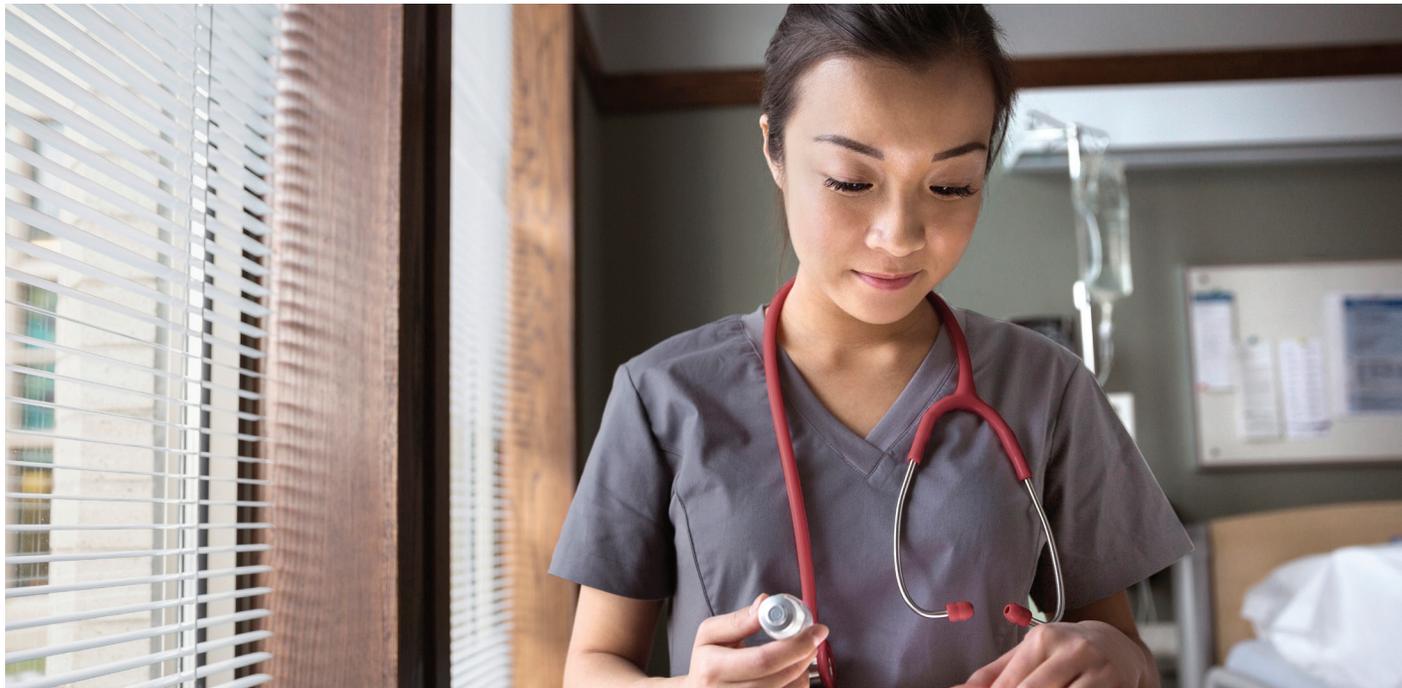McAfee™
Together is power.

Horizon BCBS Secures Data and Gains Visibility into Cloud Services

Horizon Blue Cross Blue Shield of New Jersey

Customer Profile
Independent licensee of Blue Cross Blue Shield

Industry
Healthcare

IT Environment
5,500 employees, and 2,000 users serving more than 3.8 million members in the state of New Jersey

Horizon Blue Cross Blue Shield of New Jersey (Horizon BCBSNJ) is an independent licensee of a 37-member association of independent Blue Cross and Blue Shield companies across the country. Serving the people of New Jersey, Horizon BCBSNJ insures approximately half the individuals in the state and supplies health coverage to every market, including Medicare, Medicaid, public sector and private employers, unions, and those individuals needing policies mandated by the Affordable Care Act.

