



Missouri Department of Health and Senior Services

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VM-15-07

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MEMORANDUM FOR ALL HOME AND COMMUNITY BASED CARE PROVIDERS

FROM: Celesta Hartgraves, Director *Celesta Hartgraves*
Division of Senior and Disability Services

SUBJECT: Initiating Email Encryption through Proofpoint

Please be advised there is a new option available for sending secure emails to state employees. Providers, vendors and other outside business partners or individuals that have a need to transmit protected health information (PHI) via email may use the following link to do so: <https://securemail.mo.gov/securereader/init.jsf?brand=fbab8553>.

The first time a sender uses this link, they will be prompted to register in the Proofpoint system. The system will walk the user through registration, password set-up, and the confirmation process. This is a one-time process and subsequent use of the link should only require entry of the user's established password. Please review the attached User Guide closely for details about the registration process. This link will also be posted on the DHSS website provider information page.

The secure link does not replace the ability to reply to an encrypted email from a state user. It is an additional method that can be used to **initiate** secure communication. Users already registered in the Proofpoint system (when replying to communications from state staff) should be able to use the same password for both methods of communication.

Any problems with registration, passwords and confirmation should be directed to the Help Desk phone number listed on the Proofpoint message pages.

General questions regarding secure email communication and/or HIPAA privacy issues may be directed to the Bureau of Program Integrity at programintegrity@health.mo.gov for a response.

CH/jb

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