

# **Secure Email**

## **A Guide For Users**

### **Midwest Security UnitedHealthcare**

**April 14, 2003**

UnitedHealthcare has implemented an easy to use system to protect the confidentiality of sensitive information including “protected individual health information” (PHI) contained in electronic mail messages and attachments sent over the Internet.

Use this Guide as a quick reference on how to use the system and for information on getting further assistance.

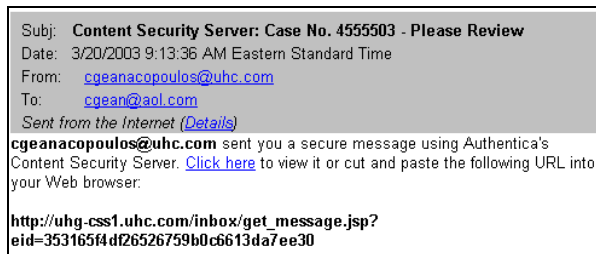
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## Using the System For the First Time

### *Email Notification Of Secure Information*

Business associates will receive a message in their mailbox that there is secure email waiting for them from UnitedHealthcare. The email will have a link to a secure Internet Web site at UnitedHealthcare. Click on “**Click here**” to access the UnitedHealthcare Secure Email System.



### *Getting Registered On the System*

The first time you access the system, you will be asked to fill in a user registration screen similar to the one shown below:

New User Registration	
To register, fill in the following fields. (*) indicates required field. Your e-mail address becomes your user name.	
E-mail Address: * (becomes your user name)	<input type="text" value="cgean@aol.com"/>
Confirm E-mail: *	<input type="text" value="cgean@aol.com"/>
Password: *	<input type="password" value="*****"/>
Confirm Password: *	<input type="password" value="*****"/>
Security Question: *	What is your mother's maiden name? ▾
Your Answer: *	<input type="text" value="Brown"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Title:	<input type="text"/>
Company:	<input type="text"/>

When you have finished filling in the New User Registration Screen, Click the **Submit** button at the bottom of the screen.

## Accessing Your Secure Messages

### *Received Items Listing*

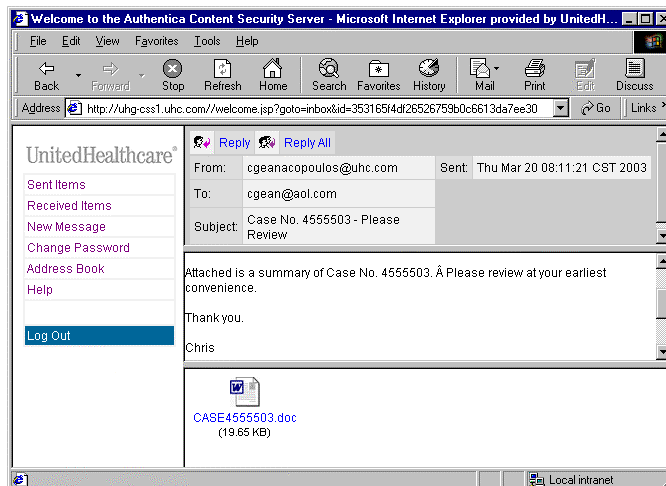
When the registration is completed and whenever you access the system again, you will see a screen showing a list of the secure messages that are waiting for you, similar to the one below:

	From	Subject	Date	Size	Protection
<input type="checkbox"/>	cgeanacopoulos@uhc.com	<u>History - Williams Johnson - Wilco</u>	3/20/03 9:44 AM	0 Bytes	Standard
<input type="checkbox"/>	cgeanacopoulos@uhc.com	<u>Case No. 4555503 - Please Review</u>	3/20/03 8:11 AM	19.65 KB	Standard

The listing shows who sent the message, the subject of the message, when it was sent, and its size. A paper clip in the third column indicates there is an attachment to the message. The Protection column will always display “Standard”, indicating that the information is being stored securely.

### *Reading a Secure Message*

To read a secure message click on the underlined message Subject. Here is an example of a secure message as it appears in your browser:



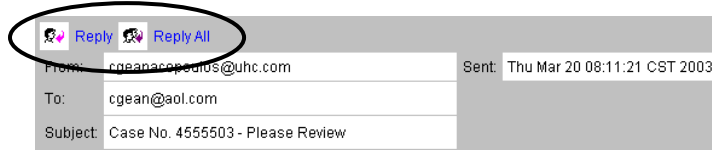
If the message contains an attachment, it will appear in the lower window of the message screen. Click on the attachment to view it or to save it to your PC.

