

Accessing and Sending Secure Email from QualChoice

HIPAA (Health Insurance Portability and Accountability Act of 1996) requires QualChoice to ensure that all communications containing PHI are secured. We take this very seriously and have put in place rigorous data protection policies at all levels of operation.

QualChoice has recently implemented a new filter system, the Cisco Registered Envelope System, which detects PHI in the body of outgoing email and/or attachment(s), and encrypts the message and attachment(s). This new system allows QualChoice to easily and securely exchange protected health information with providers, members, brokers and others as needed. **For complete information on the Cisco Registered Envelope system:** [Registered Envelope Help](#)

What does this mean for you?

1. Email messages from QualChoice that contain PHI and/or confidential information will not go directly to your regular inbox.
2. Instead you will receive an email notifying you that an email message is waiting for you at our secure mail site.
3. This email will include an attachment with a link to retrieve your secure message. If you have not registered for the service, you will be asked to open an account before you can retrieve your secure message.

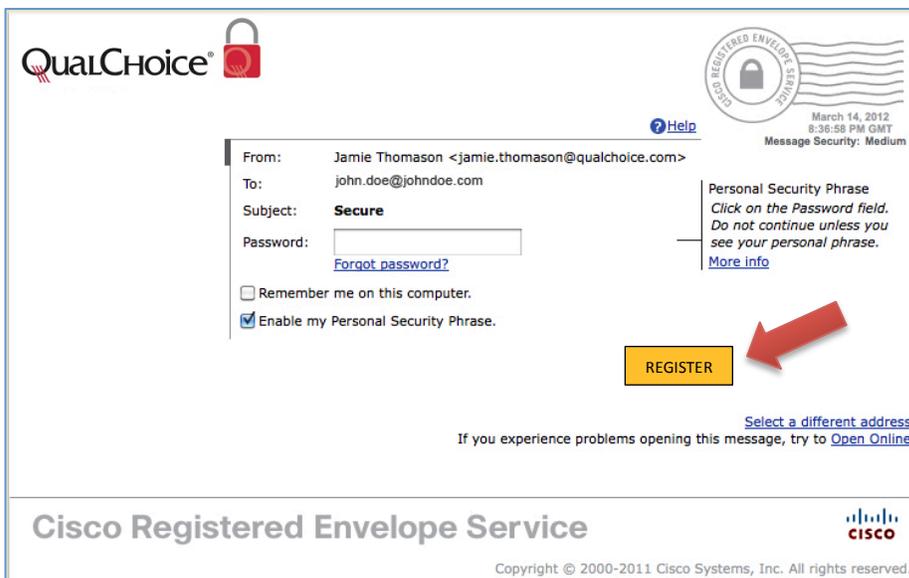
What do you need to do?

As this is a newly implemented system, **all** users are required to complete the simple registration process in order to exchange secure email with QualChoice.

Important Note: *Even if you have previously registered to use our secure email server, you will need to re-register to use the new system.*

Getting Started with the New System

Step 1: Your next email from QualChoice containing PHI and/or confidential information will direct you to open an attachment to view your secure message.



The screenshot shows a secure email interface. At the top left is the QualChoice logo with a padlock icon. On the right, there is a circular seal that says "CISCO REGISTERED ENVELOPE SERVICE" around a padlock icon, with a date stamp "March 14, 2012 8:36:58 PM GMT" and "Message Security: Medium". Below the seal is a "Help" link. The main content area shows an email header: "From: Jamie Thomason <jamie.thomason@qualchoice.com>", "To: john.doe@johndoe.com", "Subject: Secure", and "Password:" followed by a text input field. Below the password field is a "Forgot password?" link. There are two checkboxes: "Remember me on this computer." (unchecked) and "Enable my Personal Security Phrase." (checked). To the right of the password field, there is a "Personal Security Phrase" section with instructions: "Click on the Password field. Do not continue unless you see your personal phrase." and a "More info" link. A yellow "REGISTER" button is prominently displayed with a red arrow pointing to it. At the bottom, there is a link "Select a different address" and a note: "If you experience problems opening this message, try to [Open Online](#)". The footer contains the "Cisco Registered Envelope Service" logo and the Cisco logo, along with the copyright notice "Copyright © 2000-2011 Cisco Systems, Inc. All rights reserved."

Step 2: Open the attachment and follow the instructions to complete the short registration process. You will need to enter your personal information, create a password, and select three security questions.

