

Senior and Disabilities Services Long Term Care Partner Quarterly Meeting

April 6, 2016

DIRECT SECURE MESSAGING TIP SHEET

- Use Direct Secure Messaging – it is an encrypted website that runs an email system for Alaska healthcare providers who need to send and receive PHI.
- You need to be in the DSM system to send or receive an email by DSM. You cannot send an email to a DSM address from gmail, yahoo, hotmail, outlook, or any other kinds of regular email addresses.
- Using DSM email your documents to “ DSDS.LTCauthorizations” . Start typing it in and the full email address will pop up so you can select it.
- Do Not send forms and attachments by FAX

When using Direct Secure Messaging email system:

- Use a subject line that titles the contents of your email – “initial application” or “travel” – something that tells us about your message.
- Keep your attachments to 5 at maximum. If you need to send more than 5 documents make another email. Make sure to say “Email 1 of 2” or similar in the subject line.
- Categorize your attachments. Put up to 5 similar attachments on one email.