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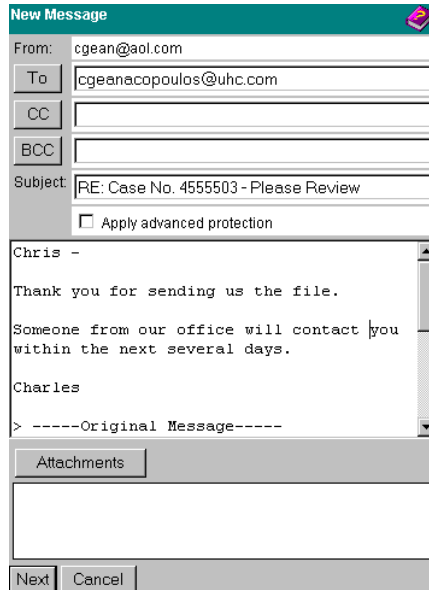
## Sending a Reply

### *Composing a Reply*

You can send a secure reply to the email by clicking on the **Reply** or the **Reply All** Button at the top of the message header:



Click on the Reply Button to get the following screen:



Enter your text. You can include one or more attachments by clicking the Attachments Button and following the directions that appear.

### *Sending the Reply*

When you have finished preparing your reply, press the **Next** button.

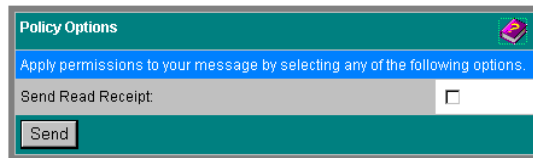


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## Sending a Reply . . .

### *Sending the Reply . . .*

Optionally you can put a read receipt on your reply by clicking the check box.



Policy Options

Apply permissions to your message by selecting any of the following options.

Send Read Receipt

Send

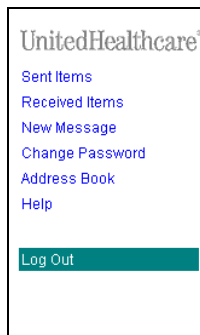
When you are finished, press **Send**.

You will be brought to a listing of your Sent Items.



	Subject	To	Date	Size	Protection	Actions
0	<a href="#">RE: Authentica message test!</a>	cgeanacopoulos@uhc.com	3/19/03 1:09 PM	0 Bytes	Standard	Manage Track

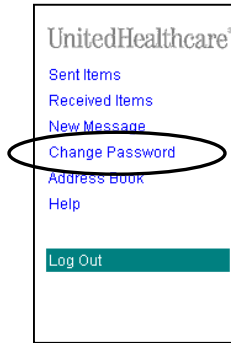
**NOTE:** Be sure to log out of the system when you have finished. Click on **Log Out** on the menu.



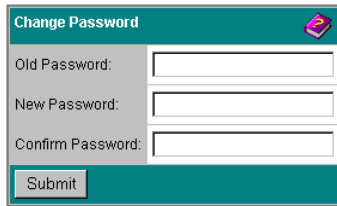
## Managing Your Password

### *Changing Your Password*

Choose **Change Password** from the menu:



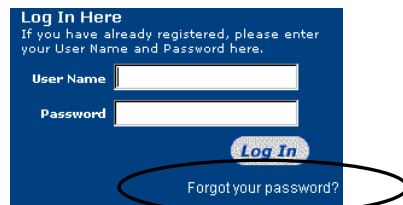
Fill in the Change Password screen:

A screenshot of the 'Change Password' form. It has a title bar 'Change Password' with a lock icon. Below the title bar are three input fields: 'Old Password:', 'New Password:', and 'Confirm Password:'. At the bottom is a 'Submit' button.

When you have finished filling in the screen, press **Submit**.

### *If You Forget Your Password*

When you access the UnitedHealthcare secure email system, you must log in at the main menu. If you forget your password, click on “**Forgot your password?**” just below the Log In button:

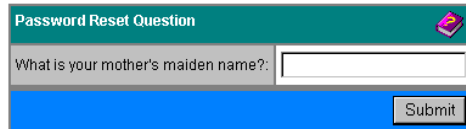
A screenshot of the 'Log In Here' screen. It has a title bar 'Log In Here' and a subtitle 'If you have already registered, please enter your User Name and Password here.' Below the subtitle are two input fields: 'User Name' and 'Password'. Below the input fields is a 'Log In' button and a link 'Forgot your password?' (circled in red).

This will bring you to the screen on the following page. . .

## Managing Your Password . . .

### *Forget Your Password? . . .*

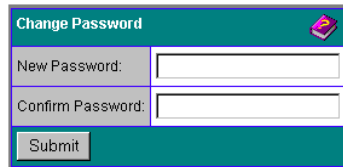
Enter your email address, and then answer the Password Reset Question.



The screenshot shows a form titled "Password Reset Question" with a blue header and a pink icon. Below the title is a text input field with the label "What is your mother's maiden name?:". To the right of the input field is a "Submit" button.

Press **Submit** when you are finished.

You will receive an email shortly with a link back to the system. You will be asked to enter a new password in the following screen:



The screenshot shows a form titled "Change Password" with a blue header and a pink icon. Below the title are two text input fields: "New Password:" and "Confirm Password:". Below the input fields is a "Submit" button.

