



Missouri Department of Health and Senior Services

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MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Verena Cox, Bureau Chief
Bureau of Long Term Services and Supports

A handwritten signature in black ink that reads "Verena Cox".

SUBJECT: E-mail Encryption Reminder

This memorandum is a reminder to Home and Community Based Services (HCBS) providers of their responsibility to be in compliance with the Health Insurance Portability and Accountability Act (HIPAA) privacy regulations; specifically, [45 CFR Section 164.312\(a\)\(2\)\(iv\) and \(e\)\(2\)\(ii\)](#). All electronic communication containing Protected Health Information (PHI) must be exchanged securely.

HCBS providers shall ensure that all e-mail communication containing PHI is sent to the Division of Senior and Disability Services (DSDS) encrypted. Proofpoint software allows HCBS providers to submit information to DSDS without compromising participant confidentiality. HCBS providers shall follow the [Proofpoint](#) e-mail encryption instructions for providers to initiate and respond to an encrypted e-mail. It is important to remember that e-mail subject lines are not encrypted and should never contain PHI.

Questions regarding this memorandum should be directed to the Bureau of Long Term Services and Supports (BLTSS) via e-mail at LTSS@health.mo.gov.

VC/ms

www.health.mo.gov

Healthy Missourians for life.

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