

### For all In-Network Machine Readable Files:

Zelis will be moving away from utilizing SFTPs to post INN MRFs, and instead will be using **Microsoft Azure Storage Explorer** complete with *Blob Containers*.

- We feel this will be a smoother, more manageable experience as you can rely on the Azure Storage Explorer Blob to store large-scale data files coming from networks in one easily accessible location. Additionally, Azure Blob Containers allow for seamless distribution of the stored data to multiple retrieval points and can be accessed securely from anywhere in the world.
- The process will be smoother and quicker for all, alleviating space and download issues we know many experienced.
- **Please see the following pages for a user guide showing how to download the necessary software to access the MRFs.**

### Important additional information about this change:

- This process will be for all INN MRFs, including Zelis owned networks and Zelis leased network partners
- The How-To Guide will assist setting up the Microsoft Azure Storage Explorer with Blob Containers.
- Please ensure the Azure Microsoft Storage Explorer is **downloaded in advance**.
- Files will be available monthly and will be overwritten each month.
  - Please be sure that your IT teams know this information to ensure all files are downloaded timely.

### How to Access the Microsoft Azure Storage Explorer and Blob Containers:

- Zelis will deliver links to access files the week of 8/1 for all available INN MRFs.
  - This will include all Zelis owned networks, as well as network partners who have provided the MRFs to Zelis by 8/1
  - If a file is not received by Zelis for 8/1, we will work with the network partner and notify you once the file is uploaded and a link can be shared.
- The link for access can be forwarded as needed but access will require the Azure Microsoft Storage Explorer.

### Cigna INN MRF Files:

- Cigna provides a text file with the link to their site to download the INN MRF.
- These files with the link will be available in the same Microsoft Azure Storage Explorer
- If you have any questions or concerns, please reach out to [CignaNetworkSupport@Zelis.com](mailto:CignaNetworkSupport@Zelis.com)

### For All Out-of-Network MRFs:

There is no change to the delivery of OON MRFs currently. If you receive email notifications today when claim files are dropped on your SFTP, you will receive an email notification when the OON MRF is posted to the SFTP. Otherwise, please make sure to check the SFTP beginning 8.1. Please be sure to download these files every month, as they will be overwritten each month with the most up to date file.

### Naming Convention for OON MRF:

MRF (Out of Network) -Zelis\_OON\_MRF\_PayerName\_PayerID\_YYYYMMDD.csv

### File Location:

Location of the MRF(s) will be in the same file location as your claim files today and folders will appear as one of the examples below within your SFTP location:

- MRFOON (for Out of Network files)
- Outbound/MRFOON (for Out of Network)
- OONMRF (for Out of Network files)

### Additional Important Information:

- If you have a question about the Microsoft Azure Storage Explorer with Blob Containers, please reach out to your Account Manager who will work to engage the Zelis Network and IT teams to address.

# Microsoft Azure Storage Explorer

## *Implementation Guide for Machine Readable Files*

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# Introduction

We at Zelis are pleased to announce an enhancement in how to retrieve Machine Readable Files. In this document you will find step by step instructions on how to download the **Microsoft Azure Storage Explorer** complete with *Blob Containers*, as well as how to access the Machine Readable Files once it is downloaded. This process will be smoother and quicker for all, alleviating space and download issues that we know many experienced.

## Intended Audience

This guide is intended to assist anyone from all internal departments that may be working on downloading and making available the Machine Readable files to members for use.

Within this guide you will learn how to download the **Microsoft Azure Storage Explorer** complete with *Blob Containers*, as well as how to access and download the Machine Readable Files once you have completed set up of the Azure Storage Explorer. This is a step by step guide complete with images, as well as detailed highlighted points for each step.

If you experience any issues while downloading or accessing the Machine Readable Files, please do not hesitate to contact your Account Manager who will work internally with the Zelis IT team to resolve.

## Pre-requisites

There is no pre-requisite knowledge needed prior to using this guide.

# *High Level Overview*

This guide will outline the steps to

- Download **Microsoft Azure Storage Explorer**
- Install **Microsoft Azure Storage Explorer**
- Open **Microsoft Azure Storage Explorer** and connect to the Blob shared connection for MRF file
- Download MRF files using **Microsoft Azure Storage Explorer**
- Should you have any issues downloading or accessing your MRFs, please do not hesitate to reach out to your Account Manager

*NOTE: The steps outlined is for connecting to a **single** Blob connection. When Zelis provides more than one Blob connection, then the above steps will need to be repeated for each connection link that Zelis will provide.*

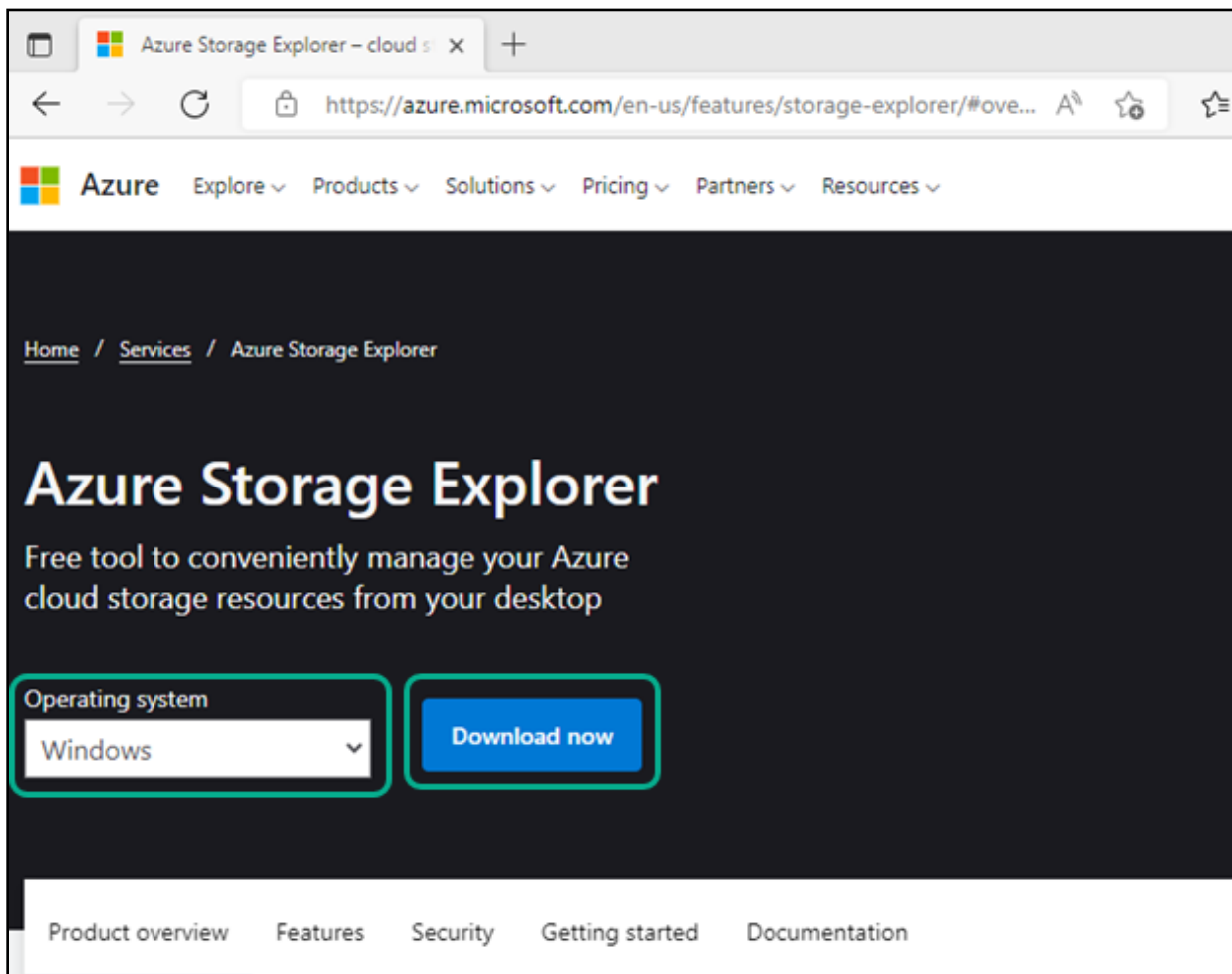
# Detailed Steps

## Download and installation of “Azure Storage Explorer”

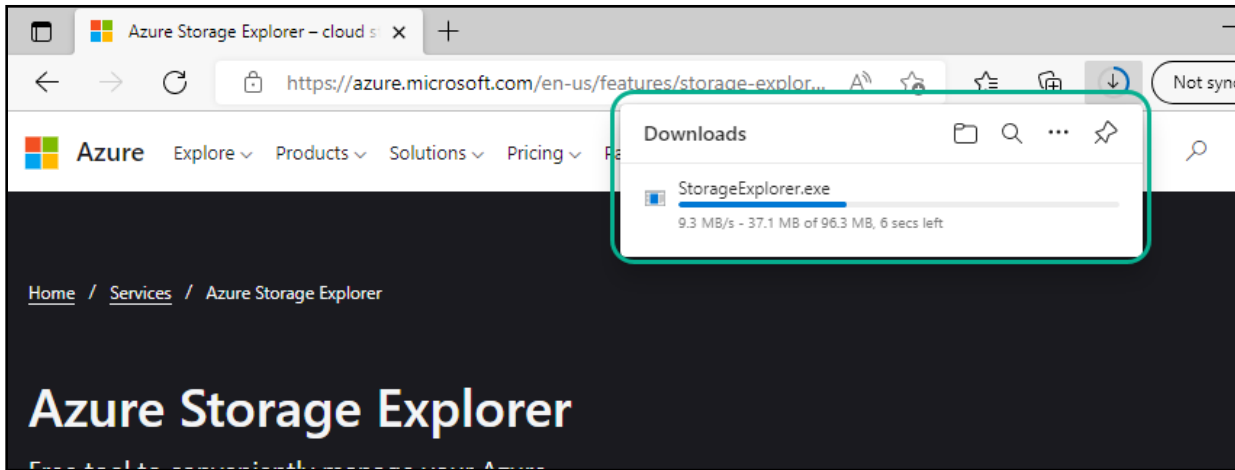
Steps below will outline how to download “Azure Storage Explorer” and how to install the application.

