

Molina Healthcare Relies on McAfee MVISION Cloud for Visibility and Control



Molina Healthcare

Customer Profile

Fortune 200 organization serving 3.9 million members covered by government programs such as Medicare and Medicaid

Industry

Healthcare: insurance and managed care

IT Environment

21,000 employees spanning 35 states with strict compliance regulations that include HIPAA, SOX, and PCI

Founded in 1980 by Dr. C. David Molina in Wilmington, California, Molina Healthcare has rapidly expanded from a single healthcare clinic into a Fortune 500 organization whose mission it is to provide quality healthcare for its 3.9 million members through 12 health plans across the country that are covered by government programs such as Medicare and Medicaid.

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CASE STUDY

With more than 20,000 employees spanning the nation, Molina Healthcare's Chief Information Officer (CIO) Rick Hopfer understands that cloud access is a major priority. "IT is at a pivotal point," he says. "With the emergence of mobile technology, analytics, and the consumerization of IT, cloud is just the next technology pushing CIOs to change and adapt."

Leveraging Cloud Technology to Deliver on Molina Healthcare's Mission

As a progressive CIO, Hopfer understands the benefits and the risks of leveraging cloud services. Along with the benefits of increased speed, agility, and reduction of costs, come new security and compliance requirements.

"Shadow IT has been around for a long time," says Hopfer. "Employees leverage cloud applications to do their jobs and to be as productive and efficient as possible. It is my job as CIO to ensure they have the tools they need and to marry them to meet our security standards," he says.

With a mission of providing the best quality service possible to their members, the team at Molina Healthcare knows that leveraging cloud services will

enable them to be more agile and provide faster, more cost-effective development. "There is an overwhelming demand from our users to be able to leverage new cloud technologies so they can provide quality care to our 3.9 million members by making information available anytime, anywhere, and on any device," says Molina Healthcare's Chief Information Security Officer Sudhakar Gummadi.

To maintain strict regulatory compliance standards, Hopfer and Gummadi decided to bring in a cloud access security broker (CASB) to serve as a central control point to enforce security, compliance, and governance policies consistently across all cloud services in use.

"The cloud is not going away, and CIOs need to adapt and leverage cloud services enthusiastically when it benefits the company," says Hopfer. "The apps are going to be there, and I need some kind of security broker to centrally manage it. We chose to go with McAfee® MVISION Cloud because it helps solve the cloud dilemma. We now have the visibility and control we need to be able to allow access to the cloud based tools our employees need to be competitive and efficient, without compromising our security standards."

Challenges

- Lack of visibility into cloud services in use across the organization and a need to enforce appropriate use policies
- Need for insight into high-risk activities within Box and Salesforce to prevent data loss
- Strict industry regulatory requirements to comply with HIPAA, SOX, and PCI

Solutions

- McAfee MVISION Cloud for Salesforce
- McAfee MVISION Cloud for Shadow IT

CASE STUDY

Driving Compliance in a Highly Regulated Industry

As the healthcare industry is under strict compliance regulations, Molina Healthcare has taken a conservative approach to leveraging the cloud, ensuring that the use of cloud services across Molina Healthcare's multiple business units complies with strict Health Insurance Portability and Accountability Act (HIPAA), Sarbanes-Oxley Act (SOX), and Payment Card Industry Data Security Standard (PCI DSS) regulations. "In IT, we are responsible for data, integration, and security across the organization and between business units," says Hopfer. "Working with McAfee allows us to work with other cloud partners to make sure that we're collaboratively managing our environment, ensuring that we are actively managing and mitigating our risk."

MVISION Cloud identifies sensitive data such as personally identifiable information (PII) and personal health information (PHI) headed to the cloud via data identifiers for common data types (Social Security numbers, credit card numbers, and more), file names, keywords, file sizes, file types, or regular expressions

that identify custom patterns (IP addresses, medical record numbers, and others) and then provides a variety of policy enforcement actions.

"The cloud has changed the way people want to access information," says Hopfer, whose company has taken a very conservative position in regard to PHI in the cloud. "This year, that's changing," he says. "We are now able to secure approved cloud applications with a central security module, which wasn't really possible before McAfee."

MVISION Cloud also analyzes collaboration permissions within certain cloud apps to help Molina Healthcare enforce collaboration policies. "MVISION Cloud plays a key role in our governance workflow, and as we look to bring in and implement additional cloud-based solutions, McAfee will continue to be central to making sure that we've implemented the correct policies with those providers," says Hopfer. "The thing I like about MVISION Cloud is that it was extremely easy to bring in, easy to configure, and I immediately got value."

Results

- Eliminated use of unsanctioned, high-risk services while proactively enabling users with enterprise-ready cloud services
- Leveraged user behavior analytics to detect and prevent data loss from misuse and compromised accounts while securely enabling collaboration across business units
- Ensured regulatory compliance with HIPAA, SOX, and PCI by enforcing cloud policies and activity monitoring Salesforce and other approved cloud applications

CASE STUDY

Ensuring Security in the Cloud

Hopfer and his team regularly use the MVISION Cloud Global Registry to review MVISION Cloud risk ratings to quickly and accurately understand the risks associated with each service, allowing them to easily prevent the use of high-risk services and direct users to more secure, sanctioned services.

“We now have a risk rating for every cloud service in our environment and an inventory of the high-, medium-, and low-risk services in use,” says Gummadi. “We can now track the number of high-risk services and the amount of data sent there. We have metrics for cyber risk that we simply could not measure before.”

In addition to being able to redirect users from high-risk applications, the team at Molina Healthcare also leverages McAfee threat protection capabilities for services like Salesforce. MVISION Cloud provides the team at Molina Healthcare with user and administrative activity monitoring and the ability to identify potential misuse or compromised accounts. MVISION Cloud leverages machine learning algorithms that model typical behavior for a user, group, and time period to detect behavioral anomalies that require attention.

MVISION Cloud also offers the ability to sync with Molina Healthcare’s existing identity management program. “I love that I can centrally manage a very decentralized environment with our policies that are in place now, and it gives us the ability to securely offer cloud services that we weren’t able to before,” says Hopfer. “With McAfee, we are in a much better position.”

“We now have the visibility and control we need to be able to allow access to the cloud-based tools our employees need to be competitive and efficient, without compromising our security standards.”

—Rick Hopfer, Chief Information Officer, Molina Healthcare



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