# Quick Reference Guide to Secure Email
from PerformCare

Providers may at times receive secure email communication from PerformCare of New Jersey. Providers must access secure emails through the process described in this document.

Indicators of a secure email from PerformCare/AmeriHealth Caritas*:

- The word *Secure* is in the subject line
- There is an envelope with a lock
- There is an AmeriHealth Caritas logo in the message

If you click on the attachments to view them you will not be able to open them before following this procedure.
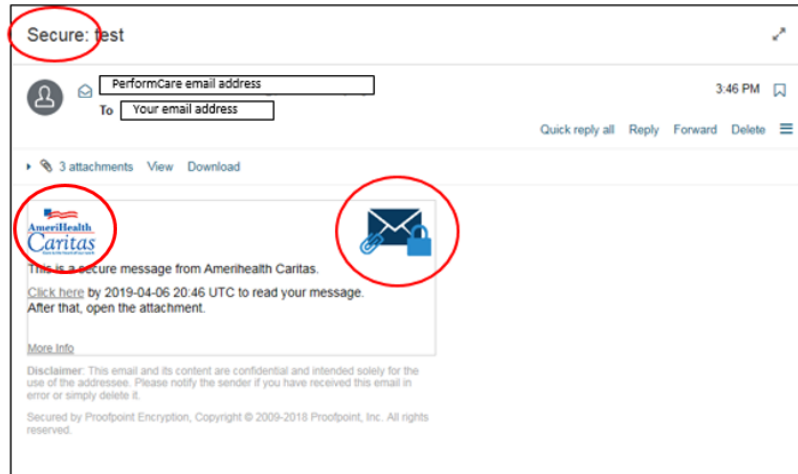
One-Time Registration

Before you can open a secure message from PerformCare for the first time, you will be required to register that email address and create a password. Click the link that says 'Click here'. This will bring you to the registration screen. Your email address will show, but will appear grayed out.

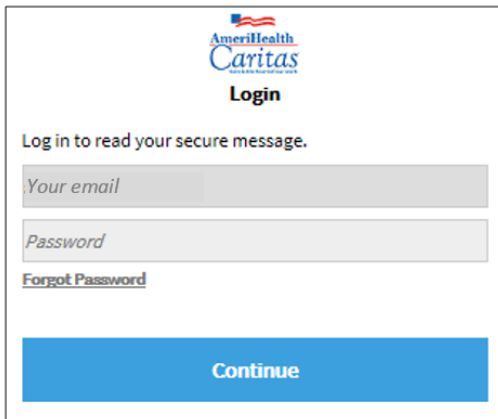Enter your First Name, Last Name, create a password and confirm the password.

Password Policy:
- Passwords must be 10-14 characters long.
- At least one digit (0-9) is required.
- At least one symbol character is required.
- Both uppercase and lowercase characters are required.
- Your username may not appear in the password.
- Click Continue – you will receive an error message if the password does not comply with the requirements.

*AmeriHealth Caritas is the parent company of PerformCare.

Once you have registered, the email will open. A green message '**Digital Signature is VALID**' will appear. If you hover over it you will see, "This message was digitally signed and verified by amerihealthcaritas.com." The secure message is now unlocked.

REMEMBER! Secure encrypted messages are automatically deleted after 30 days.

When you receive future secure emails, you will only be required to click the 'Click here' link in the email and enter your password.
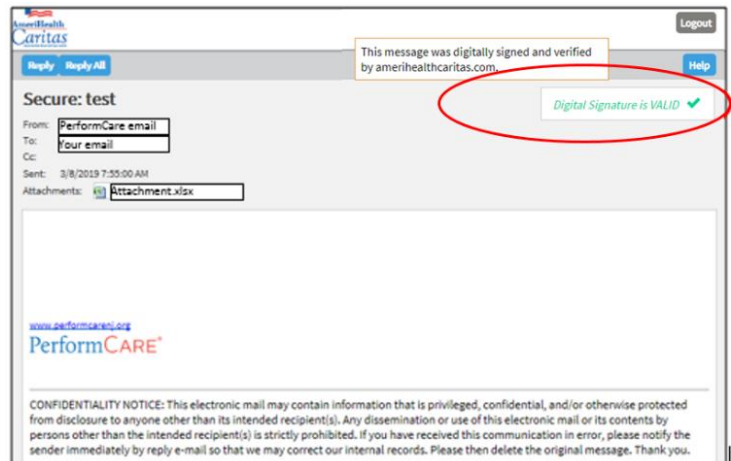

If you change your email or want to receive secure messages from a different email, please notify PerformCare by clicking the Customer Service Request Form link below and completing a request.

You will need to complete the one time registration again for a new email.

Forgot Password?

If you enter the wrong password you will receive, "The credentials you provided were not valid. Please check your username and password." If you forget your password click the *Forgot Password* link and you will receive a password reset link to your email address from Proofpoint Encryption. **The link will expire 30 minutes from the time you receive it.** If you miss the timeframe, return to your last email and try again.

Need Assistance?

Email PerformCare at servicedesk@performcarenj.org and specify that you are having trouble with **Secure Email**. Do not provide any youth PHI or HIPAA information in the email.

*AmeriHealth Caritas is the parent company of PerformCare.   March 2019 – (01229)