



MASSACHUSETTS

Blue Cross Blue Shield of Massachusetts' Data Loss Prevention System

Protecting the privacy and security of our business and members' information is a priority at Blue Cross Blue Shield of Massachusetts. Our new Data Loss Prevention system is designed to ensure that business and personal information, including member personally identifiable information, personal health information, and business and account data is protected. The new InfoSecure encrypted email system enables Blue Cross Blue Shield of Massachusetts to easily and securely exchange sensitive information with providers, accounts, and brokers when needed.

Accessing InfoSecure Encrypted Emails

What is InfoSecure Encrypted Email?

As of May 1, 2009, InfoSecure encrypted email technology will allow Blue Cross Blue Shield of Massachusetts to exchange sensitive information with providers, accounts, and brokers faster, easier, and more securely. Encrypted email is scrambled by the InfoSecure email program, which renders it unreadable until it is de-scrambled or "decrypted" by the recipient.

How will I know if I have received an encrypted email?

Whenever Blue Cross Blue Shield of Massachusetts transmits sensitive information via email, the email will include a message that the content has been encrypted. Encrypted emails from Blue Cross Blue Shield of Massachusetts will ask you to log in to view the message—a process that only requires a few simple clicks.

Do I need to install software to read encrypted emails?

No, you are not required to purchase or install any additional software or hardware to receive encrypted email from Blue Cross Blue Shield of Massachusetts. Please note, however, that access to the Internet via a web browser will be needed to retrieve secure messages.

Can I send replies to encrypted email messages from Blue Cross Blue Shield of Massachusetts?

Yes, anyone who receives an encrypted email from Blue Cross Blue Shield of Massachusetts will be able to send an encrypted reply to the original sender.

How do I view an encrypted email message?

When you receive a notice that a secure message is available, the notification will include an attachment/link. The first time you access the secure email delivery site by clicking on the link, you will be prompted to enter your username (your email address by default), create a password, and verify it. Going forward, you will need to enter this password each time you access the site to view and reply to email.

What if I forget my password?

In the event that a password is forgotten or compromised, you can use the password reset link on the login page.

Can I reply to an encrypted email?

Yes, if you receive an encrypted email from Blue Cross Blue Shield of Massachusetts, you will be able to send an encrypted reply to the original sender.

Can I send/receive attachments via encrypted email?

Yes, you can receive attachments along with the email message and also add attachments to your reply.

Can I send an original encrypted message?

You can only send encrypted emails as a reply to an encrypted email or by using a system from within your company that is capable of encrypting emails.

How long will the encrypted email be available?

Currently, secure email messages will be available for six months.

