

FOR IMMEDIATE RELEASE

ProtoCall Services, Inc. Achieves HITRUST CSF® Certification to Manage Risk, Improve Security Posture and Meet Compliance Requirements

HITRUST CSF Certification validates ProtoCall Services is committed to meeting key regulations and protecting sensitive information.

Portland, OR, May 7, 2018 – ProtoCall Services, Inc., a leading provider of specialty telephonic behavioral health services, today announced the ProtoCall systems that access, store, process, transmit, and/or receive PHI or PII have earned Certified status for information security by HITRUST.

HITRUST CSF Certified status demonstrates that the organization’s systems that access, store, process transmit, and/or receive PHI or PII have met key regulations and industry-defined requirements and are appropriately managing risk. This achievement places ProtoCall Services in an elite group of organizations worldwide that have earned this certification. By including federal and state regulations, standards and frameworks, and incorporating a risk-based approach, the HITRUST CSF helps organizations address these challenges through a comprehensive and flexible framework of prescriptive and scalable security controls.

“For over 25 years, behavioral health organizations have placed their trust in ProtoCall,” said Phil Evans, President and CEO. “Our customers count on us and our systems to be available and secure 24 hours a day, 7 days a week, and our promise to be their most trusted partner in delivering service to their clients is at the very core of our relationship. It’s this trust that has been central to our efforts to achieve the HITRUST CSF certification because it’s the highest level of assurance we can offer our customers when it comes to information security. Our HITRUST CSF certification is just one more effort to make sure that we keep earning trust every day, with every call we take and every client we serve.”

“The HITRUST CSF has become the information protection framework for the health care industry, and the CSF Assurance program is bringing a new level of effectiveness and efficiency to third-party assurance,” said Ken Vander Wal, Chief Compliance Officer, HITRUST. “The HITRUST CSF Certification is now the benchmark that organizations required to safeguard PHI are measured against with regards to information protection.”

About ProtoCall Services, Inc.

ProtoCall Services is the nation’s leading provider of behavioral health call center support services. ProtoCall has over twenty-five (25) years of experience providing behavioral health crisis call center services for more than 300 different behavioral health-related organizations. ProtoCall’s nationally accredited crisis assessment, intervention, and access services are provided exclusively by Masters and Doctoral-level clinicians twenty-four (24) hours a day, seven (7) days a week, 365 days a year.

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