### How to download and install “Azure Storage Explorer”:

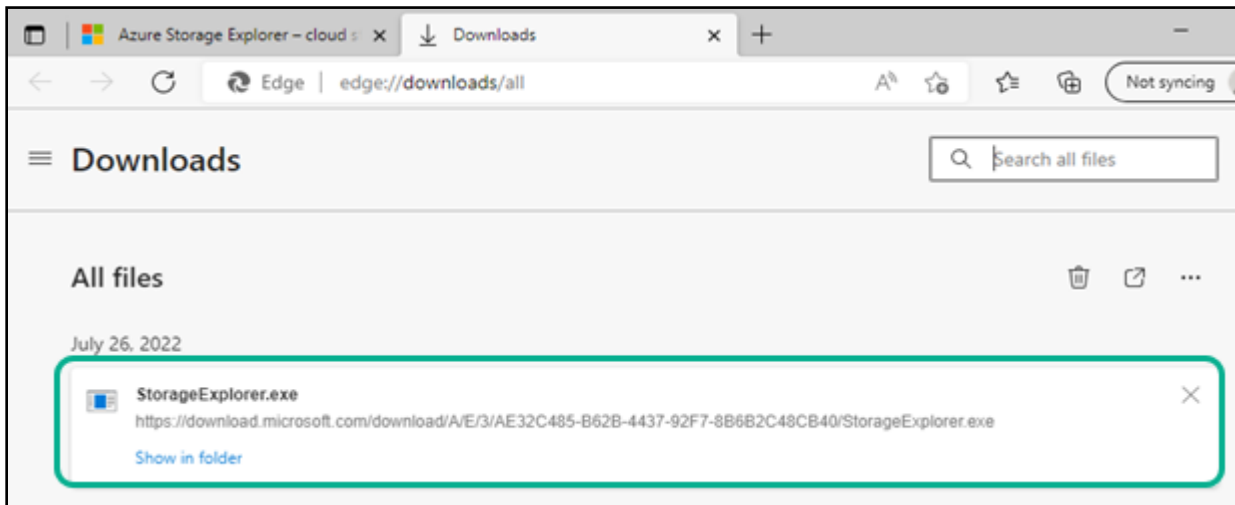
1. Open the following URL in a web browser - <https://azure.microsoft.com/en-us/features/storage-explorer>
2. Select the “**Operating System**”.
3. Click “**Download now**”.



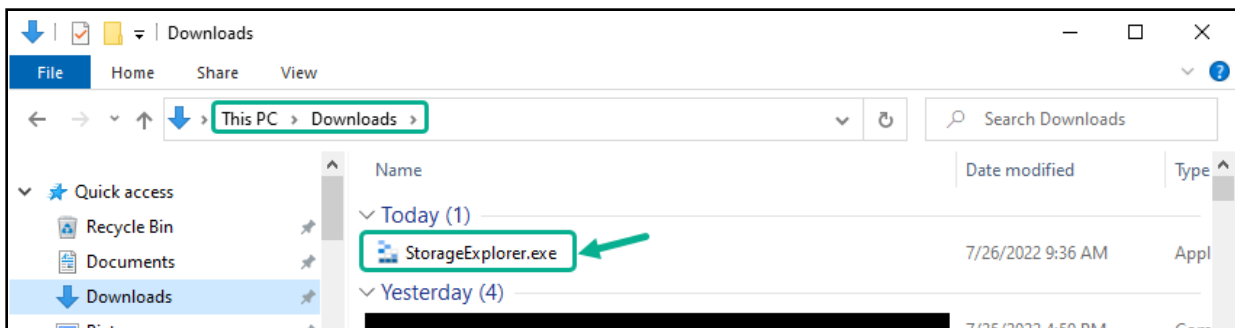
4. Application will be downloaded.



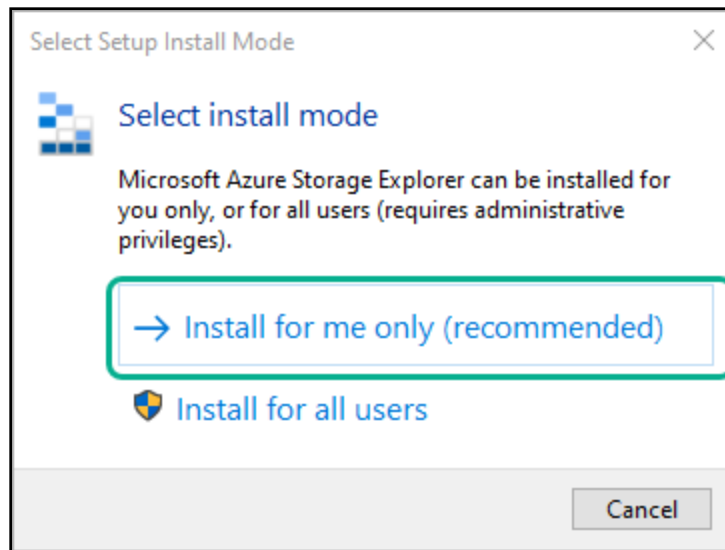
5. Click "StorageExplorer.exe"



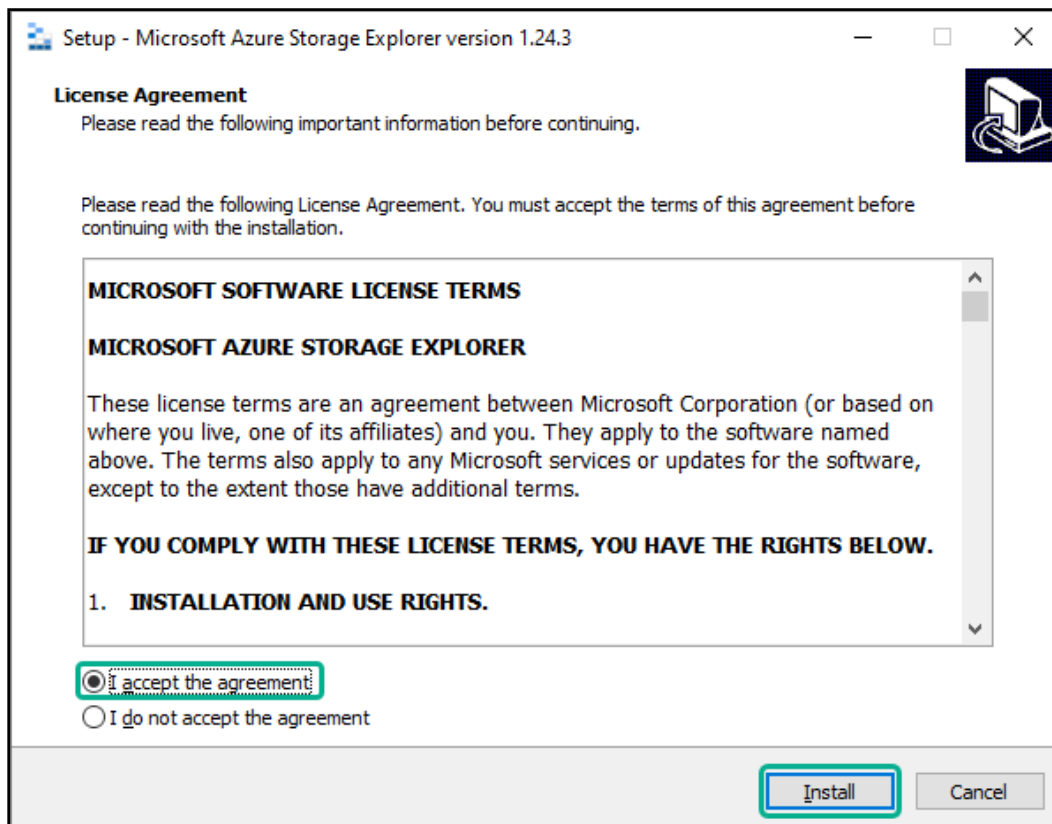
OR go to your downloads folder and double click "StorageExplorer.exe".



