

Hot Topics In Risk Management



Every day we hear from our insureds on the Risk Management Hotline, and we will be sharing some of those questions and answers with you.

Our Risk Management Team is here to help you minimize and mitigate Medical Professional Liability risk.



Physicians, Medical Practices, and Health Care Organizations are Cyber Targets

The Federal Bureau of Investigation (FBI), Cybersecurity and Infrastructure Security Agency (CSIA), and United States Department of Health and Human Services (US DHSS) recently issued an [alert](#) that means physicians and practices must quickly move from cybersecurity *awareness* to *readiness*. This year, cybercriminals have interfered with patient care in over 500 hospitals, health care systems, and facilities. According to the alert, the agencies received credible information of an increased and imminent threat to United States hospitals, health care systems and facilities, physicians, and practices. Striking during the surges of the COVID-19 pandemic is most likely intentional. The alert includes specific, detailed, technical information about the malware and ransomware being used, signs of possible compromise, and potential mitigation strategies.

Take immediate action.

- Read the FBI, CSIA, and US DHHS alert and implement the recommendations.
- Share the alert with information technology staff, teams, and vendors.
- Back up critical data, including electronic health records, and isolate the back up. The agencies recommend applying the 3-2-1 Rule to backups: three copies of all critical data retained on at least two different types of media and at least one of them is stored offline.
- Distribute hard copies of your business continuity/disaster response plan to physicians, other health care professionals, practice administration professionals, and staff.
- Schedule enough staff to maintain operations in the event you cannot access patient medical information and records.
- In partnership with our cyber risk experts, Tokio Marine HCC – Cyber & Professional Lines Group, MICA offers insureds complimentary access to the e-Med Protection risk management website for cyber risk management solutions including incident response plans, compliance materials, online HIPAA training, latest trends in data breaches and cyber crime, and concerns surrounding COVID-19. For more cyber risk management information, please contact support@eplaceinc.com or 877.574.6406.

To access the website:

1. Log in at mica-insurance.com.
2. On the Policyholder Home Page click on Tokio Marine HCC – e-Med Protection Risk Management Website
3. Select your state and accept or decline the terms of service. If you accept, the next page is the e-Med Protection Risk Management Website.
4. Read news and learn about training courses, webinars, sample policies and agreements, incident response, ransomware, phishing, complying with statutes and regulations, and building a business continuity plan.
5. Go to Training and News and then Cyber News to subscribe to a monthly electronic newsletter.

Customer Service 877.215.MICA (6422)

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