Department of Health and Human Services
Centers for Medicare & Medicaid Services

Payment Error Rate Measurement (PERM) Eligibility Review Contractor (ERC) Contract
Contract No. GS-00Q-114OADU108, Task Order No. 75FCMC19F0030

External

SFTP Access for External Users

December 12, 2022

FINAL

Submitted to:

Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, MD 21244

Submitted by:

Booz Allen Hamilton
20 M Street SE
Washington, DC 20003

Booz | Allen | Hamilton

Table of Contents

1.0 Important Information

The SFTP site described within this document is used for securely transferring files between Booz Allen Hamilton project teams and their clients. Accounts created through self-registration are intended to be used only by the individual who registers.

Important Note: Sharing accounts is strictly prohibited and will result in deactivation of the account.

Self-registering guest users will only have access to the ad hoc messaging function of the site. Guest users will only be able to send messages and packages to the associated Booz Allen project team members, and only in specific instances may receive messages and packages from the associated Booz Allen project team members.

If there are any experiences on the site that are not described within the instructions shown within this document, immediately contact the Booz Allen project team or CMS SFTP Support.

The Booz Allen administrators reserve the right to restrict and rescind access to the site at any time.

2.0 Registration

1. Go to https://sftp.permerc.cms.gov.

Note: Google Chrome is recommended, but Internet Explorer, Firefox and Microsoft Edge are comparable alternatives.

2. If you are trying to register for the first time to send files, click the **Register and Send Files** button.

Note: If you have already received an email indicating a package has been sent to you and not registered yet, go to .

3. In the **Recipient Email(s):** field, enter the email address **PERM.ERC.SFTP@bah.com**.

4. In the **Your Email** field, enter your work email address where you wish to receive account and package notifications.

When successful, you will receive a message instructing you to check your email for further instructions.

You will receive an email from PermErc Notification Service indicating that a temporary account has been created for you with the credentials for access and a link back to the SFTP login page.

5. Click the link in the email to sign in to SFTP for the first time, where you will be required to accept the Terms & Conditions and change your password.

