



North Carolina Department of Health and Human Services  
**Division of Medical Assistance**

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Beverly Eaves Perdue, Governor  
Lanier M. Cansler, Secretary

Craig L. Gray, MD, MBA, JD, Director

December 7, 2009

RE: Zixmail Secure Electronic  
Document Exchange

Dear County Director of Social Services:

The Division of Medical assistance has initiated a project to reduce the exchange of paper documentation. Whenever possible, secure electronic document exchange will be used. This will provide greater security and efficiency that we believe will benefit all of the agencies and providers involved in our processes, as well as the individuals served by NC Medicaid.

Some documents will be delivered via email. In order to ensure that confidentiality is not compromised, DMA's procedures require that DMA staff use secure delivery for email messages that contain protected health information or other sensitive data such as social security numbers. DMA is currently using a service called ZixMail to send and receive secure email messages to comply with HIPPA guidelines. If your agency uses ZixMail then you are familiar with its operation and may continue to exchange ZixMail messages with DMA normally. If your agency does not subscribe to ZixMail, then you may use DMA's ZixMail secure email message center to receive and send secure email messages for DMA business.



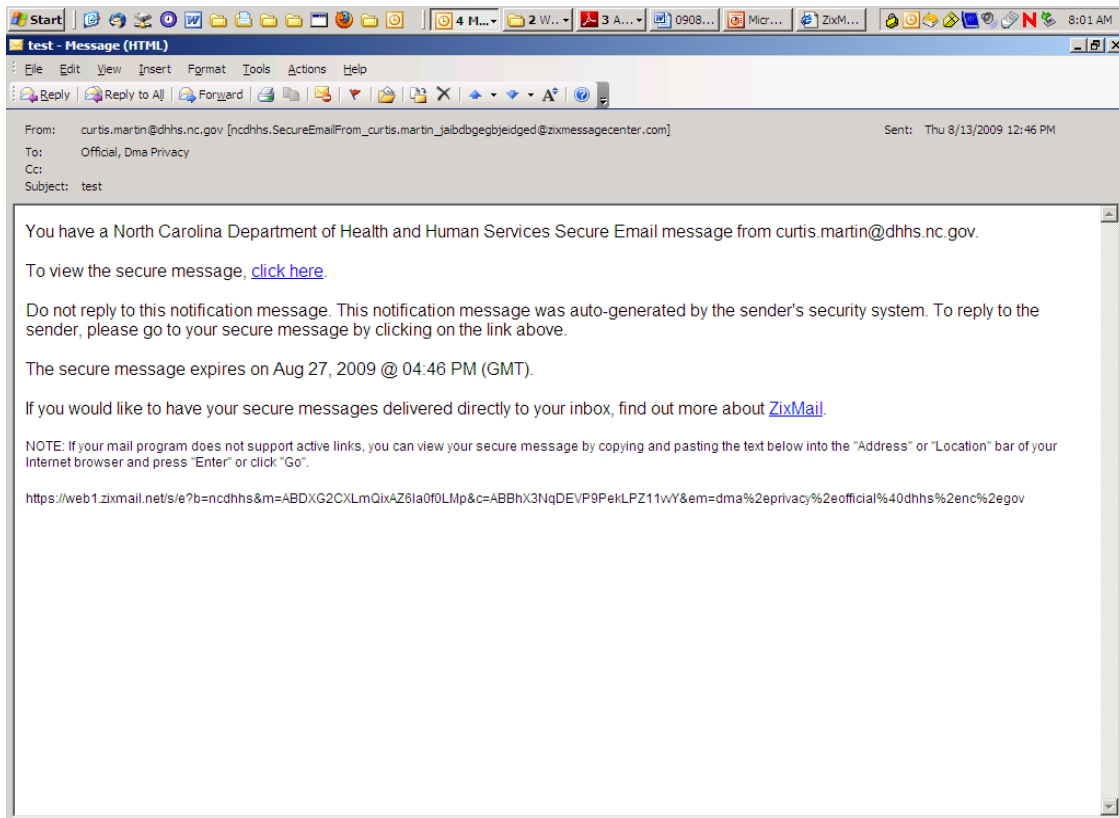
Location: 1985 Umstead Drive • Dorothea Dix Hospital Campus • Raleigh, N.C. 27603  
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[www.ncdhhs.gov/dma](http://www.ncdhhs.gov/dma)



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The process for receiving a ZixMail through the message center is straightforward. Your staff member will receive an email notifying them that they have received a secure message with a link to the secure message center (please see below).



