Centene Secure Email Guide

In our ongoing commitment to privacy and protecting sensitive health information, Centene and its subsidiaries have updated the secure messaging system.

The tool, called **Centene Secure Email**, will support needs to transfer confidential matters, including Protected Health Information (PHI and ePHI) and Personally Identifiable Information (PII). Such matters can include, but are not limited to, the following:

- Account maintenance.
- Benefit information such as claims or premium queries.
- Medical management specifics such as treatment or assessment.

This user guide is intended to provide our members/business partners with instructions to navigate Centene Secure Email – with simplified navigation.

- **Overview**

  >> Centene Secure Email tool

- **Detailed Instructions**

  >> How do I register with Centene Secure Email?
  >> How can I view an encrypted message?
  >> How can I access previously encrypted messages?
  >> What if I need to access encrypted messages older than 90 days?
  >> How can I send and reply to encrypted messages?

- **Troubleshoot**

  >> What do I do if I forgot my password?
  >> What if I cannot remember my security answers?
  >> How often will my password need to change?

- **Additional Notes**

- **Frequently Asked Questions**

Centene Secure Email uses an encryption system to safeguard electronic communications in compliance with Corporate Information Security standards and federal, state and local laws. Electronic communications (e.g., via the Internet or email) will be encrypted – essentially locked – by Centene Secure Email. When you receive your first Centene Secure Email, you will be prompted to register for access to your secure email. Your user name and password work as a key to unlock these messages so that you can communicate securely.

How do I register with Centene Secure Email?

Registration with Centene Secure Email is only necessary for **first time** recipients of an encrypted message.

Your secure message includes two options to access your secure message: select the link or select the attachment.
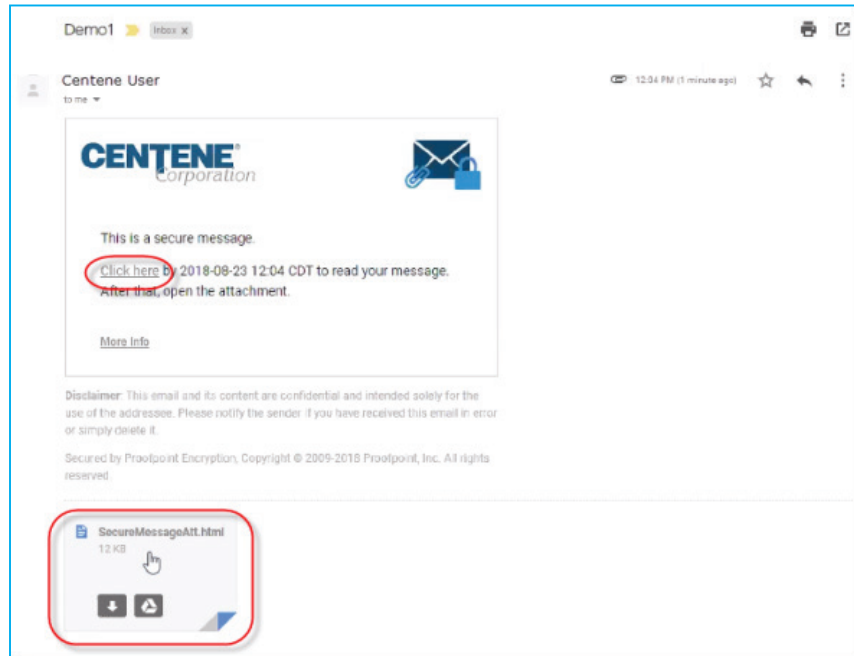
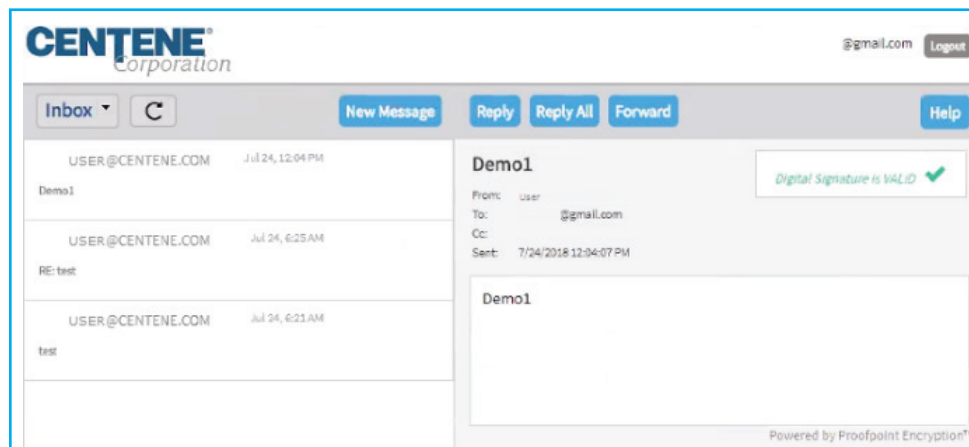You will be prompted to enter your email address and click *Continue*.

