

# PROVIDER Update

NEWS & ANNOUNCEMENTS | AUGUST 8, 2018 | UPDATE 18-450 | 2 PAGES

## Secure Messaging Changes

Effective August 6, 2018, Health Net's Secure Messaging is changing to Centene Secure Email. For new emails that require encryption and are not supported by Transport Layer Security encryption (TLS encryption), 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 Health Net arrive in your regular email inbox securely and no further action is necessary.

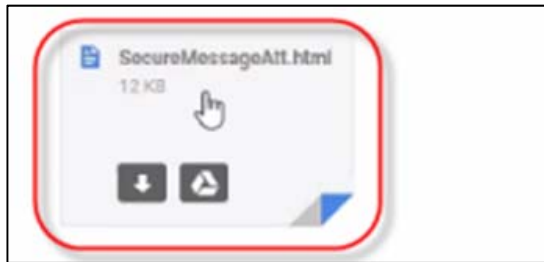
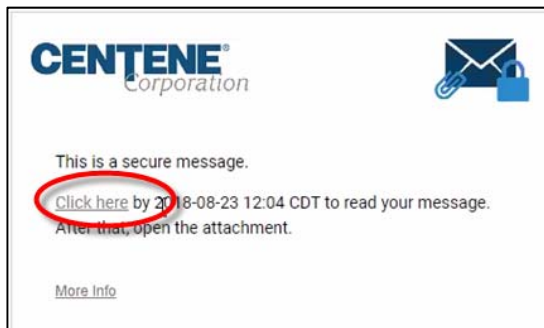
This notification is only for Secure Messaging; your user name and password to access the Health Net provider portal is not impacted by this change.

Network Providers, LLC (NPLLC) requires that emails must be secured whenever protected health information (PHI) or other sensitive data is transmitted to Health Net by Prison Health Care Provider Network (PHCPN) providers. 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:

- Physicians
- Hospitals
- Ancillary Providers

### LINE OF BUSINESS:

- Prison Health Care Provider Network

### PROVIDER SERVICES

prisonnetworksupport@healthnet.com  
1-877-899-0561  
www.healthnet.com

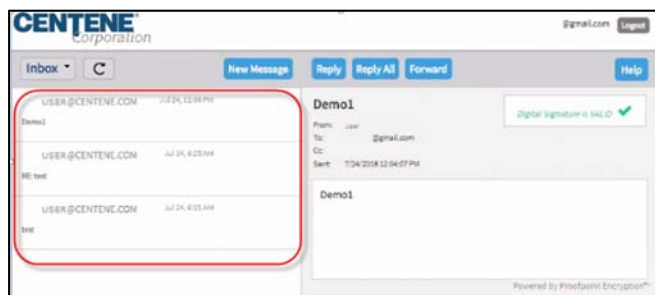
### PROVIDER COMMUNICATIONS

provider.communications@healthnet.com  
fax 1-800-937-6086

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Once registered, the email message is decrypted and opened. Providers may reply back to Health Net 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 Health Net representative with whom you conduct email business.



## REPLYING TO A CENTENE SECURE EMAIL

When Health Net sends a secure email via Centene Secure Email, the subject line will indicate it is a secure email; click on the link or attachment included 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 Health Net 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 the PHCPN Provider Services Center by email at [prisonetworksupport@healthnet.com](mailto:prisonetworksupport@healthnet.com) or by telephone at 1-877-899-0561.