



Care Wisconsin

Information for External Audiences on Receiving and Sending Encrypted Email

For purposes of confidentiality, Care Wisconsin encrypts all outbound email. Also, external parties who are sending emails with Protected Health Information (PHI) or other sensitive/confidential information to Care Wisconsin will need to encrypt their emails.

This document outlines the steps for sending and receiving encrypted email. Confidential information could include member names, financial information, claims data, provider and vendor contracts, and so forth. While it's not a good practice to email confidential information at all, we do want to give you the steps for encrypting confidential emails you may send to us.

New Users

If you have never received an encrypted email from Care Wisconsin, you will be asked to create an account on our [Secure Message Center](#). Enter your email address and create a password.

The password must meet several requirements:

1. Must be 6 characters in length.
2. Contain both alphabetic and numeric characters.
3. Contain both upper and lowercase characters.
4. Contain at least one special character, such as: ~!@#\$\$%^&*

Enter your password and click the register button. You have now created an account.



Register Account

Enter your email address and a password to register and begin sending and receiving secure messages.

Email Address:

Password:

Re-enter 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: ~!@#\$\$%^&

Passwords cannot match email address.

Alternative Login Services:

After clicking the “register” button, you will be able to view the encrypted email from Care Wisconsin.



A screenshot of an email client interface. At the top, there are navigation tabs for "Inbox", "Compose", "Sent Mail", and "Drafts". Below these are action buttons: "Reply", "Reply All", "Forward", "Delete", and a "More Actions" dropdown. The user's email address "ruggles.jason@gmail.com" and a "Sign Out" button are visible in the top right. The email headers are: "Received: Nov 8, 2018 2:52 PM", "Expires: Nov 8, 2019 2:52 PM", "From: @carewisc.org", "To: @gmail.com", "Cc:", and "Subject: test". Below the headers, there is an attachment: "image001.png". At the bottom of the email content area, a blue banner reads "This message was sent securely using Zix®".

If Your Organization Uses Zix

If you or your organization uses Zix for email encryption, this document does not apply to you. Messages from Care Wisconsin will show up in your regular email inbox with a footer that states; “This message was secured by ZixCorp.” (Also, our staff has the option to send unencrypted email that does not contain PHI or other confidential information.)

Receiving an Encrypted Email from Care Wisconsin

When receiving an encrypted email from Care Wisconsin, you will receive a message in your inbox just like a regular unencrypted email message.

A screenshot of a Gmail inbox. The Gmail logo is in the top left. A search bar is in the top center. Below the search bar, there are "Mail" and "More" buttons. The inbox list shows one email from "@carewisc.org" with the subject "Secure Email Test - New ZixCorp secure email message from Care Wisconsin First Inc. Open" and a time of "1:37 pm". The left sidebar shows "COMPOSE" and "Inbox (1)". At the bottom, there is a status bar with "0% full Using 0 MB of your 7677 MB", "©2012 Google - Terms & Privacy", and "Last account activity: 24 minutes ago Details".

After opening the secure email, there will be an "Open Message" button. You will need to click on this button, and you will be redirected to a secure web portal.



To view the secure message, click Open Message.

The secure message expires on Nov 08, 2019 @ 08:52 PM (GMT).

Do not reply to this notification message; this message was auto-generated by the sender's security system. To reply to the sender, click Open Message.

If clicking Open Message does not work, copy and paste the link below into your Internet browser address bar.

<https://web1.zixmail.net/s/e?b=carewisc&m=ABB1QMzdUmbiULpoxCgmA5Yp&c=ABD88VThblpFyXOaqL9zlj2&em=ruggles%2ejason%40gmail%2ecom>

Want to send and receive your secure messages transparently?

[Click here](#) to learn more.

