

# ScreenWise Program

## *Proofpoint Secure Portal Access Instructions*

6/10/2024

Below are the instructions for the State of Oregon Proofpoint Secure E-mail Portal to send all Intake Packets, Result forms, Claims or client-specific confidential e-mail to ScreenWise.

- **Step 1: Go To** <https://secureemail.dhsoha.state.or.us/encrypt>
  - Register your email address
  - Create a password
- **Step 2:** Email claims, intake packets, patient bills, or client-specific communications to:  
[ScreenWise.Info@odhsoha.oregon.gov](mailto:ScreenWise.Info@odhsoha.oregon.gov)
  - Please do not put patient name in subject line.
  - Example of a meaningful subject line: **CLAIM: (name of site)**
  - **DON'T forget** to attach any claim or document before sending.
- **If you're experiencing issues, please email our Office of Information Services (OIS) service desk at** [OIS.SERVICEDesk@odhsoha.oregon.gov](mailto:OIS.SERVICEDesk@odhsoha.oregon.gov)
  - **Let them know you are not a state employee, you're a provider needing assistance to access the Proofpoint Secure E-mail Portal.**
  - OIS will delete your account which will allow you to reset your account. You will then be able to access the portal and set up a new account by entering your name and a password.

If you continue to experience any issues, please contact [Laura Hunsinger](#).

*Our apologies for any inconvenience this may cause. We appreciate all you do to support the ScreenWise Program and the patients we serve.*