When you have successfully entered a password, you will get the following confirmation screen.

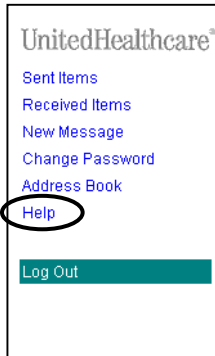


The screenshot shows a confirmation message in a white box with a blue border. The text reads "Password Successfully Changed" in bold blue font, followed by "Click here to continue." in blue font.

## For More Help

### *Using the Help Database*

There is a very extensive help system available by clicking on **Help** from the menu:



On the main screen of the Help Database (provided by Authentica, Inc.), click **Show** in the upper-left corner:



Use the Menu choices to see the help topics and to search the Help Database:



## For More Help . . .

### *Help With a Specific Task*

You can get help specific to the task you are performing by clicking on the help icon in the upper-right corner of the screen:



### *Where To Call For Help*

You can also get help from the UnitedHealthcare Service Center at any time by calling 1-888-848-3375.

## Secure Delivery Frequently Asked Questions

### **Q1: What is the Secure Delivery solution?**

A1: UnitedHealthcare/Midwest Security is implementing a means of securing electronic mail containing Protected Health Information (PHI) that is sent over the Internet. This solution involves encrypting the electronic mail and requiring the recipients to identify themselves with a user ID and password. This ensures that only the intended recipient is able to view the electronic mail message.

### **Q2: What is electronic mail (E-mail) encryption?**

A2: E-mail encryption is an added electronic security safeguard used to protect sensitive information, such as Protected Health Information (PHI), contained in electronic mail messages and attachments transmitted over the Internet. Types of sensitive information would include individual's ID, diagnosis, medical procedures, date of birth, phone numbers, dates and types of service, admission of and discharge dates, payment for health care services -- and more.

### **Q3: Why do we need Secure Delivery?**

A3: Electronic mail, unless it is secured, is susceptible to eavesdropping or unauthorized viewing as it is transmitted over the Internet. This is why UnitedHealthcare/Midwest Security is implementing a technological solution to protect our customer's sensitive information.

### **Q4: How does Secure Delivery work?**

A4: UnitedHealthcare/Midwest Security is implementing a simple, easy-to-use technological solution. Here's how it works:

- ◆ Business partners will receive an e-mail message telling them they have mail from UnitedHealthcare. The message will direct them to link to a secure UnitedHealthcare Internet Web site.
- ◆ Business partners will go to the designated, secured link, log on and view any or all of their e-mail messages, including attachments. (**Note:** Business partners will complete a one-time registration process online the first time they log on.)
- ◆ Business partners will have the ability to reply to e-mails received, including file attachments.
- ◆ All mail activity will be logged, including receipt of electronic mail.

### **Q5: Are there any special software or software installation requirements?**

A5: No. You only need to have the following system requirements:

- ◆ Access to the Internet
- ◆ Internet e-mail address
- ◆ Internet browser, such as *Microsoft Internet Explorer* or *Netscape Navigator*

**Q6: What if Internet access at business partner's company is restricted?**

A6: Internet access is required to use our UnitedHealth Group's Secure Delivery or you will not be able to send your electronic mail containing PHI. If your business partner's company does not allow general browsing access to the Internet, the must contact their company's System Administrator or Firewall Security Administrator. They need access to UnitedHealthcare's Internet secured Web server or address. UnitedHealthcare will communicate that specific Internet address as needed.

**Q7: When should Secure Delivery be used in place of using "normal" e-mail?**

A7: This solution should only be used when there is a business need to exchange PHI and there is not a feasible alternative to perform the exchange of sensitive information, other than e-mail.

**Q8: Who should use our Secure Delivery?**

A8: Anyone who handles PHI is required to use this secure technology solution whenever their job requires them to send electronic mail containing PHI over the Internet.

**Q9: What if business partners have their own secured e-mail solution?**

A9: UnitedHealthcare/Midwest Security prefers if our business partners use our solution. However, if there is a need to send us electronic mail containing PHI, we recommend that our employees initialize a "secure e-mail message" (refer to Answer #4) and you will be able to reply securely using our solution. However, our employees can assist our business partners by receiving electronic mail not processed by our solution if we can be assured that they have a secure solution similar to ours, or if they have procured the services of a secure electronic mail provider, such as *ZixCorp*, *CertifiedMail ASP*.

**Q10: What electronic mail solutions are not supported or allowed by UnitedHealthcare/Midwest Security?**

A10: UnitedHealthcare/Midwest Security will not support external secure electronic mail solutions that require us to have special software or software installations on our desktops.

**Q11: Will there be a cost for using Secure Delivery?**

A11 No. Protecting the confidentiality of our customer's PHI is very important to UnitedHealthcare/Midwest Security and there will be no additional cost to use this solution.