

# The mobile workforce challenge: Absolute helps Cigna-HealthSpring secure data on-the-go



[cigna.com](http://cigna.com)

*"Absolute helps keep us in compliance regardless of location. We're always able to pull regular reports that detail the location of the laptop and the last date it was used, giving us full visibility into our deployment at any time. Absolute helps us reduce our exposure to risk, keeping our patient data secure."*

Kyle Duke, Chief Security Officer  
**Cigna-HealthSpring**

## INDUSTRY:

 Healthcare

## PLATFORMS:



## CUSTOMER SUCCESS STORY

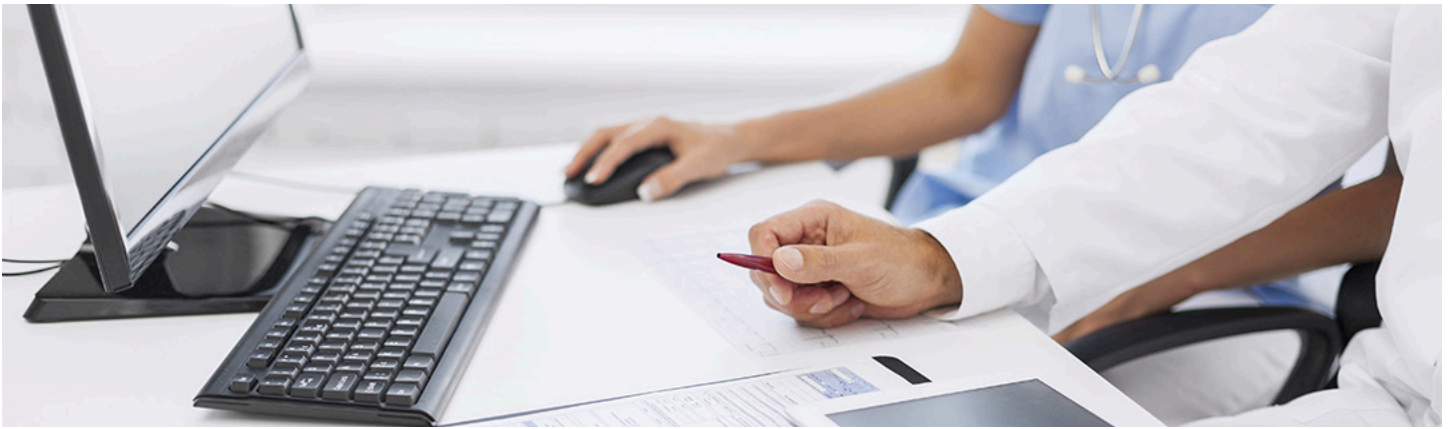
Dedicated to improving the health of the communities it serves, Cigna-HealthSpring is one of the country's largest and fastest-growing coordinated care plans focusing primarily on Medicare Advantage plans. Based in Nashville, Tennessee, Cigna-HealthSpring owns and operates Medicare Advantage plans in Alabama, Delaware, Florida, Georgia, Illinois, Maryland, Mississippi, New Jersey, Pennsylvania, Tennessee, Texas, and Washington, D.C. In addition, the company operates a national stand-alone prescription drug plan. In total, Cigna-HealthSpring covers more than 300,000 members with its Medicare Advantage plans and 700,000 with its pharmacy plans.

### BACKGROUND

With plans and members across the U.S., the Cigna-HealthSpring IT team is tasked with supporting a mobile and constantly moving workforce. Whether it's an executive traveling between office locations or a health services staff member providing alternative care to a patient on-site – the Cigna-HealthSpring IT team is responsible for managing and securing a large deployment of mobile devices. This increased mobility has created a more productive and efficient workforce, but also introduced numerous risks.

### THE CHALLENGE

As the mobility trend has accelerated within the healthcare industry, so has the regulatory emphasis on ensuring that patient data is protected. Healthcare organizations are held to the highest standard when it comes to managing and protecting patient information, with the responsibility extending beyond protecting Cigna-HealthSpring devices to also include the prevention of data breaches of any kind. "It is of utmost importance to us to make sure that we not only comply with national and local regulations, but that we also live up to the promise we make to our members to keep their data safe and secure," said Kyle Duke, Chief Information Security Officer at Cigna-HealthSpring.



## THE SOLUTION

Cigna HealthSpring was driven by the need to comply with both local and national regulations including the HITECH Act and HIPAA. "When we initially looked into security options, we knew we needed a tool that would provide protection beyond just encryption. We selected Absolute Data & Device Security (DDS) to help us deliver a multi-layered approach to endpoint security," says Duke. When a security incident occurs, the Absolute Investigations team works on behalf of Cigna-HealthSpring to gather evidence from the endpoint. Duke says the peace of mind Absolute provides also includes data security measures, in particular the ability to remotely delete data from a device. "We sleep better at night having Absolute DDS on all of our laptops," said Duke. "We don't have to worry about a laptop getting out of our staff's hands. We know that we can wipe the laptop and that we've done everything we can to protect the information stored on every device."

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## RESULTS

### COMPLIANCE

Assess and prove compliance measures are in place

### INCIDENT AWARENESS

Understand how a security incident occurred and make adjustments so it doesn't happen again

### PEACE OF MIND

Cigna-HealthSpring have the tools in place to remotely protect the information stored on each device

For more information about Absolute solutions please visit:  
[absolute.com](http://absolute.com)