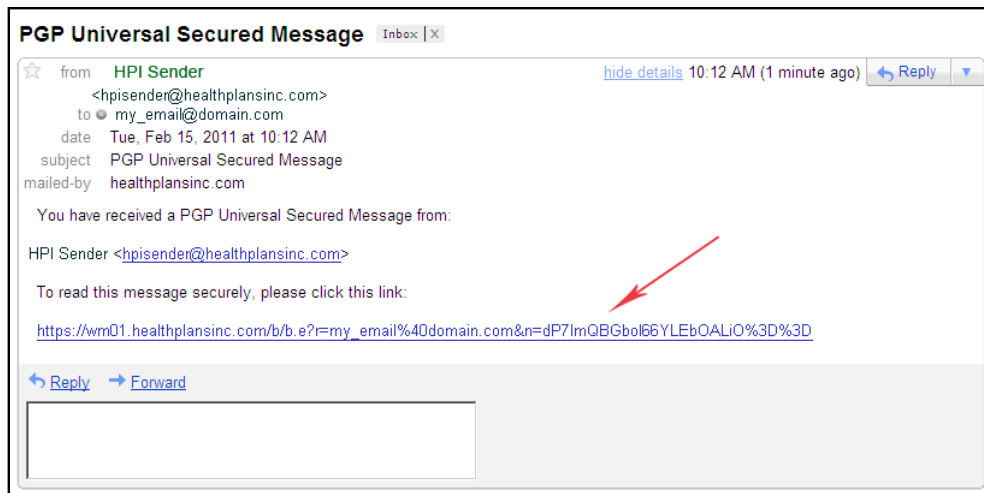


Accessing Secure Email from Health Plans

At times, Health Plans will need to send information to you electronically, using a secure email server. This secure server enables us to provide you with important, confidential information in a manner that protects your privacy. Health Plans uses **PGP Universal Web Messenger** to provide this service.

If Health Plans sends a secure email to you through the PGP Universal Web Messenger server, you will receive a notification email in your inbox with the subject: **“PGP Universal Secured Message”**:



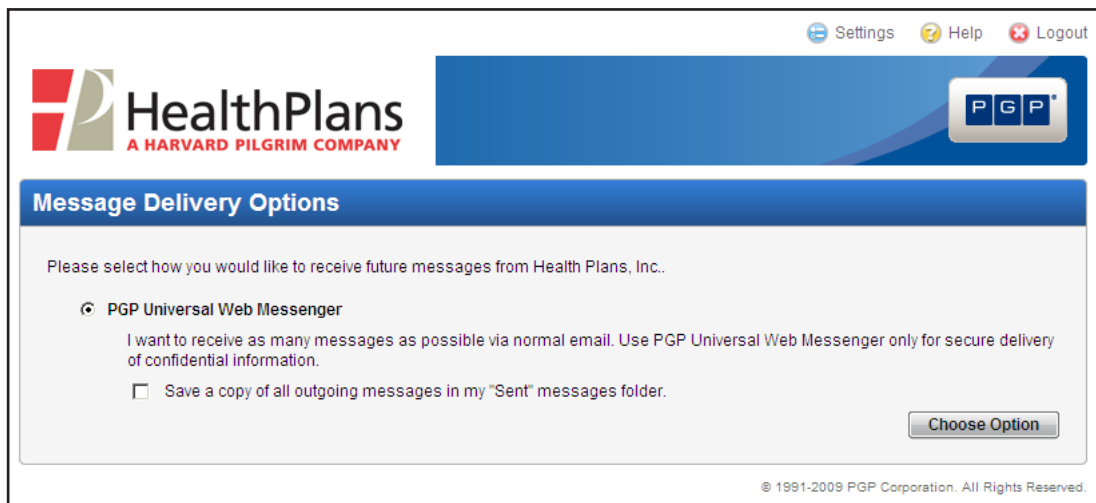
This email will contain an active link to Health Plans’ secure email portal. Click on the link to log in to the portal so you can receive the confidential email from Health Plans.

Logging In for the First Time

When you click on the link in your first secure email from Health Plans, you will be prompted to create a passphrase that will allow you to access all secure emails sent to you from Health Plans:



Once you have established your passphrase, you will be asked to select a “Message Delivery Option”. This step is required at the server level; however, all emails from Health Plans will be delivered through a regular (non-secure) server unless the sender marks their email as “Confidential”, in which case it will be sent using **PGP Universal Web Messenger**. On this screen, please confirm that the radio button is selected, and then click on **Choose Option**:



Settings Help Logout

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PGP

Message Delivery Options

Please select how you would like to receive future messages from Health Plans, Inc..

PGP Universal Web Messenger

I want to receive as many messages as possible via normal email. Use PGP Universal Web Messenger only for secure delivery of confidential information.

Save a copy of all outgoing messages in my "Sent" messages folder.

Choose Option

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At this point, the secure email will be opened for you:



Settings Help Logout

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PGP

Compose
Inbox
Sent

Reply Reply To All Delete Print Message 1 of 1 First Previous Next Last

From: HPI Sender <hpisender@healthplansinc.com> 02/15/11 10:09 AM
To: "my_email@domain.com" <my_email@domain.com>
Subject: Sample Secure Email from Health Plans

Sample Secure Email from Health Plans.

