

To: MIEC Policyholders

From: MIEC Security Committee

Re: ZixMail

Introduction: As a Business Associate (BA), defined by HIPAA/HITECH, MIEC has a duty to ensure the security and confidentiality of all protected health information (PHI), personal identifiable information (PII) or personal financial information (PFI) that the organization has in its possession and maintains. To help implement practical security measures, we are using ZixCorp's services (e.g., ZixMail) to protect our email communications, ensuring all PHI, PII, and PFI remains confidential. ZixMail makes secure email communications easy. It allows MIEC to send encrypted messages to anyone, whether they are ZixMail customers or not.

What is Secured Messaging?

Secure Messaging is the automatic process of:

- ✓ Identifying outbound email messages that contain PHI, PII, or PFI.
- ✓ Encrypting the email messages that have been identified by ZixMail as containing PHI, PII, and/or PFI.
- ✓ Sending encrypted email messages using ZixMail.

How is PHI and PII identified?

The contents of all outbound messages are scanned and compared against two (2) lexicons or dictionaries. This encryption process happens transparently without requiring any user input.

- ✓ **Identifier Lexicon** has a criteria of identifier information. Example: SSN.
- ✓ **HIPAA Lexicon** contains HIPAA terminology. Example: a health condition/disease.

Some emails will come from MIEC with [SECURE] in the subject line. Why?

If the sender wants to ensure that the email and attachments are encrypted, he/she will use keyword encryption:

- ✓ **Keyword encryption** is used by typing **[SECURE]** in the Subject line of a message and the contents are automatically encrypted once the email is sent.

What must the receiver do to retrieve a ZixMail message?

To retrieve a message from the ZixMail Secure Message Center, the receiver should follow the instructions provided in the body of the ZixMail message. This is what he/she will see.

Email message:

You have a Medical Insurance Exchange of California Secure Email message from apatrick@zixport.zixtest.com.

To view the secure message, [click here](#).

Do not reply to this notification message. This notification message was auto-generated by the sender's security system. To reply to the sender, please go to your secure message by clicking on the link above.

The secure message expires on May 19, 2011 @ 08:26 PM (GMT).

If you would like to have your secure messages delivered directly to your inbox, find out more about [ZixMail](#).

NOTE: If your mail program does not support active links, you can view your secure message by copying and pasting the text below into the "Address" or "Location" bar of your Internet browser and press "Enter" or click "Go".

<https://web1.zixmail.net/s/e?b=miiec&m=ABDdmxqCPa3xQCZWbo0OwRmp&em=apatrick%40zixport%2ezixtest%2ecom>

Note: If your email program does not support active links, cut and paste the link into your browser.

MIEC

Register below for your mailbox to send and receive secure messages.

Email Address:

Password:

Re-enter Password:

Password Reminder Phrase:
Choose a word or phrase that will help you remember your password.

Password Rules

Passwords must be at least 6 characters in length, and meet 2 of the following conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character, such as: ~!@#\$%^&

Want to receive your secure messages directly in your inbox? Learn more about [ZixMail](#).

For Customer Support, email us at support@miiec.com.

The receiver should:

- ✓ Click the hyperlink in the email message. The receiver's email address will automatically be filled in.
- ✓ Enter a password complying with password rules
- ✓ Re-enter the password, and
- ✓ Enter a password reminder phrase.

If the receiver "replies" to an MIEC email, it will be encrypted. Every time policyholders receive an encrypted email (e.g., one that contains PHI, PII, PFI) from MIEC, they will receive a message from ZixMail and will need to log in using their user id and password to retrieve the message.

What if the receiver wants to encrypt his or her emails?

The receiver must become a ZixMail owner, not just a registered user. For more information, policyholders can visit ZixCorp at www.zixcorp.com.