



CareFirst Sales Flash

For Distribution to Brokers/General Producers/Full-Service Producers Only
(Not intended for distribution to Groups and Members)

Date: May 5, 2017

Market: Small-Medium Groups

Security Upgrade for Small-Medium Group Communities on Broker Portal

As a part of maintaining security standards and upholding the safety of customer data, the Small/Medium Group Communities link on the Broker Portal will be upgraded on May 11, 2017 to enhance security for the encryption protocol.

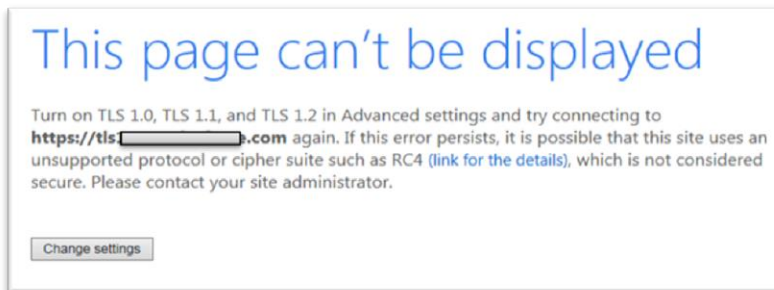
Small/Medium Group Communities users who do not have their internet browser settings updated per these system requirements (see below) will be unable to connect to the Small/Medium Group Communities link on the Broker Portal after the upgrade is launched on May 11, 2017.


System requirements

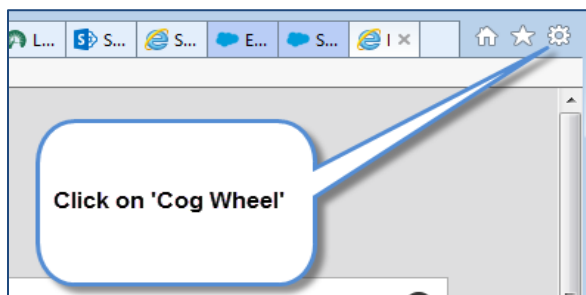
If you routinely use the Small/Medium Group Communities link on the Broker Portal, these steps will help update your browser setting updates for the security upgrade.

Internet Explorer in Windows 7 or newer

1. Click on the *Small/Medium Communities* link. Internet Explorer users with Windows 7 or newer will see the following message if your internet browser settings need to be updated:



2. Find and click on the cog wheel icon. 

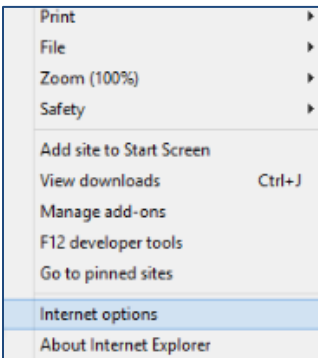




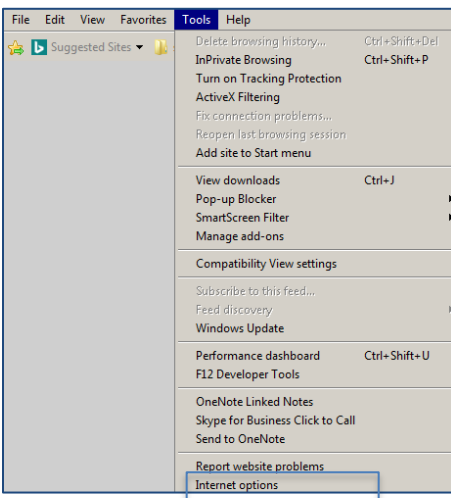
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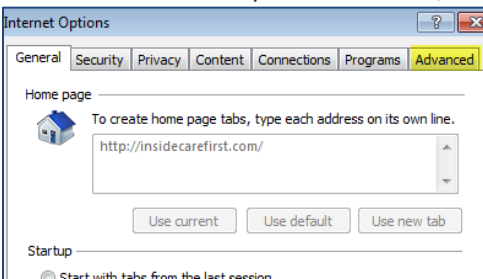
3. Click on *Internet Options*.



