

Blue Shield of California Promise Health Plan 274+ Provider Validation Frequently Asked Questions (FAQ)

Review the document in its entirety or use this table of contents to navigate directly to the information you need. If you are viewing this online, you can click on the question and go!

Q	What is the 274+ file?	2
Q	How many times a year will I receive a 274+ file request?.....	2
Q	How will I know when a 274+ file request is required?	2
Q	Where is the 274+ file located?.....	2
Q	Can I change the folder location?	2
Q	Can I change the folder name?	3
Q	What is the name of the 274+ file?	3
Q	What should I do if I don't have access to the Sterling SFTP site directory?	3
Q	What if the 274+ file is missing from the designated Sterling SFTP site directory?	3
Q	Can I receive the 274+ file by fax or mail?.....	3
Q	How much time do I have to process the 274+ file?	3
Q	How do I return the 274+ file?.....	4
Q	Can I change the file name when I send it back?.....	4
Q	What if I don't need to make any changes to the 274+ file?.....	4
Q	What happens if the 274+ file is not returned?.....	4
Q	How do we notify Blue Shield Promise if we change our 274+ file internal contact person? .	4
Q	When do I use the 274+ file versus the practitioner profile to submit changes?.....	4
Q	How do I terminate a practitioner from the 274+ file?.....	5

Q What is the 274+ file?

A The 274+ file is the provider network file that must be submitted to meet the Department of Health Care Services' (DHCS) Managed Care Provider Data Reporting Requirements, in accordance with [APL29-001](#) (January 2017). The file, referenced in the 274+ Companion Guide, validates health plan demographics on record for your group.

Q How many times a year will I receive a 274+ file request?

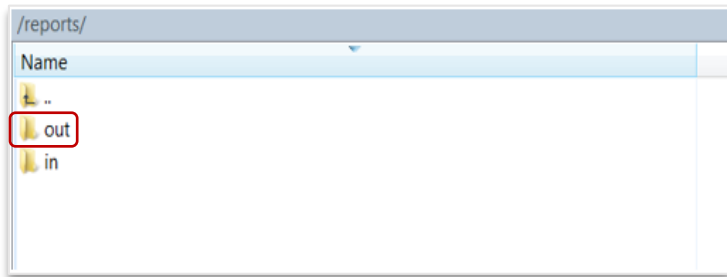
A You will receive the 274+ file four times during the year: once for **validation (required)**, and three times for **outreach (not required)**. The 274+ file also provides a way for Blue Shield Promise to comply with Centers for Medicare & Medicaid Services (CMS) guidance for collecting this information. You are not required to return an **outreach** 274+ file, but it benefits your group to do so if you have demographic information changes to submit.

Q How will I know when a 274+ file request is required?

A You will receive an email notification when your file has been sent to the Sterling secure file transfer protocol (SFTP) site folder. The subject line will state whether it is for **validation** (required) or **outreach** (not required).

Q Where is the 274+ file located?

A Log in using your Sterling SFTP site credentials. Open the /reports/out directory folder and download the file.



Q Can I change the folder location?

A No. The directory has a fixed structure that does not allow the folder location to be changed.

Q Can I change the folder name?

A No. The directory has a fixed structure that does not allow the folder name to be changed.

Q What is the name of the 274+ file?

A The file name will begin with 54220IPA0C.

Q What should I do if I don't have access to the Sterling SFTP site directory?

A Contact your organization's IT networking team to obtain access.

Q What if the 274+ file is missing from the designated Sterling SFTP site directory?

A One of the following issues may have occurred:

- 1) The file can only be extracted once. If someone else within your organization extracted the file, it will no longer appear.
- 2) The file "lives" for 14 calendar days once it has been sent to the designated SFTP location. If the file is not extracted within 14 calendar days, it will disappear. If the file is missing, send an email to us at DataAccuracySpecialist@blueshieldca.com and ask for the file to be resent.

Q Can I receive the 274+ file by fax or mail?

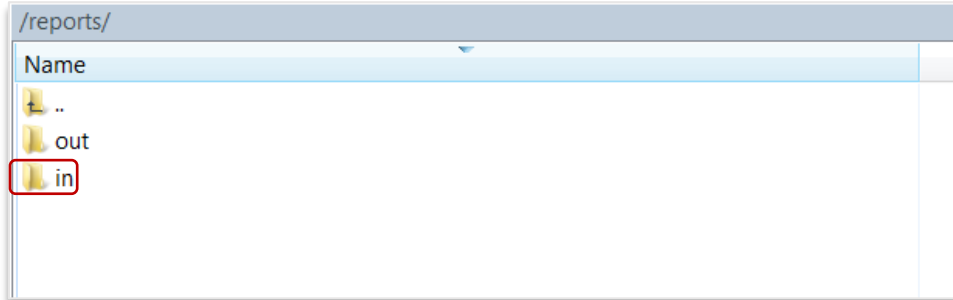
A No. The 274+ file can only be sent via the Sterling SFTP site.

Q How much time do I have to process the 274+ file?

A You have **30 business days** to review and return the 274+ file. You must download the file within 14 calendar days or it will be removed from the Sterling SFTP site, and you will have to contact our Provider Information and Enrollment Department at DataAccuracySpecialist@blueshieldca.com and request that a new file be sent.

Q How do I return the 274+ file?

A Log in using your Sterling SFTP site credentials. Open the */reports/in* directory folder and upload the file.



Q Can I change the file name when I send it back?

A No. The file name cannot be changed prior to submitting it to Blue Shield Promise.

Q What if I don't need to make any changes to the 274+ file?

A Return the 274+ file to the Sterling SFTP site folder and send us an email at DataAccuracySpecialist@blushieldca.com to advise us that you have returned the file and that no changes were necessary.

Q What happens if the 274+ file is not returned?

A You will receive one automated reminder during the 30-day period. If you do not submit the 274+ file by the end of the 30-day period, your Blue Shield Promise Provider Relations Representative will follow up with you to ask for the file.

Q How do we notify Blue Shield Promise if we change our 274+ file internal contact person?

A Send a secure email to DataAccuracySpecialist@blushieldca.com that includes the group's National Provider Identifier (NPI) and the new contact information.

Q When do I use the 274+ file versus the practitioner profile to submit changes?

A You will use the 274+ file to validate existing data only. It should not be used to communicate day-to-day updates such as a new practitioner, new address, or address change. For those types of changes, continue to use the "practitioner profile" process. Email profiles to BSCProviderInfo@blueshieldca.com

Q How do I terminate a practitioner from the 274+ file?

A Add a termination date in field 83 (SITE_CONTRACT_TERM_DT). Also, include the termination reason in field 84 (SITE_CONTRACT_TERM_REASON).