Complete all required fields and click *Continue*. Refer to password policy for required parameters.
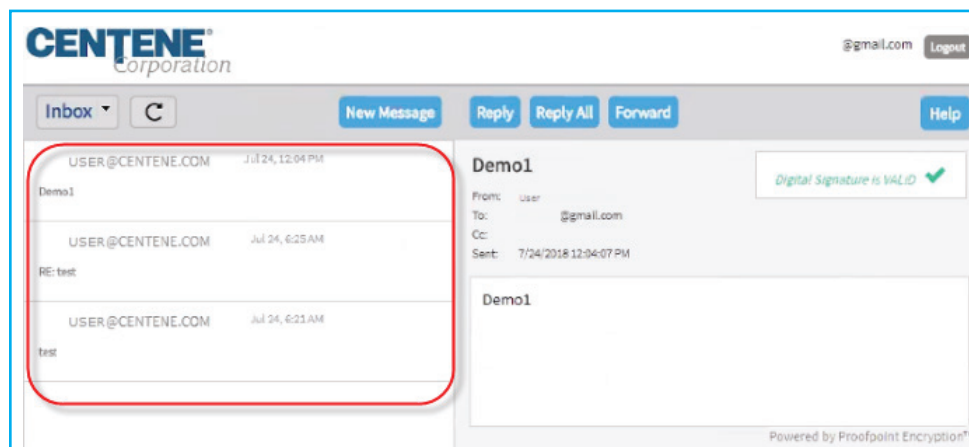
How can I view an encrypted message?

Once you have successfully registered, the encrypted message will appear in your inbox.


How can I access previously encrypted messages?

Select any previous encrypted message from your inbox.

What if I need to access encrypted messages older than 90 days?

The message expiration for this feature is set for 90 days. If you need to access encrypted messages older than 90 days, you should contact the health plan representative whom you regularly conduct business with.
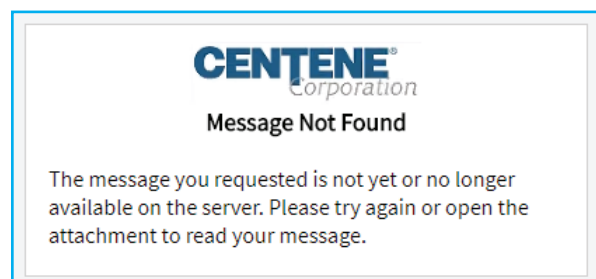
How can I send and reply to encrypted messages?

Options to send or reply to an encrypted email are limited to the following:

New Message will enable you to compose an encrypted message to the health plan representative you wish to send to.

Reply will send your reply to the sender without the option to add other recipients.

Reply All and ***Forward*** allow the addition of recipients, *BUT they must be in either the sender or recipient's email domain.* Subsequent replies and forwarded emails will also be encrypted.

