



AbsoluteCare uses HITRUST CSF to expand its market presence and strengthen its security posture

AT A GLANCE

Looking to expand its market presence, AbsoluteCare – a patient-centered ambulatory intensive care unit that provides care to the most complex chronically ill patients – turned to the HITRUST Common Security Framework (CSF) certification.

“We serve and care for underserved members of our community compromised by multiple complex conditions – violence, homelessness, trauma, food insecurity, addictions, and poverty.”

- CHRIS BECKER, DIRECTOR OF IT, ABSOLUTE CARE

CHALLENGE

After years of serving only one market, AbsoluteCare was ready to break into other areas across the U.S. “Our business model is unique in that we partner with insurance companies,” explained Chris Becker. As we researched and talked to more prospective insurance companies, we realized that the HITRUST CSF certification was the best path to broaden our presence and streamline insurance company-related inquiries.”

The company selected Coalfire to lead them along the HITRUST CSF journey. “We were immediately impressed by their industry recognition and depth and breadth of knowledge,” stated Becker.

APPROACH

Through implementation preparation services, including advisory and policy/procedure groundwork, Coalfire helped AbsoluteCare understand how specific HITRUST CSF requirements applied to its environment and determined which solutions would appropriately satisfy those requirements. Coalfire extensively analyzed the company’s policies and procedures and quickly identified improvements. Coalfire then helped AbsoluteCare prepare custom policies that aligned to the requirements.

“Coalfire’s FastTrack Toolkit gave us a quality set of policies and procedures,” said Becker. “It was a good launching point since ours were underdeveloped. Those documents provided a baseline to provide to HITRUST and leverage to improve our entire security program.”

To prepare for the HITRUST CSF validated assessment, Coalfire determined timelines, resource allocations, and schedules. Coalfire then provided a comprehensive list of required documentation and directed AbsoluteCare to upload its policy and process documentation to CoalfireOnesm, a powerful, cloud-based platform that easily manages the administrative, analytical, and technical aspects of a project.

Coalfire performed comprehensive onsite sampling and testing on AbsoluteCare's operational and network infrastructure services and implementations, including a review of server configurations, baseline build guides, and administrative controls. During a physical walkthrough, security controls, such as visitor access procedures, access control mechanisms, alarms and fire detection, and suppression protocols, were reviewed. Compliance documentation relating to executive security committee meetings was also reviewed and validated to enforce the company's information security and compliance program.

"In early 2017, we selected Evolve IP as our cloud service provider in part because of their HITRUST certification," said Becker. Due to Evolve's relationship with AbsoluteCare, Coalfire inherited and relied on Evolve IP's HITRUST requirements, which were in scope for AbsoluteCare, providing more efficiency for the assessment process.

After the onsite visit, Coalfire scored the implementation requirements using the MyCSF tool. Scoring metrics, along with all verified documentation, were included in the submittal to HITRUST. Coalfire ensured the validated management representation letter, CSF Participation Agreement, and HITRUST Organizational Overview and Scope documents were submitted accordingly. Coalfire provided effective communication during the QA process between HITRUST and AbsoluteCare, and all controls labeled "not applicable" were successfully approved by HITRUST.

RESULTS

With Coalfire's help, AbsoluteCare achieved HITRUST CSF certification under CSF version 9. As a result of the certification, AbsoluteCare has:

- Attracted new business and expanded into new markets.
- Streamlined processes with insurance companies, reducing employee time and effort.
- Decreased costs by eliminating the need to hire full-time employees to answer insurance company questionnaires.
- Reduced overall corporate security risks by revising "old" policies and procedures.

"Without HITRUST certification, we would not be able to expand our business by opening new medical practices in additional states" stated Becker. "Each practice potentially generates millions of dollars annually, depending on size and maturity, so growth would be difficult. Prior to obtaining HITRUST certification, AbsoluteCare medical practices were required by payers to complete multiple security and privacy audits annually, which can cost upward of \$250k per year. HITRUST certification is considered by most payers as proof that AbsoluteCare is well equipped to safeguard protected health information (PHI) by reducing risk through the implementation and management of universally accepted healthcare security and privacy measures."

"Coalfire has been a great partner throughout our entire HITRUST journey. The experience was seamless. We started with the bare essentials, so going through the design process from beginning to end with a knowledgeable expert was extremely valuable. Implementing the new tools and technologies was a huge company achievement as well as a personal one."

- CHRIS BECKER, DIRECTOR OF IT, ABSOLUTECARE



About Coalfire

Coalfire is the cybersecurity advisor that helps private and public sector organizations avert threats, close gaps, and effectively manage risk. By providing independent and tailored advice, assessments, technical testing, and cyber engineering services, we help clients develop scalable programs that improve their security posture, achieve their business objectives, and fuel their continued success. Coalfire has been a cybersecurity thought leader for more than 17 years and has offices throughout the United States and Europe. Coalfire.com