



2022 sFTP Setup Guide

About Zelis

We work with more than 100 payers (including seven of the eight largest), leveraging provider data from more than 3,500 provider networks and approximately 200 million user interactions to provide actionable insights through the industry's leading provider network analysis and reporting platform. This results in better decisions to effectively build, optimize and deliver the right provider networks to compete effectively in the market.

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Getting Started

Thanks for choosing the most efficient way to deliver your data files; via the Zelis sFTP!

Please read this document in its entirety before connecting to the sFTP.

In order to provide the most efficient data processing, please answer the following questions and reply back to your Zelis contact:

1. **FREQUENCY:** How often will the data be supplied to Zelis via sFTP (weekly, monthly, quarterly)?
2. **INITIAL COLLECTION:** When should we expect to see the first initial file dropped on the Zelis sFTP?

3. **FILES EXPECTED:** What are the file name(s) and formats we should expect to see?

4. **CONTACT INFORMATION:** We will send you automated reminders about upcoming data refreshes, as well as confirmation of data collection after each successful data refresh. We will also reach out to you in the event that further downstream processing indicates issues with the data file received that requires your attention. Please ensure you whitelist receiving emails with “zelis.com” domains so you do not miss out on any important data communications.

In order to coordinate these emailed conversations between Zelis and your organization, please provide contact information for all of the below resources (first name, last name and email address if a person, or a distribution list email):

- **IT/Technical:** If there are issues with the file delivery (such as corrupt files), this will be the contact we reach out to on your side
- **Data Contact:** If there are anomalies located in your dataset, such as massive drops in provider counts, then we will reach out to this contact on your side to discuss the irregularity
- **Business Contact:** This user on your side would be able to answer any business related questions, specific to employer permissions, or other business rule discussions

Accessing the Zelis sFTP

Username and Password Information:

We've made a secure account on Zelis sFTP specifically for your organization's use with a username and password that will be sent out in a [separate secure email](#).

- *If you did not get the separate email with your account information, please contact our support team at support.analytics@zelis.com.*

Connecting to the Zelis sFTP:

We recommend that you consult with your organization's internal IT team when first attempting to access any external sFTP/FTP sites.

Using an FTP client*, enter the following information:

- HOST: <ftp.strenuus.com>
 - If you have issues connecting to the above host, you may need to enter the following IP Address instead of the URL: <68.169.18.98>
- PORT NUMBER: 22 (standard)
- PROTOCOL: Secure Shell (SSH)

**Most web browsers do not support SSH, so you must use a secure FTP client that supports SSH to access the FTP site. You may need to engage your IT team to obtain access to this software.*

Zelis Public IPs

Your organization's internal IT department *may* restrict access to external file transfer services and will require that you obtain approval to access the sFTP site (sometimes referred to as "IP Whitelisting").

Please ensure these 6 Public IP addresses are whitelisted on your side (from May 28th 2022 forward):

- 68.169.18.98
- 107.20.80.67
- 68.169.18.110
- 68.169.18.113
- 68.169.18.114
- 68.169.18.115

Contacting Zelis

If you have any questions or concerns, or just would like more information, please contact your Zelis project contact or use one of the below options:

- Call us at 866.796.7507 (opt. 2)
- Email our support at support.analytics@zelis.com