EXECUTIVE MEMO

To: Executive Directors, DSN Boards
          CEOs, Private Providers
          Agency Therap POCs

From: Deputy Director Pat Maley

Re: Implementing Therap Two Factor Authentication for DDSN Provider Network

Date: February 23, 2021

The purpose of this memo is to inform you of DDSN's plan to implement Two Factor Authentication (2FA) for Therap users in the DDSN provider network. The initial roll-out will start in mid-March with a separate communication. The implementation of 2FA is mandatory to be compliant with South Carolina State government's information security policy to maintain healthcare records. 2FA is likely the most important security tool to minimize the risk of a computer intrusion and theft of SC citizens' healthcare records, which would be potentially a catastrophic situation for the organization(s) compromised.

Most staff probably already use 2FA in some form, such as receiving a numeric code on your email, text, or smartphone app to log into your online banking account. 2FA adds an extra layer of protection upon what we currently obtain through usernames and passwords. As most of us recall, the 2012 SC Department of Revenue breach caused immense harm to our citizens and the state, which could have been prevented with the use of 2FA .

DDSN has already implemented 2FA to Central Office and its Regional Centers. DDSN has worked out many of the "bugs" and made the needed adjustments to smooth out implementation in the DDSN provider network. I, like most of you, cringe at having "one more" password or step when logging on. However, after the initial setup to obtain your 2FA number on your email, text or smartphone app, a key feature is the 2FA number will only be required to be entered every 15 days and not at every log on.

This memo is designed to only alert you of DDSN plans on rolling out implementation in mid-March, so you can alert your staff. DDSN will then send a second communication with instructions for the agency and its users. Each user will be able to decide on their preference for obtaining their 2FA number through email, text, or smart phone app.

Your point of contact for 2FA is Chief Information Security Officer Kareem Briggs, who can be reached at email Kareem.Briggs@ddsn.sc.gov and phone# 803/898-9706.

Thank you in advance for your assistance.