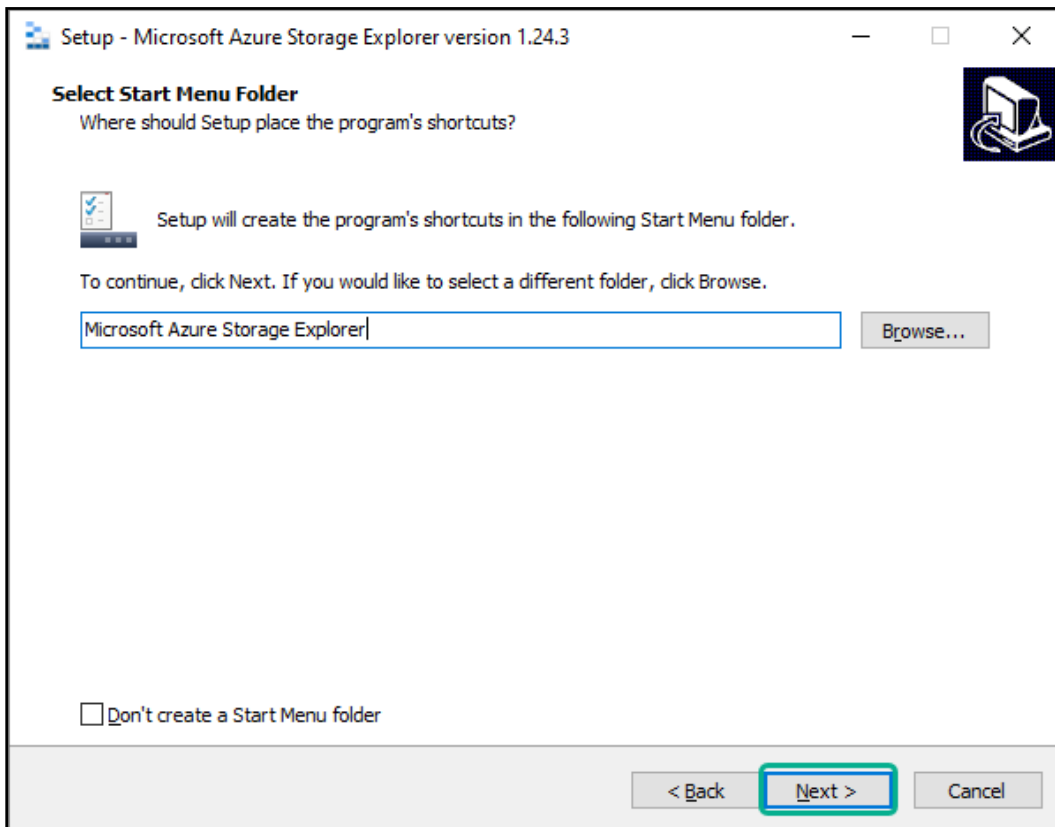
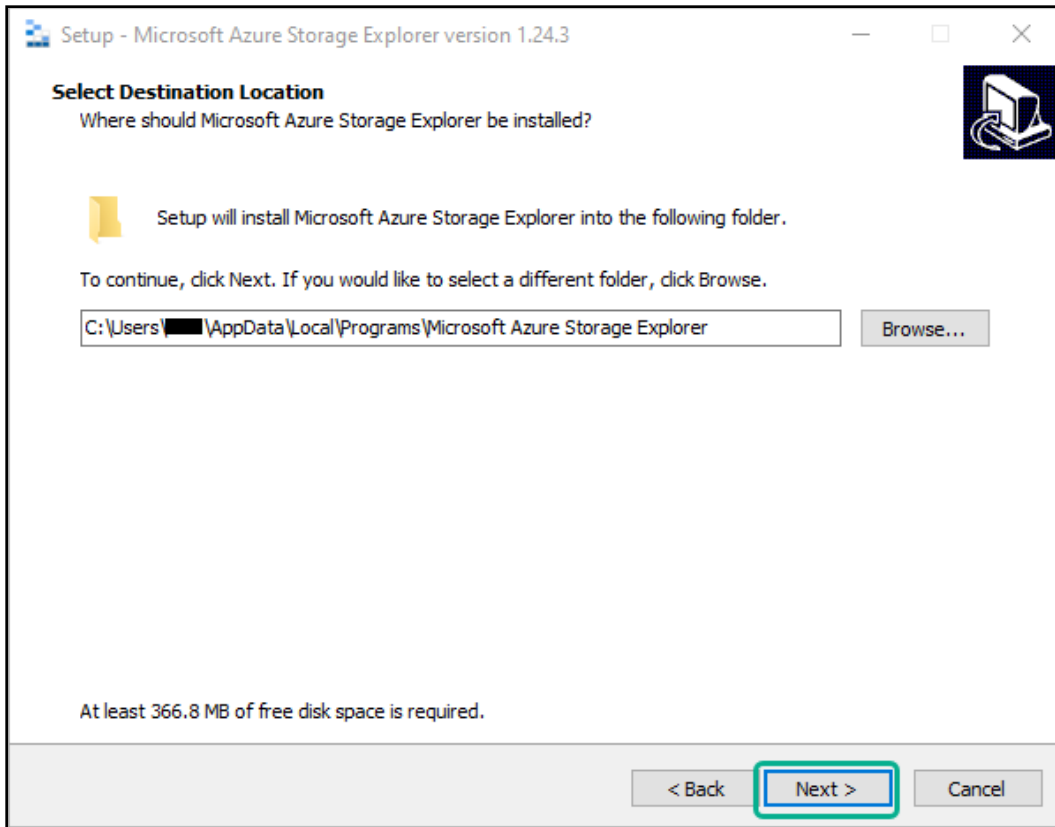
6. Application installer will ask for install mode - Select "Install for me only" (This allows installation of the application without requiring administrative privileges).



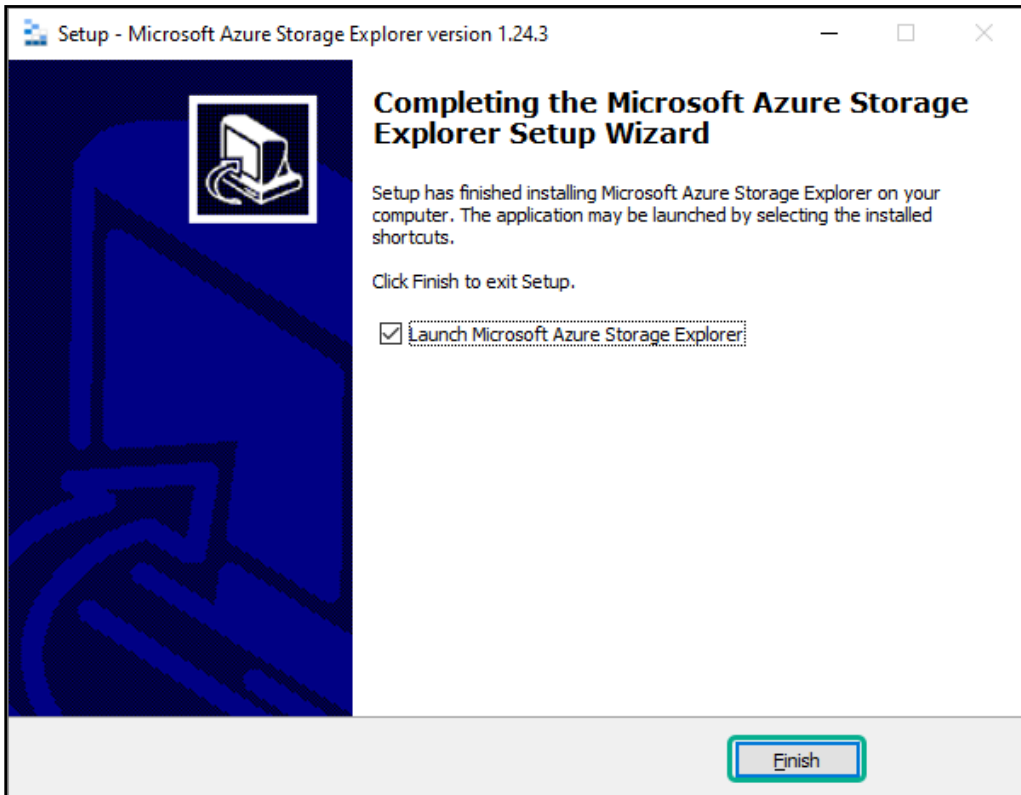
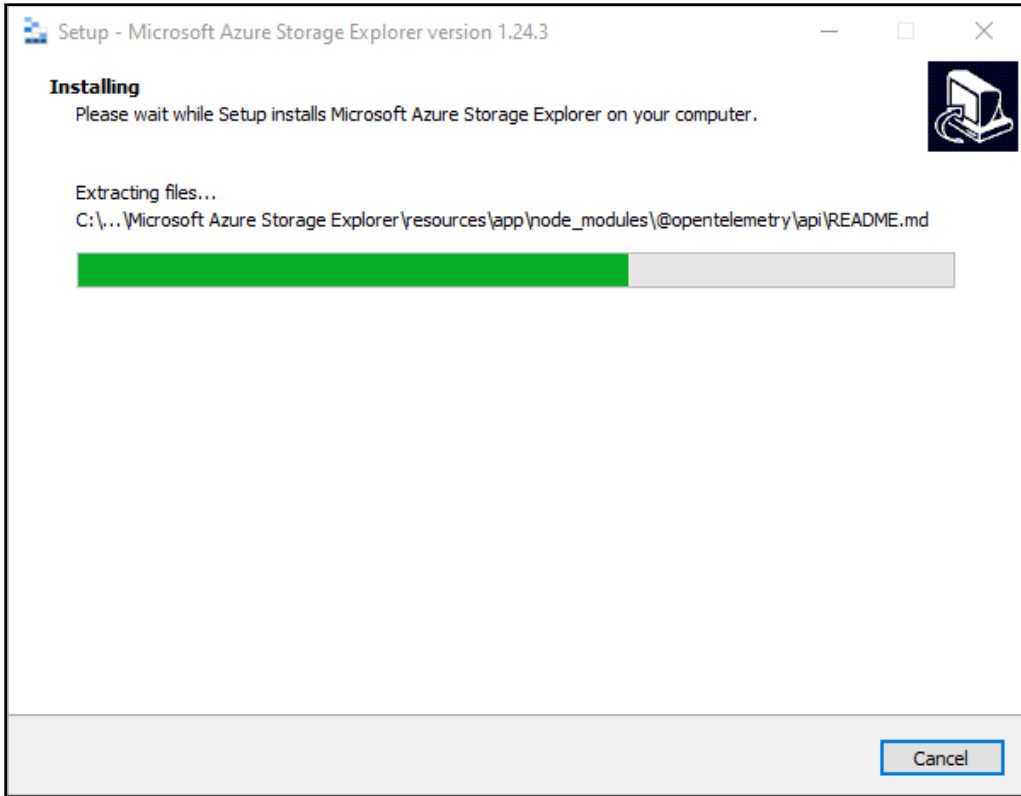
7. Accept the agreement and click **"Install"** and continue next set of screens to complete installation (*Leave default selections. It should take about 10 mins to complete installation*).







