Supporting HIPAA/HITECH Compliance through Managed Hosting

At Connectria, integrity is everything.

From our people to your data, we embrace integrity as our hallmark. That's why healthcare organizations, healthcare software companies and healthcare service providers have turned to us to support HIPAA/ HITECH compliance. We understand the challenges of securing Protected Health Information (PHI) and the specific requirements related to HIPAA. Whether you're looking to outsource your entire IT department, a single application or something in between, Connectria will craft a HIPAA/HITECH managed hosting solution that's right for you. It's what we know. It's what we do.

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We're in IT with you.

The Health Insurance Portability & Accountability Act (HIPAA), in part, is designed to guard against unauthorized access to, and use of, patient information. It introduces a distinct set of guidelines and requirements for protecting patient data for those who use this data in delivering healthcare services. Introduced in 2009, the HITECH Act widened the scope of privacy and security protections available under HIPAA, increasing the potential legal liability for non-compliance and providing greater enforcement.

Though HIPAA/HITECH applies to all forms of patient data, particular challenges arise surrounding the security and protection of electronic data. e-PHI (Electronic Protected Health Information), which pertains to any individually identifiable health information (e.g. name, phone number, email address, etc.), is difficult to secure given the ubiquity of computers, the Internet and the diverse network of healthcare entities that share information.

The pressure to comply with HIPAA/HITECH regulations is great, whether you're a data security novice or a well-seasoned veteran. And consequences for non-compliance are very real, with violations resulting in substantial civil and criminal penalties.

Those who must comply with HIPAA/HITECH are known as "covered entities." A covered entity includes health care providers, health plan providers and healthcare clearinghouses.

Covered Entity is **One** of the Following:

Health Care Provider
- Doctors
- Clinics
- Psychologists
- Dentists
- Chiropractors
- Nursing Homes
- Pharmacies ...but only if they transmit any information in an electronic form in connection with a transaction for which HHS has adopted a standard.

Health Plan
- Health insurance companies
- HMOs
- Company health plans
- Government programs that pay for healthcare, such as Medicare Medicaid, and military and veterans health care programs

Health Care Clearinghouse
- Entities that process non-standard health information they receive from another entity into a standards (i.e., standard electronic format or data content), or vice versa.

Source: US Dept of Health and Human Services, HHS.gov

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In order to meet their HIPAA/HITECH compliance needs, many healthcare organizations rely upon Connectria's managed hosting solutions.

Some of the more common drivers why healthcare organizations choose managed hosting include:
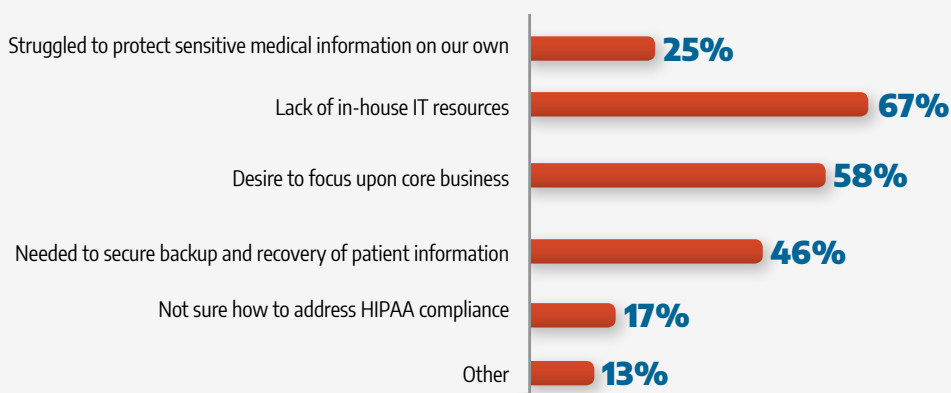- Lack of internal IT resources, availability and/or skill sets
- Prefer operating expenses of managed hosting versus capital expenditures related to in-house solutions
- Access to latest technologies at relatively low, fixed monthly costs
- A desire to focus upon core healthcare services

Connectria provides HIPAA/HITECH solutions for healthcare organizations of all types and sizes. These include, among others, Electronic Medical Records (EMR) systems, patient management systems, billing systems, e-Commerce websites, extranets, intranets, email environments, disaster recovery solutions, and hosted environments for healthcare software providers, such as Software as a Service (SaaS) platforms.

With these solutions, it is important to note that no managed hosting provider can guarantee that their customers will be HIPAA/HITECH compliant just by using their hosting services. Rather, they support or augment HIPAA/HITECH compliance. Ultimately it is up to each healthcare organization themselves to ensure compliance.

Regardless of the type of healthcare organization and application, **Connectria acts as an extension of your IT department, and can provide a HIPAA/HITECH solution that's right for you.**

What were some of the **challenges** you faced that caused you to search for HIPAA managed hosting services?

