HITRUST® RESERVATION SYSTEM

Overview

HITRUST®

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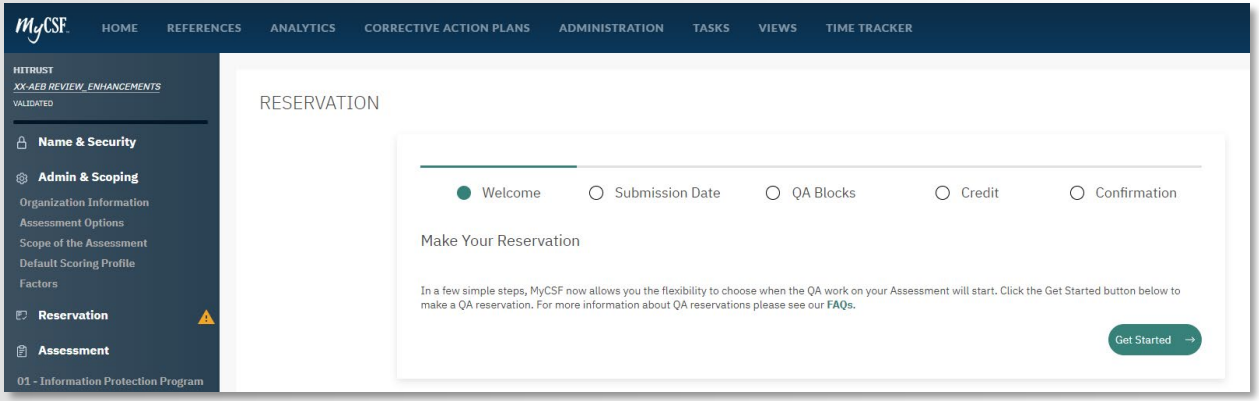
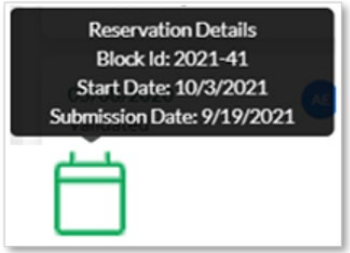
Summary: HITRUST® Reservation System

- The HITRUST QA Reservation System within the HITRUST MyCSF® platform allows Assessed Entities to schedule when quality assurance (QA) procedures for HITRUST i1 and r2 Validated Assessments.
- Assessed Entities have the ability to select when QA will begin for HITRUST i1 and r2 Validated Assessments up to a year in advance.
- A QA reservation is required for submitting any HITRUST i1 or r2 Validated Assessments to HITRUST.

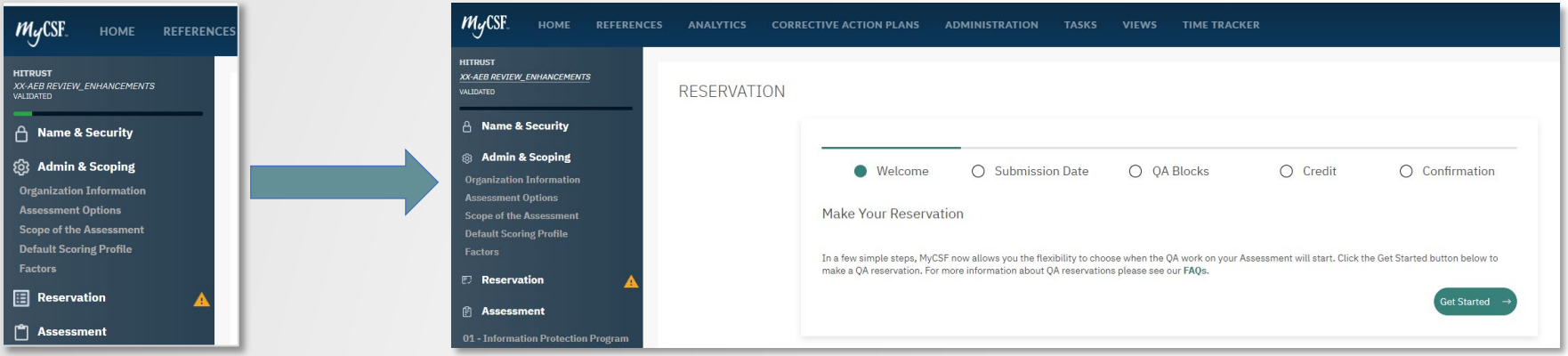




Instructions: How to Make a Reservation

The Assessed Entity should access the i1 or r2 assessment in MyCSF and, within the assessment object, follow the steps below:

- Step 1 - Navigate to the Reservation System by clicking *Reservation* on the left sidebar within your assessment.

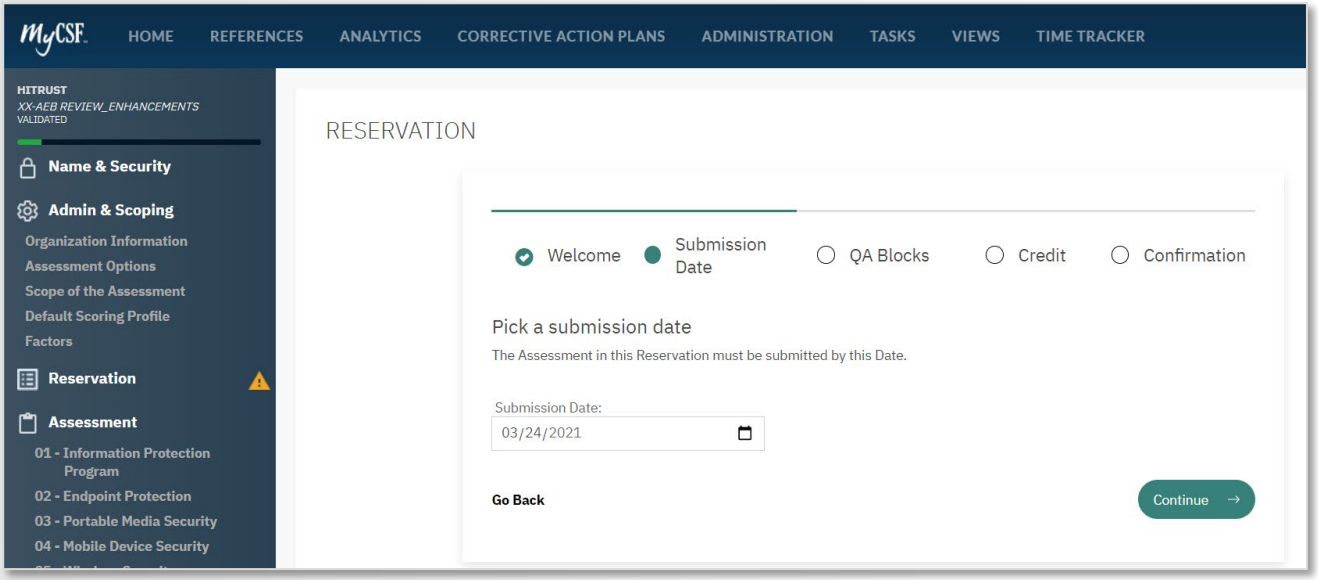


- Step 2 - Click *Get Started* to begin making your reservation.

Instructions: How to Make a Reservation

- Step 2a - Select the date that you plan to submit your assessment to HITRUST and click *Continue*.