NEW USER REGISTRATION

To assure future messages from this service are not accidentally filtered out of your email, please add "DoNotReply@res.cisco.com" to your Address Book or Safe Sender List.

* = required field

Enter Personal Information

Email Address john.doe@johndoe.com

Language The language setting will be stored for future login and email notifications.

First Name*

Last Name*

Create a Password

Password* Enter a minimum of 6 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.

Confirm Password*

Personal Security Phrase* Enter a short phrase that only you will know. This phrase will appear on message envelopes when you log in. When you see your phrase, you know you are logging in to our secure site. [More info](#)

Enable my Personal Security Phrase.

Select 3 Security Questions

You will be asked these questions in the future if you forget your password.

Question 1*

Answer 1*

Confirm Answer 1*

Question 2*

Answer 2*

Confirm Answer 2*

Question 3*

Answer 3*

Confirm Answer 3*

Step 3: You will receive a separate email, asking you to click to confirm activation of your account.

Activation

Dear john doe
Thank you for registering with Cisco Registered Envelope Service. To complete your registration, you must confirm your intent to register and your acceptance of the [Terms of Service](#) by activating your account.
[Click here to activate this account.](#)
You can also activate this account by going to <<https://res.cisco.com/websafe/activate>> and entering this confirmation number: 8440884700000135eee297b3c0a86e8d8f2939bf
To stop the registration process you can cancel this account.
[Click here to cancel this account.](#)
You can also cancel this account by going to <<https://res.cisco.com/websafe/cancelActivation>> and entering this cancellation number: 8440884700000135eee297b3c0a86e8d8f2939bf
IMPORTANT
To help keep your personal information safe, Cisco recommends that you never give your CRES password to anyone, including Cisco employees.
Welcome to CRES!

To know more about Cisco Registered Envelope Service, see <https://res.cisco.com/websafe/about>
Terms of Service: <https://res.cisco.com/websafe/termsOfService>
Privacy Policy: <http://www.ironport.com/privacy/>

Step 4: After activating your account, go back to the attachment from the notification email (see Step 1), enter your new password and click Open to view your secure message.

QualChoice

REGISTERED ENVELOPE SERVICE

March 14, 2012
8:38:58 PM GMT
Message Security: Medium

From: Jamie Thomason <jamie.thomason@qualchoice.com>
To: john.doe@johndoe.com
Subject: **Secure**
Password:
[Forgot password?](#)
 Remember me on this computer.
 Enable my Personal Security Phrase.

Personal Security Phrase
Click on the Password field.
Do not continue unless you see your personal phrase.
[More info](#)

OPEN

[Select a different address](#)
If you experience problems opening this message, try to [Open Online](#)

Cisco Registered Envelope Service

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QualChoice

Help | [Forget me on this computer](#) | [Log Out](#)

Secured Message [Reply](#) [ReplyAll](#) [Forward](#)

From: Jamie Thomason <jamie.thomason@qualchoice.com>
To: john.doe@johndoe.com
Date: March 13, 2012 7:38:05 PM GMT
Subject: FW: missing info secure
Attachments: [image001.png](#)

From: Jamie Thomason
Sent: Tuesday, March 13, 2012 2:36 PM
To: john.doe@johndoe.com
Subject: missing info secure

ss# is 123-45-6789.
Jamie Thomason

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[ABOY Winner v1_SM](#)

[Reply](#) [ReplyAll](#) [Forward](#)

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Secure Message

That's all there is to it! Once confirmed, all future secure email from QualChoice will prompt you for your password. **TIP: Check "Remember me on this computer" to skip this step.**

Thank you for taking the time to complete this process and for helping us safeguard our members' confidential information!

FAQs:

1. Can I reply securely to an email from QualChoice?

Yes. When you use the "Reply" button, your return message is also encrypted and secure.

2. Can I receive attachments with secure messages?

Yes. The body of the email and all attachments are encrypted.

3. Can I attach files in my reply?

Yes, up to 5 megabytes.

4. Can I save an attachment to my computer?

Yes. You may open attachments and save them to your hard drive. Those documents will not require a password to open. However, the secure email itself will always require you to enter your password to open.

5. How long do I have to retrieve my message?

30 days. If you do not retrieve your message within the 30 days, QualChoice receives a notice that the message has not been picked up.

6. What if I forget my password?

Use the "Forgot Password?" link that you will see when you attempt to open the Secure Message. This process will require you to answer the security questions you specified when you registered.

For complete information on the Cisco Registered Envelope system: [Registered Envelope Help](#)



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