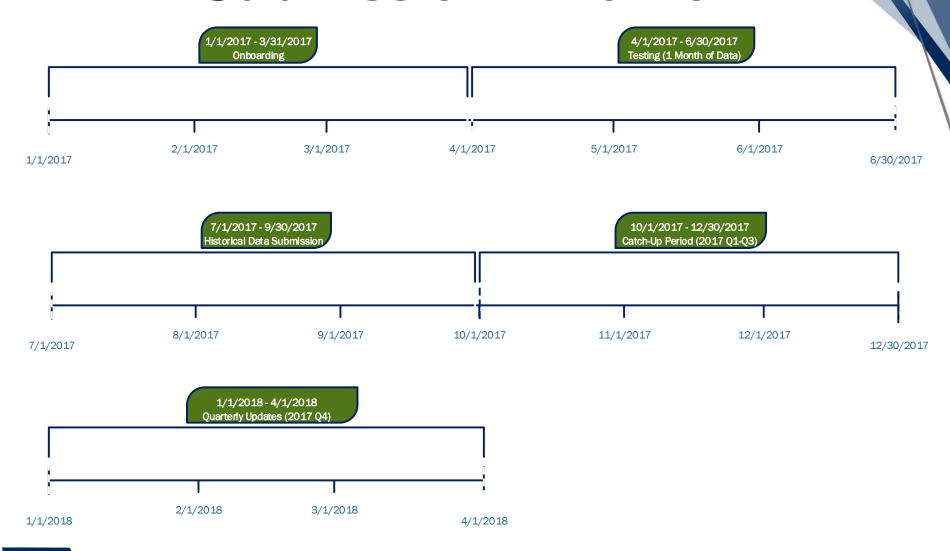
Submission Timeline

In the initial registration year, the data submission timeline is as follows:

- Quarter 1 Onboarding & Preparation
- Quarter 2 Testing one month of data
- Quarter 3 Submit 3 years of historical data (data prior to present year)
- Quarter 4 Quarter 1 3 of present year
- Quarter 1 of following year, submit data for Quarter 4 of previous year. Submit data each following quarter for the preceding quarter.



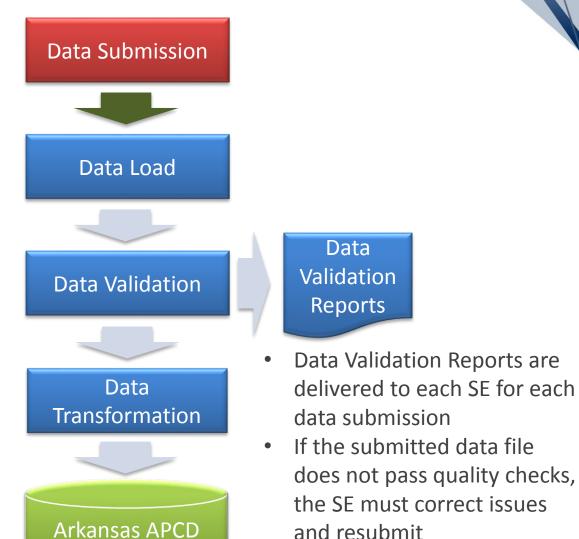
Submission Timeline





Arkansas APCD Process

- Data files are submitted using secure file transfer protocols (SFTP) via a web portal
- If the file does not pass receipt protocols, the SE will be notified and instructed to resolve issues and resubmit





II. USER NAME AND PASSWORD SETUP





Registration

- SEs must register with the Arkansas Insurance Department (AID) before beginning the onboarding process
- Registration instructions can be found at: https://www.arkansasapcd.net/Other/RegistrationForms/

User Account Setup

Technical users for SEs are identified in registration and setup for the APCD Web Portal access. Initially, users will:

- Receive a confirmation email with user name and temporary password
- Be directed to create a permanent password to replace temporary password
 - Be sure to check junk mail folders for user name password emails as it could be mistaken for spam



User Name and Password Information

- User name and temporary password are specific for each SE NAIC company code
- After logging in, SEs must create their individual permanent passwords
- If SEs encounter issues with account access, they must contact APCD Technical Support via email or phone





III. WEB PORTAL ACCESS





Initial APCD Access

SEs will access the APCD via the following URL:

https://www.arkansasapcd.net/Home/

Select the Web Portal link on the header bar.

