Network Notification

Notice Date: **May 17, 2018**
To: **CareSource Health Partners**
From: **CareSource®**
Subject: **CareSource secure email portal security enhancements**
Effective Date: **June 3, 2018**

CareSource secure email portal security enhancements

In order to ensure the highest security standards, the platform that CareSource utilizes for sending secure email will be undergoing security enhancements to disable support for the legacy security protocols TLS 1.0 and 1.1. This change will take effect on June 3, 2018. The security upgrades will result in the secure email portal only allowing a message recipient to access their messages using browsers that support TLS 1.2 or higher. Older browsers that do not support TLS 1.2 cannot be used to access the secure email portal after this date.

After June 3, 2018, users that attempt to access the secure email portal with a browser that does not support TLS 1.2 will get a "connection refused" message. A comprehensive list of browsers that support TLS 1.2 is available here: https://www.ssllabs.com/ssltest/clients.html

What is TLS?

TLS stands for "Transport Layer Security." It is a protocol that provides privacy and data integrity between two communicating applications. It's the most widely deployed security protocol used today, and is used for web browsers and other applications that require data to be securely exchanged over a network. TLS ensures that a connection to a remote endpoint is the intended endpoint through encryption and endpoint identity verification. The versions of TLS, to date, are TLS 1.0, 1.1 and 1.2.

How to test your browser compatibility:

You can use the following test site (https://www.ssllabs.com/ssltest/viewMyClient.html) which shows the status of TLS support. If the "Protocol Support" section indicates support for TLS 1.2 or higher, then access to secure email via your browser should not be impacted by this change and no action is required.

CS-P-0330