Secured Email Setup and Delivery Instructions

Listed below are the steps for getting setup and to send secured email via the Department of Health Care Finance Secure Email portal and instructions on sending Grievances & Appeals (G&A) Data to the Office of Health Care Ombudsman and Bill of Rights (OHCOBR).

Step 1: Registering for Department of Health Care Finance Secure Email portal

This is a one-time setup of access to Department of Health Care Finance Secure Email portal. Following is the process of completing this step.

- Commercial insurer will provide a valid email address they want to use for accessing the Department of Health Care Finance Secure Email portal. This email address will be provided to OHCOBR's IT contact at ohcobr.grievances@dc.gov.

- Once the contact person's name and email address are received, OHCOBR office will setup the account in Department of Health Care Finance Secure Email portal and will send an email invite to the email address provided by the commercial insurer.

- Once invitation received, Commercial insurer will follow the steps to configure the corresponding Department of Health Care Finance Secure Email portal account with a password of their choosing and complete the registration process.
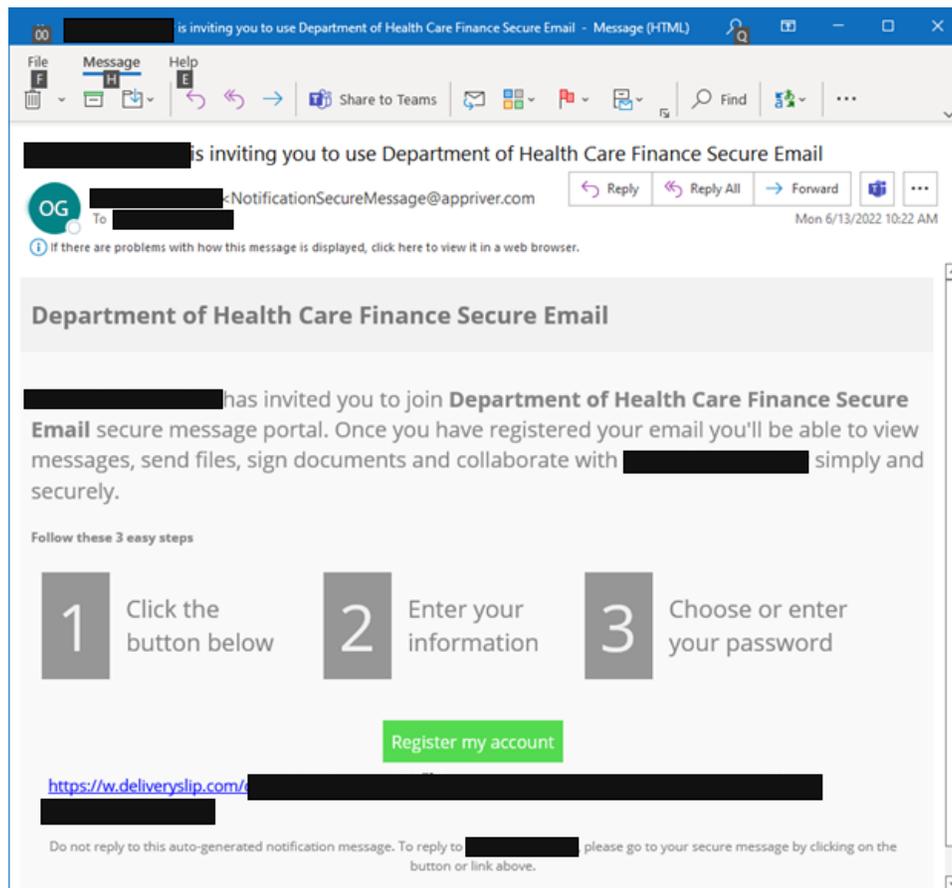
Step 2: Login to Department of Health Care Finance Secure Email portal

Once you have successfully completed registration, you can log in to the Department of Health Care Finance Secure Email portal using the email address and the password used during registration. To log in:

- Go to https://w.deliveryslip.com/dc. This will open the login page as shown below.
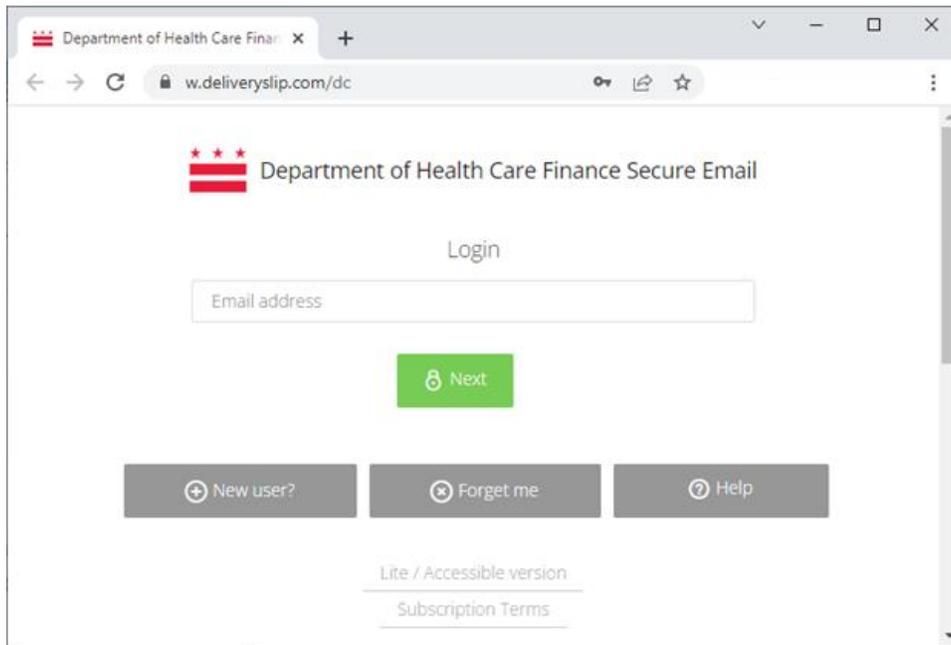
- Enter your email address and click on **Next** to prompt for password:
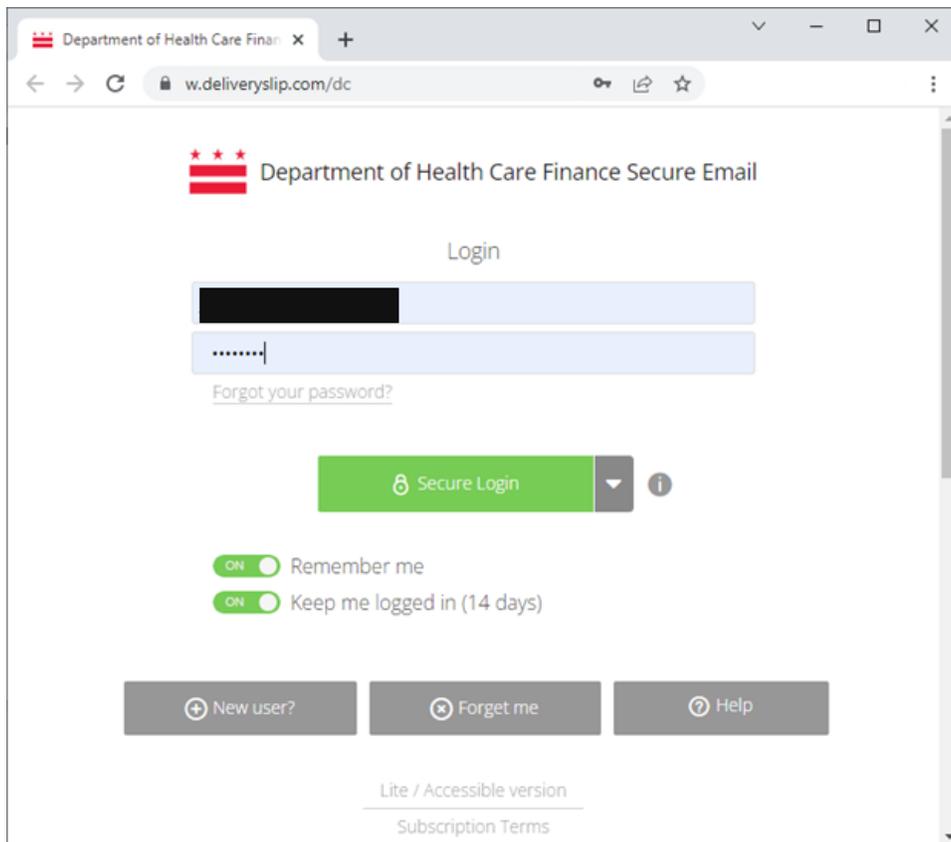