APCD Website Homepage



Welcome to the Arkansas All-Payer Claims Database (APCD)

There is a growing demand and need for transparency of healthcare information in Arkansas to promote high-value care and advance research. Consumers, employers, and policymakers are advocating for greater reporting on the prices of healthcare services as a way to encourage consumers to choose low-cost, high-quality providers and to promote competition based on value. The Arkansas All-Payer Claims Database (APCD) is a dynamic tool that will enable the state to further its transparency objectives by collecting healthcare data from public and private sources and empowering Arkansans with information to better understand how and where healthcare is being delivered and how much is being spent. Please see the "How to Use the APCD Website" box below to learn how to navigate the Arkansas APCD website.

What's New?

NEW!!! (11/21/2016) The Arkansas APCD is pleased to announce that a new Online Exception Request process is NOW ACTIVE.

All Exception Requests must now be completed online!

The Online Exception Request page is accessible once you sign into your account on the Web Portal page.

We are very excited about this new process which will provide online selection of data elements needing exceptions, online approval, and immediate posting of approved exceptions to the validation process. This should significantly speed up the process of requesting and applying exceptions.

Click here for the Online Exception Request Training Document.

The 2017 Arkansas APCD Data Submission Guide is under review by the Arkansas Insurance Department Commissioner and will be available online soon.

Resources

- Onboarding Instructions-Information on on web portal set-up, file encryption requirements, technical support processes, data file structure requirements, etc.
- Frequently Asked Questions-Data Submission Guide (DSG) and Onboarding
- · Training Documents

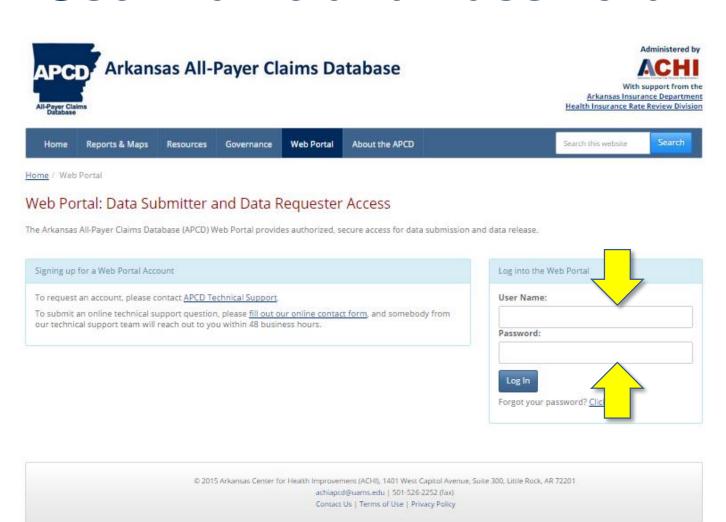
Entity Registration Forms

Click below to access registration forms for the Arkansas Healthcare Transparency Initiative.

Start Here!



User Name and Password





Web Portal Dashboard

Upon logging into the Web Portal, users will be directed to the *Web Portal Dashboard*. Within this page, users may access the following tabs:

- Account Overview
- Upload Files
- Retrieve Files
- Account History
- Data Exceptions
- Technical Support



Web Portal Setup Account Overview

In the *Account Overview* box, users will be able to see the following entity-specific information:

- Organization: Submitting entity (SE)
- Entity Code: NAIC Company Code
- SFTP Account: SFTP path associated per SE Code
- Account Type: Automated to reflect SE
- Contact Email: Email for SE personnel
- Contact Phone: Phone number for SE personnel



Web Portal Setup Account Overview



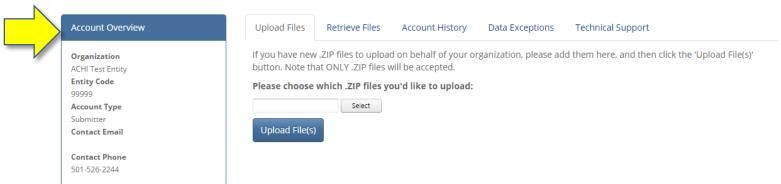


Home Reports & Maps Resources Governance Web Portal About the APCD Search this website Search

Home / Web Portal / Web Portal Dashboard

Web Portal: Dashboard

Welcome to the Arkansas All-Payer Claims Database (APCD) Web Portal Dashboard! Click here to log out.



