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.
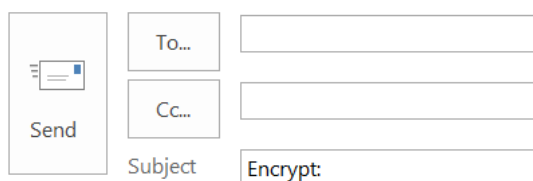
Protected Health Information (PHI) includes:
- Name of client
- Address and phone number of client
- Medical bills

*If your office has different encryption software, feel free to use your software instead.
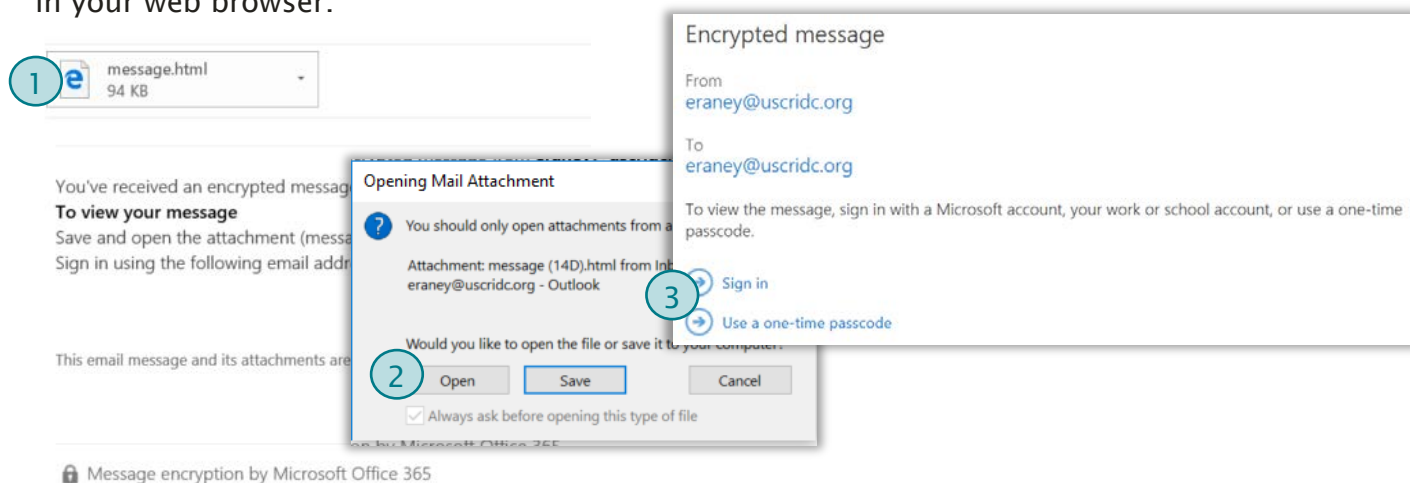
Sending encrypted emails:

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.

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.

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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!

Topic Code

Code	Description
ENR	Enrollment (Example: urgent enrollments)
EDC	Enrollee Data Change (address, A#, early term, etc.)
CLA	Claims
PRO	Provider
SCA	Single Case Agreements
CLC	Clinical (created for Jessica Scott)
PC	Pre-certification
eRED	All thing eRED
PORT	PCU Portal

State

AK
KY
KS
ME
MO
NV
TN
TX
MI
AZ

A _ _ _

Multi
Or none

Last 3 digits

Date

mmddyy
071018

Free for all!

Examples:
- Appealed to Not Approved
- Change of address
- Pregnancy Claim
- Medicaid
- Rx issue
- Client Bill
- Vision

Example: CLA TX A123 093019 – Client Bill