A Message to

Business Office Managers

8000 Midlantic Drive, Suite 333, Mt. Laurel N.J. 08054

Memorandum

TO: AmeriHealth Participating Hospitals in New Jersey

FROM: Kathleen Mariano
Manager, Provider Relations

DATE: December 5, 2003

SUBJECT: PROTECTED HEALTH INFORMATION (PHI) VIA E-MAIL

As you know, electronic mail (e-mail) has become the primary method of communication for most businesses and organizations. In order to meet the requirements of the Health Insurance Portability and Accountability Act (HIPAA), AmeriHealth has installed new software that secures outbound e-mail containing protected health information (PHI). This new software alters (encrypts) a secure e-mail so that it is unintelligible to unauthorized parties.

Effective immediately, all AmeriHealth e-mail containing PHI will be secured. Instead of receiving e-mail containing PHI directly in your inbox, you will receive an e-mail telling you that AmeriHealth has a message waiting for you on a secure server. A link will take you, via a secure browser, to the server where you will receive instructions for opening the e-mail containing PHI.

To access Secure E-Mail, you will need the following:

- An e-mail client (application), such as Outlook
- A browser such as Internet Explorer
- A connection to the Internet

While this process requires some extra steps, we are making every effort to ensure that there is no significant disruption in communications. We appreciate your cooperation in helping us safeguard member information.

For additional information regarding our new electronic messaging security policies and procedures, please visit our web site, www.amerihealth.com. First click on "Providers," then click on "Privacy Information (HIPAA)," and then click on "How to Retrieve Secure E-Mail from AmeriHealth." There is also a tutorial available on the site which demonstrates what you will see when your receive an e-mail from AmeriHealth.

Please share this bulletin with your Information Systems staff.