

## Change to Secure Email Encryption

Neighborhood News – July 2023

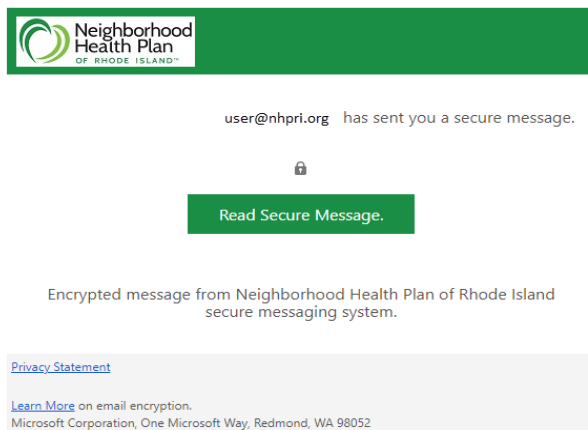
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As of June 15, 2023, Neighborhood Health Plan of Rhode Island (Neighborhood) completed migration of its email encryption system from Proofpoint to Microsoft Purview. This transition is part of ongoing efforts to enhance security and ensure the utmost protection of sensitive information exchanged via email.

### What impact will this have on providers?

With this transition, providers can expect to see a slightly different layout to Neighborhood's encrypted emails which allow secure access to encrypted content. Authentication choices will include receiving a one-time code through email or logging in using a social network ID, including popular platforms like Google, Yahoo and Microsoft. Moving forward, the username/password authentication option that Proofpoint provided will no longer be available.

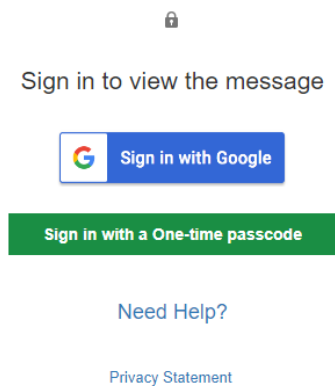
### Example:



CONFIDENTIALITY NOTICE: This electronic/facsimile message is intended to be used by the named recipient only, and may contain information from Neighborhood Health Plan of Rhode Island that is confidential or privileged. The contents of any attachments are copyrighted, proprietary, and must not be distributed for any reason other than the intended use. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of the contents is strictly prohibited. If you have received this message in error or are not the named recipient, please notify us immediately, either by contacting the sender or calling Neighborhood Health Plan of Rhode Island at 855-966-4774 and delete and do not forward this message.

After clicking “Read Secure Message,” the user will receive an option to authenticate with a service (e.g., Google) or receive a one-time passcode to their email.

**Example:**



Neighborhood appreciates your prompt compliance with the above requirement. If you have any questions regarding claim submission or this communication, please contact Neighborhood's Provider Services at 1-800-963-1001.