- After a successful login, the Department of Health Care Finance Secure Email portal is opened and will redirect you to the inbox.
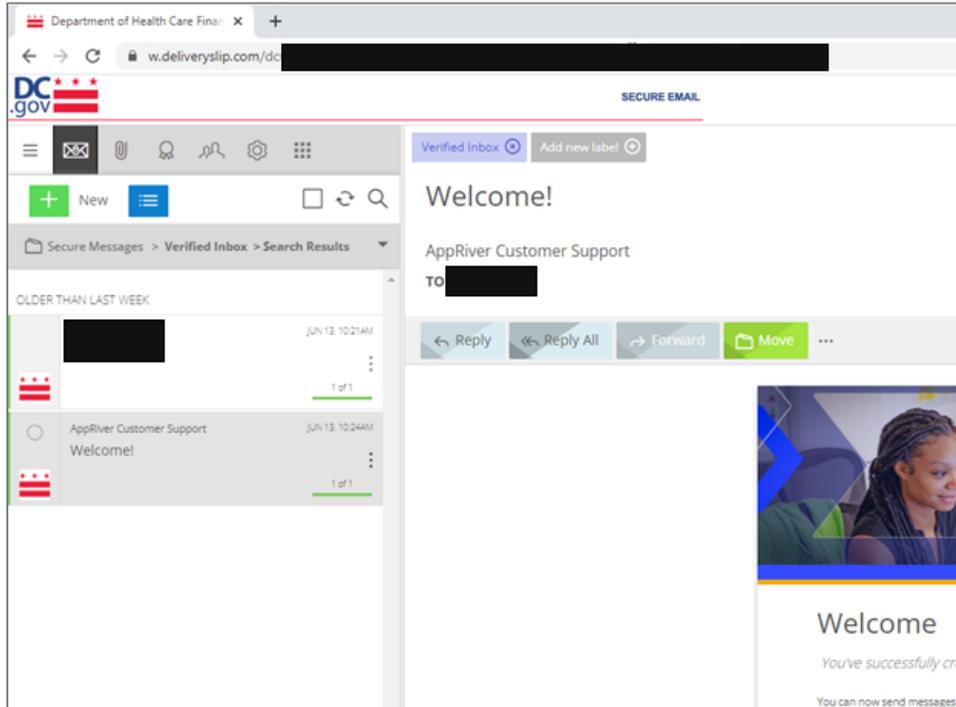
Step 3: Sending the G&A Data via Department of Health Care Finance Secure Email portal

