

ATTACHMENT D DATA SECURITY AND CONFIDENTIALITY

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Offeror must provide a concise summary of their approach to delivering the services with Data Security and Confidentiality (per RFP Section 5.05 Data Security and Confidentiality).

- a. What measures do you take to protect sensitive customer information and comply with all federal requirements including, but not limited to Health Insurance Portability Accountability Act (HIPAA) and Personal Identifiable Information (PII)?

- b. Describe your methods for handling and reporting security events?

c. What policies and procedures do you follow to maintain confidentiality of all transcription files?