



## Secure transmission of Protected Health Information (PHI)

To ensure that all communications (email, phone, or fax) containing Protected Health Information (PHI) (i.e. Member number, name, address, etc) from Physician Organizations (POs) meet HIPAA Privacy guidelines, we are asking you to follow the recommended guiding principles when exchanging PHI with BCBSM.

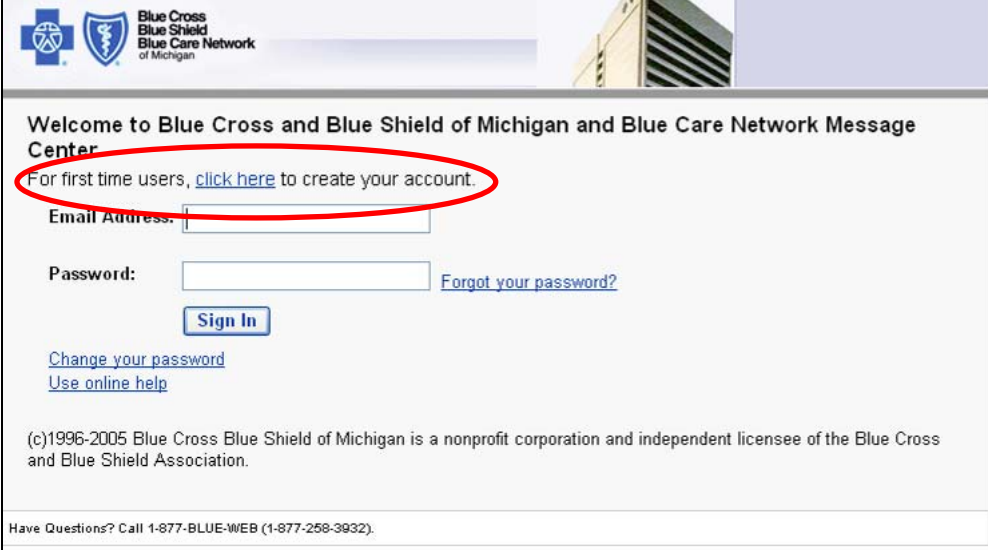
- First, please determine if it is business necessary to exchange PHI with BCBSM, the BCBSM recipient of PHI is appropriate, and include only the "minimum necessary" information.
- If you have a business need to exchange PHI with BCBSM personnel via email, we ask you to follow steps described below (**Pg 2 – 5**) to ensure that HIPAA guidelines are being met and PHI is secured. This will prevent BCBSM receiving unencrypted or unsecured emails with PHI
  - NOTE – While sending PHI securely via encrypted emails, please be aware that the HIPAA Privacy Rule still requires that PHI only be shared with those who are permitted to have the information and share only the minimum amount of PHI necessary to accomplish the business purpose.
- Please be aware that when contacting BCBSM by phone, email, or fax that we are required to confirm your name, associated Physician Organization, and contact information before exchanging or confirming PHI.

Thank you in advance for following these recommended steps as we improve our business processes.

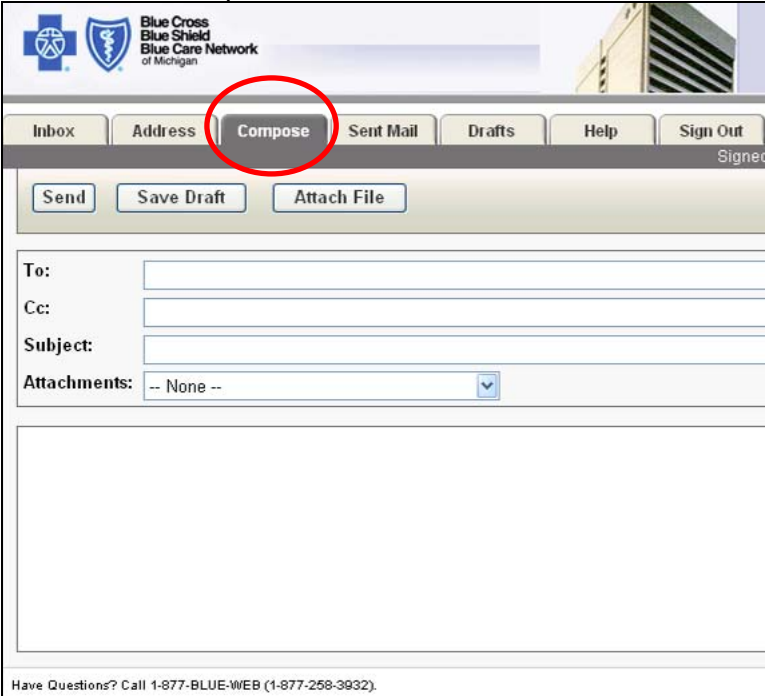
## Sending a secure E-mail to BCBSM:

To send a message to someone at **bcbsm.com** (Secure messages can only be sent to e-mail addresses at **bcbsm.com**):

1. Go BCBSM Message Center <https://securedmail.bcbsm.com/s/login?b=bcbsm>.
  - For first time users, select Click Here to create an account.
    - Please note to activate your BCBSM Secure Email account, you will receive an Activation Email in your registered email address. Please follow those directions to establish your account.
  - If you have received encrypted emails from BCBSM in the past, you may already have an account.



2. To create an email, select the “Compose.” Tab.



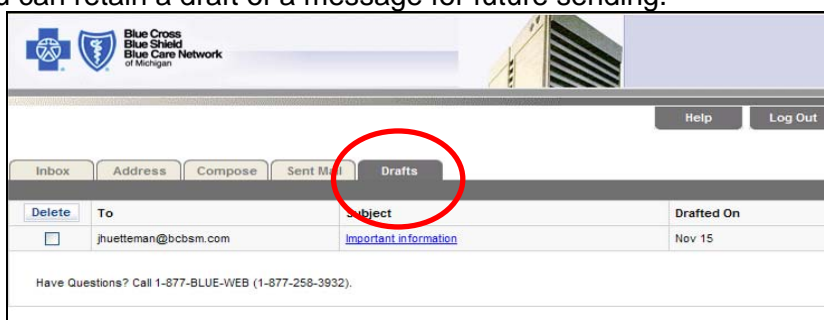
- Compose your message. You can include up to 10 attachments (10MB) and set your “Priority” (high, normal, and low).
- Click the “Send” button.

- The message will be sent directly to the BCBSM/BCN employee’s mailbox and a copy will be retained in your “Sent Mail.”

