



TRILLIUM

SUCCESS STORY:

## Insurance Payment Integrity Firm

*Engagement: Improving HIPAA Security*

### Trillium Helps Insurance Payment Integrity Firm Improve its Security to Remain Competitive

Trillium was contacted by an insurance payment integrity consulting firm with a rapidly expanding client base. That growth, along with customer concerns with data security, caused the client to seek outside assistance in reviewing and auditing its physical and cyber security.

**Challenge:** *The Client's rapidly expanding customer base raised questions about HIPAA data security by both its current and potential customers*

Trillium's client has experienced rapid expansion in its customer base. Because the client maintains protected health information (PHI) that is covered under Health Insurance Portability and Accountability (HIPAA) the client is bound by regulation to ensure that their security policies and procedures maintain the privacy of the information under their control. This has created an increased risk profile for the data under its control. In addition, existing customers had security concerns about data loss, creating a financial and reputational risk for the client. Security

#### Our Client

***An Insurance Payment Integrity Consulting Firm***

#### The Challenge

The client's HIPAA data security concerns put at risk its reputation, both operationally and financially, risking the customer growth that the client was experiencing

#### How Trillium Solved It

Trillium assessed the current cyber and physical security, performed a risk analysis, and developed a strategic risk-reduction program

Security risk reduction  
recommendations documented with  
potential to reduce security risks

Client has a path forward to  
consistent HIPAA documentation

Client's customers will have greater  
confidence in the client's data  
privacy and security

# Insurance Payment Integrity Firm

## *Engagement: Improving HIPAA Security*



concerns also had the potential for minimizing the customer growth experienced by the client.

Several factors became obvious for study in terms of data security. They include:

- A lack of security tooling or data
- A lack of adequate security roadmaps that required review and remediation
- Existing improvements to physical and cyber security were neither aligned nor prioritized within the client's technology landscape
- Inconsistent HIPAA documentation
- Concerns about business continuity

Client Management was proactive and determined they needed to address these security issues immediately.

***Trillium Solution:*** *A current state assessment and risk analysis across technology processes and technology, along with a risk reduction program*

The Client engaged Trillium to review and assess the current state of its security, including processes and technology, and recommend a path forward. The analysis included:

- Executing a HIPAA assessment security framework
- Creating a security risk assessment worksheet
- Creating a document laying out the highest priority tasks along with a security roadmap inclusive of high level projects to mitigate prioritized tasks
- Benchmarking risks compared to industry averages

- Creating a security capability scorecard based on the completed assessments

***Results:*** *Introduction of the potential for new security strategies and risk reduction within the organization*

Trillium's client was helped by proactively addressing the security vulnerabilities to its data and that of its customers. The introduction of the risk reduction recommendations set the stage for the potential for the following results:

- The documented remediation program has the potential to substantially reduce the client's security risks
- The client has a path forward for consistent HIPAA documentation
- Customers and potential customers will have greater confidence in the client's data security and privacy

The security posture of the client has already improved since the beginning of this project, and client can now move forward with a portfolio of recommendations, knowing that their processes will be much more sound going into the future.

### **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](http://www.trilliumsg.com).