



Missouri Department of Health and Senior Services

P.O. Box 570, Jefferson City, MO 65102-0570 Phone: 573-751-6400 FAX: 573-751-6010
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Jane Drummond
Director

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March 27, 2008

MEMORANDUM FOR ALL HOME AND COMMUNITY BASED CARE PROVIDERS

FROM: Brenda F. Campbell, Director *Brenda F. Campbell*
Division of Senior and Disability Services

SUBJECT: Implementation of Proofpoint Encryption

The Division of Senior and Disability Services (DSDS) has begun implementation of secure encryption software called “Proofpoint” to allow DSDS staff to transmit confidential client information electronically. This system will also allow providers and vendors to submit information to DSDS electronically without compromising client confidentiality. DSDS will begin implementation of Proofpoint in specific areas, beginning with the Home and Community Services (HCS) Region 5 area. Following successful implementation in Region 5, utilization of Proofpoint will be extended statewide for use in all HCS Regions. In April 2008, providers and vendors will receive additional training regarding Proofpoint at the Provider Update Meetings. Providers and vendors will be notified when the process is implemented in their region.

All providers and vendors that have a Participation Agreement with the Department of Health and Senior Services (DHSS) are required to maintain Internet access and keep their email addresses up to date. To allow secure communication with satellite offices, all email addresses must be included. To ensure the success of secure electronic communication, it is critical that the Contract Oversight Unit receives correct and complete information for each email address and is notified of any changes of address. Email address changes must be submitted to the Contract Oversight Unit by completing the Change Request Form available at http://www.dhss.mo.gov/SeniorServices/Change_Request_Form.doc.

In order to utilize Proofpoint, the encrypted email **must be initiated** by DSDS. The provider or vendor will first receive an email message notifying them that they have received an encrypted email and advising to click a button to view the secure message. The recipient will then be asked to provide their name and email address, as well as to select a password. After clicking on “continue”, the encrypted message will open. Clicking the reply button allows the provider or vendor to send a secure reply. Upon receipt of subsequent messages, the recipient will be

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prompted to enter only their password in order to view the message. In order for a provider or vendor to send an encrypted message to DSDS staff, **they must reply to a message initiated by DSDS.** A new message created by a provider or vendor will not be encrypted, even if [encrypt] is typed in the subject line.

Any questions regarding Proofpoint should be directed to the State Data Center Help Desk at 573/751-2201.

Questions regarding this memorandum should be directed to the Bureau of Program Integrity at programintegrity@dhss.mo.gov .

BFC/WS/tw

CC: Distribution Lists 3 & 4