



## **Provider Meeting February 24, 2016**

Bureau of Workers Compensation  
61501 Southgate Parkway  
Cambridge, Ohio 43725

# Presenters

James A. Endly  
Executive Director/CEO  
Area Agency on Aging Region 9

Justin Graves  
IT Analyst  
Area Agency on Aging Region 9

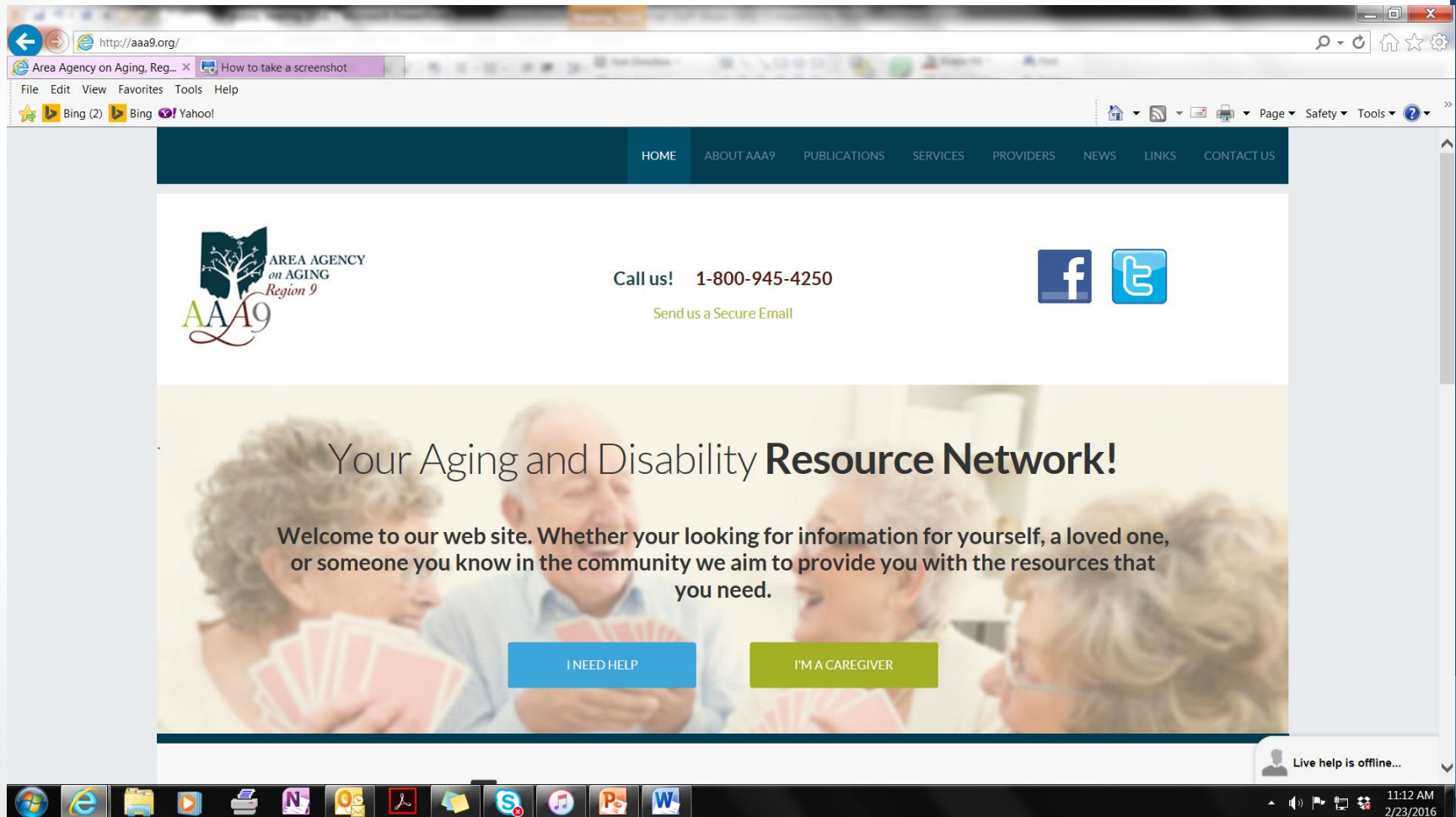
# E-mail to AAA9 Staff

Effective February 25, 2016 we will begin accepting email communications and notifications to AAA9 staff as well as fax and other written communications.

