Dear Valued Client,

As part of our commitment to deliver outstanding service to clients, Concentra is implementing an e-mail encryption program to all outbound e-mails. This proactive step helps to add an additional layer of security to highly sensitive and confidential personal health information (PHI).

Beginning **August 1**, e-mails from Concentra colleagues that contain sensitive and confidential PHI will be encrypted. This new level of security will not affect every e-mail message; only e-mail messages that contain any of the following information will be encrypted:

- Social Security Numbers
- National drug code classes, code diagnoses, code names, and code routes
- CMS procedure codes
- ICD-9 diagnosis codes
- American Banking Association numbers
- Credit card numbers

Following the transmission of an encrypted e-mail, clients will receive an e-mail notice about the message with the encrypted message attached, and a link to set-up his/her account. Upon <u>**first**</u> receipt of an encrypted e-mail from Concentra, recipients will be prompted to establish their e-mail as a secure connection. This can be accomplished in two ways:

1. Recipients can register their e-mail address, and create their own password within the encryption site in order to read the encrypted info. Step-by-step directions will be included in the first encrypted e-mail notification. This same information will need to be entered into the system each time a user wants to access and view encrypted information.

2. A client company can receive sensitive information directly through e-mail, by setting up a TLS connection between your company's e-mail client and Concentra's e-mail system. Through the TLS connection, every member of your organization will be cleared to receive information without the need for each individual to create his/her own account and password in order to view the e-mail.

Clients can also establish a TLS connection *prior* to the implementation of Concentra's e-mail encryption system. We have included a simple worksheet that will outline the necessary information needed to complete the connection. Your company's e-mail administrator should be able to provide most of the needed information on the worksheet.

We value the relationship we have built with you and this new e-mail encryption system will help us to continue to provide the information you need to run your business. If you have any questions about the new e-mail encryption program, and how to establish a secure connection, please contact your Concentra account representative.

Sincerely,

Concentra Information Management
cc: K Royal