For example: If you as the recipient, name@**email.com** hit either *reply all or forward* and add any additional recipients, outside the health plan, they will need to be in the same email domain as yourself (jondoe@**email.com**).
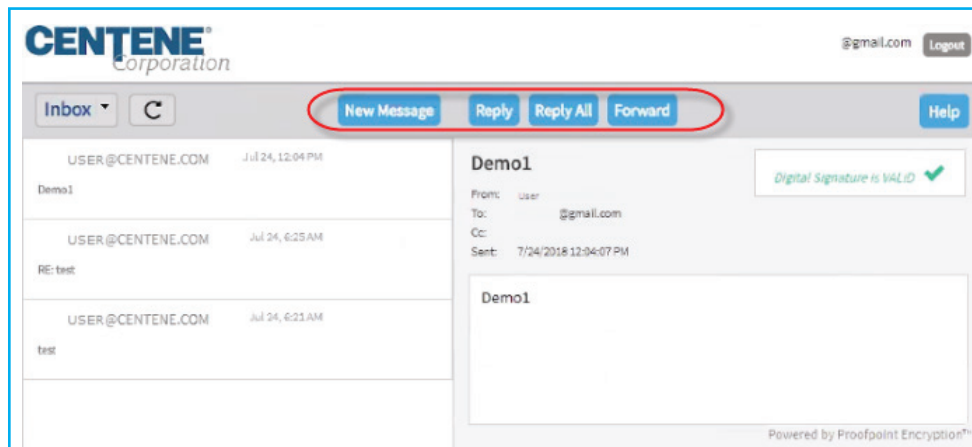

All messages sent via Centene Secure Email will be encrypted, regardless of subject matter.

What do I do if I forgot my password?

If you forget your Centene Secure Email password, you can reset it by simply opening an encrypted email message and clicking *Forgot Password* on the login page.

The next step is to provide the answers to your security questions that were selected during initial registration, and then click *Continue*.

Create a new password that meets the identified password requirements and click *Continue*.
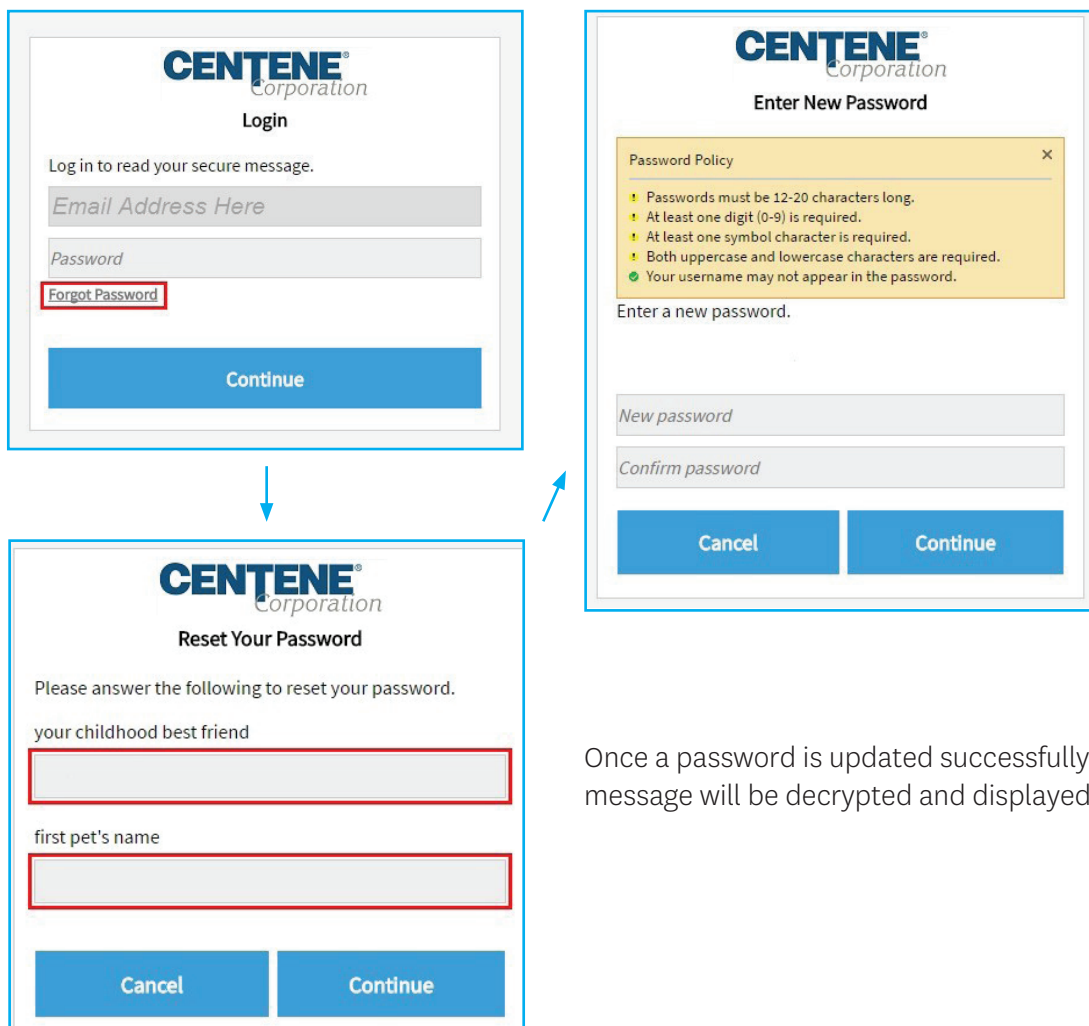
Once a password is updated successfully, the message will be decrypted and displayed.