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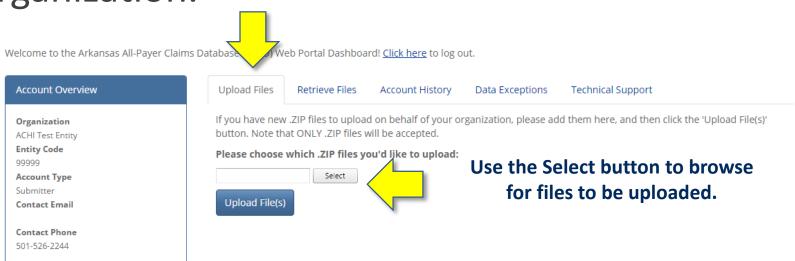
arapcd@uams.edu | 501-526-4306 (phone) | 501-526-2252 (fax)

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Web Portal Setup Upload Files

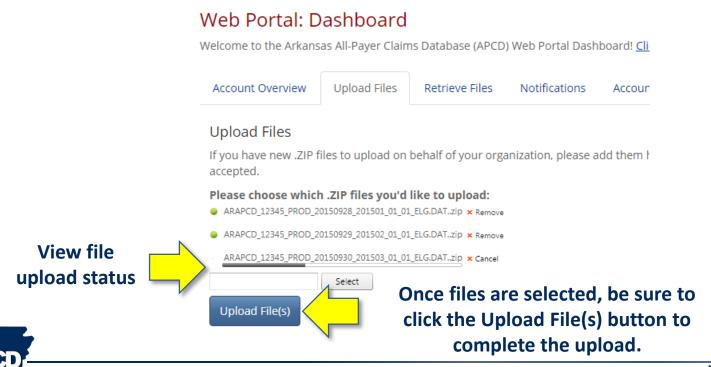
Under the *Upload Files* tab, users will be able to add and submit files on behalf of their organization.





Web Portal Setup Upload Files

Under the *Upload Files* tab, up to five files can be uploaded in a single session. The file upload status can be tracked using a progress bar.



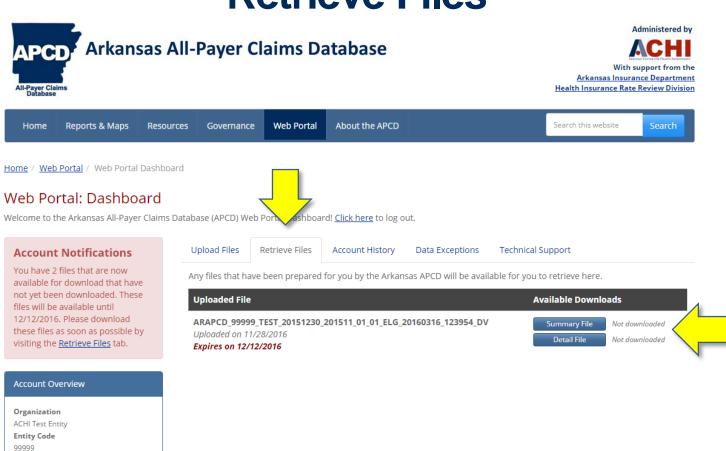
Each submitted file has a 300MB size limit

Web Portal Setup Retrieve Files

Under the *Retrieve Files* tab, users will be able to retrieve and view files produced by the APCD.

- Data Quality Reporting
- Other files uploaded from APCD to the SE

Web Portal Setup Retrieve Files





Account Type
Submitter
Contact Email
Contact Phone
501-526-2244

Web Portal Setup Account History

Under the *Account History* tab, users will be able to view detailed information regarding their specific accounts.

Actions listed include:

- Successful login to the APCD Web Portal
- File Successfully Uploaded (with name of file)
- Verification of Technical Support Request submission
- Downloaded Reports
- Exception Requests submitted



Web Portal Setup Account History

Web Portal: Dashboard

Welcome to the Arkansas All-Payer Claims Database (APCD) Web Portal Dashboard! Click



Account Notifications

You have 1 files that are now available for download that have not yet been downloaded. These files will be available until 12/12/2016. Please download these files as soon as possible by visiting the Retrieve Files tab.