6. Select the check box to accept the Terms and Conditions, and then click the **Continue** button.
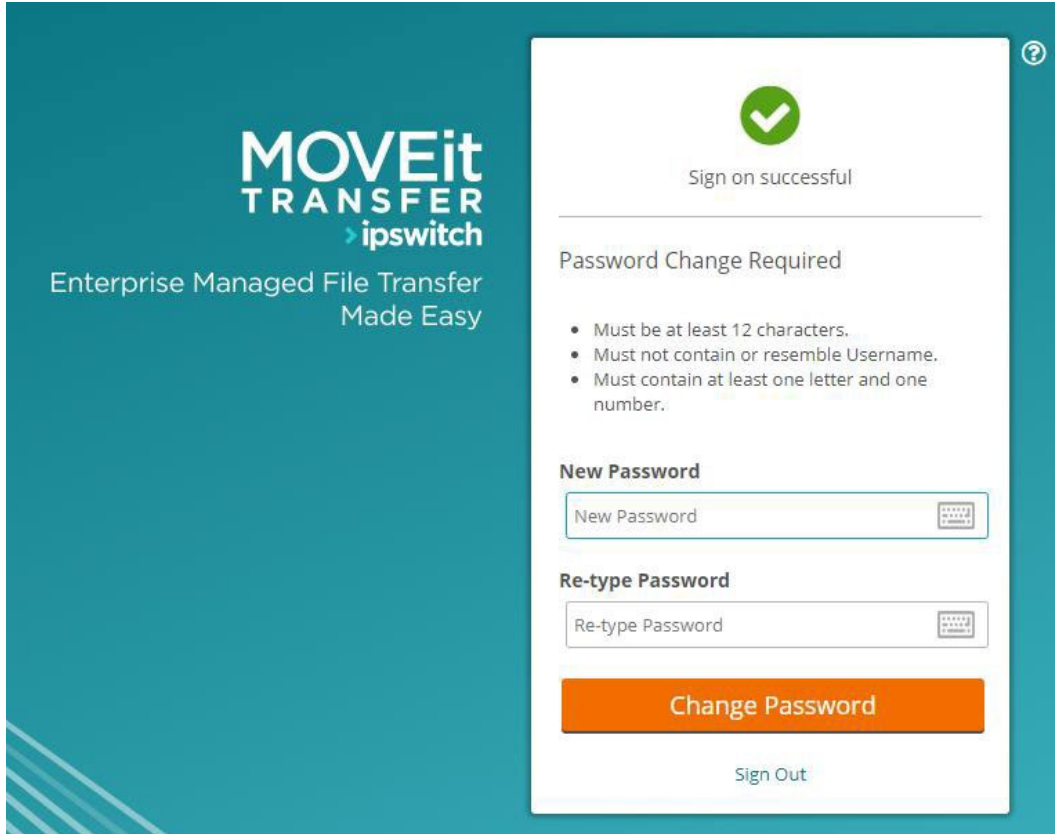
7. In the **New Password** field, enter your new password complying with the password requirements that appear on the screen, and then click the **Change Password** button.
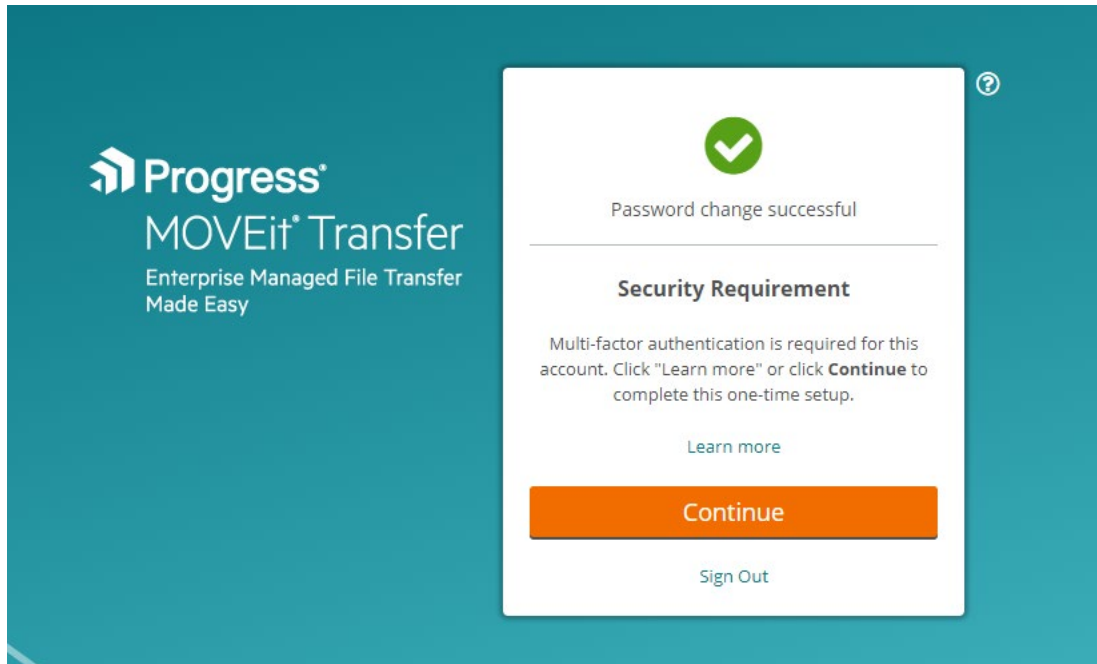
   Note: Remember to retain the new password in a safe location as this will be your new password for subsequent logins.
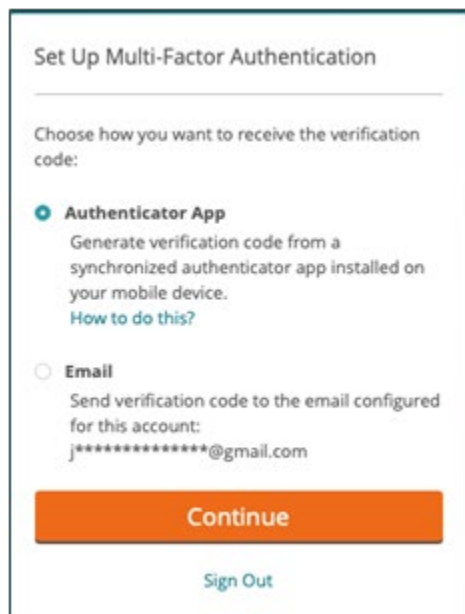
8. You will then be prompted to set up your multi-factor authentication (MFA). Click the **Continue** button.

