MISSISSIPPI DIVISION OF
MEDICAID

MEMORANDUM

To: **All DOM Independent Contractors**

From: **Nicole Litton, Deputy Administrator for Policy & Compliance and**

   HIPAA Privacy Officer

Date: **April 22, 2014**

Re: **DOM's Email Encryption Policy**

It is DOM's policy that emails containing **P**rotected **H**ealth **I**nformation ("PHI") or **P**ersonally **I**dentifiable **I**nformation ("PII") sent outside of the agency network be encrypted by the sender.

If you are a DOM Independent Contractor with an email address that does not end in "@medicaid.ms.gov", you will need to enroll in DOM's Cisco Secured Email service in order to view any encrypted emails sent to you by a DOM workforce member. For your convenience, instructions on setting up your account have been attached to this memo. Using the Cisco Secured Email service will allow you to receive and respond to encrypted emails sent by DOM personnel. You will not be able to initiate a secure e-mail to DOM through this service.

By executing the DOM Business Associate Agreement you agree, "…to use appropriate safeguards and comply, where applicable, with the Security Rule to prevent Use or Disclosure of PHI…." (*See* Section III (b)). In order to adhere to this obligation you should take the necessary steps to protect DOM PHI or PII contained in all electronic transfers with encryption software or a program that uses FIPS 140-2 certified algorithm which is 128 bit or higher, such as AES. Encryption can be end to end at the network level, or the data file containing PHI can be encrypted.

If you are not currently transferring DOM PHI or PII in this manner, please address this issue immediately. If you do not have the encryption capabilities as described above or have questions regarding e-mail encryption as it pertains to DOM PHI or PII, please contact the DOM Security Officer at 601-359-6064.

Attachment

Cisco Secure Email Registration Process

Your recipient will need to enroll in DOM's Cisco Secured Email service. The recipient will receive an email notification with instructions for enrolling. Enrollment is only required the first time an email address receives a secure message. Once the online enrollment process is complete, your recipient will receive an email with an attachment titled "securedoc.html" (this is your secure message). When opening the attachment, the recipient will be prompted to enter the password selected during the enrollment process. Once the password is verified, your recipient will be able to view your message.
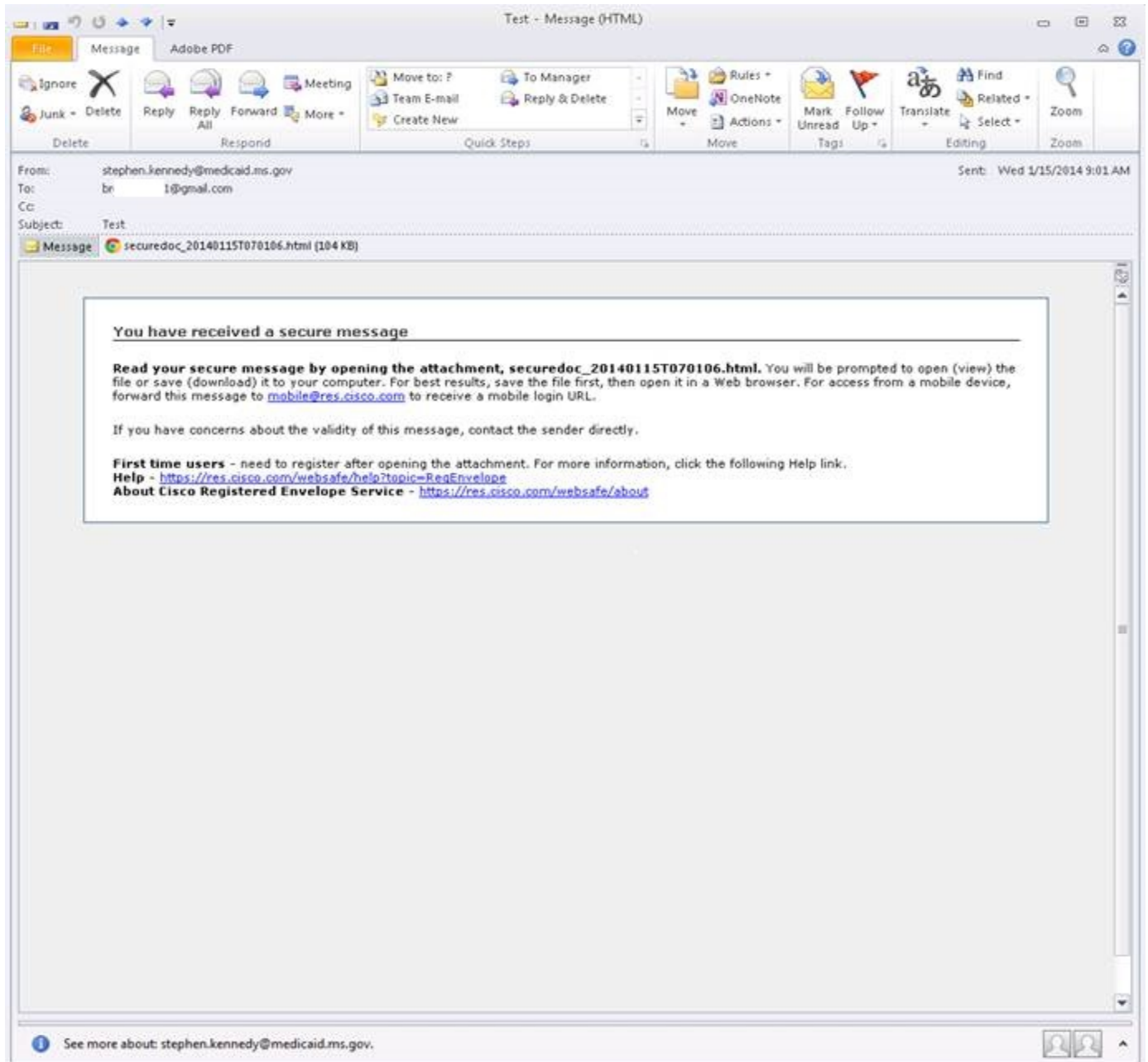
CISCO