  Note: *If you do not submit your assessment on or before the submission date that you select, your reservation will be cancelled, and you will have to make a new reservation to submit your assessment. Assessments cancelled 30 days or more prior to the submission date are able to schedule a new reservation without incurring a change fee.*

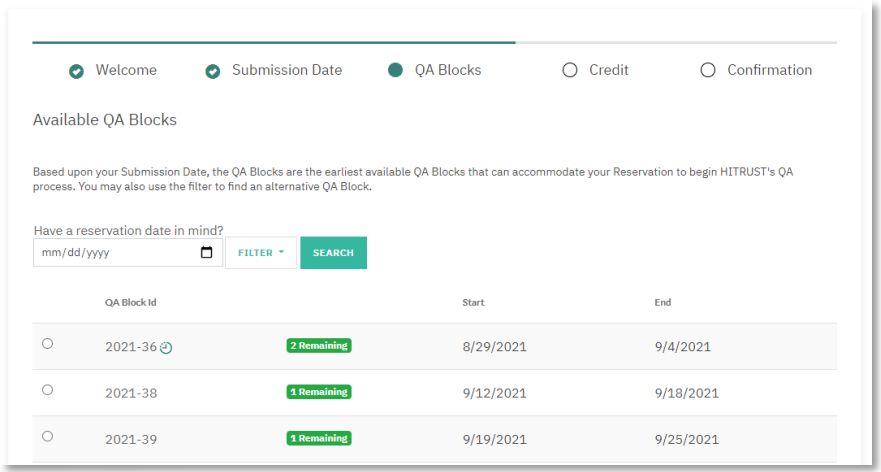


Instructions: How to Make a Reservation

- Step 2b - Select the QA Block that you would like to reserve and click *Continue*. The QA review of your assessment will begin during your reserved QA Block.

Note: *The* *icon indicates that the QA Block contains only expedited reservations. An expedited credit is required to make an expedited reservation. You may contact your Customer Success Manager to purchase an expedited credit.*

QA Blocks without the *icon can be reserved using your regular Validated Assessment Report Credit.*

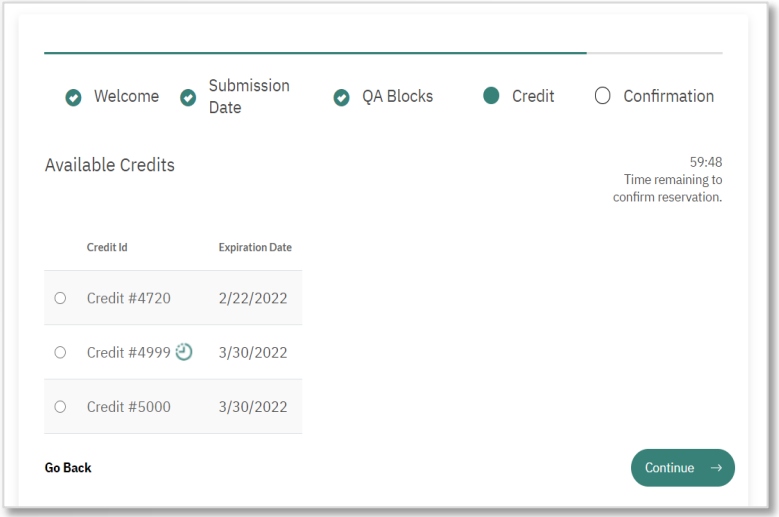


Instructions: How to Make a Reservation

- Step 2c - Select the Report Credit that you will use to submit this assessment and click *Continue*.
  - When making a reservation for an r2 assessment, this screen will show only your available r2 credits.
  - When making a reservation for an i1 assessment, this screen will show only your available i1 credits.

