



INSURANCE SERVICES CASE STUDY

Insurance Brokerage Prepares for HIPAA Audit

INDUSTRY: INSURANCE

BUSINESS CHALLENGES

- Meeting compliance for HIPAA audit
- Internal staff overwhelmed by HIPAA requirements
- Lack of monitoring tools and trained security staff to meet new HIPAA network monitoring requirements

FORESITE SOLUTIONS

- HIPAA gap assessment
- HIPAA advisory services for ongoing consulting
- ProVizion security monitoring and alerting

OPPORTUNITIES

- HIPAA compliance gaps remediated prior to the audit
- Ongoing consulting maintains compliance when systems and/or regulations change over time
- Outsourced network monitoring includes tools to manage log data, and the human expertise to analyze it and alert the internal IT team as needed

BACKGROUND

To evaluate their information security posture with regard to NIST SP 800 66 rev1 standards, our insurance brokerage client requested an annual information security assessment of its externally facing network and internal systems.

The firm already had an internal HIPAA team that included the IT director, CFO, HR, and C-Level executives. But they acknowledged that HIPAA was not their core business, and that they had been relying on their own interpretation for some of the guidelines. They recognized that an independent assessment performed by an IT security firm with HIPAA expertise prior to their audit would be a good idea

OBJECTIVES

- Gather existing documentation on IT-related HIPAA processes and procedures, and compare to HIPAA audit requirements
- Review onsite technology controls and network to confirm adherence to HIPAA guidelines
- Review key third-party vendors and confirm that appropriate HIPAA Business Associate Agreements (BAAs) are in place
- Establish an ongoing HIPAA consulting relationship to assist the brokerage with remediation to correct non-compliant findings, and to maintain compliance as systems and regulations continue to evolve

SOLUTIONS

Foresite assigned a certified Healthcare Information Security and Privacy Practitioner (HCISPP) to work with the client's internal IT committee. Together, they reviewed existing policy and process documentation, HIPAA training, and technical controls. We then compared the current status of these findings with regulatory guidelines, and identified the gaps in compliance.

The firm demonstrated a sincere effort toward compliance by the amount of documentation they had compiled, but we discovered that they were still missing a number of documents that a HIPAA audit requires. Foresite's auditor assisted the client's staff in creating the missing documentation.

The firm's practice was to perform HIPAA training internally on a regular basis, but keeping the curriculum up to date with the changes to regulations was a challenge for its internal staff. Foresite provided online HIPAA training to relieve that burden and maintain accurate records as current and newly hired staff completed courses.

As commonly seen with an organization that has a single internal IT resource, the security controls were solid, but the security update patches were not always applied within 30 days in accordance with HIPAA regulations. Tools and time were not allocated to network monitoring, and the financial investment required to do that internally did not fit the budget. Instead, the firm now uses our ProVizion security monitoring and alerting services (which includes log aggregation and correlation) to greatly decrease alerts, and to ensure the vigilance of our security team 24/7/365.

ABOUT FORESITE

Foresite is a global service provider delivering a range of managed security and consulting solutions designed to help our clients meet their information security and compliance objectives. In the face of increasingly persistent cyber-threats, Foresite's solutions empower organizations with vigilance and expertise to proactively identify, respond to, and remediate cyber-attacks and breaches where they occur.

Our team of industry veterans work as an extension of our clients' staff providing peace of mind while securing their most important assets. For more information, visit us at <http://foresite.com> or contact us at info@foresite.com.