

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires us to make sure all communications with Protected Health Information (PHI) are secured. We follow a strict data protection policy for all of our business.

We use 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 system allows us to exchange secure protected health information with providers, members, brokers and others with ease.

How does it work?

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. The email will include an attachment with a link to get your secure message. If you have not signed up for the service, you will be asked to open an account before you can get your secure message.

What do you need to do?

Users must complete the following **Getting Started with the System** process to exchange secure email with QualChoice.

Frequently Asked Questions

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 get 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. They will not need a password to open. But the secure email itself will always ask you to enter your password to open.

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

You have 30 days. If you do not get your message within the 30 days, QualChoice gets 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 try to open the Secure Message. You will need to answer the security questions you gave when you signed up.

For more information on the secure system:

[Cisco Registered Envelope Help](#)

Getting Started with the System

Step 1

Your next email from QualChoice with PHI and/or private data will be marked "Secure" in the subject line. It will direct you to open an attachment to view your secure message.

The screenshot shows an email header from QualChoice with a red padlock icon. The subject line is "Secure". Below the subject line is a password field with a "Forgot password?" link. There are two checkboxes: "Remember me on this computer." (unchecked) and "Enable my Personal Security Phrase." (checked). A yellow "REGISTER" button is highlighted with a red arrow. To the right, 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. At the bottom right, there is a link: "Select a different address" and a note: "If you experience problems opening this message, try to Open Online".

Step 2

Open the attachment and follow the steps to complete the short sign-up process. You will need to enter your private data, set up a password, and choose 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 bentzwb@comcast.net

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 get a separate email, asking you to click to activate your account.

Activation

Dear john doe
Thank you for registering with Cisco Registered Envelope Service. To complete your registration, you must [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 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 8440884700000135eee297b3c0a86e8d8f2939bf
IMPORTANT
To help keep your personal information safe, Cisco recommends that you never give your CRES password to
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 email notice (see Step 1), enter your new password and click Open to view your secure message.

QualChoice®

Help

March 14, 2012 8:36:58 PM GMT
Message Security: Medium

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

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.

OPEN

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

Help | Forget me on this computer (Log Out)

QualChoice®

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: 'jamiebeth@jettwebs.com'
Subject: missing info secure

ss# is 123-45-6789.
Jamie Thomason

Jamie Thomason
Sales Intake Coordinator
QualChoice
12615 Chenal Pkwy, Ste 300 | Little Rock, AR 72211
(P) 501.228.7111, Ext.5287 (F)501.219.5121

ABOY Winner v1_SM

Secure Message

That's all there is to it!

Once confirmed, all future secure email from QualChoice will ask 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 keep your private information safe!