



Missouri Department of Health and Senior Services

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PM-10-14
VM-10-11

May 10, 2010

MEMORANDUM FOR ALL HOME AND COMMUNITY BASED CARE PROVIDERS

FROM: Connie Boeckman, Interim Director
Division of Senior and Disability Services

SUBJECT: Upgrade of Proofpoint Encryption

On March 27, 2008, by means of PM/VM-08-16, the Division of Senior and Disability Services (DSDS) notified all Home and Community Based Service (HCBS) providers that the State of Missouri began implementation of secure encryption software called "Proofpoint". This software allows DSDS staff and HCBS providers to transmit confidential participant information electronically. As a reminder, in order to utilize Proofpoint, the encrypted e-mail **must be initiated** by DSDS, and the HCBS provider **must reply to a message initiated by DSDS.** A new message created by a HCBS provider will **not** be encrypted, even if [encrypt] is typed in the subject line. HCBS providers not currently utilizing Proofpoint encryption are encouraged to do so.

On May 5, 2010, the State of Missouri upgraded the Proofpoint encryption software. As a result, all previous ID's created in Proofpoint were lost. Therefore it will be necessary for all HCBS providers using Proofpoint encryption software to re-register in order to view encrypted messages.

There are a few changes to note with this upgrade:

- The password has changed from 4 characters to now a minimum of 7 characters with 1 number included.
- The recipient of an encrypted e-mail will only be able to Reply to the sender, they can no longer forward or add recipients.
- The actual attachment sent to the recipient for them to click will change from "message_zdm.html" to "SecureMessageAtt.html".

Proofpoint Mail Encryption instructions are posted with this memorandum.

If you have any questions or problems with the Proofpoint Encryption System, please contact the State Data Center Help Desk at 573/751-2201.

Any questions regarding this memorandum should be directed to the Bureau of Program Integrity via e-mail at programintegrity@dhss.mo.gov or by phone at 573-526-8557.

CB/TH

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