

Responding to a Data Breach and Its Impact

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Responding to a Data Breach and Its Impact – G24

Session Abstract

The California Department of Health Care Services (DHCS) is responsible for the privacy and security of Personal Confidential Information (PCI) and Protected Health Information (PHI); DHCS continues to focus on security and protection of data for over 7.5 million Medi-Cal beneficiaries. Complying with multiple federal and state regulations including the Health Insurance Portability and Accountability Act and California state information breach-related reporting laws; combined with department policies DHCS follows strict information security controls.

Chief Deputy Director Johnson's presentation will discuss the February 1, 2010, disclosure of personal information during a mass mailing to Medi-Cal beneficiaries - social security numbers were printed on the outside of envelopes that were sent via U.S. Postal Service. Ms. Johnson discusses the breach and how DHCS strategically responded to ensure timely notification and implementation of corrective actions to protect PCI and PHI; describes the review of internal policies and procedures, the implementation of improved controls for data releases, the quality control improvements with their contracted vendor, the leadership opportunities, and the lessons learned from the breach.

Target Audience

This session is for those interested in discussing the safeguarding of PCI and PHI; controlling releases of data, understanding the leadership challenges during a data breach; the preparation for, response to, and follow up on data breaches; and the importance of communicating with the public, the media, impacted customers, and other stakeholders.

COBIT Objectives

Speaker Bio

Karen Johnson was appointed Chief Deputy Director of Policy & Program Support for DHCS in May of 2007. She is responsible for managing and directing the day-to-day operations, as well as being responsible for implementing the department's policies and assisting in the formulation of policy to achieve the department's mission.

Prior to her appointment with DHCS, Ms. Johnson served for two years as the Deputy Director of Administration for the California State Board of Equalization and worked for the California Department of Food and Agriculture (CDFA) from 1989 to 2005, where she held several positions including Director of Administration, Audit Director and Auditor. Prior to joining CDFA, she was an auditor for the U.S. Department of Defense.

Ms. Johnson is a graduate of Saint Louis University in St. Louis, Missouri, where she majored in Business Administration and Accounting. She is also a licensed Certified Public Accountant (CPA).