

CASE STUDY

INSURANCE

HIPAA COMPLIANCE



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



Opportunities

- HIPAA compliance gaps remediated
- Ongoing consulting
- Outsourced network monitoring



Foresite Solutions

- HIPAA Gap Assessment
- HIPAA advisory services for ongoing consulting
- ProVision Security Monitoring & Alerting

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.

OUR OBJECTIVES

- Gather existing documentation on IT-related HIPAA processes and procedures, and compare to HIPAA audit requirements
- Review on-site 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

OUR SOLUTION

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. Foresite's auditor assisted the client's staff in creating missing documentation, and Foresite provided online HIPAA training to keep the firm's curriculum up to date with the changes to regulations, maintaining the accuracy of 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 ProVision 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.

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