

MedBen® Basics

MEDBEN SECURE Keeping Your PHI Safe

To ensure the personal health information of your plan participants is protected to the fullest degree,

**security
blanket**

MedBen has launched a new Internet server with an

additional blanket of security for a safer exchange of protected health information (PHI) from our office to yours.

cybersafety made simple

The new server, called **MedBen Secure**, simplifies the way you will receive documents containing PHI. Now when MedBen is fulfilling a request for PHI, the completed

document will be posted electronically on MedBen Secure.

You will automatically receive an e-mail notification that the information is on the server and ready for you to review and/or download to your computer.



The e-mail will contain specific instructions on how to access the site. You will also receive a separate e-mail containing a unique password to use when you access MedBen Secure. For simplicity, the new site has been incorporated into our main website at **www.medben.com**.

Upon your first virtual visit, you will use your assigned password; however, you may customize your password by clicking on "Preferences" in the blue bar across the top of the screen. If you forget your password, you also can have one reassigned to you in the same way.

MedBen Secure meets the regulatory requirements of the new HIPAA Security Rules associated with electronic exchange of PHI. As with HIPAA Privacy, MedBen goes above and beyond to ensure its practices are in compliance with regulatory and statutory requirements for plan sponsors.

**HIPAA
compliant**

layers of protection

With MedBen Secure, we've doubled the protection of PHI. Internally, we've assigned reviewers who will double-check both the contact and content information in order to verify both are appropriate and accurate.

Externally, PHI will be sent to MedBen Secure and then downloaded by you over a secure line protected by Secured Socket Layering (SSL). This SSL protection is the Internet standard for the transmission of secure data, including the exchange of credit card and other financial information for retail purchases.

As an added precaution, your documents on MedBen Secure will be destroyed after 30 days. For more extended usage, you can download the reports directly to a secure area on your computer system.

troubleshooting

If you should experience any difficulty accessing your documents, such as firewall barriers, check with your I.S. staff. If a solution cannot be found, please call our Technical Services Supervisor Todd Perdue at 800-423-3151, ext. 395.