We will only accept email that utilizes **OUR** encrypted format and that follows our protocol. You can register for our account by following this link: <https://web1.zixmail.net/s/e?b=aaa9&m>

You may also access secure email via our website.

# E-mail to AAA9 Staff



The screenshot shows a web browser window displaying the homepage of the Area Agency on Aging, Region 9 (AAA9). The browser's address bar shows the URL <http://aaa9.org/>. The website has a dark blue navigation bar with links: HOME, ABOUT AAA9, PUBLICATIONS, SERVICES, PROVIDERS, NEWS, LINKS, and CONTACT US. The main content area features the AAA9 logo, which includes a stylized tree and the text "AREA AGENCY on AGING Region 9". To the right of the logo, the phone number "Call us! 1-800-945-4250" is displayed, along with a link to "Send us a Secure Email" and social media icons for Facebook and Twitter. Below this, a large banner image shows four elderly people playing cards. Overlaid on the banner is the text "Your Aging and Disability **Resource Network!**" and a welcome message: "Welcome to our web site. Whether your looking for information for yourself, a loved one, or someone you know in the community we aim to provide you with the resources that you need." At the bottom of the banner are two buttons: "I NEED HELP" (blue) and "I'M A CAREGIVER" (green). The bottom of the browser window shows a Windows taskbar with various application icons and a system clock indicating 11:12 AM on 2/23/2016. A small notification in the bottom right corner of the website states "Live help is offline...".

http://aaa9.org/


Area Agency on Aging, Reg... x How to take a screenshot

File Edit View Favorites Tools Help

Bing (2) Bing Yahoo!



Page Safety Tools

HOME ABOUT AAA9 PUBLICATIONS SERVICES PROVIDERS NEWS LINKS CONTACT US

 AREA AGENCY on AGING Region 9

Call us! 1-800-945-4250

[Send us a Secure Email](#)

Your Aging and Disability **Resource Network!**

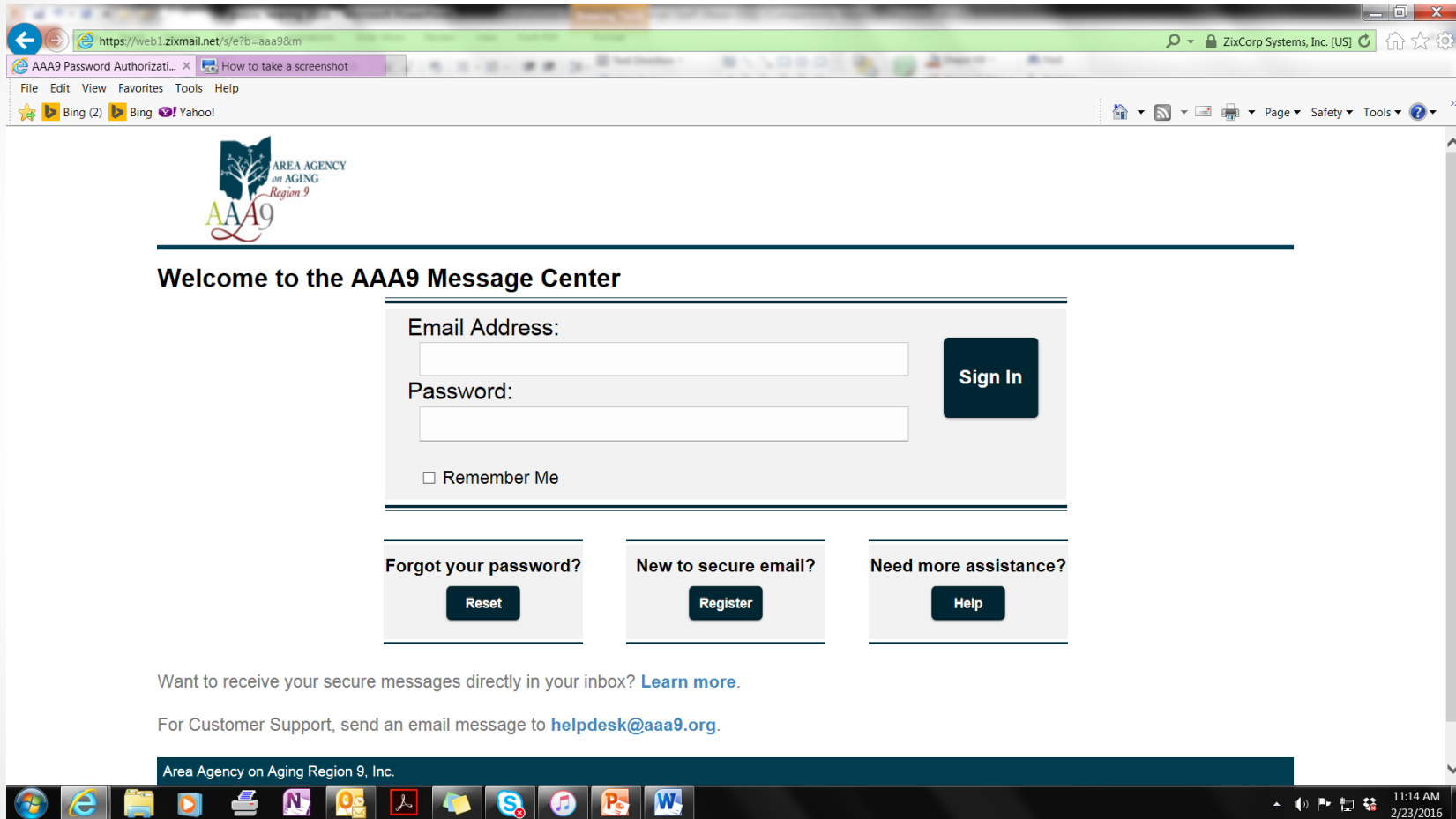
Welcome to our web site. Whether your looking for information for yourself, a loved one, or someone you know in the community we aim to provide you with the resources that you need.