Challenge	%
Struggled to protect sensitive medical information on our own	25%
Lack of in-house IT resources	67%
Desire to focus upon core business	58%
Needed to secure backup and recovery of patient information	46%
Not sure how to address HIPAA compliance	17%
Other	13%

Note: this is a multiple-choice question – response percentages may not add up to 100. Source: Survey of 24 users of Connectria Hosting. Reserch by TechValidate

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Run whatever technologies you need to support your environment.

Connectria provides HIPAA Compliant Managed Hosting across one of the widest range of technologies in the industry:

Citrix • HP-UX • Linux/LAMP (Open Source and RedHat) **• AWS**

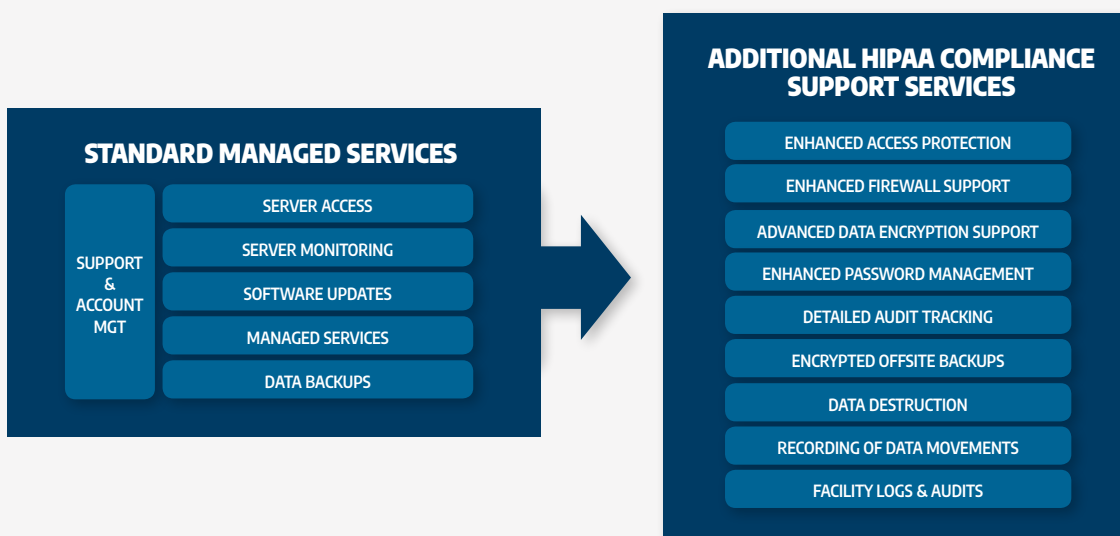**IBM** (Power Systems (AIX, IBM i, AS/400), DB2, Lotus Notes/Domino, WebSphere)

Microsoft (Azure, Office 365, ASP.NET, Exchange/Outlook, SharePoint, SQL Server, SQL Server Cluster, Windows)

MySQL (Open Source) **• Oracle** (10g/11g, RAC, WebLogic) **• Sun Solaris • VMware**

Choose dedicated servers or cloud computing solutions that include public, private and hybrid cloud options. Connectria offers an extensive array of managed hosting services along with its HIPAA compliance options including HIPAA/HITECH Compliance in our own clouds as well as in leading public clouds such as AWS and Azure. And if you don't see something you're looking for, we'll customize a solution that's right for you.

Connectria's HIPAA Compliance Support

STANDARD MANAGED SERVICES

SUPPORT & ACCOUNT MGT

SERVER ACCESS

SERVER MONITORING

SOFTWARE UPDATES

MANAGED SERVICES

DATA BACKUPS

ADDITIONAL HIPAA COMPLIANCE SUPPORT SERVICES

ENHANCED ACCESS PROTECTION

ENHANCED FIREWALL SUPPORT

ADVANCED DATA ENCRYPTION SUPPORT

ENHANCED PASSWORD MANAGEMENT

DETAILED AUDIT TRACKING

ENCRYPTED OFFSITE BACKUPS

DATA DESTRUCTION

RECORDING OF DATA MOVEMENTS

FACILITY LOGS & AUDITS

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HIPAA/HITECH Compliance Support Service Descriptions

Omnibus Compliant Business Associate Agreement

Connectria's Master Services Agreement provides specific protections for each of our customers, and Connectria enters into Omnibus Compliant Business Associates Agreements or Subcontractor Business Associates Agreements with any HIPAA hosting customer that stores Protected Health Information (PHI) on our systems.