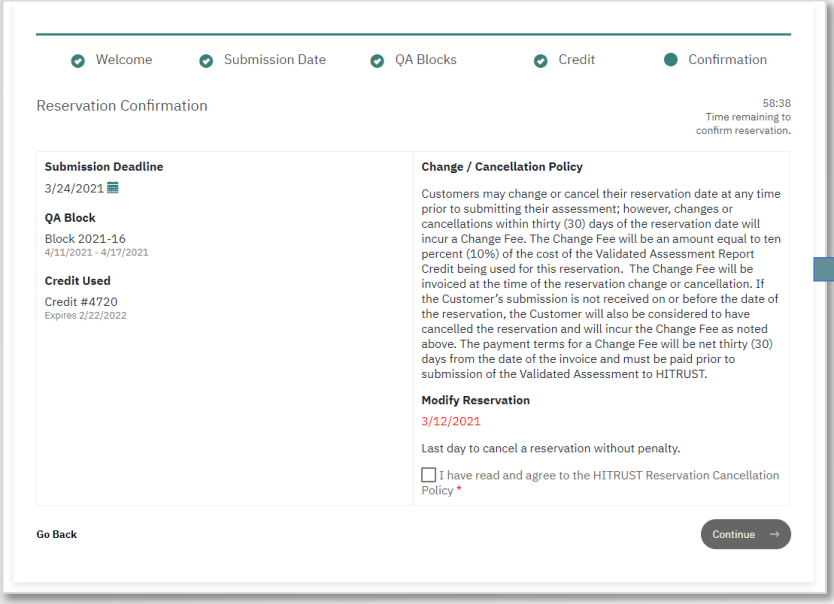
Note: *This page will be skipped if you have only one available Report Credit. If you have multiple credits to choose from, we recommend selecting the credit with the soonest expiration date.*

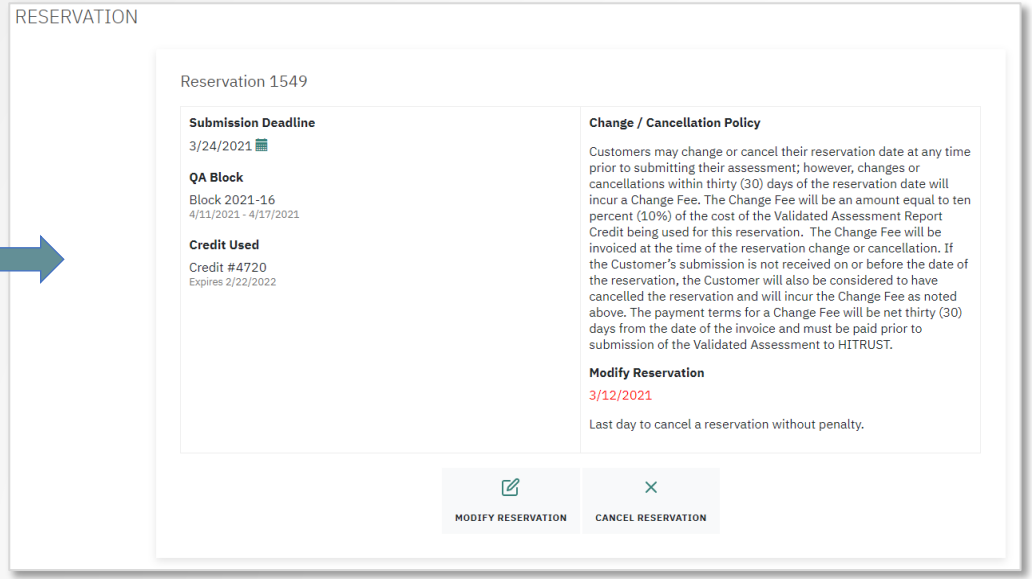
Credits with the *icon can be used to reserve expedited reservations.*