Account Overview

Upload Files Retrieve Files Account History Data Exceptions Technical Support

Action	Action Time
Downloaded file ARAPCD_99999_TEST_20151230_201511_01_01_ELG_20160316_123954_DV_DETAIL.DAT.ZIP	11/28/2016, 2:25 PM
Successful login to the Arkansas APCD Web Portal	11/28/2016, 2:22 PM
Successful login to the Arkansas APCD Web Portal	11/28/2016, 2:17 PM
Successful login to the Arkansas APCD Web Portal	11/28/2016, 11:59 AM
Construction to the Advances ADCD Wish Dental	44/00/0046 40:45 444



Web Portal Setup Technical Support

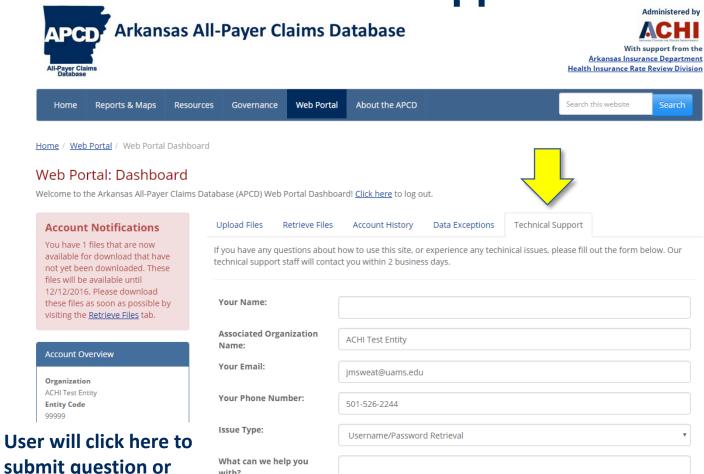
Under the *Technical Support* tab, users will be able to submit questions or technical issues to the APCD Technical Support team.

Questions or issues may include the following:

- Account Details Update
- Building Data Files
- Data Definition/Clarification
- Data Field Exception
- Data Submission Guide (DSG) questions
- File Upload/Retrieval
- Other
- User Name/Password Retrieval



Web Portal Setup **Technical Support**



Submit Request

with?



issue to APCD

Technical Support



IV. DATA SUBMISSION





Data Submission Package

- Combine the encrypted and signed data file and detached signature file in a single .zip file
- Zipped file name must follow the File Name
 Component requirement as described in the APCD
 DSG File Naming Convention guidelines
- The File Extension must be .dat.zip
- Data submissions with file extensions other than
 .zip will not be permitted to load using the APCD
 Web Portal



Data Submission Preparation

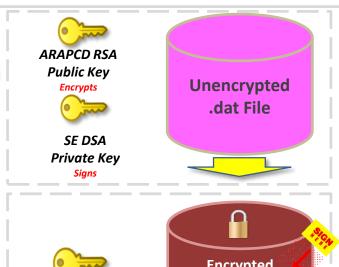
- Data submitted to the APCD must be:
 - Encrypted and signed .dat file with the appropriate keys
 - Packaged and zipped with matching detached signature file
 - Named using required protocols listed in the DSG under File Naming Convention section.
- Each submission must include the signed and encrypted data file with a matching detached signature file zipped into a single package
- APCD Technical Support will work with each SE to ensure all components are implemented prior to the first data submission



Data Submission Process

Encrypt and sign data file with ARAPCD RSA Public Key, sign using SE DSA Private Key Creates .gpg or .pgp file

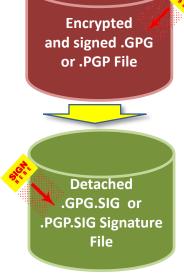
Create Detached signature on the encrypted and signed .gpg or .pgp file using SE DSA Private Key Creates .gpg.sig or .pgp.sig file



SE DSA

Private Key

Signs



Submitting Entity Steps

Each submission must include one signed and encrypted data file with a corresponding detached signature file zipped into a single submission.

Zip File containing both encrypted and signed .GPG or .PGP file and Detached .GPG.SIG or .PGP.SIG Signature File

> Upload **zipped file** to APCD Web Portal



Entity Encryption Practice

It is recommended that SEs practice key creation, encryption, and decryption prior to submitting data.

Steps include:

- Create Public and Private Keys
- Encrypt and sign sample file
 - Use ARAPCD_RSA Public Key to encrypt
 - Use SE's DSA Private Key to sign
- Create detached signature file
- Zip files together
- Unzip files
- Verify signed sample files

A Separate Webinar is available regarding creation of Keys and the Encryption process if instruction is desired.



VII. FILE ENCRYPTION





File Encryption Process

The File Encryption Process will provide the SE with tools for creating public and private encryption keys and the steps to encrypt and decrypt files.



