



"...the worm later struck again...it burrowed into a prescription computer system through a single open port connected to a partner..."

CIO Magazine – "A Rash of IT Failures" – 6/15/2003

ComplyChainSM is the premiere web-based service for empowering covered entities and business associates to collaboratively lower business and regulatory risks and costs in their joint PHI processes.

Collaborate
with
Confidence
HIPAA

HIPAA Compliance Seriously Impacts Today's Networked Healthcare

Delivering quality healthcare today requires a network of covered entities and business associates working together to benefit the patient. Also, the Health Insurance Portability and Accountability Act (HIPAA) places a high priority on managing the security and privacy risks of sharing electronic Protected Health Information (PHI), leading to costly compliance efforts.

The Compliance Risk?

Your partners' information confidentiality and availability policies now impact your shared PHI, which means your patients' information is no longer yours to manage alone. Should a business associate's practices fail to meet your IT, business and regulatory compliance requirements, the impact could be substantial:

- Unauthorized disclosure of PHI jeopardizes HIPAA compliance
- Lost or corrupted data affects quality of care, leading to loss of revenue
- Invalid or unauthenticated transactions impact patient records
- Operational impact from the unavailability of networked business associates' information systems
- Increasing costs to align information confidentiality, integrity and availability with networked organizations

ComplyChain Manages Information Service Level Compliance

Extending and automating your oversight of Business Associates Contracts (BAC) to protect PHI requires Information Service Level Compliance (ISLC). ComplyChain automates the on-going negotiation and management of ISLC controls between business associates in order to reduce business and regulatory risks that increase operational costs and risks and endanger revenues.

Without the real-time continuous audit of information systems based on the terms and conditions of a BAC, compliance cannot be achieved. Periodic audits, Business Associate (BA) incident notification and financial penalties for violations only address failure after damage to your business and compliance status has occurred. ComplyChain delivers real-time management of ISLCs.

ComplyChain Rewards

- Enable proactive compliance to regulatory mandates for information accuracy, security, and privacy
- Reduce the risks and costs when you share sensitive information
- Protect your reputation and your patients by reducing information and business failure
- Minimize the business impact of service level failures by enabling a real-time response
- Increase the efficiency, effectiveness and speed of your ability to manage multiple business associates
- Motivate partner compliance through real-time continuous accountability

How does ComplyChain work?

STEP 1:

A ComplyChain Certified Partner reviews existing information service terms to determine where our patent-pending Information Service Level Compliance (ISLC) service can help you gain control of the business and regulatory risks and costs associated with your BAC information-based activities.

Compliance Issue	Information Service Risk	ComplyChain Control Solution
Performance & Quality	A BA changes their application (i.e. information processing routine) without proper testing. Your information is now corrupted.	Monitor partner software change management and request review of application changes and updates. Capture the time of application changes for transaction back-out and file recovery.
Security & Privacy	Illegal access to PHI passes through a business associate's network security, jeopardizing HIPAA compliance.	Monitor the availability of associate's security systems to notify you when the systems are compromised.
Regulatory & Certification	A file containing your customers' personal health information is left unprotected, leading to unauthorized access.	Monitor backup, security and configuration activities. Immediately notify key personnel when security specs or information controls are violated.
Personnel & Training	A BA's key employee with access to PHI on your systems is promoted or leaves the BA's organization and your organization is not notified to update passwords, system access or train new personnel.	Systematic or email monitoring of business associate's critical employees for immediate notification to changes in their job responsibility or employment status, thus enabling you to perform a timely security & training profile update and avoiding potential HIPAA compliance issues.

STEP 2:

ComplyChain helps you quickly and easily work in a collaborative manner, on a per contract basis, with each of your business associates to establish and continuously manage, an efficient and effective set of ISLC controls for each unique relationship:

- What are the business issues that require Information Service Level Compliance?
- What are the resultant systems, data and personnel that require controls?
- How can an ROI be achieved quickly?
- What constitutes an incident/violation, and how will both organizations coordinate their responses?
- Which existing performance or security tools can be re-purposed and shared to monitor, test and improve system, network, security and change management "vital signs?"

STEP 3:

When the initial collaborative effort is complete and the controls are deployed, ComplyChain real-time continuous monitoring, joint incident response and settlement, control testing, and continuous improvement processes automatically begin. Now you and your partners can have the confidence that both organizations are **in compliance** with the ISLC terms and conditions set forth in your business associates contracts.

When a violation occurs, a ComplyChain "**Joint Incident Response (JIR)**" coordinates a response for you and your partner to quickly minimize the impact on business operations. ComplyChain processes also continually ensure proper settlement, testing, and improvement of ISLCs between partners.

Let ComplyChain help you Collaborate with Confidence.