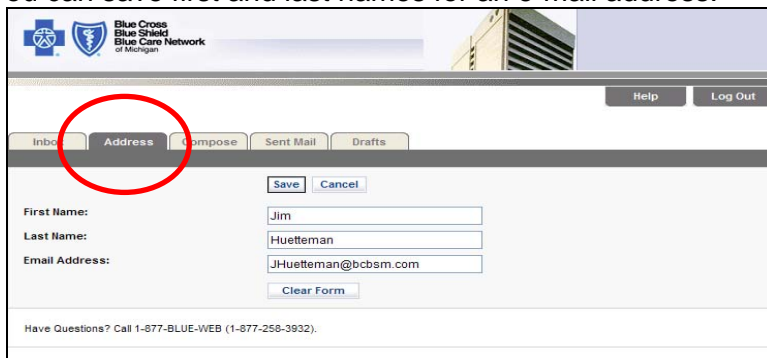


**Other options:**

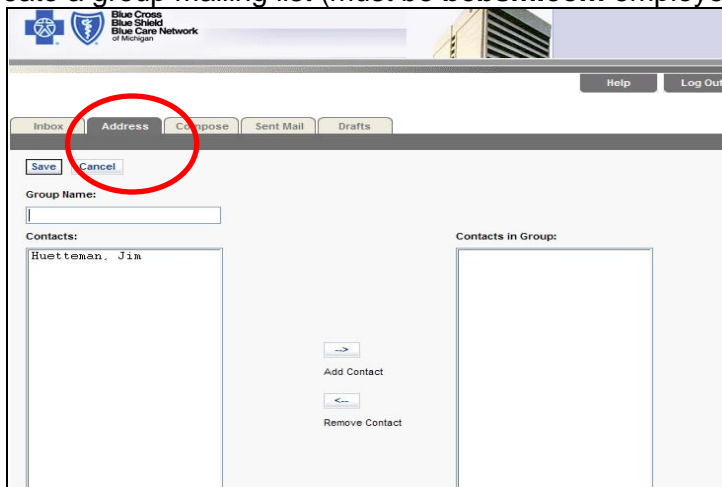
- Draft* – You can retain a draft of a message for future sending.



- Address*: You can save first and last names for an e-mail address.



- You can create a group mailing list (must be **bcbsm.com** employees).



**Receiving a secure e-mail:**

When a BCBSM employee sends you an encrypted message, you will receive a generic message stating:

*“You have a Blue Cross and Blue Shield of Michigan and Blue Care Network Message from <name>@BCBSM.com.”*

The notification will contain a link to the BCBSM/BCN Message Center Web site. You will simply need to click on the link to retrieve the secure e-mail.

- The first time you go to the Web site, you will be required to register and set a password. Password rules are outlined on the registration page pictured below.

Blue Cross Blue Shield Blue Care Network of Michigan

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

**Password Rules**

Passwords must be at least six characters and must meet two of the following three conditions:

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

Email Address:

Password:

Re-enter Password:

Password Reminder Phrase:

Choose a word or phrase that will help you remember your password.

- Once registered, simply login to retrieve messages.

Blue Cross Blue Shield Blue Care Network of Michigan

WELCOME TO BLUE CROSS AND BLUE SHIELD OF MICHIGAN AND BLUE CARE NETWORK MESSAGE CENTER

Email Address:

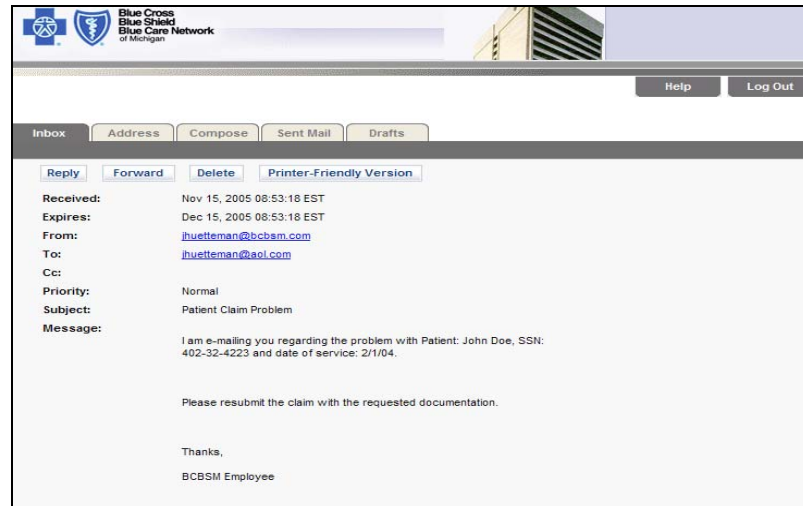
Password:

Useful Links:  
[Forgot your password? Change your password](#)  
[Forgot your password? Send a password reminder](#)  
[Register for a new account](#)  
[Use online help](#)

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Have Questions? Call 1-877-BLUE-WEB (1-877-258-3932).

- When you login, you will be forwarded to your “Inbox,” which will list all incoming messages. Click on the message title to open the message.



You will then see the incoming message, and will be able to reply or forward it to any employee via **bcbsm.com**.

**NOTE: If you are already a ZixCorp customer, messages will not be stored in the BCBSM/BCN Message Center. You will be able to send and receive messages directly from your Outlook mailbox. The ZixCorp software will recognize your e-mail address and send messages directly to your mailbox.**