9. Select either the **Authenticator App** or **Email** radio button, depending on what you prefer. It is recommended that users use Google Authenticator on their mobile device as it is more efficient.

10. Click the **Continue** button.

11. Scan the QR code that appears on the website with your phone, and then enter the received MFA code into the **Enter Verification Code** field.

Before you proceed, you will need an authenticator app on your smart phone or mobile device. Learn more

Scan QR Code
Launch the authenticator app on your mobile device and scan the following QR code. Can't scan the QR code? Show key.

Enter Verification Code

Enter 6-digit code

Verify   Cancel

You will now be able to log in to the SFTP site.

3.0 Sending Files

Once you have completed the first log-in process, the next screen will display an email format. The **To:** field will be auto-populated with the email address **PERM.ERC.SFTP@bah.com**.

Note: This is also the same recipient email address used in the registration instructions.

1. To attach files for uploading, drag files from your local computer's file browser to the **Files** section, or click the **Upload Files** link in the **Files** section to open the **Upload Files** pop-up. Click the **Browse…** link to navigate your local computer for the file(s) to be uploaded.
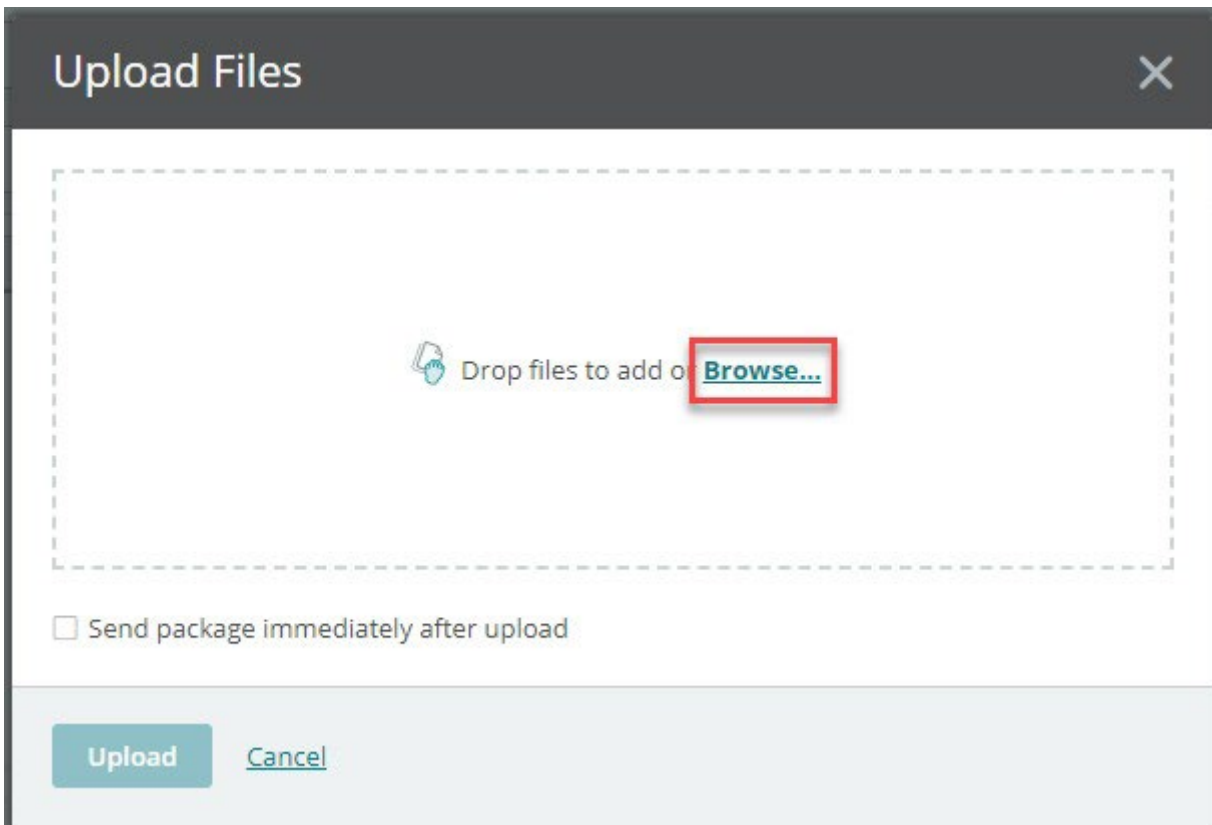
2. After selecting your file, click the **Upload** button.
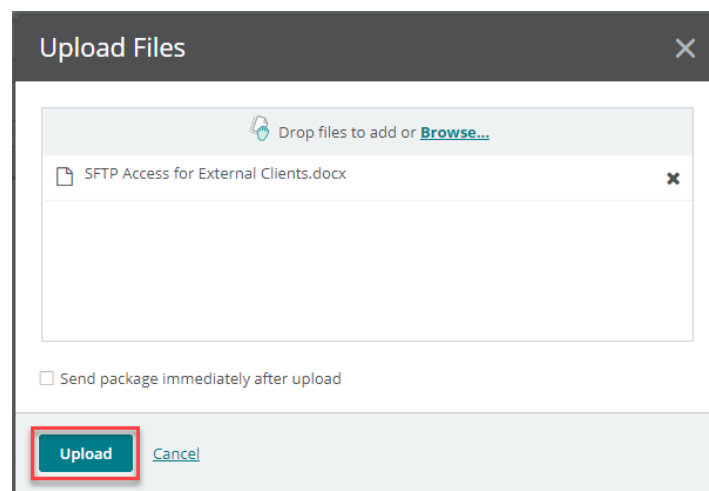
3. Allow the file to complete the upload process and then click the **Close** button.
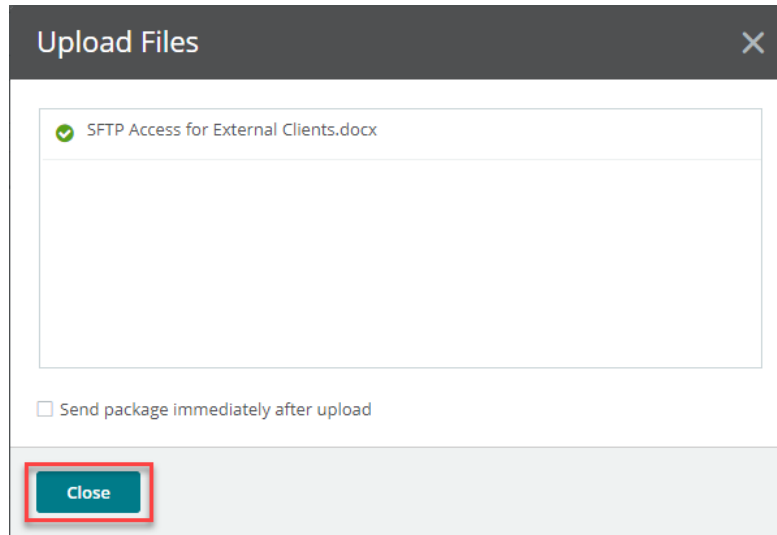
4. Once your email is complete and your file(s) are attached, click the **Send** button.

