



TRI Radiology

Cyber-liability Coverage



TRI Radiology, a privately-owned, contracted medical group serving four hospitals in the Kansas City metropolitan area was facing a tough decision in Q4' 2020 as they looked to renew their 2021 cyber-liability insurance coverage through Tokio Marine, brokered by HUB International, Kansas City.

The Challenge: Given the dramatic increase in recent cyber-attacks in both volume and sophistication, Tokio Marine increased its cyber-liability requirements. TRI Radiology was still in recovery from the financial impact of Covid-19 and the added cost of implementing these additional security controls was going to further impact an already tenuous budget. Like many healthcare groups facing this same financial predicament, TRI was considering foregoing cyber-liability insurance altogether.

The 2021 requirements included: Managed Detection and Response on TRI endpoints and servers, SIEM (24/7/365 monitoring), Multi-Factor Authentication (MFA), Cyber-Awareness Training, and an annual simulated phishing campaign.

The Solution: TRI reached out to their managed-IT firm. Given the breadth of the ask and condensed timeline, PatientLock, a company specializing in healthcare cybersecurity for smaller entities was recommended. PatientLock was able to scope, quote, and implement a solution set that not only fulfilled Tokio Marine's underwriting requirements but also addressed HIPAA and PCI compliance. All was accomplished within TRI's budget constraints and prior to the renewal deadline, keeping TRI's policy from lapsing.

"PatientLock saved the day in-terms of TRI's cyber-insurability."
- Sue Smith, CFO, TRI Radiology.

"PatientLock's simple solution and quick implementation allowed TRI to maintain their cyber insurance policy when cancellation was inevitable".
- Chris Ford, VP and Shareholder, HUB International

ENGAGEMENT OUTCOMES:

TRI RADIOLOGY

- Substantial cyber-risk mitigation at an affordable price.
- Contacted PatientLock Dec 2, 2020.
- Deployment completed Dec 23, 2020.
- Remained insurable for 2021.

HUB INTERNATIONAL

- Required security controls deployed quickly for rapid policy renewal.
- Customer remained insurable.

TOKIO MARINE

- Customer added critical security control to reduce risk to insurer.
- Policy was renewed.
- Customer was retained.