*Leave default selections as is. Click "Next" buttons on both screens.*



*Checked by default. Leave default selections as is and click **“Finish”***

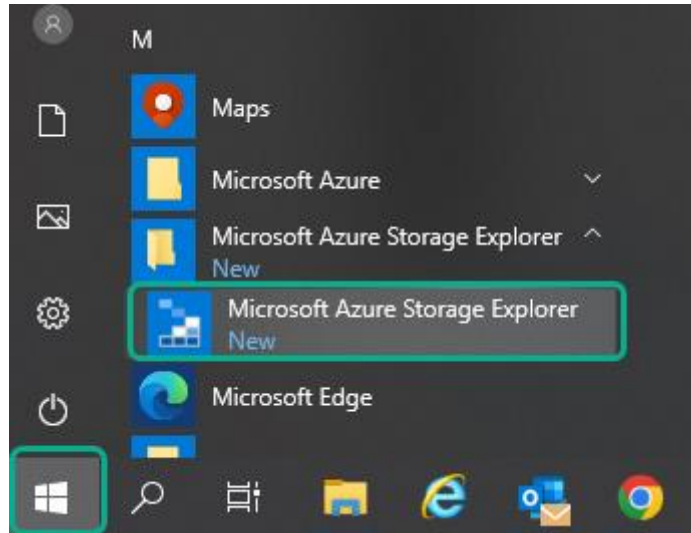
*Microsoft Azure Storage Explorer is now successfully installed. It can be opened from **“Windows Start”** menu.*

# Connecting to MRF location with "Azure Storage Explorer"

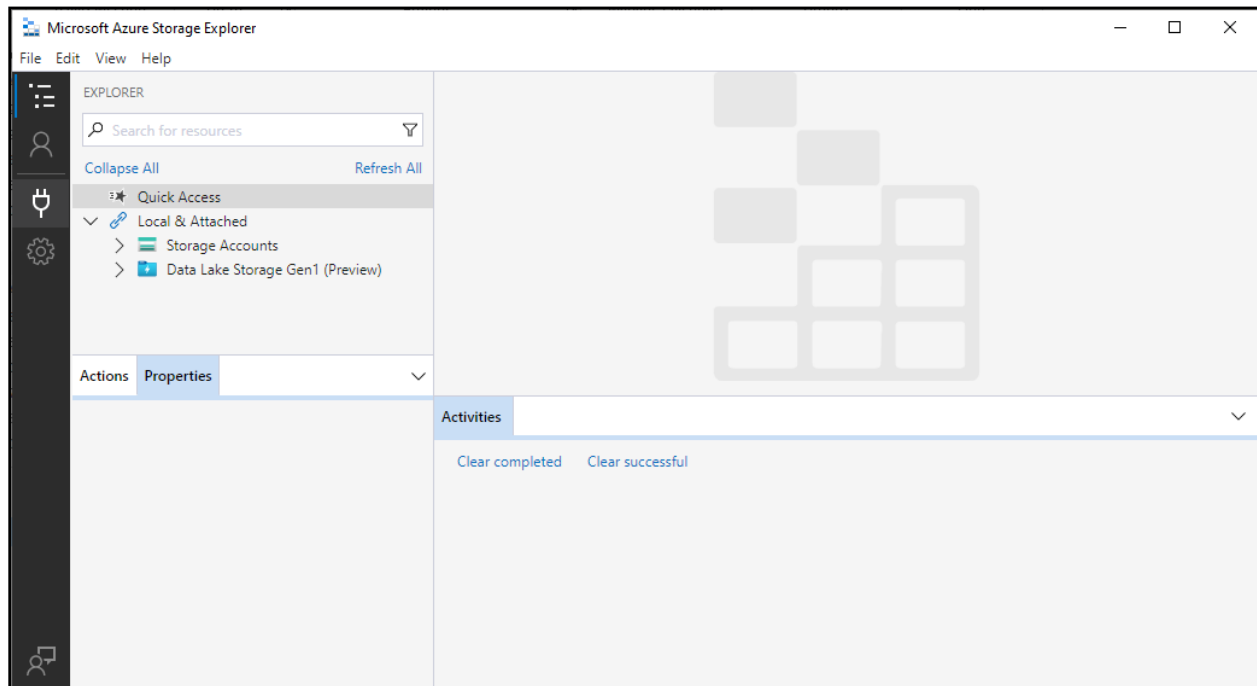
Steps below will outline how to connect to the MRF shared location with "Azure Storage Explorer"

## How to connect to shared MRF location with "Azure Storage Explorer":

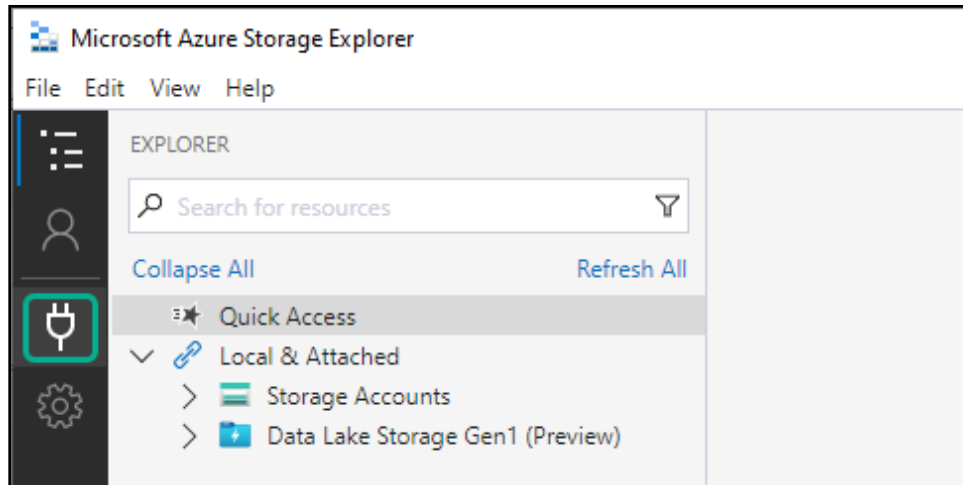
1. Open Windows Start menu.
2. Click "**Microsoft Azure Storage Explorer**".