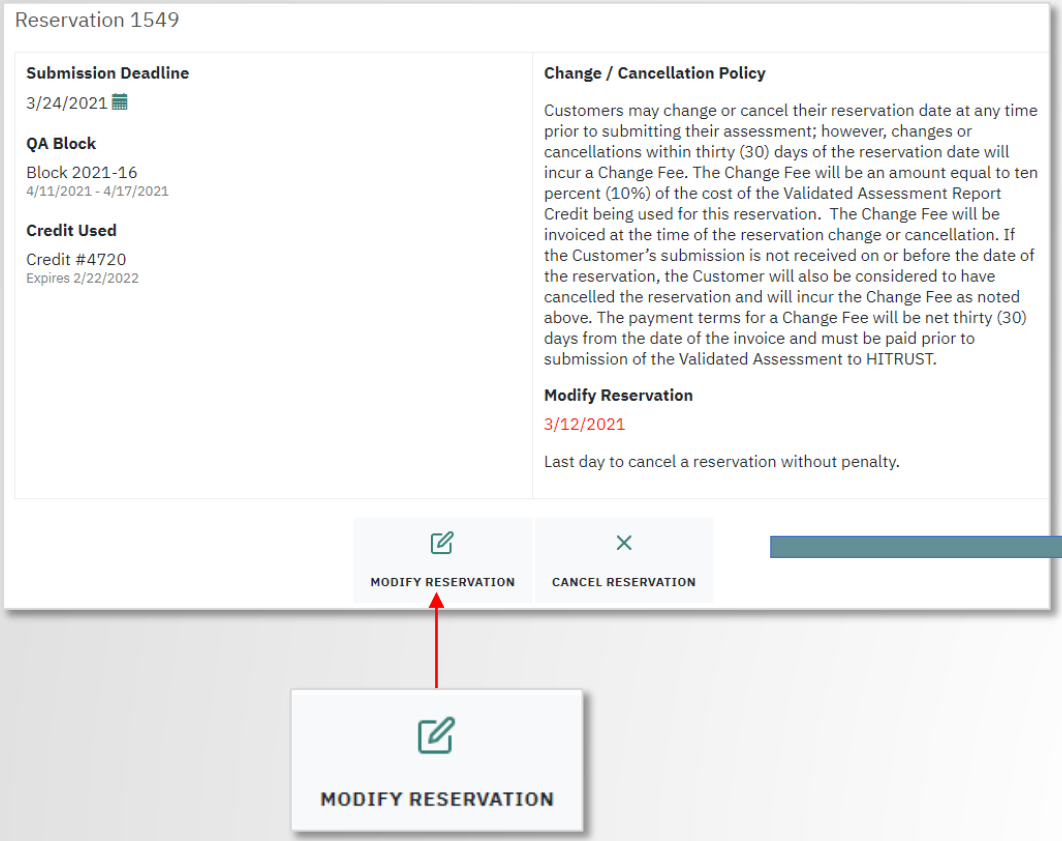
Instructions: How to Make a Reservation

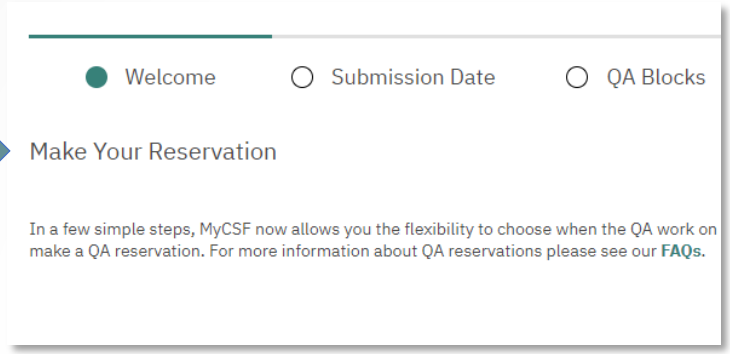
- Step 3 - Review your reservation information on the confirmation page, agree to the Cancellation Policy, and click *Continue* to confirm your reservation.





