

# COMPLIANCE & INFORMATION SECURITY



Shearwater's commitment to compliance ensures all operations meet regulatory and client requirements. We go above and beyond industry standards to create true security... for your data and peace of mind.

## GOVERNANCE & COMPLIANCE

- URAC accreditation
- Annual SOC 1 Type 2 and SOC 2 Type 2 mapped to HITRUST audit
- Annual 3rd party HIPAA compliance assessment
- Real-time monitoring of regulatory changes
- Compliant with State and Federal standards
- Stringent internal controls program



## HUMAN RESOURCES

- Certified and licensed healthcare professionals with quarterly verification
- Annual Mandatory Compliance Training (MCT) programs that include URAC, FWA, HIPAA, HITECH, PHI, Infosec, Code of Conduct, and Compliance
- 100% facility-based work teams
- Background checks that include NBI, SAM - OIG, OFAC, Criminal, Sex Offenders, Drug Testing, Educational, and Phone Reference from 2 Superiors



## TECHNOLOGY

- State of the Art enterprise level call center voice systems
- Automated and timely patch management
- Multi-factor authentication
- Logical separation and segregation of client networks
- Regular and proactive vulnerability scanning and testing
- Data encryption



## PHYSICAL SECURITY

- 24/7 security personnel
- Biometrics and access card entry control
- CCTV
- Secure Disposal
- Physical separation and segregation of client work areas
- No personal devices in production center
- Visitor escort



## BUSINESS CONTINUITY

- Fully redundant telecommunications and IP networks
- Disaster recovery plan and regular testing
- N+1 auxiliary power continually present
- Split site operations from geographically diverse locations
- Environmental security measures
- Client-specific testing