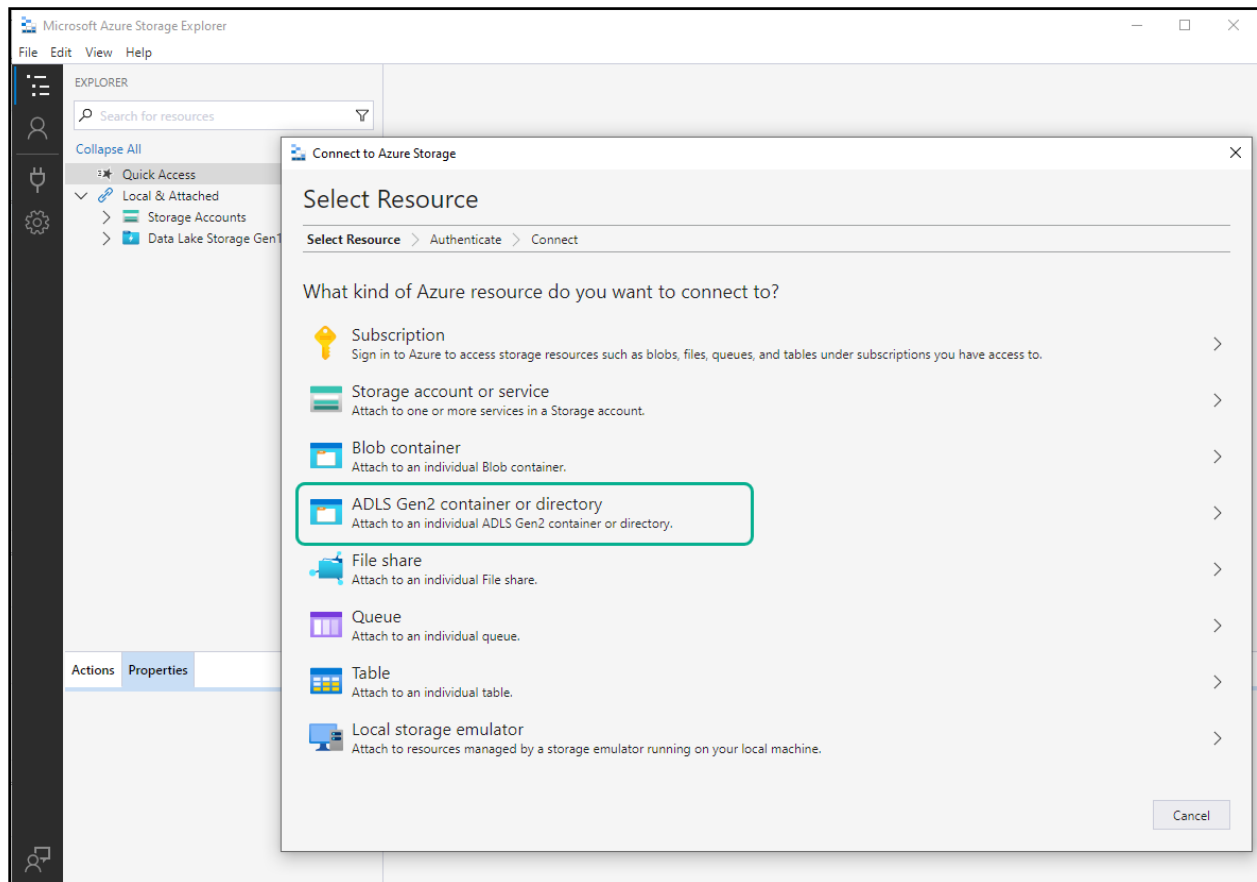
3. Main screen of "**Microsoft Azure Storage Explorer**".



- Click on **"connection"** icon to automatically bring up the **"Connect to Azure Storage"** pop-up.



- Click the **"ADLS Gen2 container or directory"**.

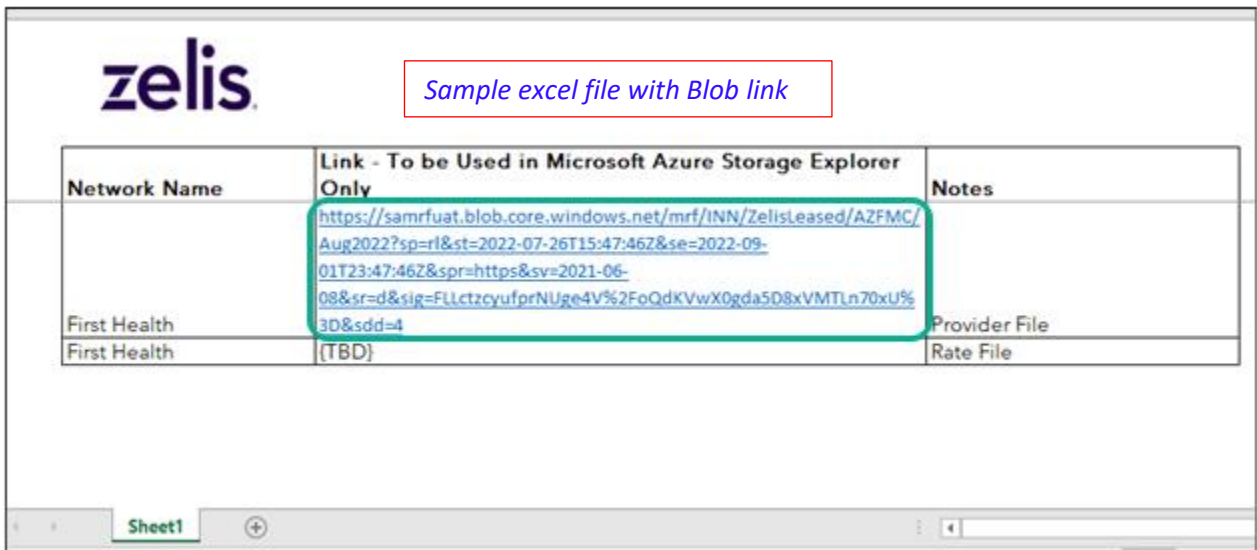
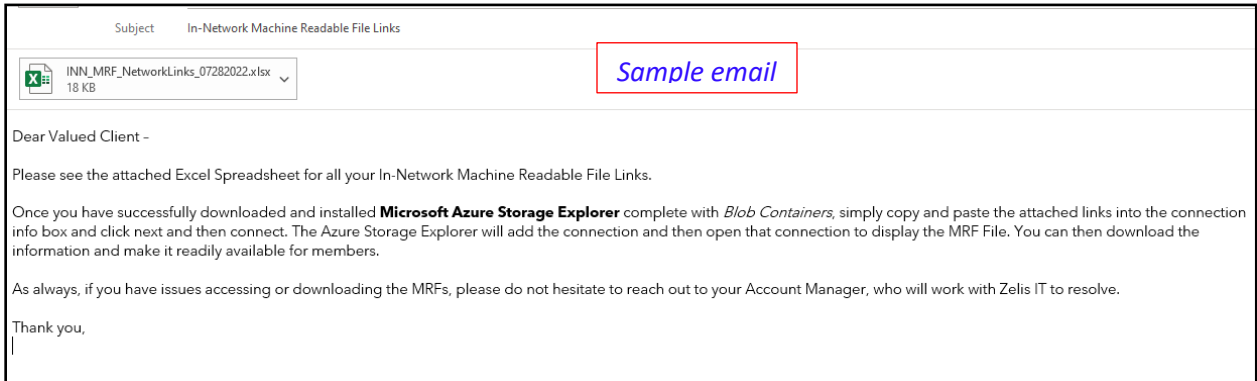


6. Select the **“Shared Access signature URL (SAS)”** option and click **“Next”**.

The screenshot shows a dialog box titled "Connect to Azure Storage" with a close button (X) in the top right corner. Below the title bar is a breadcrumb trail: "Select Resource > **Select Connection Method** > Enter Connection Info > Summary". The main heading is "Select Connection Method". Below this is the question "How will you connect to the blob container?". There are three radio button options: "Sign in using Azure Active Directory (Azure AD)", "Shared access signature URL (SAS)", and "Anonymously (my blob container allows public access)". The "Shared access signature URL (SAS)" option is selected and highlighted with a green box. At the bottom right, there are three buttons: "Back", "Next", and "Cancel". The "Next" button is highlighted with a green box.

7. Open email received from Zelis for MRF file.

Copy a **single** Blob URL from email



8. Paste the Blob URL that Zelis provided (*sample below*). **“Display Name”** automatically gets populated. (*Change “mrf” to appropriate name. Eg. “MRF - Network Name”*). Click **“Next”**.

Connect to Azure Storage

### Enter Connection Info

Select Resource > Select Connection Method > **Enter Connection Info** > Summary

Display name:  
mrf

Blob container or directory SAS URL:  
`https://samrprod.blob.core.windows.net/mrf/INN/ZelisLeased/AZFMC/Aug2022?sp=rl&st=2022-07-26T16:12:50Z&se=2022-08-02T00:12:50Z&spr=https&sv=2021-06-08&sr=d&sig=iiDB67N9JKU%2BTSCyO2fu1kFhgEUoK%2BZQnqYXkKIT9oA%3D&sdd=4`