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When they click on the link provided, they will see this:



If they have already created an account then they enter their password as indicated. If not, then they click on "click here" to create an account. If they are creating an account, they see this screen:

The screenshot shows a Microsoft Internet Explorer browser window displaying the registration page for the ZIX Secure Email Message Center. The browser's address bar shows the URL: <https://web1.zixmail.net/s/preregister?b=ncdhhs>. The page features the logo of the North Carolina Department of Health and Human Services (NCDHHS) at the top center. Below the logo, the heading reads "ZIX Secure Email Message Center" followed by "Register For a New Account".

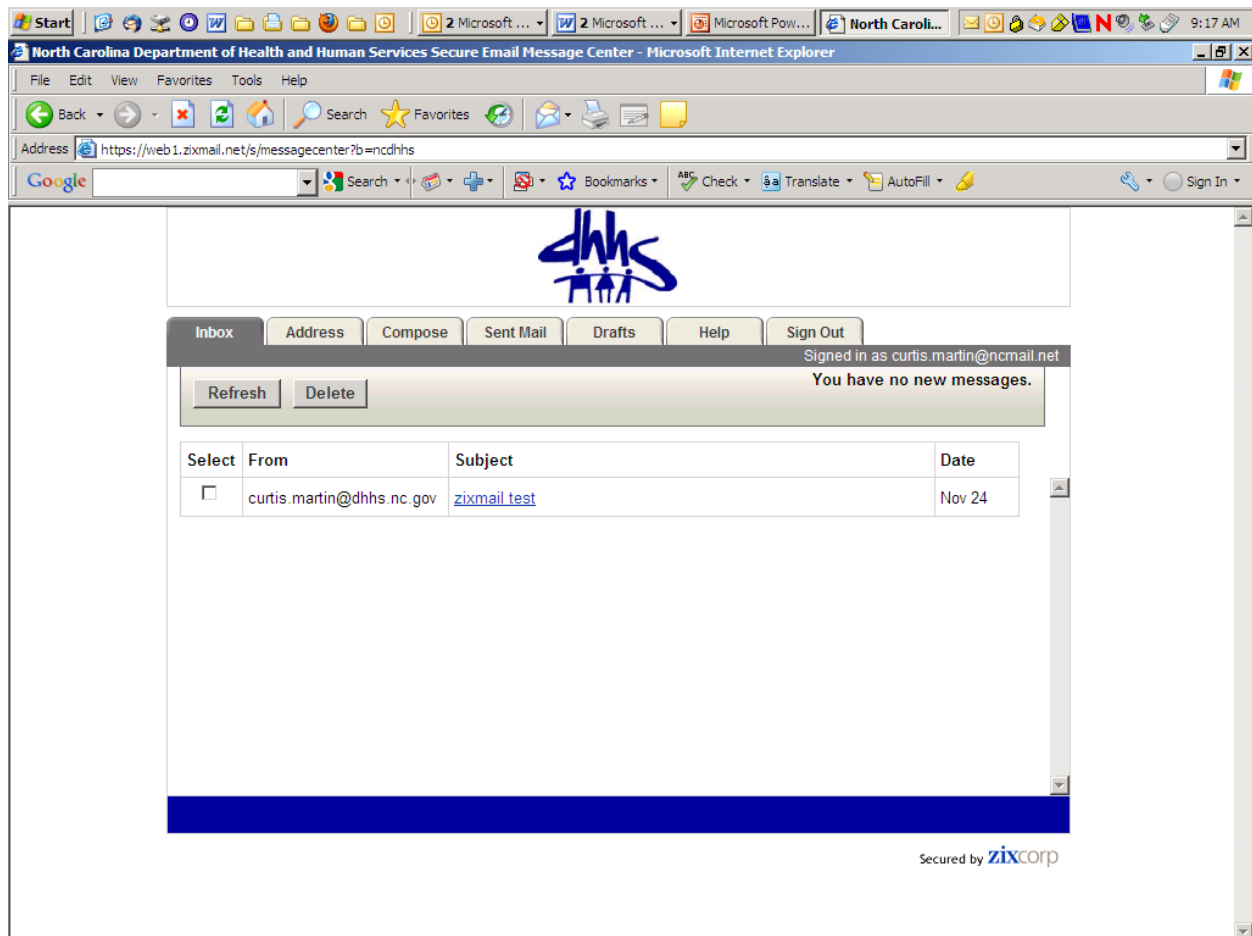
The registration form includes the following fields and elements:

