Background
The mission of the Centers for Medicare and Medicaid Services (CMS) is to be an effective steward of public funds. The CMS vision of future success is a high quality health care system that ensures better care, access to coverage and improved health. CMS covers approximately 100 million U.S. citizens through Medicare, Medicaid, the Children’s Health Insurance Program, and the Health Insurance Marketplace.

Challenge
The Affordable Care Act (ACA) requires CMS to coordinate with states to establish Health Insurance Marketplaces, expand Medicaid, and regulate private health insurance plans. The ACA greatly broadens the agency’s role and responsibilities, expanding CMS’ traditional service base and making it responsible for establishing the Health Insurance Marketplaces, including the national Healthcare.gov website.

The Department of Health and Human Services (HHS)/CMS Strategic Plan states: “[CMS] will have achieved 'Enterprise Excellence' when CMS' high-quality, diverse workforce develops, supports and utilizes innovative strategies, tools and processes, and collaborates effectively with its partners and agents to reach its goals.”

The technology backbone of the ACA is CMS' virtual data center, eCloud. An advanced hybrid cloud hosting environment, eCloud consists of multiple technology vendors and connections to a variety of state governments, issuers, brokers, and assistors. The security and reliability of the underlying IT infrastructure supporting enterprise excellence would be tantamount to ACA’s success. To address eCloud’s broad threat attack surface, CMS’ Center for Information and Insurance Oversight was required to implement a robust operational security management program to protect the data without impacting 35 million estimated annual users.

What We Did
- Cloud and hosting
- Full lifecycle maintenance
- IT infrastructure support
- Monitoring and oversight
- Operational security management
Solution
To provide the ACA with a cyber security solution, Salient CRGT implemented and operated a robust Operational Security Management Program. This program consists of an advanced 24×7 Security Operations Center (SOC), which continues to provide both broad and deep cyber security services for the eCloud environment and Healthcare.gov.

► Continuous monitoring, behavioral-based analytics, and signature development
► Cyber threat intelligence
► Digital forensic analysis including rapid response for data breach and consumer fraud
► Security incident reporting, security risk analysis, and risk management
► Full lifecycle maintenance of security appliances and tools
► Multi-tenant, multi-vendor, hybrid cloud vulnerability scanning and assessments and privacy assessments

The success of ACA required strong communication between all stakeholders. As security is fundamental to all components of ACA, the SOC needed to maintain a visible, respected, and reliable presence throughout the ACA ecosystem. SOC serves as a central clearinghouse for all security matters and maintain a persistent connection to CMS and federal cyber security authorities.

Salient CRGT developed a management approach centered on three fundamental tenants: quality, partnership, and customer service. Salient CRGT built and maintained relationships that allowed for continuous data exchange between government components and partners. We introduced innovative processes and technologies to maintain the availability, quality, and delivery of time-sensitive information about cyber security health and the evolving threat landscape.

Impact
Maintaining Security While Ensuring Enterprise Excellence
This program has enabled CMS to maintain the security and privacy protections of the Healthcare.gov website and hosting environment since service launch, ensuring CMS’s commitment to Enterprise Excellence.

Our Cloud and Hosting
As the government accelerates towards cloud adoption, Salient CRGT has focused on crafting innovative solutions and partnering with best of breed cloud service providers and proven software vendors to ensure our customers’ transition to this new operational paradigm is seamless and non-disruptive.

► Cloud Application Management & Transformation
► Cloud Service Management
► Cloud Security of Cloud Operations
► Cloud Architecture Design
► Managed Hosting

“Our innovative processes and technologies secured time-sensitive information and helped the CMS maintain the privacy protections of the Healthcare.gov website and hosting environment, ensuring their commitment to enterprise excellence.”

-Tom Ferrando,
Salient CRGT President and CEO