



Blue Cross Implements New Secure E-mail Process to Protect PHI

On September 5, 2006, Blue Cross of California and BC Life & Health Insurance Company (Blue Cross) started using the Secure e-Mail encryption tool to ensure that member protected health information (PHI) is kept private and secure.

Why Is Blue Cross Using Secure e-Mail?

Many people today are concerned about identify theft. Therefore, we have selected a more robust encryption tool to ensure that PHI is kept secure – this is consistent with our own stringent, HIPAA-compliant privacy policies.

At no additional cost to you, our new Secure e-Mail software:

- Better safeguards the confidentiality of communications with our members and business partners, including providers, brokers, employer groups and other business associates.
- Offers convenient electronic communication satisfying HIPAA Privacy and Security regulations and other federal and state related mandates.

Secure e-Mail automatically encrypts e-mails and attachments that are identified as potentially having PHI.

Here's a step-by-step explanation of how Secure e-Mail works:

1. If Blue Cross sends you an e-mail or attachment containing PHI, you will be notified that you have a secure e-mail message from Blue Cross (see screenshot below for an example of the e-mail).

From: john.doe@wellpoint.com <notification_-gahcbcacbbfhigdgi@secureemail.com>
Date: September 5, 2006 4:21 PM
Subject: secure
To: any-person@aol.com

An associate from the WellPoint Family of Companies (john.doe@wellpoint.com) has sent you a secure e-mail message using WellPoint Secure e-Mail. This service provides a secure, protected environment for you to send and receive e-mails that contain sensitive and protected health information.

In order to view this message you will need to click on the link below and login to WellPoint Secure e-Mail. If you cannot click on the link, please copy and paste the link into the "Address" or "Location" field of your Internet browser and press "Enter" or "Go".

IMPORTANT: First time users are required to register for a new account. Registration is a short, one-time process that allows us to correctly identify you, so we can maintain the privacy and security of your WellPoint Secure e-Mail mailbox. If you are a first time user, you will be taken to the New User Registration page when you click on the link below.

<https://messages.wellpointsecureemail.com/>

If you need assistance using WellPoint Secure e-Mail, please access our online help or call 1-866-755-2680.

The secure message will expire on Oct 19, 2006 @ 15:21 PT), and will be automatically deleted from WellPoint Secure e-Mail. Once messages are deleted, they cannot be retrieved.

2. By clicking on a link in this e-mail notification, you will be directed to the Secure e-Mail Web site or “portal” at **messages.wellpointsecureemail.com**. If you are using the Secure e-Mail portal for the first time, you must register to create a password-protected account. **Registration applies only when you use Secure e-Mail for the first time.**
3. Next, you will log into the portal’s Message Center to retrieve the e-mail and attachment (see screenshot below). You can also use the portal to send encrypted e-mails to Blue Cross.

WELLPOINT Anthem BlueCross of California BlueCross BlueShield of Georgia

LOGIN TO WELLPOINT SECURE E-MAIL

Email Address:

Password:

Log In

First time users please register for a new account using the link below.

Useful Links:
[Change your password / Unlock your account](#)
[Password reminder](#)
[Register for a new account](#)
[Use online help](#)

If you need assistance using WellPoint Secure e-Mail, please access our [online help](#) or call 1-866-755-2680.

Access to and use of this system shall be solely for the purpose of conducting authorized business with or on behalf of WellPoint, Inc., or one of its affiliated companies.
Serving members as the Blue Cross licensee for California; the Blue Cross and Blue Shield licensee for Colorado, Connecticut, Georgia, Indiana, Kentucky, Maine, Missouri (excluding 30 counties in the Kansas City area), Nevada, New Hampshire, Ohio, Virginia (excluding the Northern Virginia suburbs of Washington, D.C.), Wisconsin, and UniCare members. © Registered marks Blue Cross and Blue Shield Association.

Secured by **zixcorp.**

If you need technical assistance in using Secure e-Mail, contact our eBusiness Help Desk at **(866) 755-2680**.

For more information, contact your Blue Cross account manager or sales representative

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