

ORR-FUNDED MEDICAL ASSISTANCE

Encrypted Emails

The purpose of this document is to provide guidance to resettlement agencies on how to send and receive encrypted emails. USCRI values the protection and continued security of client-sensitive information. As such, it is important to encrypt messages containing client-sensitive information.

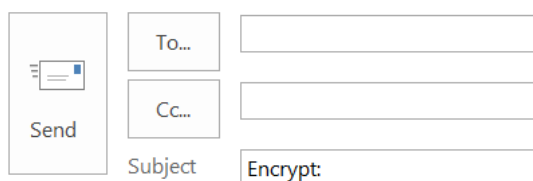
Protected Health Information (PHI) includes:

- Name of client
- Address and phone number of client
- Medical bills

*If your office has different encryption software, feel free to use your software instead.

Sending encrypted emails:

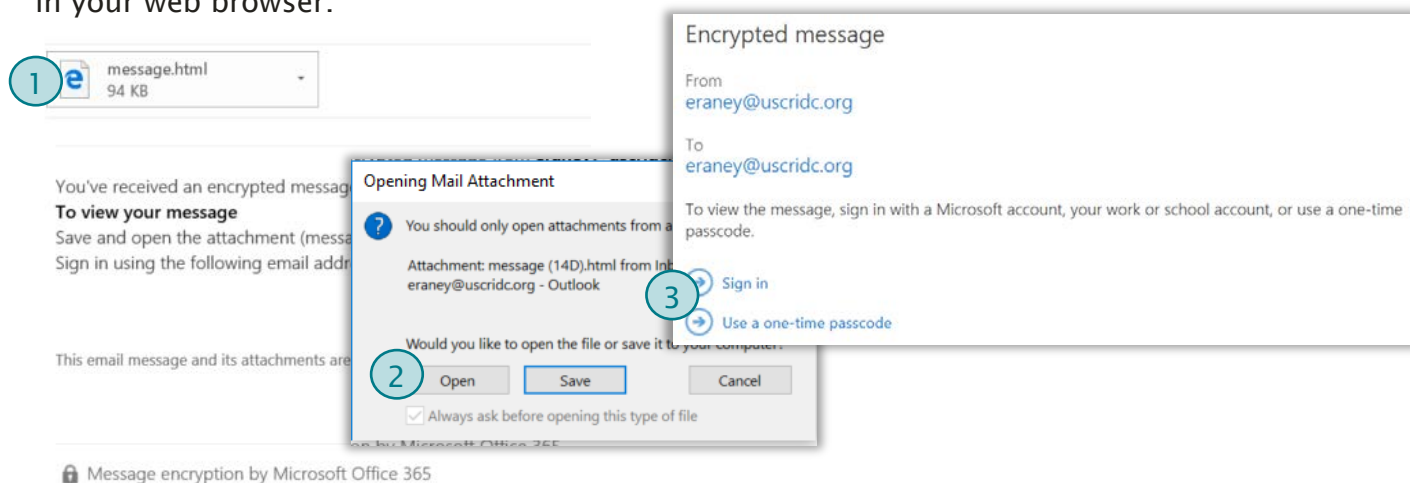
To send an encrypted email, simply type “Encrypt:” in the subject line of your email. You must have a space after the word before for the email to properly encrypt. In order for encryption to work, the sender, recipient or CC must be a USCRI staff member.



The screenshot shows an email client interface. On the left is a 'Send' button with an envelope icon. To its right are three input fields: 'To...', 'Cc...', and 'Subject'. The 'Subject' field contains the text 'Encrypt:'.

Viewing encrypted emails:

To view an encrypted email, double click on the attachment and select “Open.” Select your sign in preference on the pop-up window that appears. The email will then open in your web browser.



The screenshot shows an email client interface. At the top, there is an attachment named 'message.html' (94 KB) with a circled '1' next to it. Below the attachment, there is a message body with the text: 'You've received an encrypted message. To view your message Save and open the attachment (message.html) from Inheraney@uscridc.org. Sign in using the following email address: Inheraney@uscridc.org. This email message and its attachments are encrypted. Message encryption by Microsoft Office 365'. A pop-up window titled 'Opening Mail Attachment' is displayed in the foreground. It contains the text: 'You should only open attachments from senders you trust. Attachment: message (14D).html from Inheraney@uscridc.org - Outlook. Would you like to open the file or save it to your computer?'. There are three options: 'Open', 'Save', and 'Cancel'. The 'Open' button is highlighted with a circled '2'. Below the options, there is a checkbox labeled 'Always ask before opening this type of file' which is checked. To the right of the pop-up window, there is a sign-in window titled 'Encrypted message' with the text: 'From: Inheraney@uscridc.org To: Inheraney@uscridc.org To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.' There are two options: 'Sign in' and 'Use a one-time passcode'. The 'Sign in' option is highlighted with a circled '3'.

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Encryption takes longer than normal emails. In order to cut down on encrypt-necessary emails, feel free to call or refer to clients in non-identifying ways if appropriate (i.e. “That client who came last week,” “The client that we spoke about,” “The client who lives in Manhattan,” “The client who works at the chicken factory,” etc.).

Internally, USCRI uses a code in our subject line to make it easier to search and track encrypted emails. Below is the outlined encrypted email subject line code that USCRI uses. **You are in no means required to use USCRI’s encrypted email subject line code.** This has only been provided in case you may find this useful.

Topic Code		State	A _ _ _	Date	Free for all!
Code	Description		Multi	mmddyy 071018	<u>Examples:</u> <ul style="list-style-type: none"> • Appealed to Not Approved • Change of address • Pregnancy Claim • Medicaid • Rx issue • Client Bill • Vision
ENR	Enrollment (Example: urgent enrollments)	AK	Or none		
EDC	Enrollee Data Change (address, A#, early term, etc.)	KY	Last 3 digits		
CLA	Claims	KS			
PRO	Provider	ME			
SCA	Single Case Agreements	MO			
CLC	Clinical (created for Jessica Scott)	NV			
PC	Pre-certification	TN			
eRED	All thing eRED	TX			
PORT	PCU Portal	MI			
		AZ			

Example: CLA TX A123 093019 – Client Bill