

# CareBridge Secure Email Offering General Availability Announcement

*A complete Email Transmission Security Solution  
providing HIPAA compliancy for all Email transactions.*

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- The purpose of this document is to describe the CareBridge Secure Email service offering which provides for the transmission of email with sensitive content securely across the Internet.
- The Email will be “secured” in its public-net (Internet) transmission via either TLS (transmission encryption) or content encryption.
- Any CareBridge client can make use of this capability over their existing CareBridge connection.
- The offering is generally available to all CareBridge clients as of November 15, 2010.
- A short (8 minute) detailed Flash presentation of the end-user experience can be viewed at [http://www.carebridge.net/customer/secure\\_email.htm](http://www.carebridge.net/customer/secure_email.htm)

- Outbound Email...
  - If you are an existing CareBridge Email Gateway Service (EGS) customer then no changes are required.
  - If you are not an EGS customer then, to allow CareBridge to inspect/encrypt email flowing to the Internet, your Message Transfer Agent (MTA) would run in “smart host” mode. This means that the client MTA would automatically forward all non-local-delivery email to the CareBridge relay (via the existing secure CareBridge connection) for inspection/encryption/forwarding.
- Inbound Email...
  - The existing MX records for the client domain will remain unchanged and client will continue receiving email as is done currently.

There are five main opportunities for the CareBridge service to determine whether an Email needs to be encrypted:

1. Explicitly require TLS or, failing that, Content Encryption via the sender inserting the string “Secure:” at the beginning of the Email Subject.
2. Explicitly require TLS or, failing that, Content Encryption via the sender clicking “Encrypt Email” within the Email client (available in Outlook or Lotus Notes only via *IronPort Security Plugin*).
3. Explicitly require Content Encryption via the sender inserting the string “Confidential:” or “Personal:” at the beginning of the Email Subject.

4. Implicitly require TLS or Content Encryption via destination domain. Any email sent to domains pre-specified by the client will always be encrypted. This is particularly useful when, for example, sending emails to an insurance carrier or law firm where almost all correspondence needs to be secured.
5. Implicitly require TLS or Content Encryption via HIPAA terminology dictionary scanning. This method uses a weighted-keyword approach to evaluate the probability of a particular email having HIPAA content. If the point-score of all the found-keyword-weights is greater than a certain threshold then the email will be automatically encrypted.

There are two different methods of encryption used to secure the outbound email in-transit. Both methods use 128-bit encryption.

1. Transport Layer Security or TLS – The CareBridge MTA will always attempt a TLS connection to the recipient MTA. If this is successful then content-encryption of the email may not be necessary.
2. Content-encryption – If TLS is not possible or there is a special requirement to perform this then the email contents, including attachments, will be encrypted and sent to the end-recipient. The recipient can decrypt the email by registering for a decryption key from a secure website and clicking on a “decrypt” link within the email. This key is reusable for future emails.

- A “sender” is defined as each unique envelope “From” email address in the client domain which sends at least one “content-encrypted” secure email within a particular month. TLS-encrypted email would not be accounted for.
- Pricing is based on the total number-of-Secure-Email-senders from a client domain:
  - 0 to 50 senders - \$200/month
  - 51 to 100 senders - \$350/month
  - 101 to 300 senders - \$400/month
  - Greater than 300 senders - \$450/month

- Each sender can send unlimited emails to unlimited recipients
- Six-month term commitment with automatic 6-month term commitment renewals.
- At term-renewal time, the client number-of-Secure-Email-senders pricing bracket will be trued-up to the actual number of unique senders for the prior two months. This bracket can increase or decrease but will not go below the 0-50 sender billing amount.
- All new Secure Email prospects will have a 30-day free try-it-before-you-buy-it with no contract required. Continuation of service beyond 30 days subject to receipt of signed contract.

Your site administrator(s) will be emailed a daily report of all senders that implicitly or explicitly requested Secure Email services during the prior day. An example follows:

**CareBridge™ Secure Email Usage Report**  
Customer: McKesson Internal - CareBridge Group  
Period: From 11/17/2010 to 11/17/2010

<b>Sent</b>	<b>Sender</b>	<b>Recipient</b>	<b>Encryption</b>	<b>Reason</b>	<b>Subject</b>
2010-11-17 16:26:57	tom@carebridge.net	Tom.Gebhardt@mckesson.com	TLS	Tag Secure	secure: another test
2010-11-17 16:33:15	tom@carebridge.net	Jeff.Pipping@mckesson.com	TLS	Tag Secure	secure: another test
2010-11-17 16:33:15	tom@carebridge.net	Tom.Gebhardt@mckesson.com	TLS	Tag Secure	secure: another test

There were 1 unique senders that sent 5 emails during the past 60 days  
There were 1 unique senders that sent 3 emails during the time period encompassed by this report

Encryption Key:  
TLS=Transport Layer Security (encrypted between MTA's)  
Content=Content Encryption via Cisco Registered Envelope Service (encrypted end-to-end)

Reason Key:  
TAG Secure=Explicit Encryption Request via 'Secure:' Subject Tag  
TAG Conf=Explicit Encryption Request via 'Secure:', 'Confidential:', 'Conf:' Subject Tag  
Recipient=Implicit Encryption due to destination domain or email address  
HIPAA Content=Implicit Encryption due to HIPAA keyword point score greater than threshold value

# Interested?

- A short (8 minute) detailed Flash presentation of the end-user experience can be viewed at [http://www.carebridge.net/support/\\_docs/secure\\_email.htm](http://www.carebridge.net/support/_docs/secure_email.htm)
- Other collateral documentation on Secure Email can be found at <http://www.carebridge.net> and click on CareBridge Services/Messaging Services/Secure Email and Customer Support/Admin Support
- Clients who expressed an interest in pursuing this offering during our original announcement will be contacted individually.
- If you did not participate in the original announcement or would like priority consideration for evaluating the product, please contact our CareBridge technical marketing contacts at <mailto:quote@carebridge.net> or call CareBridge Support at 888-663-6250 to be put in touch with a technical resource.