

CARESOURCE PHI IS PROTECTED BY ABSOLUTE



caresource.com

"The biggest benefit of Absolute is the knowledge that we can wipe data or recover stolen laptops. We rest easy knowing confidential protected health information will not be compromised."

Jarad Preece
IT Manager
[Caresource](#)

INDUSTRY:



HEALTHCARE

PLATFORMS:



absolute.com

CUSTOMER SUCCESS STORY

CareSource is a non-profit, Medicaid-managed care company based in Dayton, Ohio. Established in 1989, CareSource has grown to the largest Medicaid-managed care plan in Ohio and the second largest in the US. The team at CareSource is committed to making a difference in the lives of Medicaid-qualified, underserved people by improving their access to and quality of healthcare. This mission is their "heartbeat" and dedication is the hallmark of their success.

BACKGROUND

With 1,400 staff working to meet the healthcare needs of more than 900,000 members, reliable, secure technology and access to health and policy information are essential for CareSource. CareSource also needs to safeguard this information day to day and at device retirement.

THE CHALLENGE

The mix of laptops to desktops at CareSource was 30:70, with approximately 300 laptops in a growing inventory. The CareSource IT team knew they needed to track all their machines – especially the more portable laptops – because they contained protected health information (PHI).

The CareSource IT team also wanted to work toward best practices in protecting PHI and compliance with the Health Insurance Portability and Accountability Act (HIPAA).

THE SOLUTION

CareSource looked at several solutions but Absolute offered features that met their needs perfectly. "It was our responsibility to choose a solution that could help us protect the PHI on our laptops," says Jarad Preece, IT Manager at CareSource.

Commenting on deployment of Absolute, Preece recalls: "The deployment was easy, it took just a couple of weeks."

Persistence® technology by Absolute is embedded into device firmware at the factory. If Absolute is removed – for instance, as the result of installing a new operating system – it simply reinstalls itself. This level of Persistence allows CareSource to maintain contact with each device, regardless of user or location.

ABSOLUTE®



Because of the healthcare policy laws, including HIPAA, that CareSource must adhere to, the IT team has to provide an end of life certificate to show that a complete data delete has been performed on a device when it is retired. Absolute makes this possible.

"With our hard drive encryption layer, we feel the data on our laptops is safe," says Preece. "We have high standards for data security – and our forensics department was very satisfied with the data delete that Absolute can perform."

RESULTS

SAVES TIME

Quick, easy tracking of laptops and desktops

DATA IS PROTECTED

Ensures sensitive PHI stored on computers is protected

COMPLIANCE REQUIREMENTS MET

Remote security commands and end of life data delete certificates allow CareSource to satisfy compliance requirements

For more information about Absolute solutions please visit: absolute.com