



Missouri Department of Health and Senior Services

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PM-16-15
VM-16-15

February 9, 2016

MEMORANDUM FOR ALL HOME AND COMMUNITY BASED SERVICES PROVIDERS

From: Jessica Bax, Bureau Chief
Bureau of Program Integrity

Subject: Changes to Proofpoint Email Encryption

On Tuesday, February 9th, at approximately 6 p.m., the following changes will be made to the options used to open Proofpoint encrypted emails for external recipients. These changes are:

- A link will be included with each new Proofpoint encrypted email sent to external recipients. The external recipient can use this link to open Proofpoint encrypted emails.
- The option for recipients to forward a Proofpoint encrypted email back to the proofpointsecure@mail.mopublic.org email address in order to obtain a second email with a link **will be removed.**

Current options allow the recipient to open Proofpoint encrypted emails by clicking on the [securemessageatt.html](#) attachment included with the encrypted email and entering their Proofpoint credentials to login and open the encrypted email. If the recipient is unable to open the [securemessageatt.html](#) attachment, they can use the alternate method of forwarding the email to the proofpointsecure@mail.mopublic.org email address. The recipient then receives a second email that contains a link to their encrypted email. The recipient clicks on the link in the second email, enters their Proofpoint credentials, and opens the encrypted email.

Once the change is completed, the original email will contain the link needed for the alternate method of opening the email, rather than the recipient having to respond and wait to receive a second email with the appropriate link.

Questions regarding this change should be directed to the Bureau of Program Integrity at 573/526-8557 or via email at programintegrity@health.mo.gov.

JB/rs

CC: Distribution Lists 3 & 4

www.health.mo.gov

Healthy Missourians for life.

The Missouri Department of Health and Senior Services will be the leader in promoting, protecting and partnering for health.

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: Services provided on a nondiscriminatory basis.