



Independence Medical Group

IMPORTANT NOTICE

Dear Valued Provider,

In our continuing effort to offer the most secure and comprehensive communication tools available we are pleased to announce an upgrade to our Secure Email System. Effective **September 1, 2017** all IMG (indmedgroup.com) email communications and attachments with Providers or others will be automatically encrypted at the highest encryption level available (“TLS”). This encryption will be performed automatically for each and every email whether or not personal health information (“PHI”) is contained in the email or an attachment. No effort on the part of the sender or receiver is required for this automatic encryption.

In some rare cases your email server may not be at the highest secure settings available. If that is your situation the following will occur:

- You try to send an email to IMG – Your email will bounce back to you undelivered with no notice to IMG. You will need to contact the number below for direction to the secure portal where you can register and create an account and password. This will allow you to send to and receive encrypted emails from IMG.
- IMG sends you an email – You will receive an email notice directing you to the secure portal where you can register and create an account and password which will allow you to send to and receive from IMG encrypted emails.

You may also wish to contact your email administrator to upgrade to “TLS Encryption” (this is the type of encryption commonly used for secure email encryption).

Should you have any questions please contact IMG at (866) 814-4476 extension 175.

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