Sincerely,

HPI Sender
Health Plans, Inc.
a Harvard Pilgrim Company
PO Box 5199
Westborough, MA 01581
Phone (800) 343-7464
Fax (508) 754-9664

HealthPlans
A HARVARD PILGRIM COMPANY

Reply Reply To All Delete Print Message 1 of 1 First Previous Next Last

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(continued)

Subsequent Secure Emails

If you receive additional secure emails from Health Plans in the future, click on the link in the notification email, as previously shown. You will be prompted to enter the passphrase that you created to access your first secure email:

The screenshot shows the login page for the Health Plans Secure Email Portal. The header includes the Health Plans logo (A HARVARD PILGRIM COMPANY) and a PGP logo. The main content area has a blue header with the text "Welcome to Health Plans' Secure Email Portal" and a sub-header "Please enter your passphrase:". Below this is a "Passphrase:" label followed by a text input field containing seven dots. A link "I lost my passphrase" is located below the input field. A "Login" button is positioned at the bottom right of the form. At the bottom of the page, there is a copyright notice: "© 1991-2009 PGP Corporation. All Rights Reserved."

You will then be brought to your Secure Email Inbox, where you can open any new/unread emails:

The first screenshot shows the "my_email@domain.com's Secure Inbox" interface. It features a navigation sidebar with "Compose", "Inbox", and "Sent" buttons. The main area displays a list of messages. The first message is highlighted, with a red arrow pointing to its subject: "Sample Secure Email from Health Plans #2". The message details include "From: HPI Sender", "Received: Today 10:32 AM", and "Size: 19 KB". A second message is listed below it with "Received: Today 10:09 AM" and "Size: 11 KB". The interface includes "Delete" buttons for each message and navigation links like "Message 1-2 of 2", "First", "Previous", "Next", and "Last".

The second screenshot shows the detailed view of the selected message. It includes a header with "Reply", "Reply To All", "Delete", and "Print" buttons. The message content is as follows:
From: HPI Sender <hpsender@healthplansinc.com> 02/15/11 10:32 AM
To: "my_email@domain.com" <my_email@domain.com>
Subject: Sample Secure Email from Health Plans #2

Sample Secure Email from Health Plans - #2.

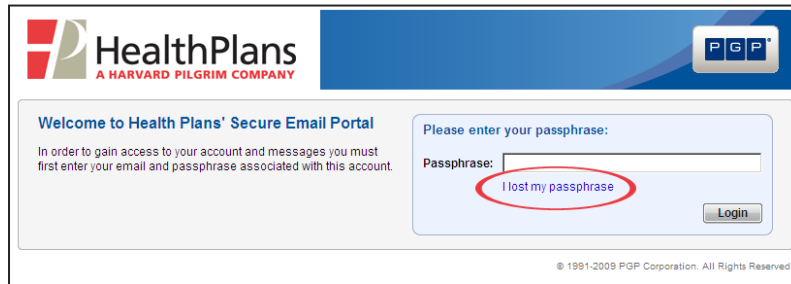
Sincerely,

HPI Sender
Health Plans, Inc.
a Harvard Pilgrim Company
PO Box 5199
Westborough, MA 01581
Phone (800) 343-7464
Fax (508) 754-9664

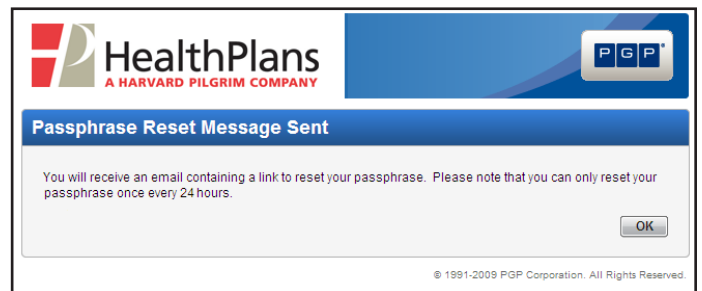
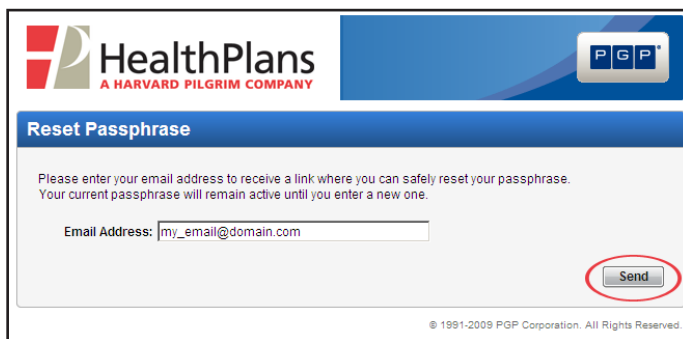
The Health Plans logo is displayed at the bottom of the message content. Navigation buttons for "Reply", "Reply To All", "Delete", and "Print" are also present at the bottom of the message view.

Forgot Your Passphrase?

If you receive a secure email from Health Plans but you can't remember your passphrase, click on the link in the notification email as usual, and then click on ***I lost my passphrase***:



You will be asked to confirm your email address, after which an email containing a link that will enable you to reset your passphrase will be sent to you at that email address:



After resetting your passphrase, click on ***Continue***. You will then be brought to your Secure Email Inbox.