

Job Aid: CrushFTP



Overview

CrushFTP is a file transfer program used to share large or numerous files with outside vendors or organizations.

Vaya Health network providers are required to use CrushFTP to submit EDI files like 837s. Providers can also access response files like 999s and submitter reports through CrushFTP.

This job aid explains how to log into and upload and download files in CrushFTP.

Click any section below for details:

- [Section 1: Logging In](#)
- [Section 2: Uploading 837 Claim Files](#)
- [Section 3: Downloading Files](#)
- [Section 4: Response and Report File Descriptions](#)

Section 1: Logging In

Step 1

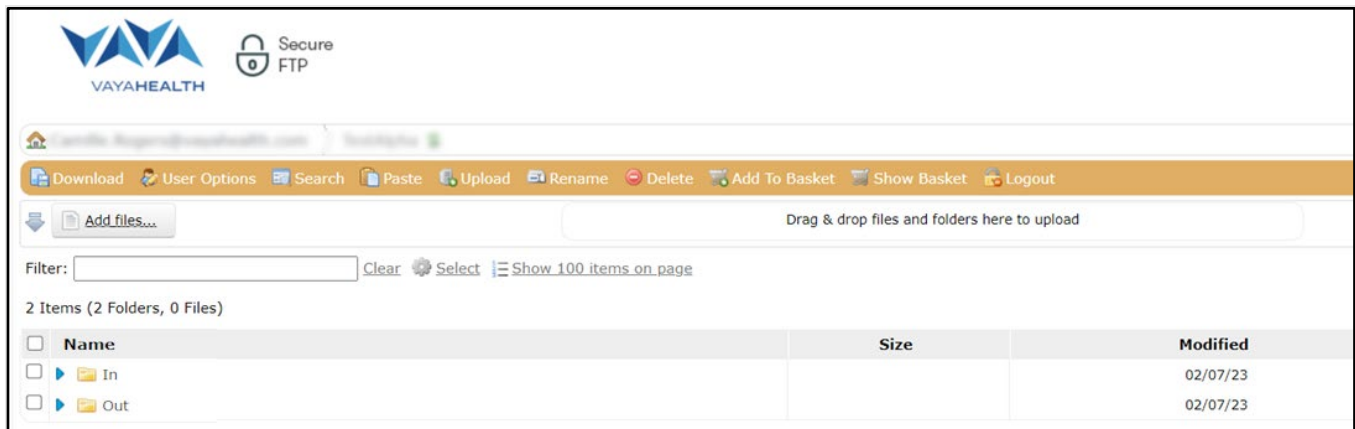
You will receive an email from Vaya that includes your username, password, and a link to CrushFTP.

Step 2

Once you have received your login information, access CrushFTP in any web browser through the link in the email or at sftp.vayahealth.com. Log in using your full email address as your username and the password provided in the email.

Step 3

After logging in, you will see a screen resembling this image:

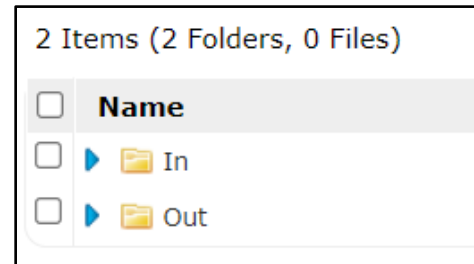


Note: Folder names vary. Instead of “Out,” you may see “Outbound” or “Download” and instead of “In,” you may see “Inbound” or “Upload.” **“In” and “Out” are from Vaya’s perspective**, so 837 files should be uploaded to the “In” folder and reports, responses, and 835 files will be available in the “Out” folder.

Section 2: Uploading 837 Claim Files

Step 1

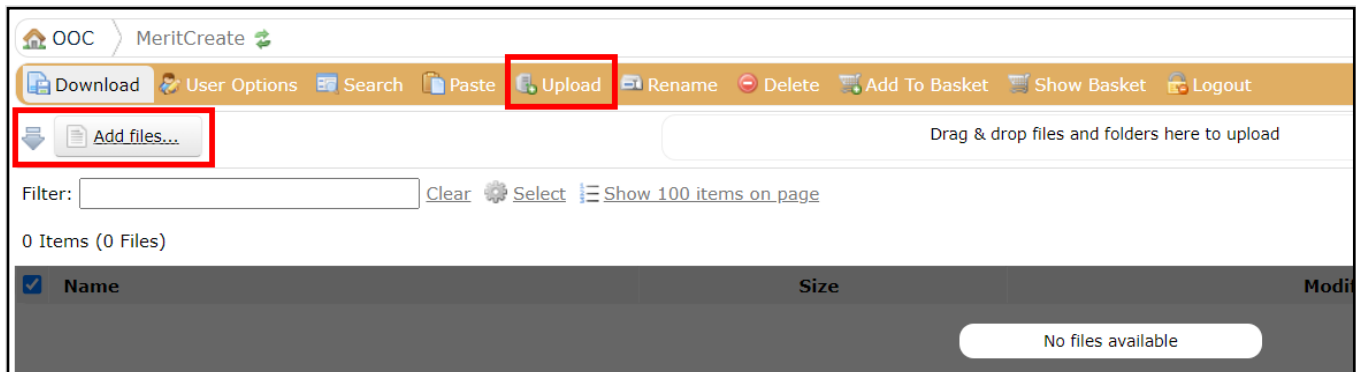
Select the “In” folder to upload 837 claim files.