Before sending the G&A Data to OHCOBR via the Secure Email portal, please ensure the following:

- G&A Data Collection tool is populated with the grievance and appeals data for the reporting period.
- All data provided in the G&A Data Collection tool is validated and free of error. To validate the data, please run the "Check My Spreadsheet" macro on the G&A Data Collection Tool "Instructions" worksheet. If there are no errors or other issues with the data, the "Spreadsheet_Check_Date" field on the "Summary" worksheet will have a date & time stamp indicating a successful run of validations. If there are errors, this field will instead show that there are errors that need to be fixed.

After successfully completing the G&A Data Tool validations, the populated G&A Data Tool can be sent to OHCOBR using the Department of Health Care Finance Secure Email portal. Below is the process to send the data.

- Log in to the Department of Health Care Finance Secure Email portal following the Step 1 (if not yet registered) and/or Step 2 (if already registered).
- In the Secure Email portal, click on the "New" button to compose a new email.
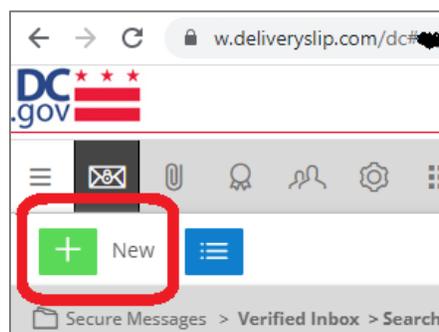
- When presented with option, select "Secure Message"
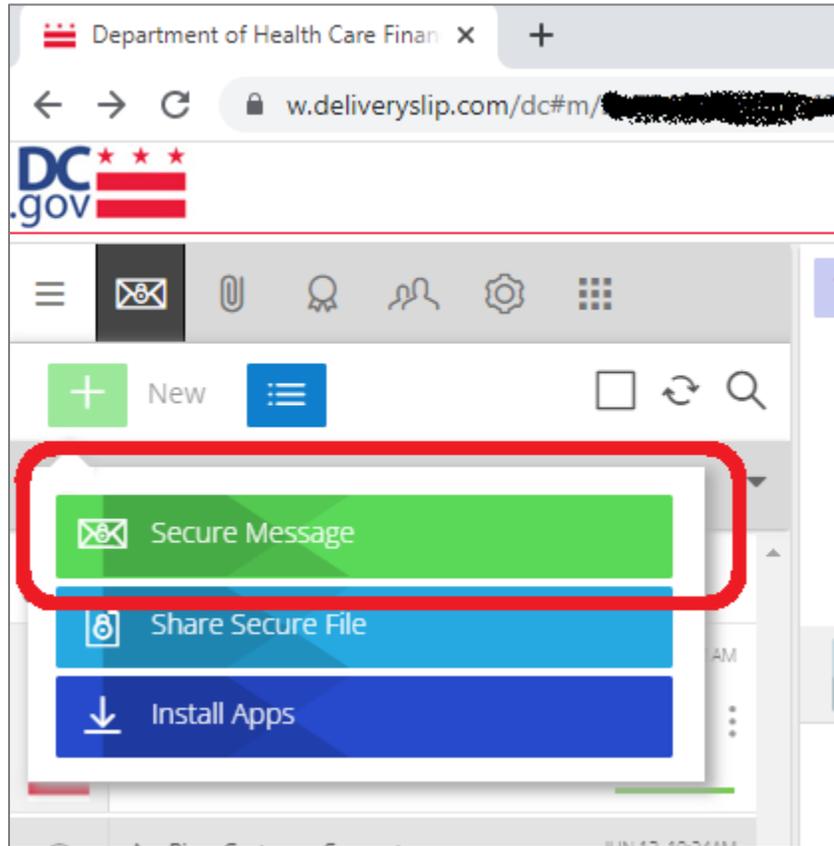
- If your account is restricted to only few recipients, select the ohcobr.grievances@dc.gov account.
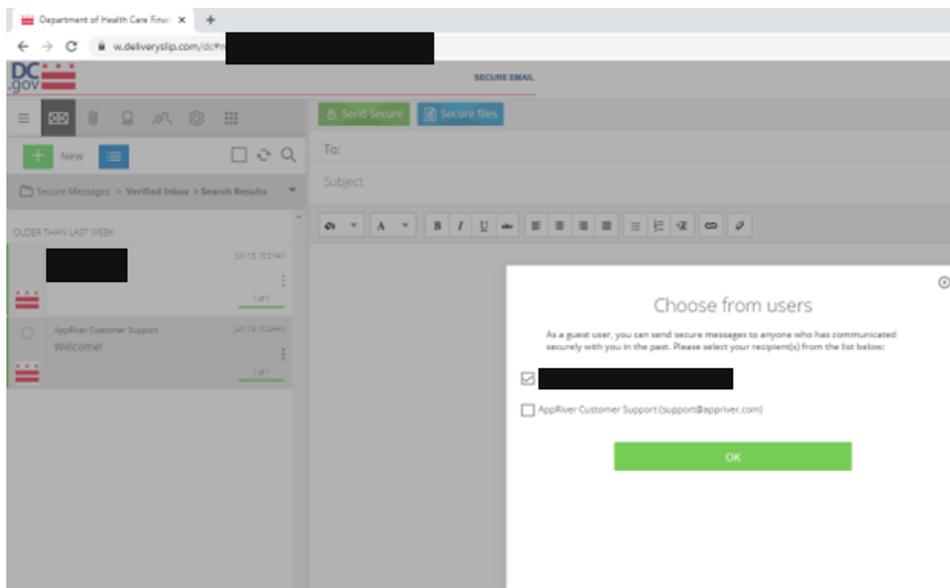
- In the secure message, click on "Secure File" to attach the G&A Data Collection Tool.
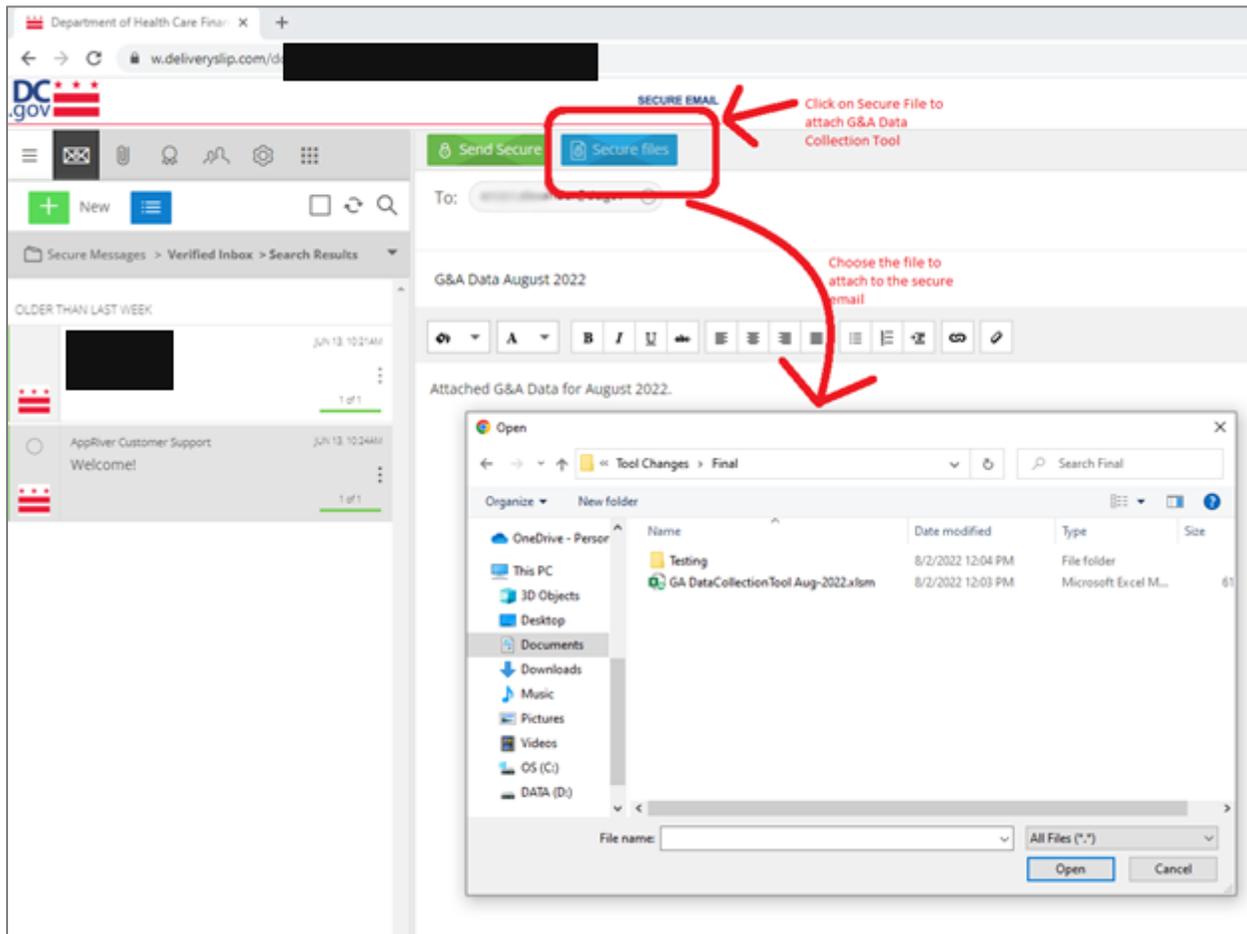
- Send the secure message with G&A Data Collection tool attached as the secure file.

If you have any questions regarding these instructions, please contact the Office of Health Care Ombudsman and Bill of Rights on (202) 724-7491 or at healthcareombudsman@dc.gov.