Encryption and Signature Checklist

Prior to encrypting and signing data files, users must:

- Install recommended tools
 - GPG4Win: installs Kleopatra
 - 7-Zip
- Ensure the ARAPCD_RSA and ARAPCD_DSA public keys are imported and trusted in Kleopatra
- Know respective passphrases for using private keys

Creating Encrypted and Signed Data Files

To encrypt and sign data files, users have two options:

- 1. Manual encryption and signing using Kleopatra
- 2. Use command line parameters outlined in the Arkansas APCD DSG, Exhibit B

VIII. DETACHED SIGNATURE FILE





Detached Signature File

- A detached signature is a type of digital signature that is kept separate from its signed data, as opposed to bundled together into a single file
- A digital signature is a mathematical scheme for demonstrating the authenticity of a digital message or documents
 - A valid digital signature gives a recipient reason to believe that:
 - the message was created by a known sender,
 - the sender cannot deny having sent the message (authentication and non-repudiation), and
 - the message was not altered in transit (integrity)



Detached Signature File

- The detached signature file accompanies the encrypted data file for APCD data submission
- Creating a detached signature file is part of the file encryption process
 - The signature is always encrypted at the same time as the data file
 - The signature may only be viewed and checked by those who have successfully decrypted the file

IX. TEST DATA DELIVERY





Test Process: Data Delivery – SE to APCD

The SE will deliver data to the APCD as follows:

- 1. Exchange **public keys** with APCD Technical Support
- 2. Create Test sample data file (see <u>Test SE File Requirements</u> slide)
- 3. Encrypt Test sample data file using the **ARAPCD public key**. Sign with **SE private key**
- Create detached signature file of the file resulting from step
 3 above with SE private key



Test Process: Data Delivery – SE to APCD

The SE will deliver data to the APCD as follows (continued):

- 5. Zip the Test sample data file and detached signature file into a single .zip file
- Submit package to the SE-specific APCD SFTP site using the APCD Web Portal
- 7. Notify the APCD Technical Support team via email of file submission

Test Process: Data Delivery – APCD to SE

Upon data receipt, the APCD Technical Support team will:

- 1. Unzip the Test sample data file package
- 2. Confirm the encrypted sample data file and detached signature file are present
- 3. Verify encrypted sample data file with detached signature file
- 4. Decrypt the sample data file using the APCD private key
- 5. Confirm data contents with SE
- 6. Upload Data Validation Report to Web Portal for SE Review
- 7. Address any questions



Test Process Process: Data Delivery – APCD to SE

Upon data receipt, the APCD Technical Support team will (continued):

- 4. Verify encrypted sample data file with detached signature file
- 5. Decrypt the sample data file using the APCD private key
- 6. Confirm data contents with SE
- 7. Upload Data Validation Report to Web Portal for SE Review
- 8. Address any questions

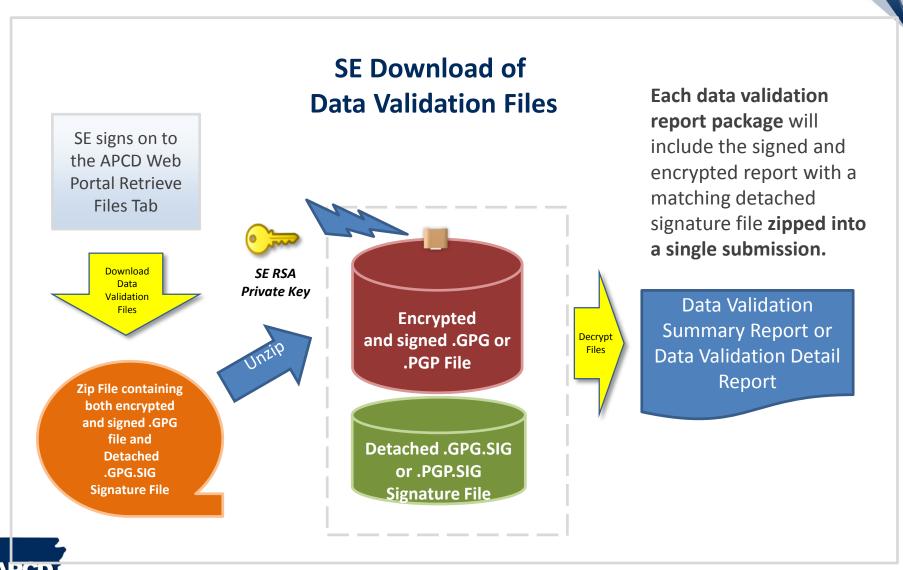


Production Data Delivery

- After successfully executing the Test data, SEs can submit the Production Data Test Files using the same protocols. See Test Data section in the DSG
- Production Data Test File Submission requirements: Each submitting entity shall provide data prior to the submission of full datasets. Test data shall include a full month of activity for the following data categories:
 - Member enrollment data
 - Medical claims
 - Pharmacy claims
 - Dental claims
 - Provider data
 - Lookup data
 - Control Counts