Back Next Cancel

Connect to Azure Storage

### Enter Connection Info

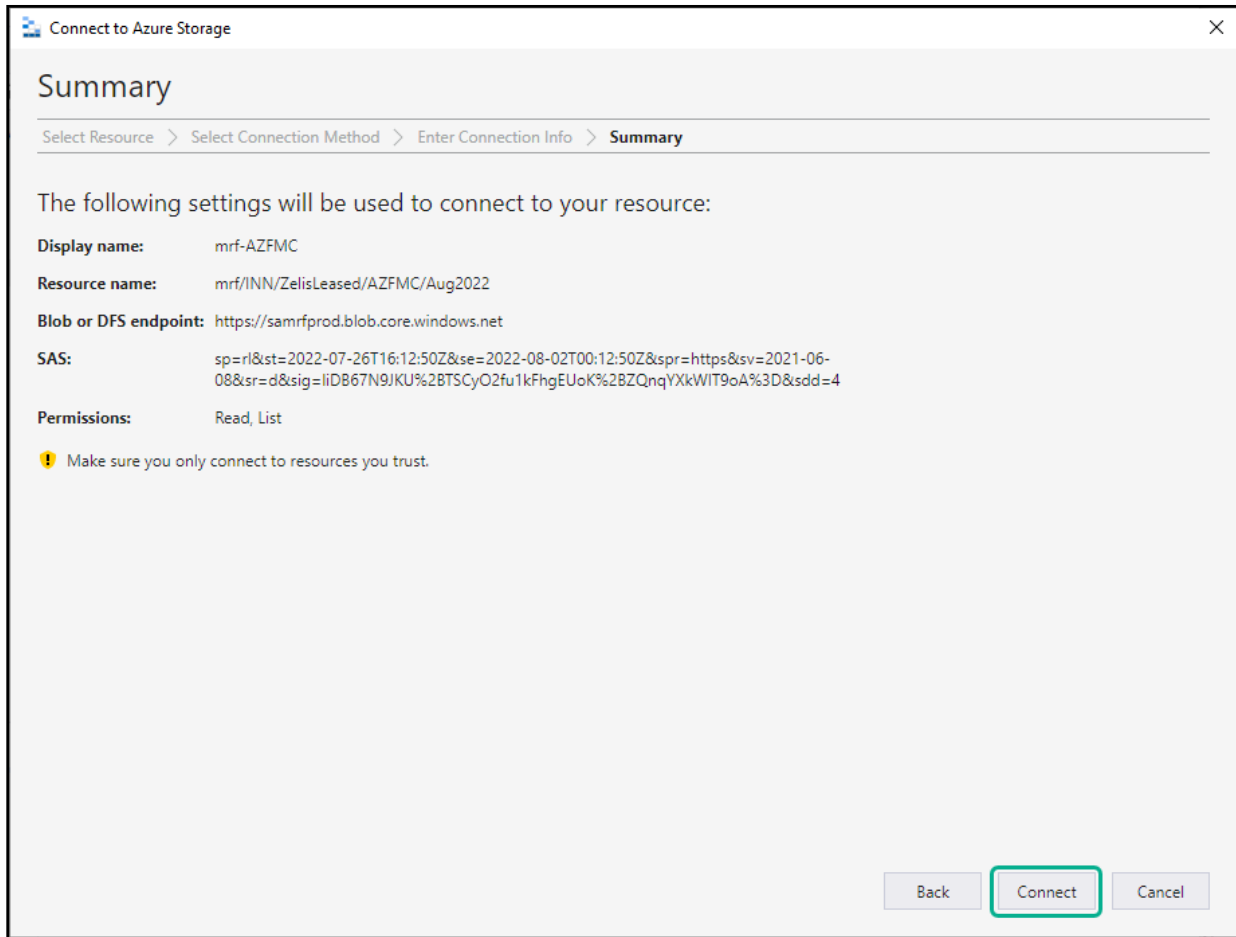
Select Resource > Select Connection Method > **Enter Connection Info** > Summary

Display name:  
mrf-AZFMC

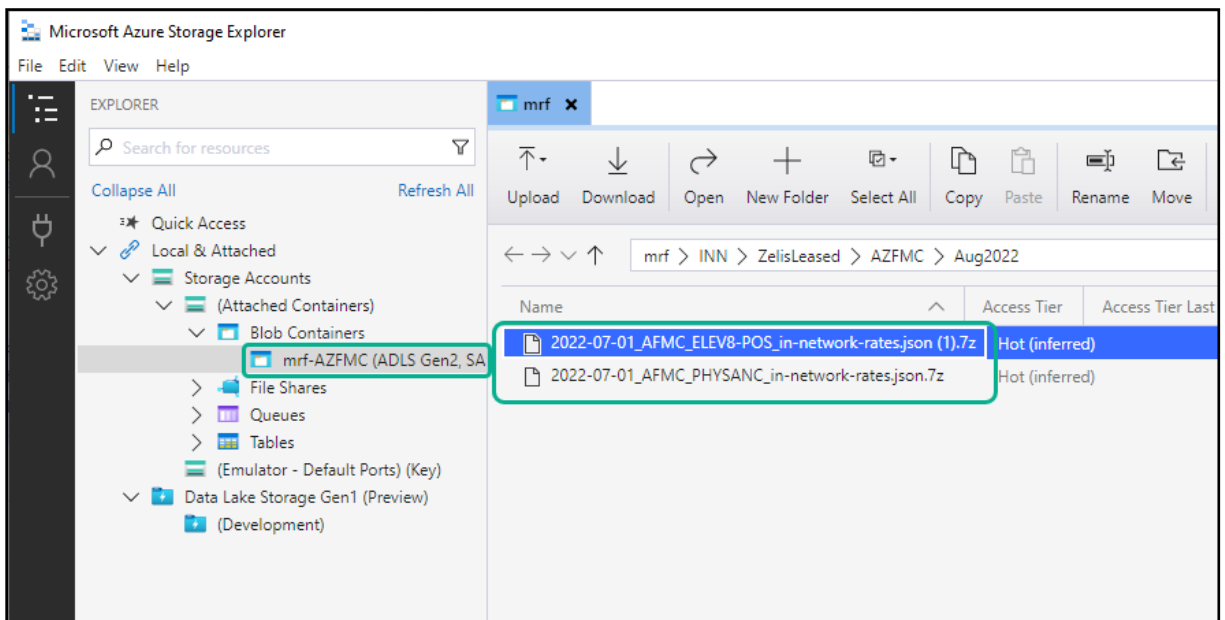
Blob container or directory SAS URL:  
`https://samrprod.blob.core.windows.net/mrf/INN/ZelisLeased/AZFMC/Aug2022?sp=rl&st=2022-07-26T16:12:50Z&se=2022-08-02T00:12:50Z&spr=https&sv=2021-06-08&sr=d&sig=iiDB67N9JKU%2BTSCyO2fu1kFhgEUoK%2BZQnqYXkKIT9oA%3D&sdd=4`

Back Next Cancel

9. Confirmation prior to connecting. Click **“Connect”**.



10. **“Microsoft Azure Storage Explorer”** will add the connection and open connection to display the MRF files.



*Connection to MRF shared location has been made using Blob URL.*



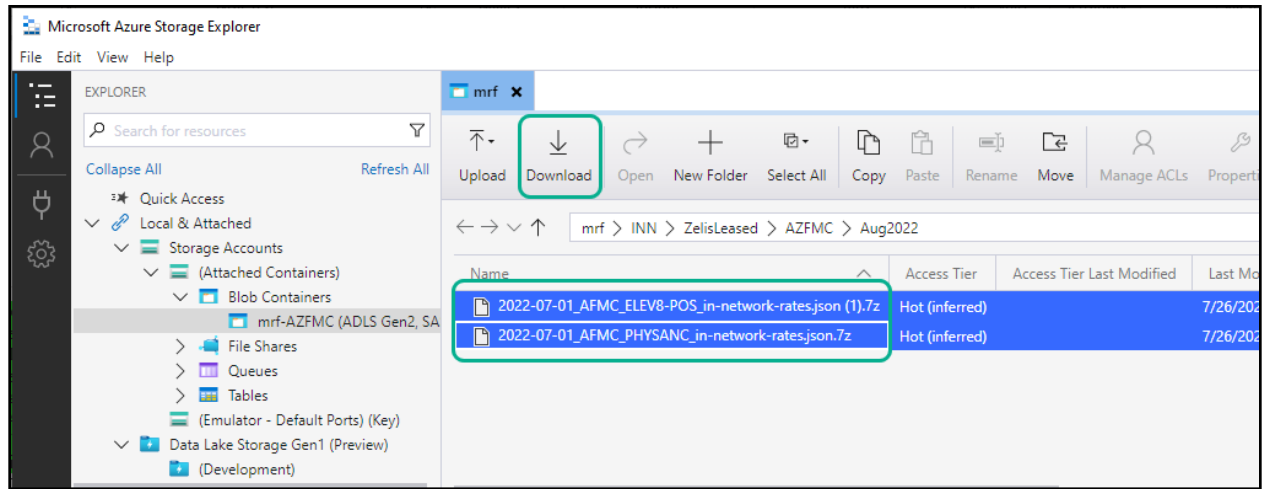
# Downloading MRF files from “Azure Storage Explorer”

Steps below will outline how to download MRF files once connection has been established with “Azure Storage Explorer”

## How to connect to download MRF files with “Azure Storage Explorer”:

1. Open and connect to shared Blob location for MRF as outlined in the previous steps.
2. Select the files to be downloaded and click the “**Download**” button.

