

CASE STUDY

HEALTHCARE TECHNOLOGY



— INCIDENT – DATA SECURITY

The client, a payment processor for the healthcare industry, experienced an incident when threat actors gained access to their computer system. The threat actors changed the account information for several customers and diverted a substantial amount of payments intended for healthcare providers to their own accounts. In the process, the threat actors also accessed the clients' customers' healthcare information.

— AXIS RESPONSE

Once the intrusion was identified, the AXIS Incident Response Manager arranged for:

- Forensic investigators, to evaluate how the computer systems were accessed and determine the scope of the security incident
- Prompt payments, to reimburse the healthcare providers whose funds were transferred to the threat actor's account
- Retained privacy counsel, to assist in incident response, including retaining vendors to protect all findings under attorney-client privilege
- Provided notification services, to inform all impacted individuals of security incident and provided credit monitoring to protect them from identity theft

— OUTCOME

The client avoided any litigation as a result of the incident by promptly paying all healthcare providers. In addition, the client's reputation suffered little adverse damage as a result of their quick action, prompt notification, and prompt reimbursement to impacted customers.

KEY CYBER COVERAGES TO CONSIDER

- Incident response costs
- Security event liability
- Reputational harm

PREPARE

- Keep software and applications on servers and computers patched and updated
- Clearly articulate and enforce password policies and ensure that passwords are complex
- Apply multi-factor authentication across the business, especially for critical systems like email
- Provide cyber security and awareness training to all staff
- Review and/or implement payment authorisation procedures to detect and prevent fraudulent activity

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