

Third-Party FAQs

Q: Why is the HITRUST Assessment XChange™ (XChange) contacting my organization?

A: One of your customers is leveraging the XChange as an extension of their third-party risk management program and has requested that we reach out to your organization on their behalf.

Q: How is the HITRUST Assessment XChange associated with HITRUST®?

A: The HITRUST Assessment XChange is a wholly-owned subsidiary of HITRUST Services Corp.

Q: What is the reason for the outreach?

A: The XChange is responsible for communicating customer requirements, obtaining information security and privacy information, and facilitating the electronic delivery of the information to your customer(s).

Q: What are the consequences of not fulfilling the request?

A: If applicable, your organization will be in breach of its contractual requirement to participate in information security and privacy assessments. If your organization refuses to comply, the XChange will deliver the message to the customer and they will determine the next course of action.

Q: Can you recommend a HITRUST Authorized External Assessor?

A: There are many organizations that have been approved by HITRUST as part of the HITRUST CSF Assurance Program. We recommend you review organizations on your own to find the best fit. You can access a list of all HITRUST Authorized External Assessor organizations here: <https://hitrustalliance.net/csf-assessors/>.

Q: How much does it cost to engage an External Assessor?

A: All organizations and thus all assessments differ in size, breadth of scope, and maturity level when it comes to security and privacy. The best way to get an estimate of External Assessor fees is to reach out to an External Assessor firm directly. You can see a list of all of our HITRUST Authorized External Assessor organizations here: <https://hitrustalliance.net/csf-assessors/>.

Q: Does the XChange have access to HITRUST CSF Assessment information?

A: No, the XChange does not have any access to HITRUST CSF Assessment information. While we may help guide organizations through the process of completing a HITRUST CSF Assessment and facilitate the electronic delivery of your HITRUST CSF Report, we do not have access to the assessment or report.

Q: Can anyone access my organization's HITRUST CSF Assessment or Report through the XChange?

A: No, access to your organization's HITRUST CSF Assessment or Report is controlled entirely by your organization. Your organization determines which customers gain access to your information via signed Assessment Report Requests (ARRs).

Q: How do I share my HITRUST CSF Assessment through the HITRUST XChange Manager portal?

A: Your assessment data is housed in the HITRUST MyCSF[®] portal and is not shared with the XChange until approval is received from your organization. When the XChange Manager and MyCSF are connected, assessment information becomes eligible to be shared with XChange customers. Once the desired assessment(s) is selected, the request will be routed to a secondary approver within the organization for confirmation and approval (to be shared). Then, the assessment request is routed to HITRUST for verification. Once this process is complete, assessment data and reports are eligible to be downloaded by the requesting customer. This process is done via secure communication between the XChange Manager and MyCSF over a private network with encrypted traffic; this never happens on an open protocol.

Q: Can I share just my Letter of Certification?

A: You have the ability to share your Letter of Certification or the entire HITRUST CSF Assessment Report. However, it is up to the requesting customer as to which they want to receive/which will satisfy the request.

Q: Who is eligible to do an Inherent Risk Questionnaire (IRQ) and/or HITRUST CSF Rapid Assessment?

A: Only third-party organizations that receive a request to complete an IRQ and/or Rapid Assessment from one of their customers utilizing the XChange can do so. Neither the IRQ nor Rapid Assessment is available to third parties outside of the XChange, as that is how they are implemented.

Q: What is the Inherent Risk Questionnaire?

A: A new questionnaire to support the risk triage process by assessing the inherent risk within a business relationship and determining the appropriate level of assurance.

The questionnaire is comprised of default questions from a HITRUST managed library. The questionnaire can then be customized by a customer by adding proprietary questions of their own. The questionnaire is customized and managed directly through the XChange Manager portal. The XChange Manager portal will automatically create an ARR and recommended assessment type based on the IRQ responses. A customer also has the ability to review the risk score and determine the level of assurance and next steps for the third party.

Upon request, a sample report is available for review.

Q: What is the Rapid Assessment?

A: A new, "pre-qualifying" self-attested assessment that includes a subset of the most critical controls required for HITRUST CSF Certification, more specifically, controls that will give a customer a quick view into the security posture of a third party and can be answered in a minimal amount of time. A customer has the ability to create customized templates for the various types of risk profiles of their third parties.

The HITRUST CSF Rapid Assessment will be at no cost to the third party, and the responses will be retained so that they can be re-used by the third party to respond to other levels of assurance of identical scope.

Upon request, a sample report is available for review.

Q: What determines the amount of time to complete an Inherent Risk Questionnaire or Rapid Assessment?

A: The IRQ and Rapid Assessment are designed to be requests that a third party can respond to in an expedited manner. The response time is dependent on the third party and complexity. The fact that neither requires any type of third-party validation inherently allows both to be completed on an accelerated timeline that is set by the customer.

Q: What is the HITRUST Trust Score?

A: A new measure that compares the results of a HITRUST CSF Readiness Assessment with those of a HITRUST CSF Validated Assessment (of identical scopes) generated later in the qualification process to help encourage accurate self-assessments. The Trust Score will be implemented through XChange Manager platform. The criteria will be maintained by a HITRUST dictated algorithm and the rating would be disclosed to both the customer as well as the third party.