

DISCLOSURE ITEMS FOR United Healthcare Services, Inc. (UHC) for Administrative Management Services for Self-Insured Group Health Insurance Coverage and Benefits and Pharmacy Benefit Management Services for Broward County Benefits-Eligible Individuals (RFP #TEC2122482P1)

ISSUE	ETS COMMENTS/RESPONSE	HUMAN RESOURCES RESPONSE
<p>Enterprise Technology Services (ETS) Security Disclosure Items</p>	<p>ETS established standards for Software as a Service (SaaS)/Hosted solutions and Managed or Professional Services Providers that process, access, transmit, or store Confidential Data requires a Service Organization Control Level 2 (SOC 2), Type II report inclusive of all five Trust Service Principles for the application or organization, in accordance with industry standards.</p> <p>The vendor did not provide a SOC 2 Type II report.</p>	<p>Human Resources has discussed this item with ETS and, as the using agency, will accept UHC’s request to substitute a certification from HITRUST Common Security Framework (CSF) instead of the County requested SOC 2 Type II report.</p> <p>HITRUST certification is issued by HITRUST - a third party organization to health insurance companies including UHC. The certification is valid for a two-year period with annual validations for ongoing compliance. By obtaining HITRUST certification (used commonly in the healthcare industry), UHC demonstrates that effective security and privacy practices are in place and meet applicable regulatory obligations such as the Health Insurance Portability and Accountability Act (HIPAA) Security, General Data Protection Regulation (GDPR, New York Cyber(NYCRR) and California Consumer Privacy Act (CCPA).</p>