What if I cannot remember my security answers?

If you cannot remember the answers to your security questions, you should contact the health plan representative whom you regularly conduct business with to submit a request to reset the password. Once the password has been reset, you will get an email providing a temporary password.
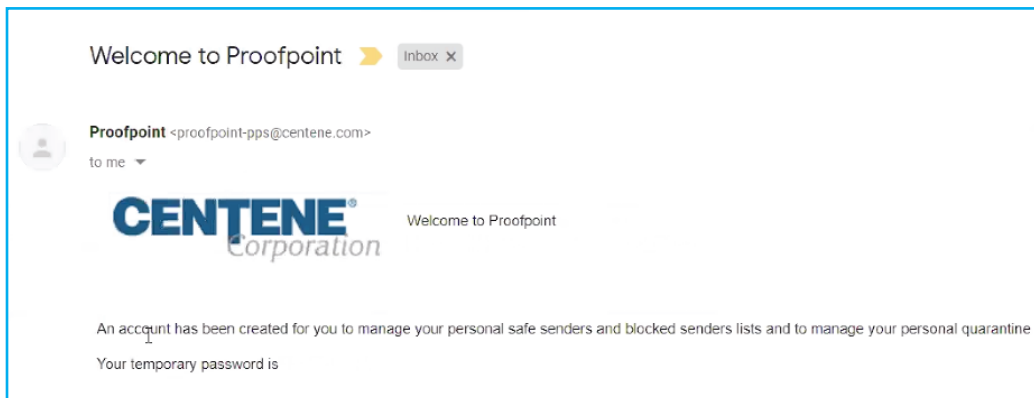
How often will my password need to change?

The password expiration for this feature is set for 90 days.

Additional Notes

To request an account or resolve issues regarding Centene Secure Email, please contact the health plan representative whom you regularly conduct business with.

Centene Secure Email is supported on Internet Explorer 11,* Google Chrome and Firefox.

On Windows 10, Internet Explorer 11 is supported in compatibility mode.

FAQs

Do I need to use Centene Secure Email?
Yes, our commitment to privacy and protecting sensitive information spans across all members and business partners (person or organization). The secure messaging system will be available to all (e.g., members, employers, providers, brokers, vendors, independent contractors, law and consulting firms, and government agencies).

Is there anything I need to do to start sending a secure email?
The first time you access the system it will automatically check to confirm email provider encryption methods meet our security standards. If not, you will receive a message to complete a one-time registration before you begin receiving secure emails through the new system.

How can I get a Centene Secure Email account?
Centene Secure Email is highly restricted. The accounts must be initiated by a health plan representative. To request an account or resolve issues regarding Centene Secure Email, please contact the health plan representative whom you regularly conduct business with. Keep in mind that this only applies to email domains that are not TLS-enabled.