Internal Vulnerability Scanning For Risk Analysis

Identifying vulnerabilities in your environment is the first step in risk analysis. To assist our customers, Connectria utilizes vulnerability scanning, which allows our customers to scan their network for vulnerabilities at their discretion. Upon customer request, each instance of the HIPAA Compliance plan may include up to 5 ip scanning licenses as well as on-demand upgrades. In addition, upon request Connectria may perform quarterly vulnerability assessments of all network attached devices in our environment. We highlight any issues and work with you to close them.

External Vulnerability Scanning for Compliance Reporting

In addition to internal vulnerability scans, Connectria supports customer directed monthly external vulnerability scans for audit purposes. Our external vulnerability scans look for holes in your network firewall(s), where malicious outsiders can break in and attack your network.

For all our managed hosting solutions, including HIPAA, Connectria offers one of the highest Service Level Agreements in the industry, with money back penalties if we do not meet our strict standards for reliability, security and support.

Data Encryption Support For Data At Rest

Connectria provides support valid encryption processes for data at rest which are consistent with NIST Special Publication 800-111 as required by the HIPAA / HITECH standards. In addition, Connectria provides support for valid encryption processes for data in motion which comply, as appropriate, with NIST Special Publications 800-52, Guidelines for the Selection and Use of Transport Layer Security (TLS) Implementations; 800-77, Guide to IPsec VPNs; or 800-113, Guide to SSL VPNs, or others. In addition, Connectria provides advanced data encryption support for best in class encryption solutions, along with best efforts to support a wide range of cryptographic solutions. Additional software licenses may be necessary depending on each customer's requirements.

Data Encryption Support For Data In Motion

In order to protect Data In Motion, Connectria includes up to three (3) single domain named SSL Certificates (as required) for each server protected by our HIPAA Compliance Plan. Connectria will manage these SSL Certificates, and renew them on an annual basis.

Information Systems Activity Review

Connectria utilizes an advanced Security Information and Event Management (SEIM) toolset that enables 24x7 monitoring of security events by our Security Operations Center (SOC), to include timely notifications to our customers of verified security events. In addition, Connectria will implement detailed audit tracking in both Windows & Linux Operating System environments on a customer's servers, upon request.

HIPAA/HITECH Compliance Support Service Descriptions (Cont'd)

Multi-Dimensional Layered Security Services

Connectria provides layered, multi-dimensional security measures designed to dramatically reduce risks and vulnerabilities for our customers' PHI. These include Intrusion Detection Systems, Host-based intrusion Detection & Response, Anti-Virus/Rootkit/Malware protection, and centralized review of events to ensure our customers are actively protected.

Encrypted Offsite Data Backups

Connectria provides encrypted daily incremental tape backups and encrypted weekly full tape backups once a week. Weekly full backups are stored offsite at a secure 3rd-party data storage provider, with a 4-hour response time to deliver any offsite tapes. Because all data stored on tapes is encrypted, the risk of accidental data breaches from magnetic tape media is eliminated.

Data Destruction Services for Disks and Media

Connectria ensures that any electronic media that contains PHI has been cleared, purged, or destroyed consistent with NIST Special Publication 800-88, Guidelines for Media Sanitization, as required by the HIPAA / HITECH standards, such that the PHI cannot be retrieved. In addition, Connectria utilizes chain of custody controls to ensure the appropriate tracking of data movements of electronic media both inside and outside of Connectria's facilities.

Multi-Factor Authentication Support

Connectria provides Secure Remote Access including support for Multi-Factor Authentication solutions as an additional security measure to protect our customers against unauthorized access.

Application Access Controls

At the application and server layer, Connectria will work with each customer upon request to ensure best-practices for password management have been implemented including the use of strong passwords and automatic password expirations.

Facility Audits

Upon request, Connectria will make our data center(s) available to customers in order to review our facilities to ensure proper physical security at no additional cost to the customer. Customers will be responsible for any travel expenses to visit our facilities.

Compliance Support Team

Connectria provides regular employee privacy and security education to our employees to ensure our staff can identify "security events" and follow Connectria's defined procedures for reporting and escalation. Connectria maintains strict policies for our employees regarding security events with penalties including termination under appropriate circumstances. All employees acknowledge their responsibilities annually. Access to each customer's systems by Connectria's staff members is strictly limited to specific individuals with job-specific roles. Administrative access to customers' systems is logged for review by Connectria's management and is available upon request for customer or auditor review.
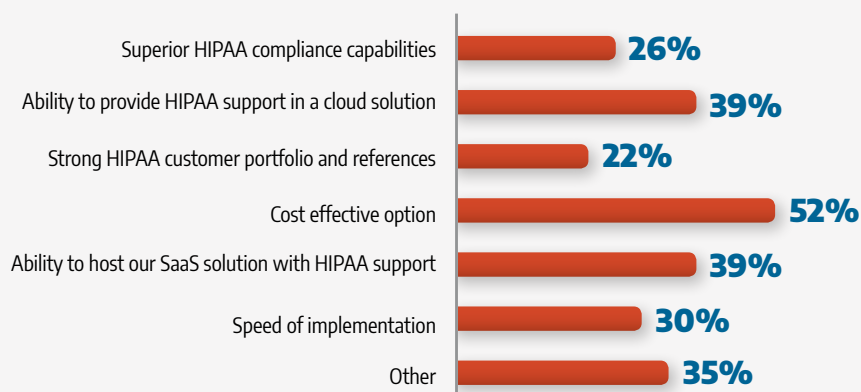
Reduce your burden with compliance built on a highly secure foundation