[I NEED HELP](#) [I'M A CAREGIVER](#)

Live help is offline...

11:12 AM 2/23/2016

# E-mail to AAA9 Staff



The screenshot shows a web browser window with the URL <https://web1.zixmail.net/s/e?b=aaa9&m>. The browser's address bar shows the site is secure (ZixCorp Systems, Inc. [US]). The page features the AAA9 logo, which includes a stylized tree and the text "AREA AGENCY on AGING Region 9". Below the logo, the heading "Welcome to the AAA9 Message Center" is displayed. The main content area contains a login form with fields for "Email Address:" and "Password:", a "Remember Me" checkbox, and a "Sign In" button. Below the login form, there are three links: "Forgot your password?" with a "Reset" button, "New to secure email?" with a "Register" button, and "Need more assistance?" with a "Help" button. At the bottom of the page, there is a footer with the text "Area Agency on Aging Region 9, Inc." and a Windows taskbar at the very bottom showing various application icons and the system clock indicating 11:14 AM on 2/23/2016.

**Welcome to the AAA9 Message Center**

Email Address:

Password:

☐ Remember Me

**Sign In**

**Forgot your password?** **Reset**

**New to secure email?** **Register**

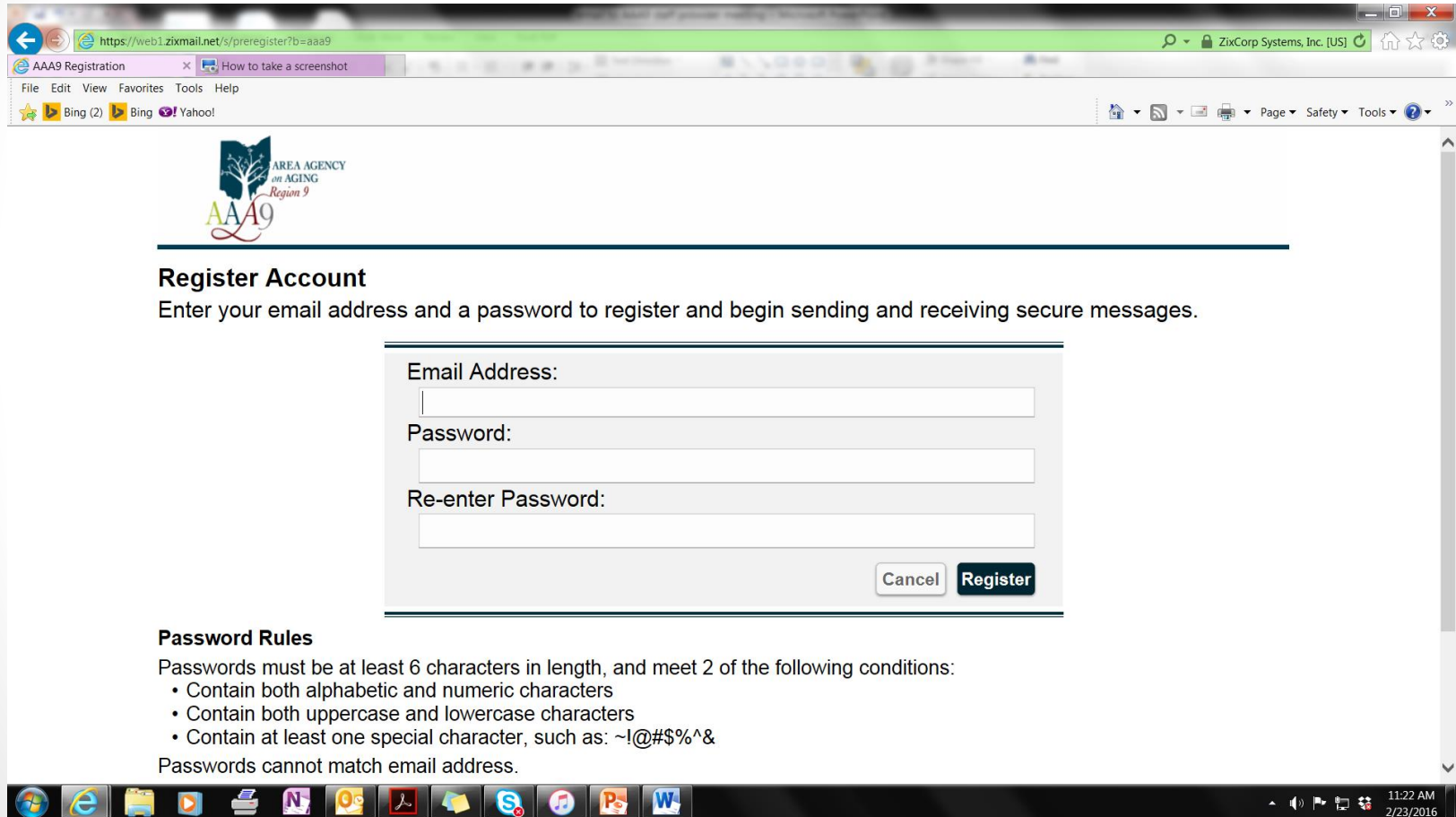
**Need more assistance?** **Help**

Want to receive your secure messages directly in your inbox? [Learn more.](#)

For Customer Support, send an email message to [helpdesk@aaa9.org](mailto:helpdesk@aaa9.org).

Area Agency on Aging Region 9, Inc.

# E-mail to AAA9 Staff



AAA9 Registration

File Edit View Favorites Tools Help

Bing (2) Bing Yahoo!

AREA AGENCY  
on AGING  
Region 9

## Register Account

Enter your email address and a password to register and begin sending and receiving secure messages.

Email Address:

Password:

Re-enter Password:

Cancel Register

### Password Rules

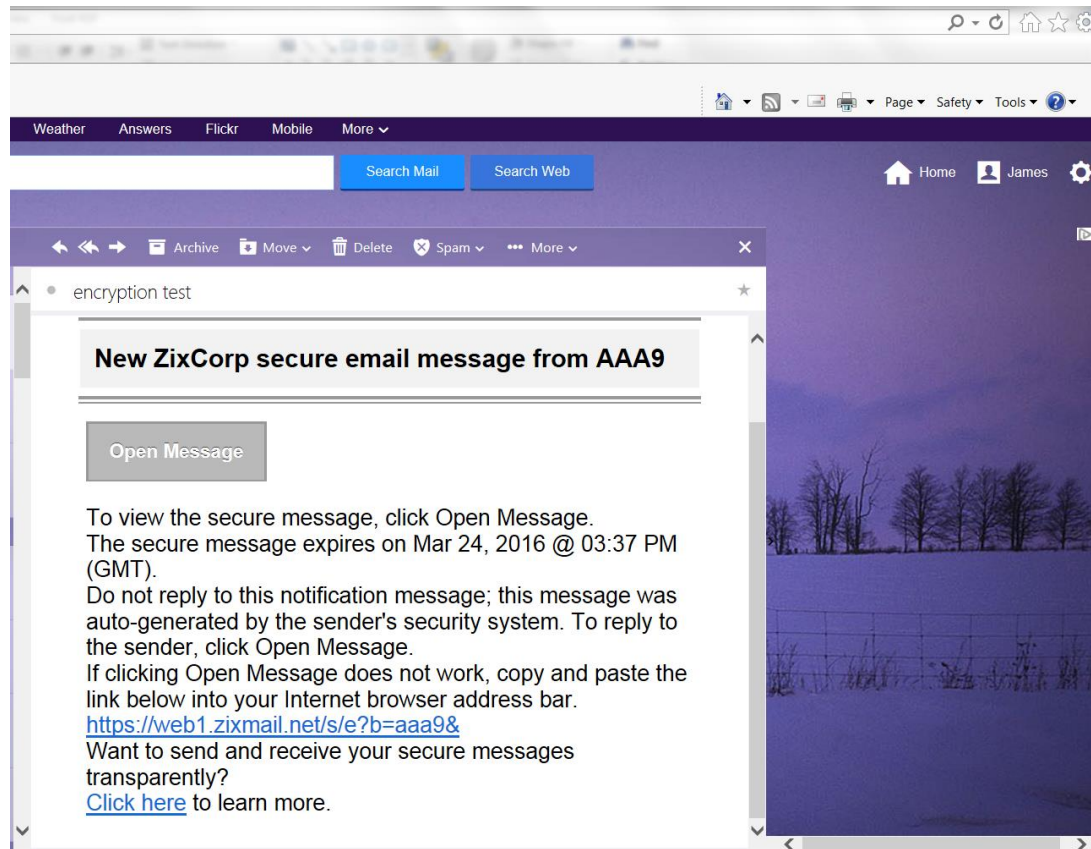
Passwords must be at least 6 characters in length, and meet 2 of the following conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character, such as: ~!@#\$\$%^&

