



Intermedia Healthcare Security and Compliance Options for Microsoft 365

We make it easy for you to buy and use Microsoft 365 with the essential security and compliance services to protect healthcare organizations. Intermedia services have the privacy and security controls required to protect email and work files mandated under HIPAA.

Privacy and security to support compliance with HIPAA regulations

Comprehensive ransomware protection

Administrator tools to streamline IT management and security and assist in documenting effective risk assessment

Healthcare organizations from large hospitals and clinics to small physicians' practices are under more pressure than ever to provide secure tools that protect patients and staff. Microsoft 365 offers increased productivity, mobility and collaboration with familiar tools and access to data from multiple devices; however, security and compliance for healthcare environments require specific measures to protect your sensitive information. You can address these issues with powerful services that identify and protect your sensitive communications, and securely backup your files with protection from Ransomware. Intermedia services are easy to use by your administrators and staff.

Intermedia understands the concerns that apply to "covered entities", and our services are designed to meet the privacy and security requirements for Protected Health Information (PHI). Our policies, procedures, technologies and services are audited by a third-party to validate conformance with HIPAA's privacy and security requirements, and Intermedia will execute a Business Associate Agreement (BAA) with Covered Entities.

INTERMEDIA'S HEALTHCARE OPTIONS FOR MICROSOFT 365

Get the privacy, security and compliance controls needed to protect Microsoft 365 email and work files under HIPAA

Recommended Microsoft 365 Plans for Healthcare Providers

Advanced Email Security

Backup for Microsoft 365

Policy Based Encryption

Email Archiving

Contact your sales representative for pricing

Complemented by HIPAA Business Associates Agreements to comply with HIPAA requirements

Start using Microsoft 365 with Intermedia security and compliance services for healthcare

Intermedia provides Microsoft 365 and enhances it with our full suite of integrated cloud services, providing the essential features and functionality that your business needs – all in one solution.



SECURE MICROSOFT 365 FOR HEALTHCARE

Recommended Microsoft 365 plans are Microsoft Business Premium (if you have fewer than 300 users), or Microsoft 365 E3 (for unlimited users). These plans include access to the Microsoft security and compliance center, Azure Active Directory P1 access protection, and device security services. Microsoft 365 E5 is also recommended if additional conditional access controls are required using the Azure Active Directory P2 service.



ADVANCED EMAIL PROTECTION

Advanced Email Protection for Microsoft 365 uses multiple industry-leading email scanning engines to prevent spam, viruses, malware and phishing from reaching your mailboxes with enterprise-level security that is affordable, reliable, and easy to deploy, use and configure.

- **Anti-phishing protection against targeted email attacks**
- **Point-of-click protection against malicious links in emails**
- **Data Loss Prevention and outbound email protection**



BACKUP FOR MICROSOFT 365

Protect your Microsoft 365 users with regular backups of Exchange, OneDrive, Microsoft Teams, SharePoint, and Office 365 Groups.

- **Protects critical data from accidental or malicious incidents as recommended by Microsoft**
- **Unlimited capacity and retention across all services - no overages or extra costs**
- **One click point-in-time restore**



ENCRYPTED EMAIL

Secure Microsoft 365 by automatically encrypting emails containing Protected Health Information (PHI). Enforce compliance with pre-defined policies and rules, reducing human error and minimizing risk.

- **Leverage pre-built healthcare templates - designed to support compliance with HIPAA regulations for identifying and securing PHI using NIST-recommended encryption**
- **Easy pick-up and comprehensive delivery methods for all encrypted emails**



EMAIL ARCHIVING

Fully retain all sent and received Microsoft 365 emails with enhanced email protection and preservation capabilities. Intermedia's Email Archiving offers:

- **Unlimited storage and tamper-proof record archiving for auditing purposes**
- **Secure, automatic archive of all sent and received email**
- **Powerful search to quickly identify and retrieve messages**
- **Email and attachment retention to meet governance or regulatory record retention requirements**



SECURE FILE BACKUP AND SHARING

SecuriSync® from Intermedia is a 2-in-1 secure file backup and sharing service that complements Microsoft 365 by protecting desktop files:

- **Control and protection of your patient and practice electronic files using NIST-recommended encryption**
- **Real-time backup with access to patient files anytime from virtually any device, so patient information is always available per HIPAA requirements**
- **Disaster recovery with point-in-time restore capabilities to protect against malware and ransomware risks**
- **Securely share and manage confidential documents and folders, even in a virtual office environment**

SECURITY AND RELIABILITY THAT PROTECTS YOUR SENSITIVE INFORMATION

Microsoft 365 through Intermedia will offer you privacy and security to facilitate compliance with HIPAA's regulations for PHI

Independent third-party auditing with an evaluation (HIPAA AUP) on the suitability of our controls to help verify that we are in compliance with HIPAA's data privacy and security requirements.

Business Associate Agreements (BAA) available for Covered Entities as required by HIPAA.

Administrator tools to streamline IT management and security

- Centralized control over users and services with granular configurability.
- Administrators can quickly provision, de-provision and configure security controls, and also delegate set-up and management to non-specialized staff.

Dedicated security team with certified security experts

- A dedicated, full-time security staff certified in information security.
- Covers relevant aspects of security, including log and event monitoring, incident response, management of intrusion prevention systems (both host and network), perimeter defense, service and architecture testing, and source code reviews.

Reliability and support you can count on

- 99.9% uptime from Microsoft® means you can access your cloud email when you need it, staying connected and productive.
- J.D. Power certified support with 24/7 phone and chat support any time you need expert help.



Intermedia has been recognized by J.D. Power for providing "An Outstanding Customer Service Experience" for its Assisted Technical Support. J.D. Power 2020 Certified Assisted Technical Program, developed in conjunction with TSIA. Based on successful completion of an audit and exceeding a customer satisfaction benchmark for assisted support operations. For more information, visit www.jdpower.com or www.tsia.com.

Questions? Contact Us Today.