



FAQs are specific to this webinar. Visit our [General FAQs here](#).

Q: Does HITRUST® have any SLAs for milestones within the quality assurance (QA) process? For example, the time from assessments being accepted by the HITRUST Assurance team to the start of QA – Any SLA?

A: We are implementing a service level commitment for the QA process as a whole rather than specific milestones. As we move to reservation-based QA, there will be dates associated with specific milestones as part of the QA process.

Q: One of the issues I came across in asking about my assessment was that the Support team and Customer Success Managers had little to no visibility as to the progress of my assessment. How do you plan to address the inter-department communications with regards to assessment statuses?

A: The HITRUST Support team and Customer Success Managers will have access to assessment status dashboards within the HITRUST MyCSF® platform (“MyCSF”), which will show key information regarding assessment status(es) post-submission to HITRUST. We are also making this same information available to the assessed entities and HITRUST Authorized External Assessors so that they can have additional visibility into the QA process without needing to reach out to their Customer Success Managers or Support.

Q: Will the MyCSF enhancements discussed during this webinar be available for assessments that have already been submitted to HITRUST for QA, or only for assessments submitted after January?

A: We are committed to being more communicative about changes to the HITRUST CSF® Assurance Program, including MyCSF platform changes. Since the many enhancements each have different release dates, please watch for further communications as we approach release dates which will contain vital information as to the impact of the changes to any in-progress assessments.

Q: With internal QA at HITRUST, why the reliance on External Assessors for subsequent reviews?

A: Part of ensuring the ‘rely-ability’ of HITRUST assessments is making sure that they are performed consistently and in accordance with the program requirements. We believe the QA review by HITRUST helps to ensure consistency and quality in every HITRUST report, which is part of the reason the reports have such strong market adoption.

Q: Will all these new features we are discussing be available for entities that use the ‘report only’ assessment option?

A: Yes, all features discussed during this webinar will be available for all MyCSF access levels.

Q: Do External Assessors have a requirement to respond to QA tasks within a certain amount of time?

A: Under the current queue-based QA process, we encourage External Assessors to respond to QA questions as quickly as possible. This helps to ensure the assessed entity receives its draft report as quickly as possible. Under the reservation-based QA system, External Assessors will have a defined timeline to respond to QA tasks.

Q: What happens if you do not meet the ‘60 days with HITRUST’ service level commitment?

A: The service level commitment is intended to publicly communicate HITRUST’s performance against our defined metric. Internally, our teams are also evaluated against this metric and our program resources are planned based upon meeting this target.

**Q: What is an 'assessment object'/'object,' as defined by HITRUST?**

A: The 'assessment object' or 'object' is the entirety of the HITRUST CSF Assessment within MyCSF that is being submitted to HITRUST.

Q: Since these are all future enhancements, what is the process for requesting and communicating QA statuses for assessments that are currently with HITRUST?

A: Assessed entities and External Assessors can still contact the HITRUST Support team or their Customer Success Managers to obtain statuses on any assessments that have been submitted to HITRUST for QA.

Q: Will documentation be available providing more detail on the 30 distinct quality checks being put in place for Advisory HAA 2019-008, 'Automated Submission Quality Checks'?

A: Yes, descriptions of potential quality issues will be included within MyCSF alongside recommendations for how to address the potential quality issues. This content will be released alongside the automated quality checking functionality.

Q: Are the 60 days cumulative? If it's with HITRUST, then the External Assessor, then back to HITRUST, does that reset the clock back to 0 days?

A: The metric is 60 days with HITRUST, which is defined as any time action is required from HITRUST to move QA forward. For example, during the time when a QA analyst reviews the submission, the days associated with that review would be 'days with HITRUST.' When QA tasks are sent to the External Assessor, the 'days with HITRUST' clock would pause until all tasks are sent back to HITRUST.

Q: Is documentation available on the QA check-in process and system checks put into place in October 2019 (both systematic and manual checks being performed)?

A: Should an assessment be rejected during the check-in process, the message sent will include the reason for the rejection as well as how to rectify the issue(s). The MyCSF user guide will be updated with additional information as to how to use the automated quality checking functionality in MyCSF.

Q: Will the reservation for QA be scheduled prior to the External Assessor submitting the assessment, or after submission?

A: We recommend the assessed entity schedule QA as far in advance as possible. We also recommend that the assessed entity consult with their External Assessor on the expected submission date prior to scheduling QA.

Q: Do assessed entities have to pay for a report credit before they can be placed in the reservation queue?

A: Yes, we anticipate reservations will be tied to a report credit. Please watch for additional communications regarding reservation-based QA as we move into 2020.