



TRILLIUM

SUCCESS STORY:

Insurance Payment Integrity Firm

Engagement: HITRUST Security Certification

Trillium Helps Insurance Payment Integrity Firm Receive Security Certifications

Trillium was contacted by an insurance payment integrity consulting firm that has an expanding customer base. That growth, along with concerns with Health Insurance Portability and Accountability (HIPAA) data security, specifically as it relates to protected health information (PHI,) caused the client to seek outside assistance in preparing the required documentation to obtain expanded security certifications.

Challenge: *The client needed to successfully respond to a rapidly approaching deadline for a Health Information Trust Alliance (HITRUST) certification for protected health information (PHI)*

Trillium's client has experienced rapid expansion in its customer base, along with an increased risk profile for the data under its control. As such, the client proactively wanted to take steps to bolster its security credentials by obtaining HITRUST certification. Since there is no actual

Our Client

An Insurance Payment Integrity Firm

The Challenge

The client had a short timeframe to complete the activities and documentation necessary to prepare for a HITRUST certification for its protected health information

How Trillium Solved It

Trillium assessed the current state of the activities needed for certification, and drove the resolution of a large percentage of the remaining activities

Results

Drove completion of all outstanding activities required to obtain HITRUST certification

Prepared documentation, created procedures, and worked to establish technical PHI security protocols required by HITRUST

Client was prepared for a site visit by the certifying agency required for final approval for the HITRUST certification

Insurance Payment Integrity Firm

Engagement: HITRUST Security Certification



HIPAA certification, a private certification was established by healthcare, technology, and information security leaders to create a Common Security Framework (CSF) for use by organizations that create, share, store, or access sensitive or regulated health data. The HITRUST alliance includes companies in industries such as insurance, pharmaceuticals, hospitals, and other healthcare disciplines. In addition, HITRUST has established a set of controls to assist in meeting the multiple regulations and standards established by the HIPAA regulations.

The client had many specific HITRUST requirements that needed to be addressed, and a short window of time for completion in order to obtain HITRUST certification. With the approaching deadline, the client determined they needed assistance in driving the open action items to completion so that they could schedule the compulsory site visit prior to final HITRUST certification.

Trillium Solution: *An assessment of the remaining certification activities followed by a remediation path with activity completion and approval in a collapsed timeframe*

The client engaged Trillium to review and assess the state of its certification completion, create a remediation path, and drive and assist its staff in completing the activities. The requirements covered numerous specific technology areas, including physical and cyber PHI security, CSF policies and procedures, and gathering information to provide documentary evidence that HITRUST requirements were being met by the client. Trillium was involved with the following:

- Reviewing the issues requiring remediation to determine the level of expertise required to address them

- Providing subject matter experts (SMEs) to close multiple items concurrently
- Driving and assisting with remediation of open items when multiple activities were required for remediation or the client had specific needs
- Ensuring remediation of all required items by the due date

Results: *Completing remediation of all HITRUST activities on time in preparation for certification*

Trillium's client was helped by proactively addressing the certification activities required for HITRUST. Trillium's involvement with the project yielded the following results:

- Technical and physical security were enhanced by meeting HITRUST requirements
- Resolution of remaining items on time by creating CSF policies and procedures, documenting PHI security, and providing documentary evidence required by HITRUST
- Client could schedule the final site visit to obtain HITRUST certification

HITRUST certification will positively position the client with additional HIPAA security credentials as they continue to attract future clients for their services.

About Trillium

Trillium Solutions Group, Inc. is a professional services firm headquartered in Chicago that provides technology consulting and strategic sourcing services for industries such as trade associations, financial services, telecommunications, and healthcare. For more information, please visit www.trilliumsg.com.