



## The Vita Companies Zix Encryption Process Employee Frequently Asked Questions

**Q: What is the new process?**

**A:** Effective January 1, 2010, Vita will begin encrypting all confidential e-mail sent from our office.

**Q: Why must e-mail now be encrypted?**

**A:** E-mail encryption is mandated by numerous laws. Vita researched all other alternatives in an effort to minimize the hassle for recipients. However, current laws require that numerous types of confidential information be secured when transmitted over the internet. Since so much of the information that we send via e-mail falls under these rules, we had no choice but to comply.

**Q: Which laws require encryption?**

**A:** There is actually a patchwork of state and federal privacy laws that restrict unsecure transactions. In recent years, we have seen the enactment of the Gramm-Leach Bliley Act as well as state privacy laws which require that any communications containing personally-identifiable financial and/or health information be encrypted. In addition, the Health Information Technology for Clinical and Economic Health Act (HITECH) was enacted in February 2009 as part of the American Recovery and Reinvestment Act of 2009. This law expands the requirements for ensuring that Protected Health Information (PHI) is kept safe and secure under the HIPAA Privacy Rule and Security Rules.

**Q: If I agree to it, can I choose not to receive encrypted e-mail?**

**A:** No. In order to protect your employer from fines and penalties, there is no way around the encryption process. The new laws make it clear that anything short of e-mail encryption will not meet the requirement for "satisfactory protection". Thus, to be fully compliant with security measures and to actually protect your confidential information sent via e-mail, Vita has implemented e-mail encryption through ZixMail.

**Q: What kinds of information will be encrypted?**

**A:** Any communication sent from Vita that contains personally identifiable financial information or protected health information will be encrypted. This includes personal information, Social Security Numbers, financial information, and personal health information. Examples include e-mail that you receive from VitaFlex such as your Explanations of Benefits, quarterly statements, electronic claim kits and any answers to questions sent to the VitaFlex e-mail inbox at [flex@vitamail.com](mailto:flex@vitamail.com).

**Q: I have been trying to log into the website to access an e-mail from Vita but am currently locked out due to trying my password too many times. What should I do?**

**A:** Your account will automatically be unlocked after 30 minutes of inactivity. You can either wait 30 minutes and try again or you can use the "Change password" link to reset your password. When resetting your password, you must activate the new password as described in the e-mail that will be sent to your e-mail address.

**Q: I keep trying my password but cannot get in. What should I do?**

**A:** Please either use the "Forgot password" link, which will e-mail you the reminder you entered at the time you initially created your password, or use the "Change password" link to reset your password. When resetting your password, you must activate the new password as described in the e-mail that will be sent to your e-mail address.



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**Q: I am unable to create a password. Why is the password I created being rejected?**

**A:** Passwords must contain at least six characters and must meet two of the following conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character such as: ~!@#\$\$%^&

**Q: Must I enter my log in and password every time I open an encrypted e-mail?**

**A:** The Zix log in site has a “Remember Me” option. After you have created your account and logged back in for the first time, you should be able to check the “Remember Me” box. Your computer should then remember your log in and password each time you log in from the same computer.

**Q: Is there any way to make the decryption process easier?**

**A:** Yes. You may purchase software from Zix that would automatically decrypt all secure e-mail for you. This would make the entire secure-e-mail transaction completely transparent. You would not have to log in to view the e-mail or attachments. One subscription for this software costs \$125 per year and would cover one e-mail address. Following is the URL for the software download: [http://www.zixcorp.com/solutions/ee\\_zixmail.php](http://www.zixcorp.com/solutions/ee_zixmail.php). A 30-day trial may be downloaded at no cost.