



September 28, 2022

## Request for Clarification #1

1. **Minimum Requirement #4:** The Plan requests Blue Cross NC to confirm the systems listed below will be the only systems used for the purpose of collecting, storing, transmitting or exchanging the Plan’s data to perform TPA services. If not, the Plan requests Blue Cross NC to provide a complete list of systems to be used for the purpose of collecting, storing, transmitting or exchanging the Plan’s data to perform TPA services.

System Name	Security Attestation Type	Initial Report Date	Bridge Letter 1	Bridge Letter 2
ASO Claims Processing/Billing	SOC2, Type II	Oct 1 2020	Needed	
FEP Claim Processing	SOC2, Type II	Oct 1 2020	Needed	
BlueCard Host Claim Processing	SOC2, Type II	Oct 1 2020	Needed	

Answer: The ASO Claims Processing/Billing scope of the SOC2 report includes the systems and applications relevant to collecting, storing, transmitting, or exchanging the Plan’s data to perform TPA services. The scope of FEP and BlueCard Host claim processing are for our Blue Cross Blue Shield Association requirements and not related to performing TPA services for the Plan.

2. **Minimum Requirement #4:** The Plan requests Blue Cross NC to provide a bridge letter that covers the SOC2 period of September 30, 2021 until the present, or at a minimum, up to less than one (1) year from October 1, 2022.

Answer: The SOC2 report provided with the minimum requirements in Appendix 5 was for the period of October 1, 2020 through September 30, 2021. We have included a copy of the bridge letter, which is effective through March 31, 2022.



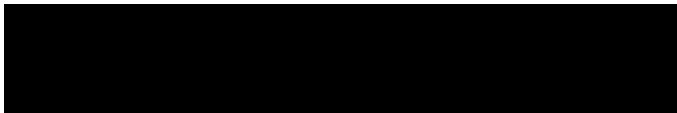
3. **Minimum Requirement #10, Attachment H: HIPAA Questionnaire, Question #15:** In its response to Question #15, Blue Cross NC described a “HITRUST Certification v9.1 readiness assessment” and a “Security Program Maturity Assessment,” but did not provide copies of either certification document. Therefore, the Plan requests Blue Cross NC to provide copies of these certifications and the dates when each certification was awarded.

Answer: We have included **Appendix 9**, which covers readiness assessments for both the HITRUST Certification and Security Program Maturity referenced in question 15 of Attachment H-HIPAA questionnaire. The readiness assessments were completed on June 2, 2021.

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Sign Clarification:

Offeror: Blue Cross Blue Shield of North Carolina



Name and Titled (Typed): Roy Watson, Vice President of Group and State Segment

Date: 9-29-22

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