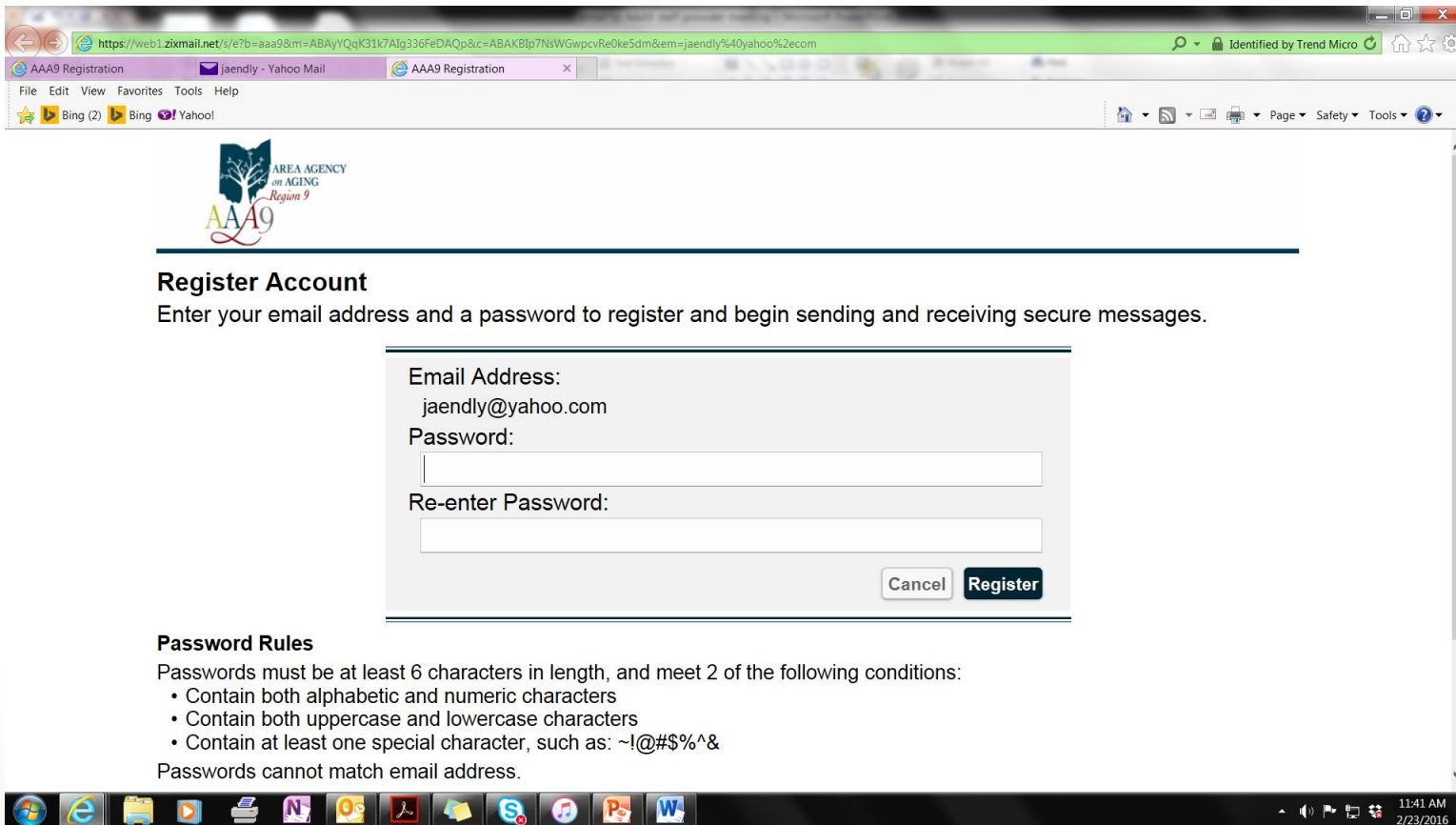
Passwords cannot match email address.