HIPAA training and compliance with HIPAA laws is a part of the foundation at Connectria. Today, we support more than 1,000 HIPAA Compliant environments for hundreds of customers.

Our HIPAA customers cited a number of reasons why they chose Connectria, including:

- Our cost-effectiveness
- Our ability to provide HIPAA support in a cloud environment
- Our ability to host SaaS solutions that require HIPAA support
- Connectria customers also looked at a number of other providers before selecting Connectria for our HIPAA solutions.

Why did you **choose Connectria** for your managed hosting in support of HIPAA compliance?

Category	Percentage
Superior HIPAA compliance capabilities	26%
Ability to provide HIPAA support in a cloud solution	39%
Strong HIPAA customer portfolio and references	22%
Cost effective option	52%
Ability to host our SaaS solution with HIPAA support	39%
Speed of implementation	30%
Other	35%

Note: this is a multiple-choice question – response percentages may not add up to 100. Source: Survey of 24 users of Connectria Hosting. Reserch by TechValidate

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We've Done This Before.

Connectria provides HIPAA managed hosting for a number of healthcare providers, healthcare software companies and healthcare service organizations. In a recent independent survey of our HIPAA customers, Connectria's HIPAA solutions and support scored high marks. Here's what some of them had to say:

SUPPORTING HIPAA COMPLIANCE
WITH CONNECTRIA HOSTING

"Having the HIPAA hosting plan gives us an added level of protection in the event that our HIPAA practices were to ever be scrutinized."

Operations Manager
Health Care Company

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DIFFERENTIATION

"We chose Connectria for the following reasons: Cost, HIPAA support, responsive and informative sales and engineering staff during initial meetings."

Engineer
Health Care Company

WHY A HEALTH CARE SOFTWARE & TECHNOLOGY COMPANY
CHOSE CONNECTRIA FOR ITS HIPAA HOSTING

"Citrix support! Firewall support, VMware support, VPN support with our client hospitals and ability to quickly scale up a server. In two hours we can have more memory available."

CEO
Health Care Company

CONNECTRIA'S HIPAA SOLUTION FLEXIBILITY -
WHY CHOOSE CONNECTRIA?

"Attitude of the company as expressed by your team; willingness to 'think through solutions' with us...(vs. a company that is so 'by-the-book' that creativity and resourcefulness are words stricken from the lexicon)."

IT Architect
Health Care Company

WHY HEALTHCARE ORGANIZATIONS
CHOOSE CONNECTRIA

"Cost-effective HIPAA-compliant cloud hosting. Not many providers provide cloud-based HIPAA-compliant hosting."

CEO
Computer Software Company

WHY CUSTOMERS
CHOOSE CONNECTRIA

"Connectria was highly recommended and we had experience with another hosting provider as well. We're very glad we made this decision. This has been a wonderful experience."

Chief Information Officer
Health Care Company

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Our Customers

Below is a sample of Connectria's HIPAA customers. Give us a call and find out what they already know.
If you'd like to learn more about our HIPAA solutions, please visit:

(HIPAA Compliant Hosting) www.connectria.com/solutions/hipaa.php,
(HIPAA on AWS) www.connectria.com/cloud/hipaa_aws.php or
(HIPAA on Azure) htttps://www.connectria.com/cloud/hipaa_azure.php

To review the complete HIPAA customer survey results, please visit: click here.

About Connectria

From Fortune 100 enterprises to medium and small businesses, Connectria provides managed cloud, managed services, and compliant cloud security solutions to more than 1,000 global customers. Working as an extension of each customer's IT team, we deliver technology-agnostic solutions consistently, with depth and breadth of engineering expertise, scalable solutions, and speed to market. Our "No Jerks Allowed®" philosophy includes flexible terms, straight-forward pricing, and custom solutions. With a culture based on integrity and an unwavering employee commitment to treating every customer with a relentless focus on satisfaction, it's easy to do business with Connectria.

Connect with us today

Talk to one of our IT advisors by calling **800.781.7820** or reaching out to us by email: **sales@connectria.com**.