

Secure Messaging Changes

Effective August 6, 2018, Secure Messaging is changing to Centene Secure Email. For new emails that require encryption and are not supported by Transport Layer Security (TLS), providers must contact the representative with whom they conduct email business to initiate a secure method to send a new email which requires encryption. If your email server uses TLS encryption, then emails from the plan arrive in your regular email inbox securely and no further action is necessary.

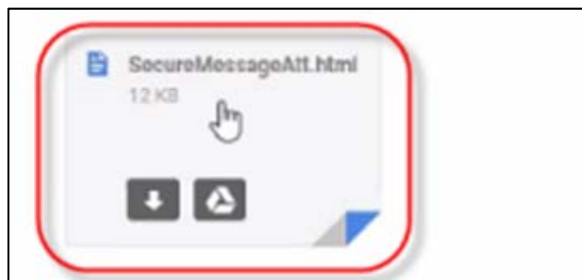
This notification is only for Secure Messaging; your user name and password to access the provider portal are not impacted by this change.

Health Net Community Solutions, Inc. (Health Net) and CalViva Health require that emails must be secured whenever protected health information (PHI) or other sensitive data is transmitted to the plan. Sensitive data includes electronic PHI (ePHI), PHI, proprietary information, provider data information, credit card data, financial information, and any other confidential information.

ACCESS TO SECURE EMAILS

The steps below apply to accessing secure emails.

- For providers using emails that are TLS supported, no further action is needed.
- For providers already using Centene Secure Email, no further action is needed.
- If this is your first non-TLS email received from Centene Secure Email, click on the system generated link or attachment, as shown below, to register as a user.



THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

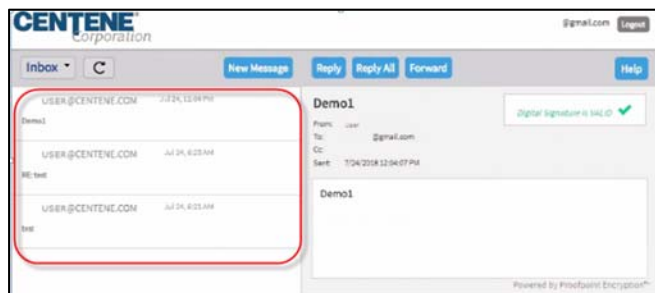
PROVIDER SERVICES

1-888-893-1569

www.healthnet.com

Once registered, the email message is decrypted and opened. Providers may reply back using this secure Health Insurance Portability and Accountability Act (HIPAA)-compliant and encrypted method.

If there are ongoing secure emails and more than one message between Health Net and the provider, the secure emails appear in the provider's inbox to view, as shown in the image below. Additionally, there is also an option to send a new encrypted message to the representative with whom you conduct email business.



REPLYING TO A CENTENE SECURE EMAIL

When the plan sends a secure email via Centene Secure Email, the subject line will indicate it is a secure email; click on the link or attachment in the email to complete registration for the first non-TLS email; thereafter, use the username and password to decrypt and display the secure email.

FORGOT PASSWORD

Providers who forget their password can follow the simple procedure under the *Forgot Password* link to reset it.

ADDITIONAL INFORMATION

For any issues encountered with Centene Secure Email, contact the plan's representative with whom you conduct email business or open the Secure Email Guide available under the *Secure Messaging* link located on provider.healthnet.com at the bottom of the home page for more information.

If you have questions regarding the information contained in this update, contact CalViva Health at 1-888-893-1569.