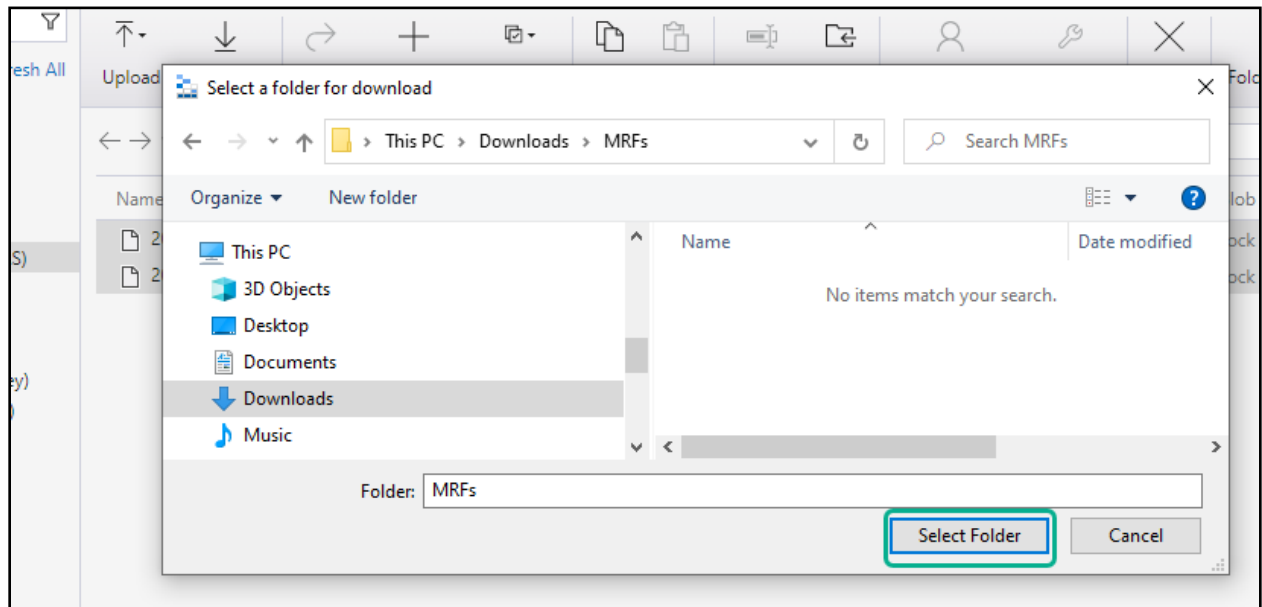
*Only the “Download” function will be active. All other buttons will NOT be functional.*



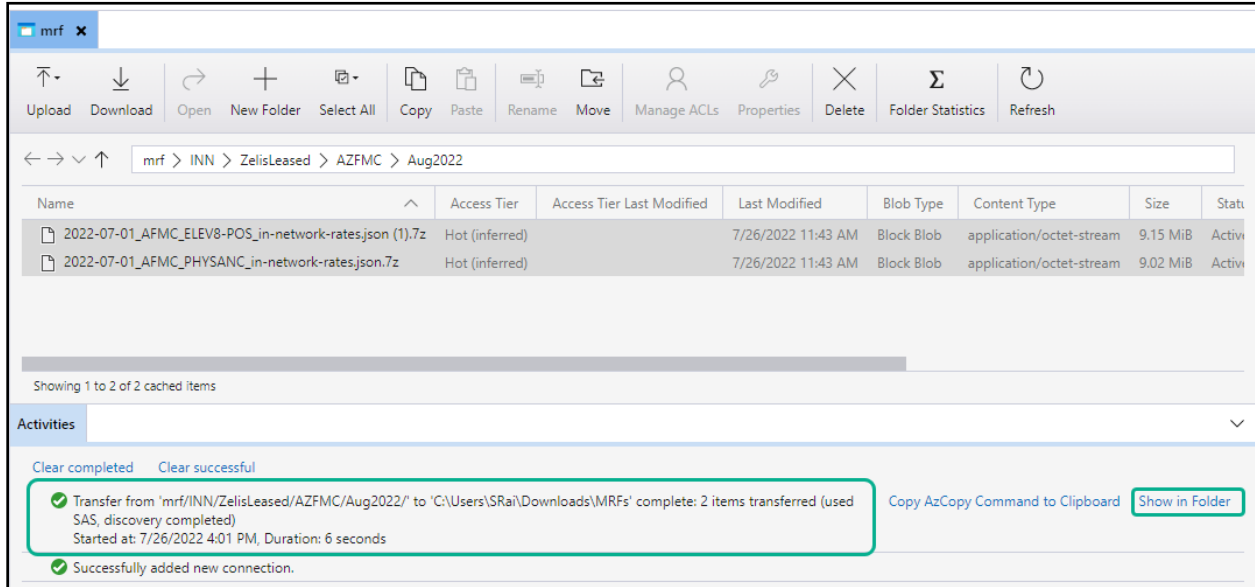
3. Pop-up will be displayed to select location to download the files.

Navigate to existing folder or create a new folder (“*MRFs*” folder created in example below).

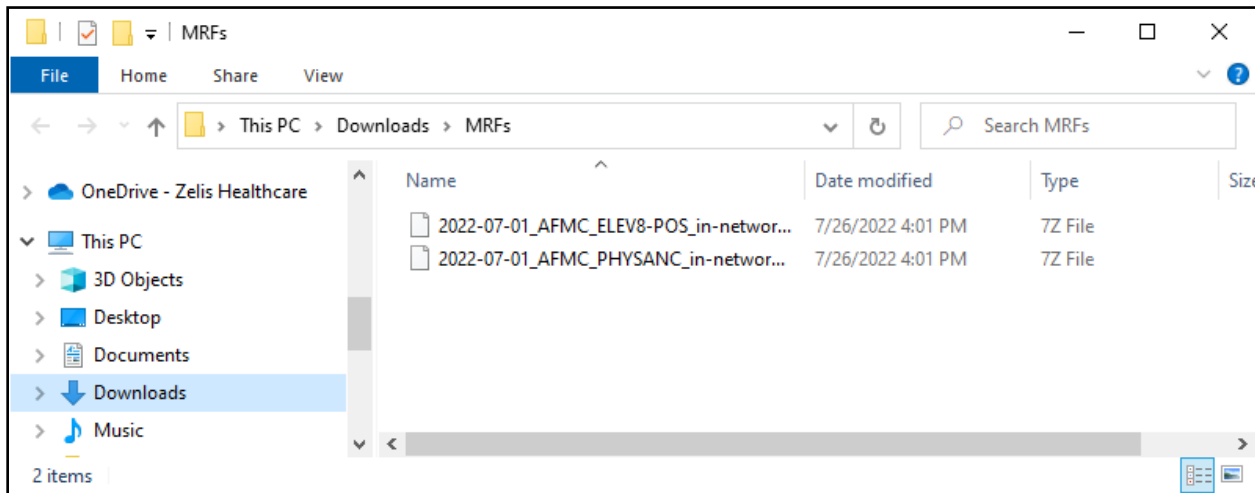
Then click “**Select Folder**”.



4. File will be downloaded. Once download is complete, it shows the time taken to download and the download folder can be opened by clicking **“Show in Folder”**



5. Clicking **“Show in Folder”** opens the download folder in Windows Explorer



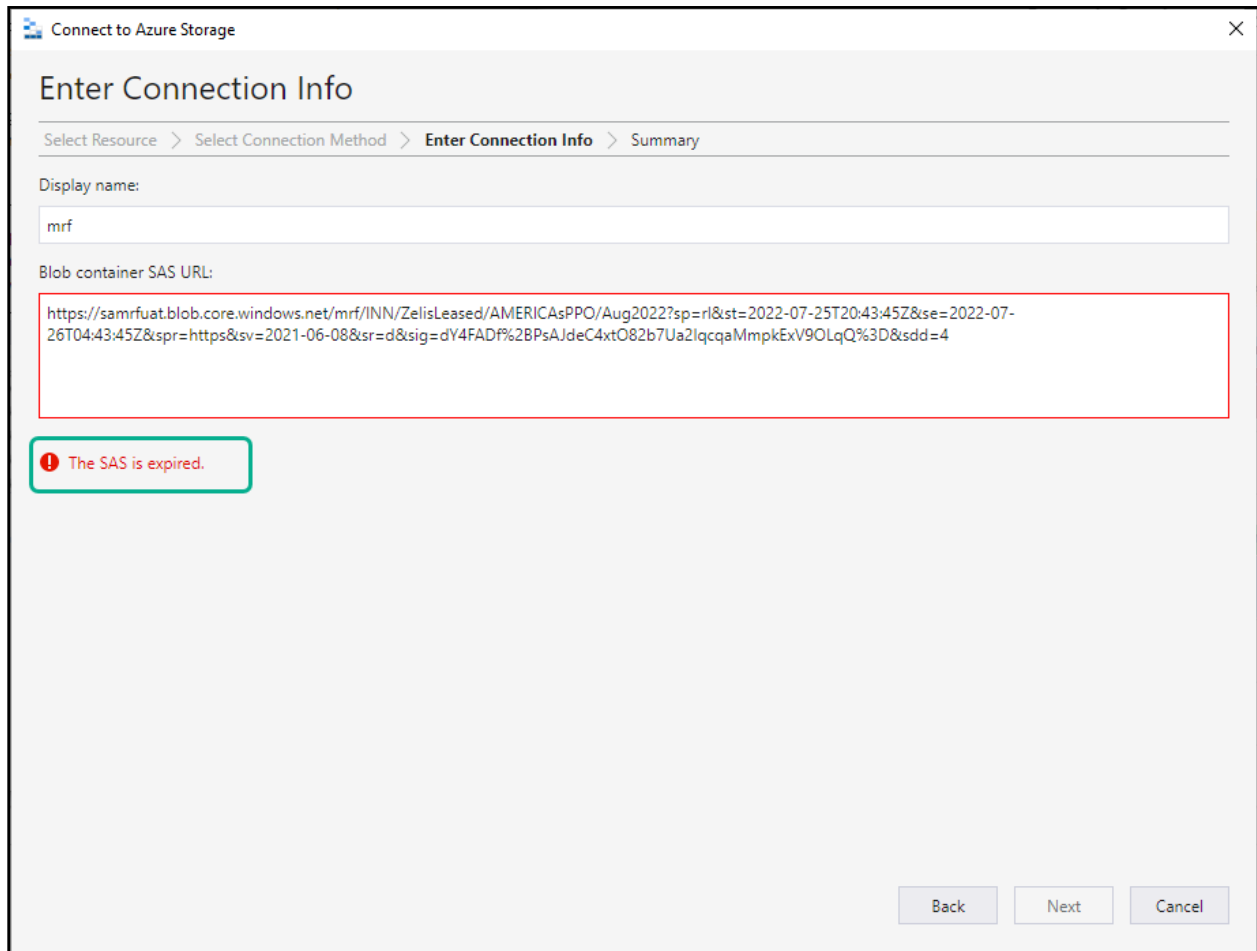
*The MRF file is now downloaded and is ready to be utilized.*

# Issues and Additional Resources

## Connection errors when using an expired Blob URL

User may encounter a "SAS is expired" message after pasting the Blob URL and User will be unable to create a connection.

