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|  | | ***20156 – Elevate Care – Polaris***  **Date: 1/7/2021**  **Physical Location: N/A** | | | |
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| **Attendees** | | | | | |
| **Customer** | | | **Internal Audit Department** | | |
| Leonard Byrne, Sr. Director, IT PBM Systems  Madhu Paladugu, Sr. Advisor, Application Development  Jeffrey Tanzman, Sr. Application Developer | | | Sarah Kubiak, Manager, IT Internal Audit  Shawn Sousa, Advisor, IT Internal Audit  Lucia Aremu, Sr. Consultant, IT Internal Audit  Daniel Benner, Consultant, IT Internal Audit | | |
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| **Business Unit** | Application Development | | | | |
| **Process** | Data Integrity/Security | | | | |
| **Process Owner(s)** | Leonard Byrne, Sr. Director, IT PBM Systems  Madhu Paladugu, Sr. Advisor, Application Development  Crystal Roy, Sr. Advisor, Business Process Scott Member Services | | | | |
| **Policies and Procedures** | CIST-0056: Application Security Standard | | | | |

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| **Purpose of the process walkthroughs** |
| The purpose of this walkthrough is to get a complete understanding of the Data Integrity/Security process completed by the development team as well as identify all systems used, reports used / generated. |

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| **Roles & Responsibilities of the Personnel involved in the process** | |
| **Role** | **Responsibilities** |
| Leonard Byrne | Owner of the Polaris platform. |
| Madhu Paladugu | Madhu and team to commit code and tie it to a story number. Madhu’s team is the only team allowed to work on stories. |
| Crystal Roy | Business owner on the Polaris team’ sends email to Madhu if personnel need elevated access. Crystal approves the access after Madhu has sent the request. |
| Jeffrey Tanzman | Runs data governance meetings with SME’s and team. |

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| **Supporting Systems** | | |
| **System Name** | **System Description** | |
| PeopleSafe | Computer software programs to provide prescription benefit eligibility data and record management in the pharmaceutical field | |
| RxClaim | Where customer data is stored. | |
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| **Process Walkthrough** | |
| *Provide an overview of the process, identifying the controls within the process as they occur. These controls should be then carried forward to the BCA. Also provide any supporting documentation which can provide an overview of the process. Ex: screenshots, process flow charts, policies & procedures documentation, and example reports, emails, approvals, etc.*  At this point, Polaris does not store data and is read-only. The roles in Polaris are currently defined, and there is only one role, Pharmacy Help Plus. In March, there will be more roles that will require more access provisions. Regarding privileged access, there is no one on the business side that has an administrative account. There is a requirement in 2021 that have different types of restrictions for more privileged users.  Updates and changes can be made to RxClaim through Polaris. A user can make updated to the Pharmacy Technician’s account on RxClaim via Polaris. For data mapping exercises, there is a team that is proficient in PeopleSafe that view the user story and do mapping of the data to the appropriate area. The reconciliation between Polaris and PeopleSafe is currently taking place and is reconciled in real-time, and at least once per day.  Sensitive data is not allowed in the comments section. However, the comment section is not encrypted and the Customer Service Representatives (CSRs) are being trained to only put in high-level information in the comment section and avoid sensitive data.  Those who need elevated access must request it, and Crystal Roy sends an email to Madhu Paladugu requesting what they need, with details of what they need and other information. This communication is done via email. The approval of the access comes from Crystal after Madhu has sent the request to them to verify that said person should have access. | |
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