- Email Address:** A text input field with an asterisk indicating it is a required field.
- Password:** A text input field with an asterisk indicating it is a required field.
- Re-enter Password:** A text input field with an asterisk indicating it is a required field.
- Password Reminder Phrase:** A text input field with an asterisk indicating it is a required field. Below the field is the instruction: "Choose a word or phrase that will help you remember your password."
- Buttons:** "Cancel" and "Submit Password" buttons are located at the bottom of the form.
- Password Rules:** A box on the right side of the form contains the following text: "Passwords must be at least six characters and must meet two of the following three conditions:" followed by a bulleted list:
  - Contain both alphabetic and numeric characters
  - Contain both uppercase and lowercase characters
  - Contain at least one special character such as: ~!@#%&A note below the list states: "\* Indicates required field".

At the bottom of the page, there is a blue bar with the text: "Want to receive your secure messages directly in your inbox? Learn more about [ZixMail](#)." and "Secured by **zixcorp**".

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The user enters her email address and password to create an account. Once an account is created, then the user enters the secure message center. This is an internet email account like Yahoo Mail or Gmail, but it is secure. All messages received and sent are protected. The users may view the message and reply to DMA staff as needed:



There have been some questions about ZixMail:

- **Virus concerns:** There is no danger of contracting a virus using the secure message center. This website is maintained with strict security standards.
- **Level of security:** ZixCorp's email encryption products satisfy the requirements in the Guidance Specifying the Technologies and Methodologies That Render Protected Health Information Unusable, Unreadable, or Indecipherable to Unauthorized Individuals issued by the Department of Health and Human Services on August 24, 2009. This is a high standard of security.
- **Cost:** There is no cost to use the secure email message center. If an agency wishes to contract with ZixMail for sending secure email messages to recipients other than DMA, then they should contact ZixCorp regarding this, and there is a cost.
- **Archiving:** Email messages sent and received via the secure message center will not be archived in your regular email archiving process. If archiving is desired, then the emails may be saved to the user's computer or (preferably) secure server. Automated archiving with a "corporate key" for administrative access is possible if the agency subscribes to ZixMail directly.
- **Compatibility:** Email systems should be set to allow ZixMail notification messages through. If this is done and users have access to the internet, then ZixMail should work on your system.
- **What if I forget my password?** From the Secure Email Message Center you may click on "Forgot your password?" to receive the password reminder that you created. If this does not remind you, then you may click on "Change your password" on the same site to create a new password.
- **What do we do if we have other problems?** The help website is available from the secure message center (including the login page) and here:  
<http://www.zixhelp.com/zixport/3.2/webhelp/portalhelp.htm>. ZixMail support is available via email: [support@zixcorp.com](mailto:support@zixcorp.com)

Please note that Medicaid Eligibility Unit (MEU), Eligibility Information System (EIS), and Quality Assurance (QA) staff will begin using ZixMail to submit protected documents containing confidential recipient data. Any information forwarded to county dss staff containing confidential recipient data such as Medicaid Identification Numbers, Case ID Numbers, etc. will be protected. Responses to MEU, EIS, and QA staff must be returned using Zixmail protection.

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If you have a question concerning a protected document from MEU or EIS, please contact your Medicaid Program Representative. If you have a question concerning a protected document from QA, please contact the sender of the document. Thank you for your attention to this matter.

Sincerely,

Craig L. Gray, MD, MBA, JD