



Dear Broker,

At Rocky Mountain Health Plans (RMHP), we're committed to protecting the information of our valued Members and partners. To do so, we adhere to strict protocols, including:

- Restricting access to protected information to only those with a legitimate need to the data;
- Ensuring we only access or release the minimum necessary amount of data; and
- Encrypting digital data and sending through only the appropriate secure channels.

Introducing QuickConnect

We continue to capitalize upon resources offered by UnitedHealthcare to help us maintain and improve upon our current technologies, in turn helping to better serve our Members and partners. With this, we are beginning to transition from sending files and attachments via email and the Cisco Registered Envelope Service to Optum's QuickConnect file transfer application. Optum is part of UnitedHealth Group. QuickConnect offers an easy-to-use interface and ensures protected and confidential information are kept secure. Additionally, it enables the sharing of larger files, as the file size limits for sending via email have been reduced.

As we begin this transition, the Cisco Registered Envelope Service will remain in place; however, you may receive a request from RMHP to exchange documents via QuickConnect. This is a legitimate request. The request will prompt you to create a free Optum ID, which will enable us to transfer these files securely. We encourage you to utilize QuickConnect for its security and ability to send larger files.

A Reminder of Responsibility

We know that quick and reliable access to the information you need is of the utmost importance for you to serve your clients. We also have the highest responsibility to our Members and partners to protect their information and to access and transfer their data securely and only when necessary.

We also rely on you to send us data in a similar manner. We encourage you to remain diligent with your clients' information — how you store it, access it, and send it to us. We're here to help. If you have questions about transmitting information or using QuickConnect, please contact the RMHP

Group Management Team at group_management_team@rmhp.org.

Thank you for your efforts in keeping our Members' and partners' protected information secure, and as always, thank you for your partnership.



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