?Help

From:	stephen.kennedy@medicaid.ms.gov
To:	br____1@gmail.com
Subject:	**Test**

To open this message, first click the button to register. After registering, come back to continue opening the message.

[REGISTER]

Select a different address

Cisco Registered Envelope Service

CISCO

NEW USER REGISTRATION

To assure future messages from this service are not accidentally filtered out of your email, please add "DoNotReply@res.cisco.com" to your Address Book or Safe Sender List.

* – required field

Enter Personal Information

Email Address	br____L@gmail.com
Language	English ▼
First Name*	Stephen
Last Name*	Kennedy

The language setting will be stored for future log'n and email notifications.

Create a Password

Password*	••••••••
Confirm Password*	••••••••

Enter a minimum of 6 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.

Personal Security Phrase*	Vroom Vroom

Enter a short phrase that only you will know. This phrase will appear on message envelopes when you log in. When you see your phrase, you know you are logging in to our secure site. More info

☑ Enable my Personal Security Phrase.

Select 3 Security Questions
You will be asked these questions in the future if you forget your password.

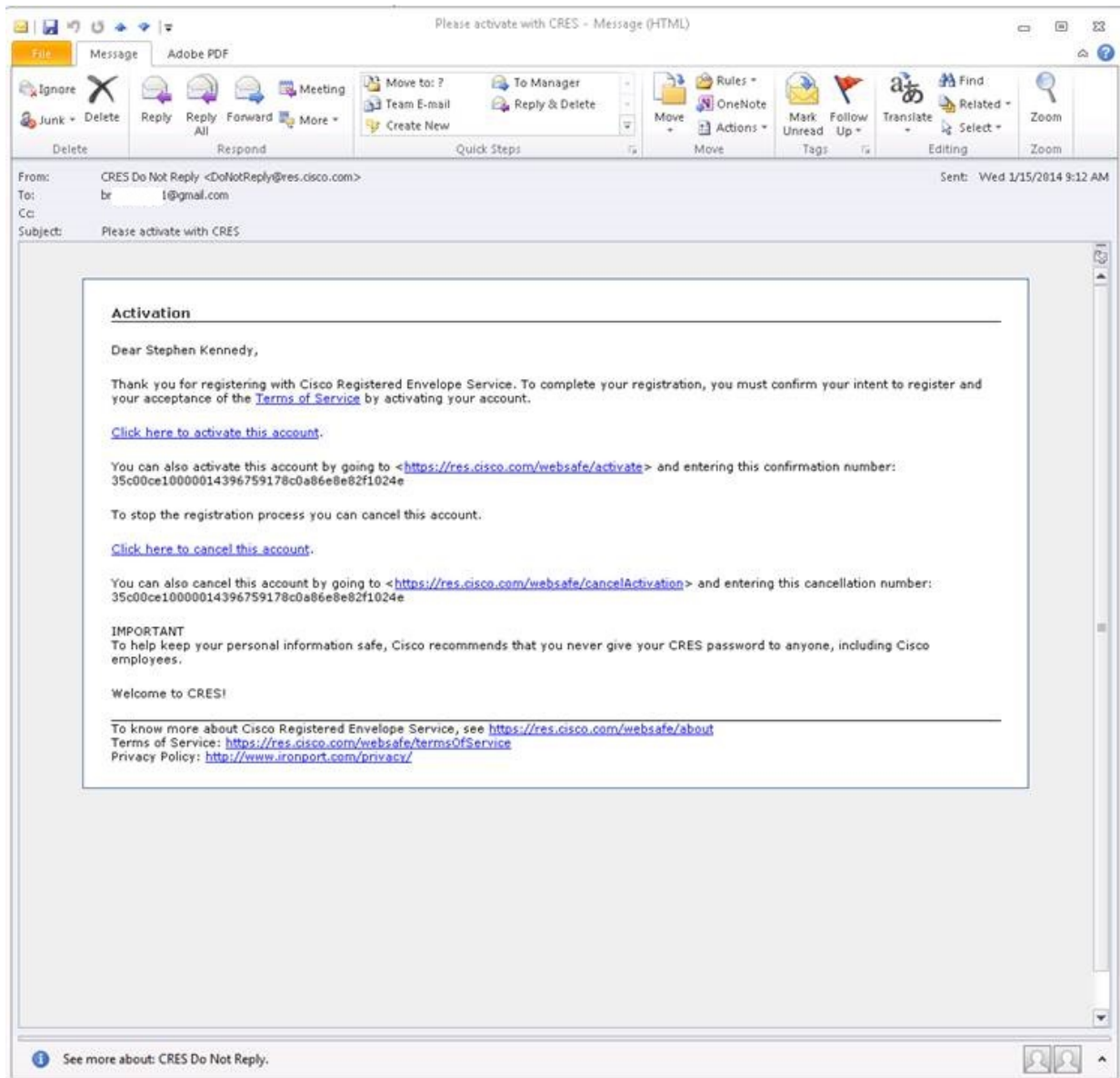|	
Question 1*	What is your father's middle name? ▼
Answer 1*	John
Confirm Answer 1*	John
Question 2*	What is your maternal grandmother's first name? ▼
Answer 2*	Wayne
Confirm Answer 2*	Wayne
Question 3*	What is the first name of your first boss? ▼
Answer 3*	The Duke
Confirm Answer 3*	The Duke