Note: If for some reason there is no cog wheel icon in your browser, please click on *Tools* to access *Internet Options*.



4. In the *Internet Options* window, click on the *Advanced* tab at the top of the window.

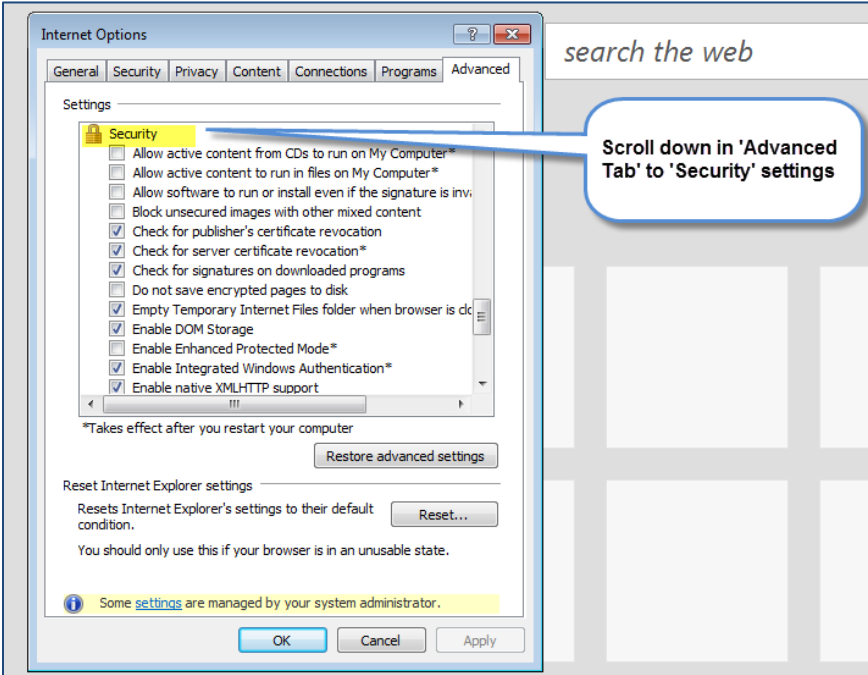




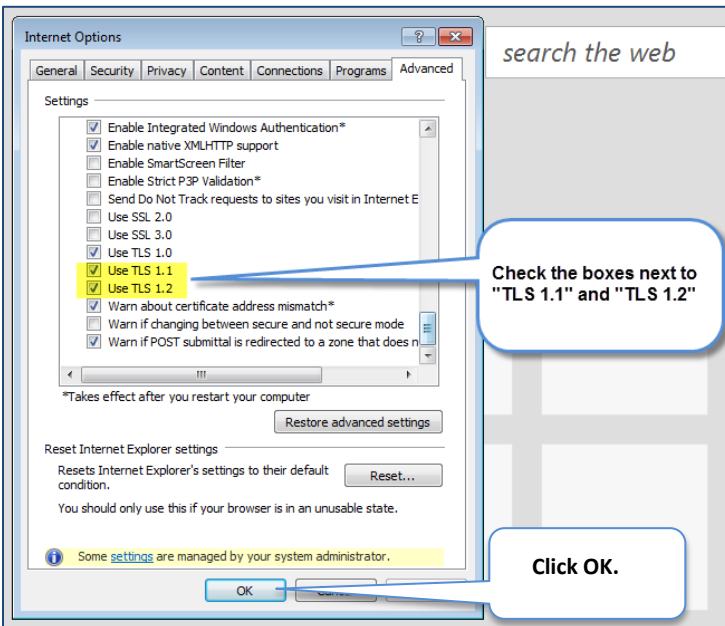
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5. In the *Advanced* tab, scroll down to *Security*.



6. Scroll down to the end of the list and click in the square check boxes next to *Use TLS 1.1* and *Use TLS 1.2* if they don't already have a check mark in them. Click *OK* to save.





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CareFirst 
Family of health care plans

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Should you have any questions, please contact your Broker Service Representative.

Sincerely,



Shekar Subramaniam
Vice President, Sales
Small Medium SBU