5. Once the message has been sent, you will receive a success message. If you wish to compose a new message, then click the **Send Package** button at the bottom of the screen.
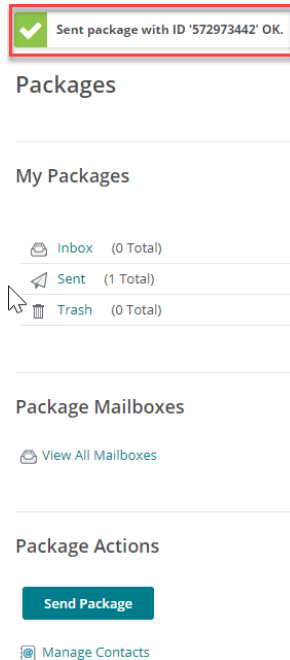
4.0 Retrieving Files

1. If files are being sent to you and you have not yet completed registration, go to step 5 in the Registration section to complete registration prior to being able to retrieve files sent to you.

    -OR-

    If files are being sent to you and you have already completed registration via SFTP, you will receive the following email:

2. Click the link in the email and log in to SFTP.

3. Open the message and package that was sent to you and then click the **Download** button to save the files to your computer.
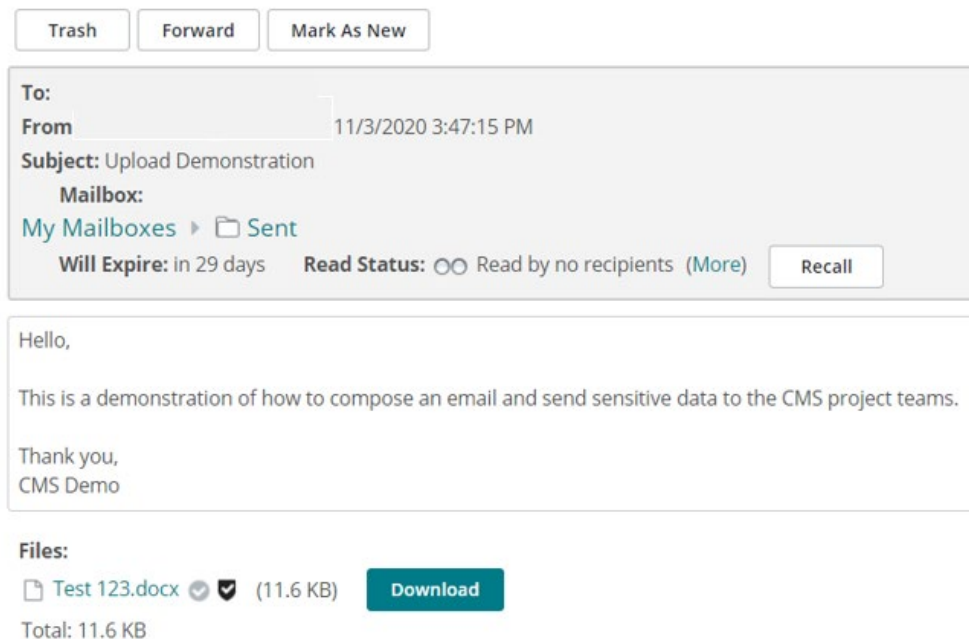
5.0 Changing Your Password

When changing your password, you can select a suggested password or set you own.

1. To change your password, start by clicking the **My Account** link in the upper-right corner next to the **Sign Out** link.
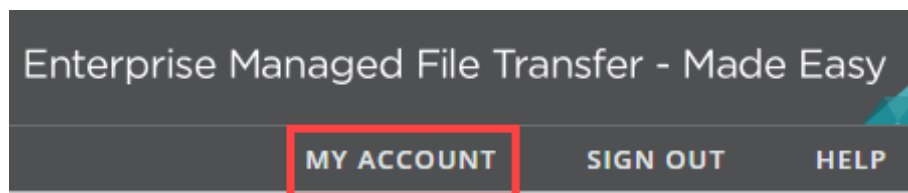
2. On the **My Account** screen, under the **Change Your Password…** section, enter your current password in the **Enter Your Old Password** field.

3. Select either the **Use suggested password** or the **Type Custom Password** radio button.

Change Your Password...

Your password was last changed **today**. You will be asked to change your password in **90 days**.

Enter Your Old Password:

Suggested Password: qyed5vaudrns

New Password:
   ● Use Suggested Password
   ○ Type Custom Password

Change Password

Note: The suggested password is randomly generated and will be different every time you access the **My Account** screen.

If you select the **Type Custom Password** radio button, the password requirements and two fields will appear, requiring you to enter your custom new password twice.

Change Your Password...

Your password was last changed **today**. You will be asked to change your password in **90 days**.

Enter Your Old Password:

Suggested Password: qyed5vaudrns

New Password:
   ○ Use Suggested Password
   ● Type Custom Password

   Requirements:
   • Must be at least 12 characters.
   • Must not contain or resemble Username.
   • Must contain at least one letter and one number.

   Enter Your New Password:

   Enter Your New Password Again:

Change Password

4. Once you have made your selection to use the suggested password or typed your own, click the **Change Password** button.

    The next time you log on, you will use your new password.

6.0 CMS SFTP Support

For any support or information requests, please contact your state team through the PERM ERC inbox that you are working with. Your state team will contact the Booz Allen Hamilton CSN Support team and will work with them to address any issues or questions.

- **Cycle 1:** PERM_ERC_RY2022@bah.com
- **Cycle 2:** PERM_ERC_RY2023@bah.com
- **Cycle 3:** PERM_ERC_RY2024@bah.com
- **CMS/Contractor:** PERM_ERC@bah.com