[Register]

FINAL STEP: ACCOUNT ACTIVATION

Your Cisco Registered Envelope Service account was successfully created.

Instructions to activate your account have been emailed to br   1@gmail.com.

Please check your inbox. If you do not see an account activation email, check your junk email folder.

Ignore | Junk ▾ | Delete | Reply | Reply All | Forward | More ▾ | Meeting | Move to: ? | Team E-mail | Create New | To Manager | Reply & Delete | Move | Rules ▾ | OneNote | Actions ▾ | Mark Unread | Follow Up ▾ | Translate | Find | Related ▾ | Select ▾ | Zoom

Delete | Respond | Quick Steps | Move | Tags | Editing | Zoom

From: CRES Do Not Reply <DoNotReply@res.cisco.com>   Sent: Wed 1/15/2014 9:12 AM
To: br   1@gmail.com
Cc:
Subject: Please activate with CRES

Activation

Dear Stephen Kennedy,

Thank you for registering with Cisco Registered Envelope Service. To complete your registration, you must confirm your intent to register and your acceptance of the Terms of Service by activating your account.

Click here to activate this account.

You can also activate this account by going to <https://res.cisco.com/websafe/activate> and entering this confirmation number: 35c00ce10000014396759178c0a86e8e82f1024e

To stop the registration process you can cancel this account.

Click here to cancel this account.

You can also cancel this account by going to <https://res.cisco.com/websafe/cancelActivation> and entering this cancellation number: 35c00ce10000014396759178c0a86e8e82f1024e

IMPORTANT
To help keep your personal information safe, Cisco recommends that you never give your CRES password to anyone, including Cisco employees.

Welcome to CRES!

To know more about Cisco Registered Envelope Service, see https://res.cisco.com/websafe/about
Terms of Service: https://res.cisco.com/websafe/termsOfService
Privacy Policy: http://www.ironport.com/privacy/

ⓘ See more about: CRES Do Not Reply.

EMAIL ADDRESS CONFIRMED

You have activated the account for
br   1@gmail.com. Registration for this email
address is now complete. To exit this page, close
your browser window. After exiting this page, return
to your Registered Envelope and enter your
password to open it.

CISCO

January 15, 2014
3:01:06 PM GMT
Message Security: High

? Help

From:	stephen.kennedy@medicaid.ms.gov
To:	br 1@gmail.com
Subject:	**Test**
Password:	

Forgot password?

☐ Remember me on this computer.

☑ Enable my Personal Security Phrase.

Personal Security Phrase
*Click on the Password
field. Do not continue
unless you see your
personal phrase.*
More info

[OPEN]

Select a different address

If you experience problems opening this message, try to Open Online

Cisco Registered Envelope Service

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CISCO

Secured Message   Reply   ReplyAll   Forward

From: stephen.kennedy@medicaid.ms.gov
To: br   1@gmail.com
Date: January 15, 2014 3:01:06 PM GMT
Subject: Test

Test

                                                                                   Reply   ReplyAll   Forward

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REPLY TO SENDER   Send   Reset   Cancel

From: br   1@gmail.com
To: stephen.kennedy@medicaid.ms.gov

Subject: RE: Test

Attachments (none)

Message:

    This message was sent secure.

    -----------Original Message:

    FROM: stephen.kennedy@medicaid.ms.gov
      TO: br   1@gmail.com

☐ Automatically BCC me on this email.
☐ Send me a read receipt when a recipient has opened this email.
This option does not guarantee a receipt will be sent; recipient email applications can sometimes block read receipt requests.

                                                            Send   Reset   Cancel