TriCore Secure Email Gateway Overview

Version 6/15/11

Securing Email from TriCore Reference Laboratories

TriCore now utilizes an enhanced email encryption appliance, which helps secure the email communication of sensitive information (ePHI, account numbers, SSNs, credit card numbers, PINs, etc.) between TriCore Reference Laboratories employees and our customers and vendors.

When ePHI, financial information, or other sensitive information travels by email, interception by an unauthorized person may compromise a patient's or the sender's privacy, may violate TriCore's internal security policies, and may violate state and federal privacy regulations. Because of these concerns, TriCore is implementing this change in how we deliver sensitive email. This change will allow email to be encrypted before it is sent over the internet so that only the intended recipient will be able to open the message.

How Email Encryption will work

- Every outbound email message is scanned utilizing compliance and content filters.

- If potential sensitive information is found, the email is encrypted.   TriCore senders can also force the encryption of an email by adding the text [secure] at the beginning of their subject line.

- The TriCore Exchange system then queries the receiving email system to verify if it can normally receive encrypted email. If so, then the email is delivered with no further action by anyone.

- Our sponsor organizations fully accept encrypted email.

- If the receiving email system does not accept encrypted email, the TriCore Exchange system then checks to ensure the TriCore sender is an authorized sender of sensitive information. If not, a message is sent to the sender that the message cannot be sent and to contact the TriCore Service Desk for additional help.

- If the sender is an authorized sender, then the system sends a message to the recipient to retrieve the email and a second message to the sender that the email was sent encrypted.

- When email is sent to a non-encryption capable email system, the recipient receives an email notification with a link to access the encrypted email message. If a first time user, to setup an account.

- Upon logging into the TriCore secure email system, the recipient's can display the message within their browser.

Why encrypt emails?

Protecting customer privacy and data is a priority concern at TriCore Reference Laboratories. The encryption technology allows TriCore to secure confidential and sensitive business and personal information being sent via email. In addition, encryption fulfills HIPAA, SOX, Graham-Leachman-Bliley, and other regulatory requirements for auditable, policy-driven email encryption.

TriCore employs a secure email appliance to encrypt email communications containing sensitive and confidential information that will travel to email destinations outside of our and our sponsor's corporate firewalls. In addition to meeting regulatory requirements, secure email encryption helps us protect the privacy of our customers, employees and partners.

When e-PHI, financial information or other sensitive information travels by email, interception by an unauthorized person may compromise your privacy, may violate the sending organization's internal security policies, and may violate state and federal privacy regulations.

The encryption system will make it easier for users by automatically encrypting sensitive information as it is sent out.

When should emails be manually encrypted?

The sender of the email makes the decision to encrypt the email before sending it based on compliance requirements and business considerations. The sender decides to encrypt the email because either the message or an attachment contains sensitive information or meets other requirements defined by company policy. Adding the text [secure] to the beginning of the subject line forces encryption of the email.

Do recipients need any special software to view SECURE Email sent by TriCore?

No. The secure email appliance uses a combination of email (email platforms such as GMAIL or Outlook) and HTML to see the secure message in a browser.

How will secure email impact how I do my job?

The use of secure email will require that you complete a one-time registration process in order to be identified on the TriCore secure email appliance. After registering you will be allowed to view encrypted mail that is sent to you by a TriCore employee.

You will be asked to register upon receipt of the first secure email that you receive from TriCore. The initial registration process is simple and takes about three minutes.