Data Validation – APCD to SE



X. TECHNICAL SUPPORT PROCESS





APCD Technical Support Contact Information

Email:

arapcd@uams.edu

Phone:

501-526-4306

Website:

http://www.arkansasapcd.net

Days and Times:*

Monday through Friday 9:00 AM – 4:00 PM, Central Standard Time

*excluding state and federal holidays



Types of Communication

- Data Submission Results
 - Submission confirmation (pass or fail)
 - Data quality confirmation via report
- Meeting Notifications
 - Electronic calendar invitations
 - Follow-up via phone, email or web portal, as needed
- Technical Support
 - Contact changes
 - Phone number changes
 - Email address changes
 - APCD Web Portal changes



Types of Communication

- APCD Updates and Changes
 - Production and database availability dates
 - Data changes
 - Data coverage
 - New features
 - New or refreshed reports
- APCD Website and Web Portal Updates
 - New functionality release
 - New or updated technical documentation
 - New or updated communication tools



Types of Communication

- Regulatory Requirements Updates from the Arkansas Center for Health Improvement (ACHI) on behalf of AID
 - Rule 100
 - Changes to the DSG
- Data Request status
- Information for and ad hoc requests from
 - State agencies
 - Academics
 - Consumers
 - Providers
 - Other entities not providing data





XII. FILE NAMING PROTOCOLS





Data File Naming Protocols

Data files must adhere to the following naming convention:

ARAPCD_[EntityCode]_[Test or Prod]_[SubmissionDate]_[CoveragePeriodDate]_[FileNo]_[FileCount]_[EntityAbbreviation].dat

- Components:
 - ARAPCD_
 - [EntityCode]_
 - [Test or Prod]_
 - [SubmissionDate]_
 - [CoveragePeriodDate]_
 - [FileNo]_
 - [FileCount]_
 - [EntityAbbreviation]
 - File extension must be .dat



File Name Component Definitions

- EntityCode –Codes representing SEs
 - Private Carriers: NAIC company level codes
 - Other submitters: A unique 5-digit alphanumeric code assigned by the ACHI-APCD team
- [Test or Prod] Test is for test data files, Prod is for production data files
- **SubmissionDate** Date the file was produced. This date should be in the YYYYMMDD format
- CoveragePeriodDate Represents coverage month transmission. This date should be in the YYYYMM format, e.g.:
 - -If CoveragePeriodDate = 201510 (October 2015). The date should represent the end month of data date range, e.g., for data pulled between 7/15/2015 and 9/14/2015,
 - -Then the CoveragePeriodDate = 201509



File Name Component Definitions

- FileNo Two digit number representing the number of the file as it relates to the total number of files to be received
- FileCount Two digit number representing the total number of files to be received

Example:

- 01 09 represents file 01 of 09 expected files
- 01_01 represents file 01 of 01 expected files
- **EntityAbbreviation** Abbreviation representing file type
 - DNT = Dental Claims
 - CLM = Medical Claims
 - ELG = Member Enrollment Data
 - PHM = Pharmacy Claims
 - PRV = Provider Data
 - RPT = Control Count reports
 - LU = Look-up tables



Example file name: ARAPCD 12345 Test 20150101 201412 01 01 ELG.dat



XIII. ARKANSAS ALL-PAYER CLAIMS DATABASE (APCD) ADMINISTRATION





What is an APCD?

- An APCD is a large-scale database that systematically collects healthcare data from a variety of sources
- Data collected typically include medical, pharmacy, and dental claims with member eligibility and provider files
- Some APCDs link with existing data, including hospital discharge, immunization, and clinical information



Benefits of an APCD

- Helps consumers make informed decisions about their health care
- Supports research and quality improvement activities
- Allows for peer-to-peer comparison
- Helps target and assess population health initiatives
- Provides more robust data for healthcare transformation efforts and evaluations