11:22 AM  
2/23/2016

# E-mail to AAA9 Staff



# E-mail to AAA9 Staff



AAA9 Registration | jaendly - Yahoo Mail | AAA9 Registration

File Edit View Favorites Tools Help

Bing (2) Bing Yahoo!

Identified by Trend Micro

AREA AGENCY  
on AGING  
Region 9  
AAA9

## Register Account

Enter your email address and a password to register and begin sending and receiving secure messages.

Email Address:  
jaendly@yahoo.com

Password:

Re-enter Password:

Cancel Register

### Password Rules

Passwords must be at least 6 characters in length, and meet 2 of the following conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character, such as: ~!@#\$\$%^&

Passwords cannot match email address.

11:41 AM  
2/23/2016



# E-mail to AAA9 Staff

https://web1.zixmail.net/s/messageserv/et?tz=300

AAA9 Registration jaendly - Yahoo Mail AAA9 Message View

File Edit View Favorites Tools Help

Bing (2) Bing Yahoo!

AREA AGENCY on AGING Region 9 AAA9

Inbox Address Compose Sent Mail Drafts AAA9 ?

Reply Reply All Forward Delete More Actions jaendly@yahoo.com Sign Out

**Received:** Feb 23, 2016 11:37 AM  
**Expires:** Mar 24, 2016 11:37 AM  
**From:** jendly@aaa9.org  
**To:** jaendly@yahoo.com  
**Cc:**  
**Subject:** encryption test

This message was sent securely using ZixCorp.

Encryption Test

This message was secured by ZixCorp©.  
To reach ZixCorp, go to: <http://www.zixcorp.com/info/zixmail>

11:43 AM 2/23/2016

# E-mail to AAA9 Staff

Only initiate E-mail to unit sites and not individual staff.

The Unit Addresses areas follows:

**Case Management—[casemanagement@aaa9.org](mailto:casemanagement@aaa9.org)**

**Service Scheduling—[initialreferral@aaa9.org](mailto:initialreferral@aaa9.org)**

**PAR/Desk—[par@aaa9.org](mailto:par@aaa9.org)**

**Provider Relations—[providerrelations@aaa9.org](mailto:providerrelations@aaa9.org)**

# E-mail to AAA9 Staff

- Please do not use these E-mail addresses for solicitation.
- Remember that corporate email becomes part of the client's chart.
  - AAA9 is required to abide by Ohio Sunshine Law regulations. Our corporate email is a public document and, once sent, is the property of AAA9 and not the employee.
  - Use the appropriate forms (attachment)

# E-mail to AAA9 Staff

- **What information can be communicated via email:**
- Routine Information
- Bid requests
- Falls without injuries
- Initial referral acceptance or decline
- Permanent changes with approval of case manager
- Reassessment continuation/routine service orders
- Service adjustments
- Temporary changes

# E-mail to AAA9 Staff

- **What information can NOT be communicated via email:**
- Time-sensitive Information
  - Any suspicion/report of abuse, neglect or exploitation
  - Change in mental status
  - Decline in health status or any significant change
  - Drug/illegal activity
  - Falls with injury
  - Health and safety issues
  - Hospital/nursing facility admissions and/or discharges
  - Request for approvals of additional services
  - Thefts
  - Transportation request

# E-mail to AAA9 Staff

This is a new process for AAA9 and we consider it a pilot. During the startup we would welcome your feedback and suggestions for improvement.

Often times your forms you use are very well organized or designed. We may tweak our process as we go.

Always take every precaution to protect personal health information (phi) and conform with HIPAA rules.



**Thank You.**

**Questions?**