

# Luma Health Accelerates HITRUST Certification with Theom



Luma Health combines all the steps in the patient journey with the operational workflows and processes in the healthcare ecosystem to make it easier for patients to access healthcare. With its Patient Success Platform™, Luma serves more than 600 health systems, integrated delivery networks, federally qualified health centers, specialty networks, and clinics across the United States, and today orchestrates the care journeys of more than 35 million patients.

## COMPANY SIZE

250 employees

## INDUSTRY

Healthcare

## DATA PLATFORMS



## CHALLENGE

As a company that handles a significant amount of highly **sensitive patient data**, Luma is committed to enforcing stringent data security standards. While Luma had more than sufficient measures in place to maintain compliance with HIPAA regulations, it wanted to enhance its existing security toolset to achieve compliance with HITRUST Common Security Framework (CSF) standards – a best practice framework that builds on HIPAA requirements with more rigorous qualifications on data security and risk.

“Our security team was actively seeking a strategic partner to join forces and redefine the future of data security in healthcare, as we aimed to elevate our identity and access management practices, surpass industry standards with HITRUST certification, and inspire unparalleled trust in our customers,” said Bharath Nagendraprasad, Sr. Engineering Manager at Luma.

Achieving this certification would require Luma to undergo a formal audit of its company’s policies and procedures to identify control gaps related to handling protected health information (PHI). Gathering the requirements for HITRUST certification can take up to a year, depending on the size and scope of the company. Luma didn’t have a year to achieve this certification. It wanted to achieve it as fast as possible, so it needed a software solution to help.

## SOLUTION

Luma needed a solution that would provide them visibility of their data across Snowflake, AWS, and MongoDB and automatically detect and remediate risks within the environment so that they could pass the **HITRUST assessment without spending hundreds** of planned person-hours. Luma looked to Theom for its data-centric approach to data access governance, which provides granular visibility into the security posture of their entire data environment from a single pane of glass. Theom takes a data-centric approach to data access governance by embedding itself within data clouds and lakehouses. This approach allows Theom to see every individual data access and query in the clear vs. encrypted for non-embedded approaches, enabling better security and breach protection. And, since Theom sits within the customer’s environment, Luma would not need to worry about any data or metadata being transferred out.

Once Theom deploys, it automatically takes inventory of the entire environment – identifying who is accessing what, from where, and at what time – and evaluates every attempt to access data against existing (static) rules and (dynamic) baselines derived from machine learning to assess the legitimacy of that access event. From there, it discovers overprovisioned accounts, dark data stores, and cloned data stores, and offers recommendations for remediation. With Theom’s continuous monitoring, Luma could have a clear view of every data access event, and even detect and prevent instances of potential insider risk to sensitive data.

## RESULTS

Within just two hours of deploying Theom, Luma had insight into every data access event within the last 90 days down to the individual cell or column. Upon identifying instances of overprovisioning, Theom automatically shrink wraps permissions to keep all privileges as tight as possible with **zero business downtime** so that Luma no longer has to manually add or remove privileges of roles or users to data objects like data or tables.

In various dashboards, Theom automated evidence collection and provided compliance demonstrations. And in cases where compliance checks had previously failed, Theom drove remediation workflows and collected proof of action. Luma now receives automated audit reports from Theom to fulfill HIPAA and HITRUST compliance reporting requirements, eliminating hours of manual work.

“Theom accelerated our initiative to obtain the coveted HITRUST Risk-based, 2-year (r2) Validated Assessment,” said Nagendraprasad. “Theom uncovered compliance violations almost instantaneously with its built-in standards compliance module. Theom’s continuous data security posture now enables us to remain compliant 100% of the time. Besides compliance, Theom also identified a couple of instances of insider risk to sensitive data, returning its value within a week of deployment.”

Since deploying Theom, Luma has detected, investigated, and prevented several potential data breaches, saving what could have been millions in collateral damage. With Theom, Luma can assure hospital clients that their patients’ health information is under constant protection.

“Theom has been an absolute game-changer for us regarding data security. Its deployment has empowered our security team to protect our AWS cloud data stores and Snowflake with unparalleled efficiency, with a single pane of glass across multiple data store technologies. The instant insights provided by Theom’s dashboards have been invaluable, and its user-friendly interface has simplified the process of demonstrating HITRUST compliance, giving us peace of mind. Theom has truly redefined our approach to data security and has become an indispensable asset in **safeguarding our sensitive information**.”

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## ABOUT THEOM

Founded in 2020, Theom offers a dedicated data access governance and data security SaaS solution that runs on AWS and Azure. Embedded within the data stores and platforms where data is stored, Theom has unmatched visibility into any access attempts and is in a unique position to protect those data. The Theom platform also delivers data attack detection and insider risk management capabilities to enterprises in a matter of hours, which often takes multiple people months, today. Lastly, Theom provides a complete governance solution for external data share and clean rooms. Based in San Jose, California, Theom is backed by M12, Ridge Ventures, Foothill Ventures, and The General Partnership.