Connect With Us

Becoming a Cloud First Organization

Serving over 50% of the insured in New Jersey, Horizon Blue Cross Blue Shield of New Jersey (Horizon BCBSNJ) provides health benefits across all markets: commercial, public sector, unions, Medicare, Medicaid, and individual-mandated health insurance for individuals. With approximately 3.8 million members, 5,500 employees, and 2,000 users, cloud adoption at Horizon BCBSNJ has drastically accelerated over the past few years. Due to strict compliance regulations and stringent internal data security standards, Horizon BCBSNJ has historically been reluctant to move their data off premises, but, in the past two years, that has changed.

"There are many SaaS solutions out there that solve a business need, however they are missing the advanced security controls that protect customer data. For us, to be able to partner with McAfee and customize the security enhancement for any product out there helps us expedite cloud adoption and become one of the leaders in the market for health services," says Alan Leung, director of enterprise security architecture at Horizon BCBSNJ. The Horizon BCBSNJ cybersecurity team sees themselves as a business enabler, and as an organization—they've embraced the idea that security is a competitive advantage.

Protecting Sensitive Data

Horizon's journey to the cloud started with the desire and need to roll out as many secure healthcare solutions to their members as possible, including online member services that require the protection of personal health information (PHI). "Healthcare organizations like Horizon are targets for cybersecurity events, more than ever before," says Leung. "Not only is Horizon committed to being a market leader when it comes to delivering the digital and mobile solutions that give our members 24/7 access to their benefits and information from any device, we're also providing our consumers with additional layers of security."

The team at Horizon BCBSNJ decided to start leveraging McAfee cloud access security broker (CASB) technology to help provide visibility into where their data was going and to help produce a consistent set of security controls across the enterprise, regardless of whether the data is on premises or in the cloud. "Providing a single pane of glass for our multiple security controls allows the security operations team to continue to monitor the ever-growing list of applications both on premises and in the cloud without needing to increase our personnel headcount" says Leung.

Leveraging McAfee Skyhigh Security Cloud for Centralized Data Loss Prevention

McAfee® Skyhigh Security Cloud provides the team at Horizon BCBSNJ with a centralized data loss prevention (DLP) solution and ensures that their policies are standardized across all cloud services and platforms. "For every single one of our solutions that have McAfee Skyhigh Security Cloud integrated with it, we are leveraging McAfee DLP so that we can ensure that sensitive data is not being sent to unsecured platforms," says Leung. "With McAfee, I get to write one rule and apply it across all my SaaS solutions."

Challenges
- Needed advanced security controls to protect and encrypt sensitive customer data
- Lacked visibility into user and data traffic resulting in the usage of high-risk applications and services

McAfee Solution
- McAfee Skyhigh Security Cloud for AWS
- McAfee Skyhigh Security Cloud for Office 365
- McAfee Skyhigh Security Cloud for Sales Cloud
- McAfee Skyhigh Security Cloud for ServiceNow
- McAfee Skyhigh Security Cloud for Shadow IT

Results
- Standardized DLP and encryption policies to safeguard sensitive data across the enterprise
- Reduced overall risk through mitigation of high-risk cloud services and auditing of user activity, helping to prevent security misconfigurations
- Expedited cloud adoption, allowing for a better user and customer experience

In addition to leveraging McAfee DLP technology, Leung and his team at Horizon BCBSNJ also leverage McAfee to encrypt their sensitive PII and PHI data across cloud services such as Salesforce while retaining sole control of the encryption keys. "McAfee Skyhigh Security Cloud goes one step further and provides specific security controls for DLP, encryption, and general auditing," remarks Leung.

Horizon BCBSNJ is also using McAfee to secure their data in Infrastructure-as-a-Service (IaaS) platforms like Amazon Web Services (AWS). "McAfee Skyhigh Security Cloud for AWS provides us the ability to audit our users and understand who has logged into our system with a visual representation of their activities. It gives us insight into the security posture S3 buckets and possible security misconfigurations," says Leung.

Looking Ahead

Implementing McAfee Skyhigh Security Cloud for Horizon BCBSNJ's cloud ecosystem has led to nothing but positive outcomes for the organization. "The security conversations have evolved," says Leung. "We now have a template that the business can use to move in a direction that security is comfortable with." Along with increased employee productivity and enhanced product offerings for their customers, Horizon BCBSNJ is also spending less time worrying about patches and infrastructure management and is rerouting those resources towards business-critical functions like analytics, audit development, and value-based healthcare.

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>
> —Alan Leung, Director of Enterprise Security Architecture, Horizon BCBSNJ

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