1. The provided URL is only valid for the month it is provided for. Each month a new URL will be issued. If an old URL is used, then a "**SAS is expired**" message will be shown. User will be unable to create a connection with an expired SAS URL.
2. To resolve, please use the correct URL provided by Zelis for the current month.



The screenshot shows a dialog box titled "Connect to Azure Storage" with a close button (X) in the top right corner. The main heading is "Enter Connection Info". Below the heading is a breadcrumb trail: "Select Resource > Select Connection Method > Enter Connection Info > Summary".

The "Display name:" field contains the text "mrf".

The "Blob container SAS URL:" field contains a long URL: `https://samrfuat.blob.core.windows.net/mrf/INN/ZelisLeased/AMERICAsPPO/Aug2022?sp=rl&st=2022-07-25T20:43:45Z&se=2022-07-26T04:43:45Z&spr=https&sv=2021-06-08&sr=d&sig=dY4FADF%2BPsAJdeC4xtO82b7Ua2lqcqaMmpkExV9OLqQ%3D&sdd=4`. This field is highlighted with a red border.

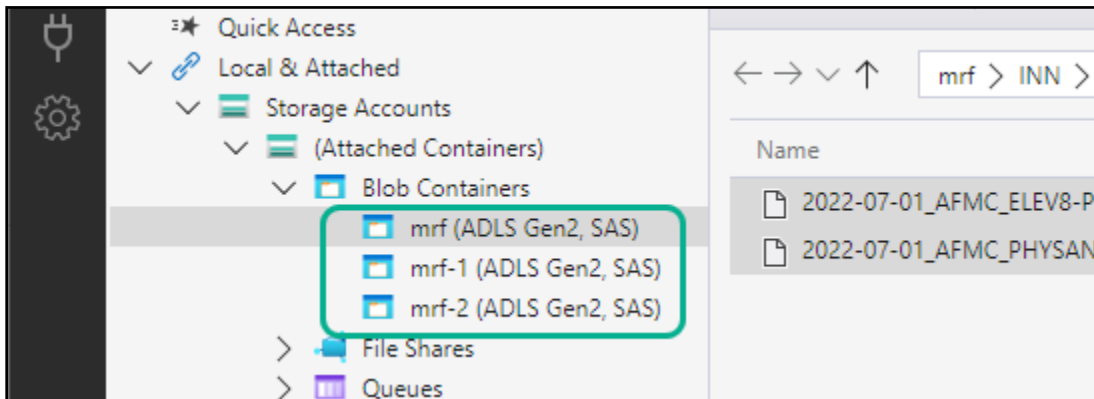
Below the URL field, there is a red error message box with a white exclamation mark icon and the text "The SAS is expired."

At the bottom right of the dialog box, there are three buttons: "Back", "Next", and "Cancel".

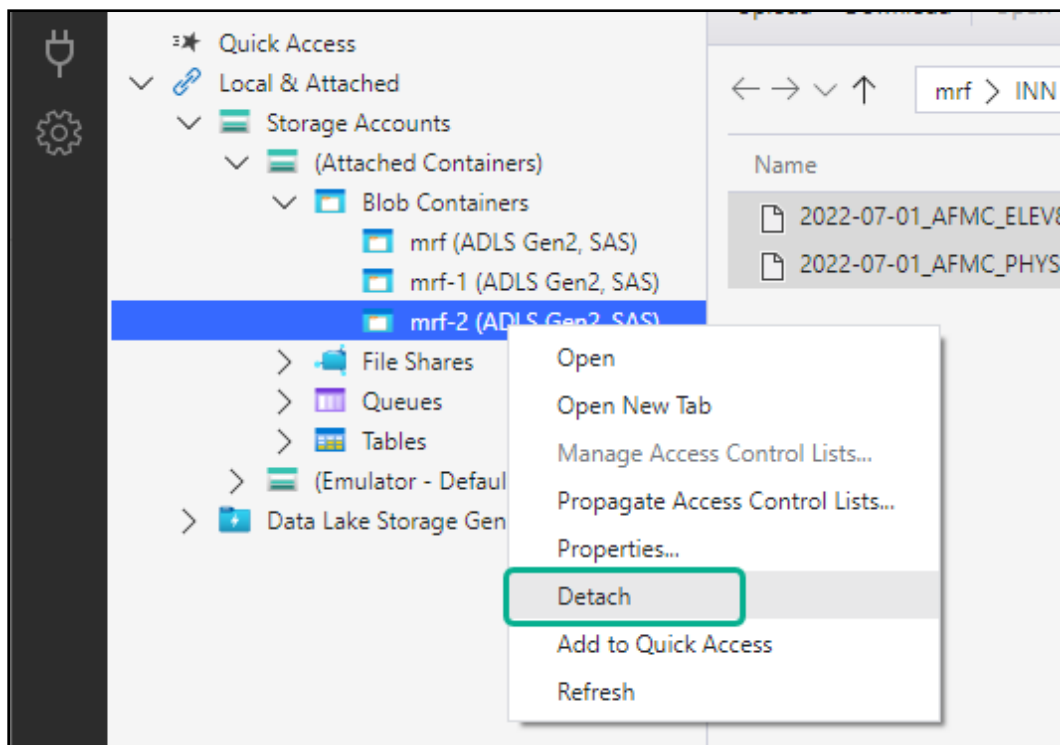
## Remove old MRF connection

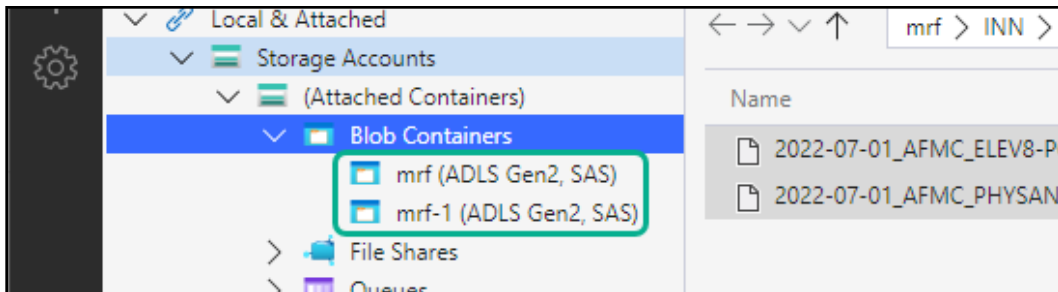
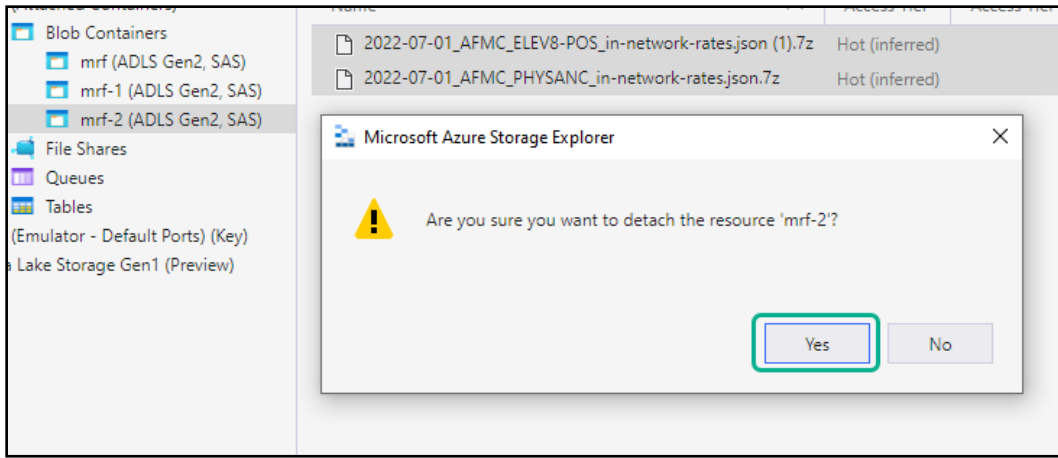
After connecting to multiple Blob URL's, the list of URLs under "**Blob Containers**" will continue to grow. User will need to "**Detach**" connections to remove them from list.

1. As each connection is added they will show up under "Blob Containers" as separate connections.



2. To remove old connections, right click on the Blob Container to be removed. Click "Detach" and "Yes" on the confirmation.





*The "Detached" Blob Container will be removed from list.*

## Documentation about Microsoft Azure Storage Explorer

Please refer to the Microsoft documentation below for official documentation about **Microsoft Azure Storage Explorer**:

[Get started with Storage Explorer | Microsoft Docs](#)