Step 2

Upload files using one of the following options:

- Drag and drop them from your computer’s File Explorer to the CrushFTP screen.
- Select “Upload” and click on the files you wish to share.
- Select “Add Files” and click on the files you wish to share.

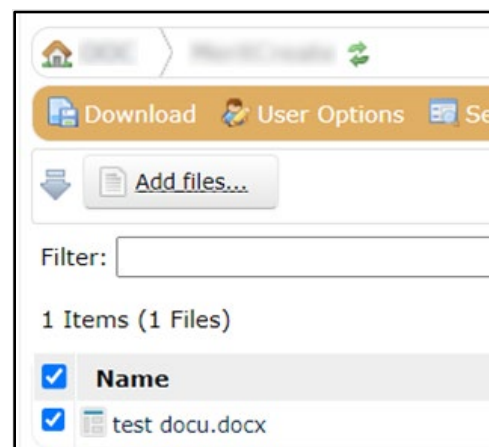


Step 3

After you have uploaded an 837 file, it will disappear from the CrushFTP “In” folder. This indicates Vaya has picked up the file and will process it.

Once processed, individual claims will be visible in Vaya’s [Provider Portal](#).

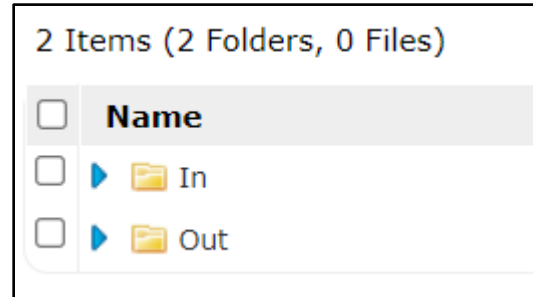
There will be at least one response file in the “Out” folder for each 837 file. (See [Section 4](#) for details about response and report files.)



Section 3: Downloading Files

Step 1

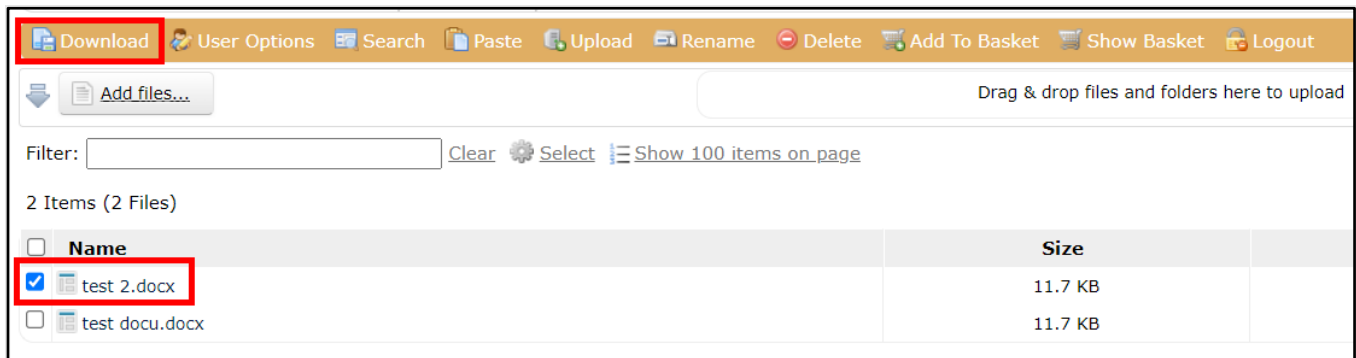
Select the “**Out**” folder to download response files.



Step 2

Download files using one of the following options:

- To download individual files, select the file name.
- To download multiple files at once, select the checkboxes to the left of each file name and select “**Download.**”



Section 4: Response and Report File Descriptions

The following are descriptions and details for the various file types Vaya will provide in the CrushFTP “Out” folder.

835 Files

An 835 file is an electronic remittance advice (RA) EDI file. These files are generated weekly and become available by 5 p.m. each Tuesday. Each 835 file includes details about claims that were approved and paid the previous week, including but not limited to:

- Payment information
- Insurance data
- Service Details

Note: A clearinghouse must be linked to a provider organization in HSP to receive a copy of that organization’s 835 file through CrushFTP each week.

999 Files

A 999 file is an acknowledgement report EDI file. These files are generated in response to uploaded 837 claim files.

If formatted properly, each uploaded 837 file results in a responding 999 file.

277ca Files

A 277ca file is a claim acknowledgement EDI file. These files are generated in response to uploaded 837 claim files.

If formatted properly, each uploaded 837 file results in a responding 277ca file.

Submitter Reports

A submitter report is a human-readable claim acknowledgement report. These reports list all claims submitted on an 837 and indicate whether each claim has been accepted or rejected. Submitter reports for rejected claims also include the reason for the rejection.

A submitter report is generated for every uploaded 837 file and indicates whether an uploaded 837 file is formatted improperly.

Velocedi Reports

A Velocedi Report translates an uploaded 837 into a human-readable format. Velocedi Reports that include rejected claims also identify the loop, segment, or element at issue and the reason for rejection. Further, these reports list warning messages for elements in an 837 that may cause a claim to be rejected in the future.

If formatted properly, each uploaded 837 file results in a responding Velocedi Report.