

ScreenWise Program

State of Oregon: Proofpoint Secure Email Portal Instructions



Using the State of Oregon Proofpoint Secure Email Portal

Please use the State of Oregon Proofpoint Secure Email Portal to securely send all enrollment forms, result forms, claims, or other client-specific confidential emails to ScreenWise.

Step 1: Access the Secure Email Portal

Go to: <https://secureemail.dhsoha.state.or.us/encrypt>

- Register your email address
- Create a password
- This password should also allow you to open ScreenWise encrypted e-mail

Step 2: Sending Encrypted Email to ScreenWise

Send claims, enrollments/results, patient bills, or other client-specific communications to:
ScreenWise.Info@odhsoha.oregon.gov

- **E-mail subject line example:**
[Name of Site] – [Type of Form: Enrollment, Result, or Claim]
- **Important:** Do **not** include patient names in the subject line.
- Attach the relevant document(s) before sending the email.

Troubleshooting Access Issues

If you experience issues accessing the portal, please contact the Office of Information Services (OIS) Service Desk at:

OIS.SERVICEDesk@odhsoha.oregon.gov

or call at: 503-945-5623

- Let them know you are a **provider** (not a state employee) and need help accessing the Proofpoint Secure Email Portal.
- OIS will delete your account, allowing you to reset and create a new account by re-entering your name and creating a password.

If issues persist, please reach out to [Gisel Landron](#) for further assistance.