APCDs in Other States

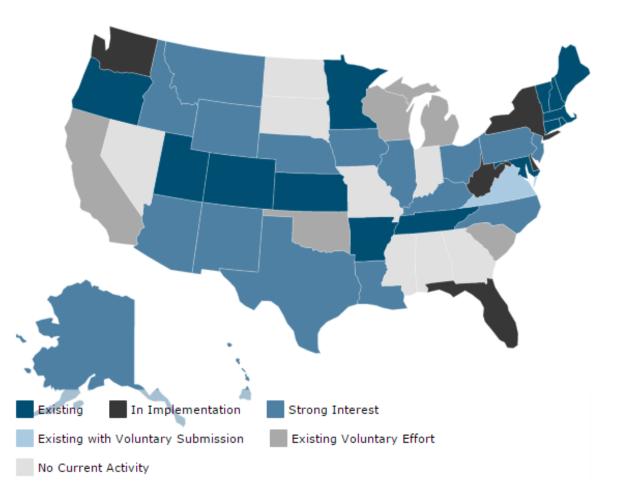
- 16 states have active APCDs; several others are in implementation*
- Variations among APCDs
 - Requirements for submission of data
 - Variables collected
 - Functionality and ability to use data
 - Governance
 - Sustainability models

^{*&}quot;Interactive State Report Map." Durham, NH: *UNH, the APCD Council, and NAHDO*. Accessed on November 30, 2016 at http://www.apcdcouncil.org/state/map.



State Progress Map

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Source: "Interactive State Report Map." Durham, NH: *UNH, the APCD Council, and NAHDO*. Accessed on November 30, 2016; http://www.apcdcouncil.org/state/map.

The Arkansas APCD and Act 1233 of 2015

The Arkansas APCD is a key component of Act 1233 of 2015, known as the Arkansas Healthcare Transparency Initiative.

Act 1233:

- Addresses growing demand for cost and quality of care transparency.
- Mandates submission of insurance claims data to fuel an APCD.
- Provides a resource used to:
 - Evaluate health-related programs
 - Execute research
 - Develop policy
 - Provide consumers with decision-making information



What Does the Act Do?

- Creates the Arkansas Healthcare Transparency Initiative inclusive of the APCD and governance
- Establishes a mandate for certain entities to submit claims information
- Provides authority for AID to develop rules for data collection and use requirements, including penalties
- Ensures data protection—Freedom of Information Act, trade secrets, re-identification
- Establishes funds for operations and makes data availability contingent on available funds



Arkansas APCD Vision & Mission

Vision Statement

Empower Arkansans to drive, deliver, and seek out value in the health system.

Mission Statement

Serve as a trusted and timely source of dynamic information to guide meaningful action to improve health, enhance quality, and lower cost.

Arkansas APCD Objectives

- Support efforts to improve healthcare quality
- Support the development of cost-containment strategies
- Provide information about healthcare spending and utilization
- Inform consumers, health insurance carriers, policymakers, and providers in healthcare decisionmaking
- Serve as a public good
- Support research



Arkansas APCD Authority – Rule 100

- The establishment of the APCD is governed by Rule 100 issued by AID pursuant to Act 1233 of 2015—the Arkansas Healthcare Transparency Initiative
- Rule 100 is "intended to create and maintain an informative source of healthcare information to support consumers, researchers and policymakers in healthcare decisions within the state and empower Arkansans to drive, deliver, and seek out value in the healthcare system"



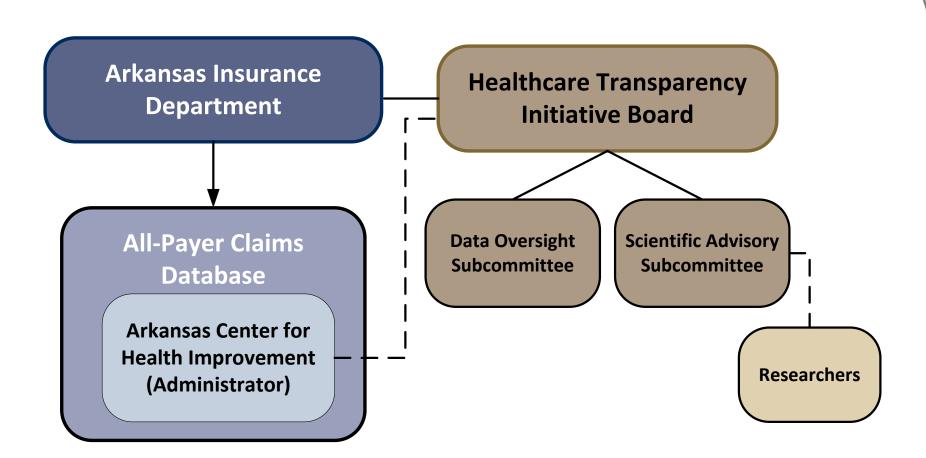
Arkansas APCD Authority – Rule 100

In addition, Rule 100:

- Further defines covered individual thresholds for SEs
- Describes test data and historical files
- Provides an exemption process for SEs
- References the APCD DSG for technical specifications
- Provides a phased data submission timeline



Governance Structure





Roles and Responsibilities Arkansas Insurance Department (AID)

- Rulemaking
- Ensures compliance with data submission requirements and assesses penalties for noncompliance
- In consultation with the Initiative Board
 - Establishes policies and procedures for collection, use, and release of data
 - Identifies key issues and uses of data
 - Reports biennially to the Arkansas General Assembly



Roles and Responsibilities

Arkansas Center for Health Improvement (ACHI)

- Administrator of the APCD
 - Houses and manages database
 - Facilitates submitting entity registration and provides customer service and support
 - Provides data extracts to requestors
- Initiative Board staffing
 - Hosts board and subcommittee meetings
 - Facilitates data release process
 - Develops and implements a sustainability plan



Roles and Responsibilities

Healthcare Transparency Initiative Board

- Provides consultation and final recommendations to AID that
 - Informs policies for data collection, use, and release
 - Provides input on individual data requests, reports, and publications
 - Recommends direction on key issues to be explored with data and reports
- Facilitates sustainability planning and implementation



APCD Administrator

With Act 1233 of 2015, ACHI was named as the administrator of the Arkansas APCD under Act 1233 of 2015.

About ACHI

- ACHI is a nonpartisan, independent health policy center dedicated to improving the health of Arkansans
- Established in 1998, creating a much needed intersection between research and policy
- ACHI has proven experience in the management and integration of health data to support research and health policy

ACHI's Mission, Vision & Values

Mission

To be a catalyst for improving the health of Arkansans through evidence-based research, public issue advocacy, and collaborative program development.

Vision

To be a trusted health policy leader committed to innovations that improve the health of Arkansans.

Values

Trust, Innovation, Initiative, Commitment



ACHI – Major Accomplishments

Year	Accomplishment
2000	Tobacco Settlement Proceeds Act
2003	Act 1035 of 2003 – Arkansas Health Data Initiative
2006	ARHealth Networks established
2006	Act 8 of 2006 - Clean Indoor Air Act
2009	Act 180 of 2009 - Tobacco Excise Tax
2009	Act 394 of 2009 - Graduated Driver License regulations
2009	Act 308 of 2009 - Primary Seat Belt Law
2010	Establishment of the Office of Health Information Technology (OHIT) and State Health Alliance Records Exchange (SHARE)



ACHI – Major Accomplishments

Continued

Year	Accomplishment
2011	Act 197 Of 2011 – Fluoridated Drinking Water
2011 – Present	Multi-Payer Arkansas Healthcare Payment Improvement Initiative (ACHPII)
2012	Arkansas Workforce Strategic Plan
2013 – present	State Innovation Model – Population Health
2013 – present	Arkansas Health Care Independence Program and Health Insurance Marketplace
2015	Act 1233 of 2015 – Arkansas Healthcare Transparency Initiative



Arkansas Health Data Initiative

With Act 1035 of 2003, ACHI established an analytic data warehouse, the Health Data Initiative (HDI)

• Act 1035:

- Gives authority to ACHI to access personally identifiable information collected by state agencies with state agency permission
- Enabled the development and maintenance of a robust, scalable analytic data warehouse for health policy research



Arkansas HDI

- The HDI's strategic direction is advised by the Health Data Initiative Advisory Committee made up of one representative from each contributing agency
- The HDI maintains Institutional Review Board approval to ensure appropriate use of personally identifiable information
- External researchers from state agencies and academic institutions across Arkansas and other states utilize the HDI



XIV. WHAT IS NEXT?





What is next?

- Unique ID Hashing instructions
 - SE member data element ID, ME998, Unique ID, should contain the hashed value representing the individual on the data file
- Encryption Instructions
 - Encryption Keys etc.
- Control Counts
- Look up Tables
- Exception Instructions

Abbreviations

Abbreviation	Definition
ACHI	Arkansas Center for Health Improvement
APCD	Arkansas All-Payer Claims Database
AID	Arkansas Insurance Department
DSA	Digital Signature Algorithm. A Federal Information Processing Standard for digital signatures
DSG	Arkansas APCD Data Submission Guide
HDI	Arkansas Health Data Initiative
NAIC	National Association of Insurance Commissioners
RSA	A cryptosystem for public-key encryption, widely used for securing sensitive data, particularly when being sent over an insecure network
SE	Submitting Entity - carrier or payer submitting data to the APCD
SFTP	Secure file transfer protocol

