

How to Send Secure Emails

Care Managers must protect every member's Personal Health Information (PHI). Humana and SeniorBridge take this very seriously. As a Care Manager in the CMNetwork, you will need to use two secure-email processes.

1. All e-mails regarding member/client information should be sent to SeniorBridge associates through your SeniorBridge Secure E-Mail Account.
2. All e-mails sent to a humana.com address must be sent through the Humana Secure e-mail process.

THIS IS A VERY IMPORTANT EXCEPTION. THE HUMANA SECURE E-MAIL PROCESS MUST BE USED WHENEVER REFERRALS ARE MADE FOR HUMANA INTERNAL SERVICES. (DIETICIAN, PHARMACY, MEDICAL CONSULT AND OTHER TELEPHONIC CARE)

Humana does NOT permit any e-mail exchange outside of these two addresses (humana.com & seniorbridge.com). All Communication outside of Humana and SeniorBridge must be conducted via telephone, fax or USPS.

SENIORBRIDGE SECURE E-MAIL PROCESS

1. Care Manager will receive case (member) assignment via a secure e-mail.
 - a. Care Managers may also request a secure email from their clinical supervisor to set up their account.
 - i. **Please note – A secure email account is NOT necessary until you have a member assigned.**
2. Care Manager will receive an e-mail similar to the one below instructing them to go to the SeniorBridge Secure Message Center to open the message.

You have a SeniorBridge Secure Email message from DSmith@seniorbridge.com.

To view the secure message, click here.

*Do not reply to this notification message.
This notification message was auto-generated by the sender's security system.
To reply to the sender, please go to your secure message by clicking on the link above.*


The secure message expires on Jul 15, 2013 @ 01:52 PM (GMT).

3. The Care Manager should click on the link in the email. This link will take them to the secure SeniorBridge Message Center website.
4. Login is required to retrieve the message(s).
5. As a first time users of the SeniorBridge Message Center, Care Managers will need to register for an account. The Registration Link is on the left hand side of the page.

Please see samples on the next page of the SeniorBridge Message Center that recipients of secure e-mails will see:

SeniorBridge Secure Email Password Authorization - Windows Internet Explorer

https://secure.psmtp.com/s/login?b=seniorbridge



Welcome to the SeniorBridge Secure Message Center
The SeniorBridge Secure Message Center enables you to receive, view, and reply to SeniorBridge encrypted messages using Google Message Encryption. Please enter your email address and password below to access your mailbox.

Email Address:

Password: [Forgot your password?](#)

[Change your password](#)
[Use online help](#)

For Customer Support, send email to securehelp@seniorbridge.com.

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SeniorBridge Secure Email Registration

For first time users, [click here](#) to create your account.

SeniorBridge Secure Email Registration - Windows Internet Explorer

https://secure.psmtp.com/s/preregister?b=seniorbridge



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

Email Address:

Password:

Re-enter Password:

Password Reminder Phrase:
Choose a word or phrase that will help you remember your password.

For Customer Support, send email to securehelp@seniorbridge.com.

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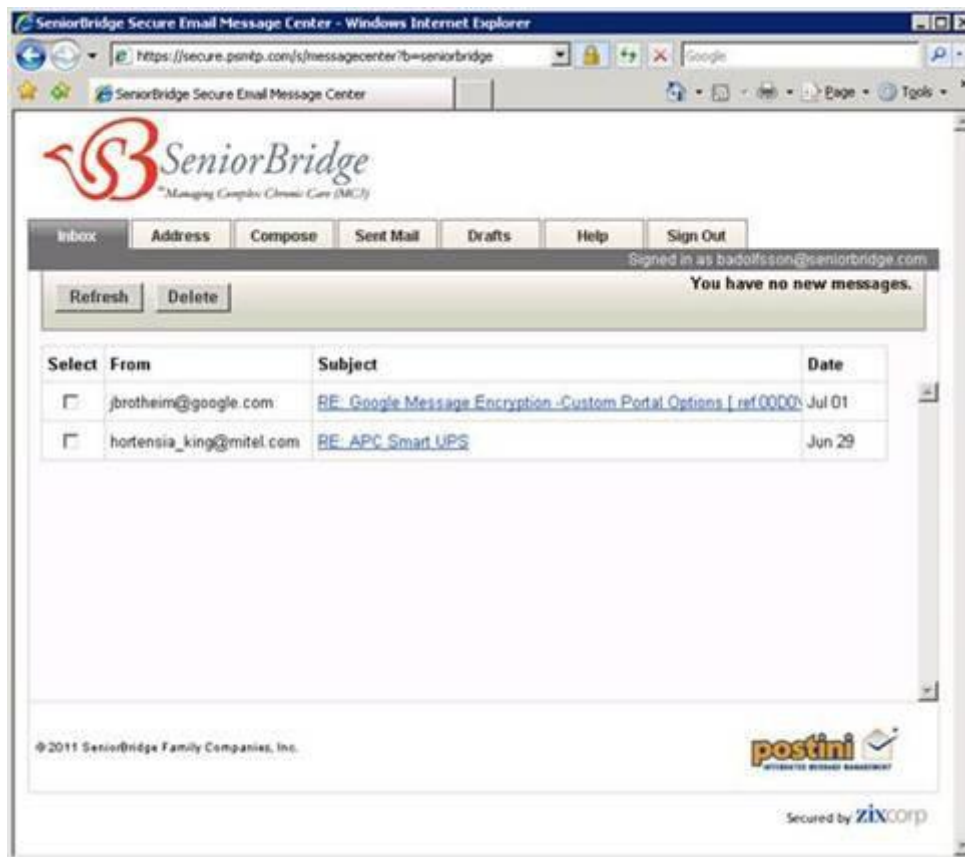
Password Rules

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: ~!@#%&*

Once logged in, the recipient can read messages in their Inbox, or Reply and Compose new emails.

New e-mails can be sent to SeniorBridge.com email addresses ONLY.



To return to the SeniorBridge Secure E-mail Center to send and receive secure e-mails click on the link below or type the address into your browser:

<https://secure.psmtp.com/s/e?b=seniorbridge>

To Reset your SeniorBridge Secure Email Password:

1. Go to: <https://secure.psmt.com/s/e?b=seniorbridge>
2. Click on Forgot Password
3. Follow instructions to have your password reset



Please follow the below instructions to set up your Humana Secure Email Account.