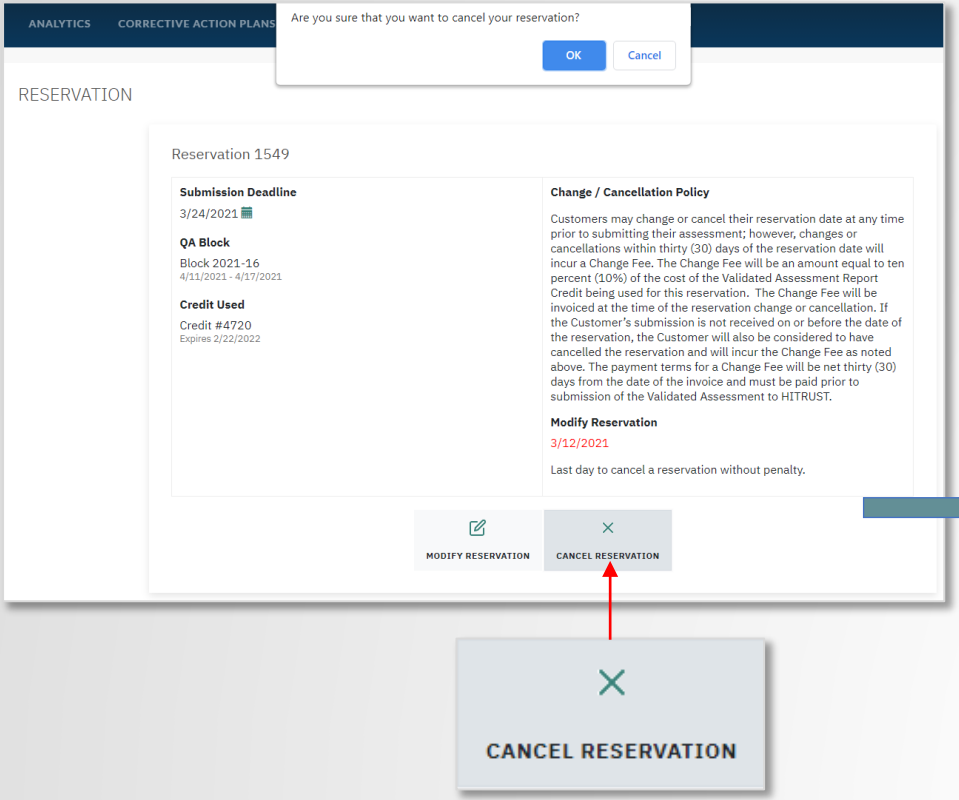
Instructions: Change Reservation



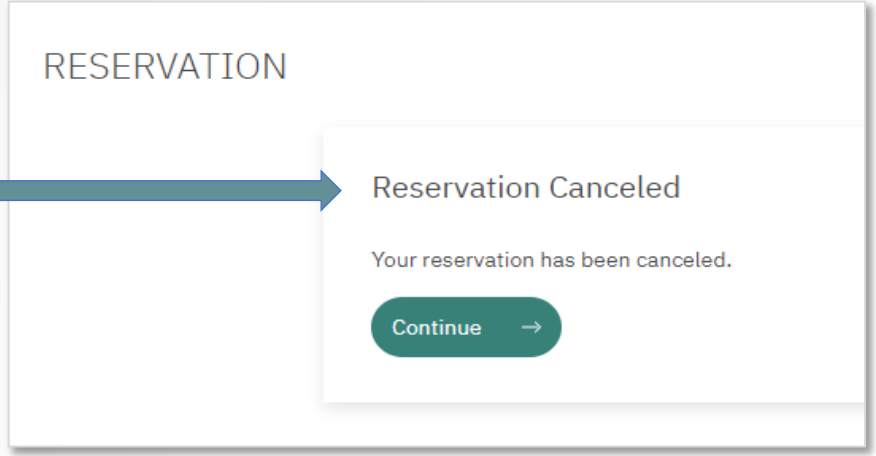


Change Reservation:
Click on *Modify Reservation* and make the new reservation.

Instructions: Cancel Reservation



Cancel Reservation: Click on *Cancel Reservation*. A system confirmation will be displayed and then click continue to have the option to make a new reservation.



Anticipated Questions

	Question	Answer
1	**Are reservations required?**	Starting on July 1, 2021 a reservation will be required for any HITRUST Validated Assessments that will be submitted to HITRUST and have not previously been submitted.
2	**Do I need to make a reservation for a Bridge, Interim, or Readiness Assessment?**	No, reservations are only available for HITRUST Validated Assessments.
3	**Where do I make a reservation?**	Within the MyCSF platform.
4	**How far out can I make a reservation?**	Reservations are possible up to one year in advance.
5	**Are there any changes to the QA process?**	No, there are no changes to the steps and procedures in the QA process, the only change is scheduling the starting date.
6	**Can I make reservation without a Validated Assessment Report Credit?**	No, a Validated Assessment Report Credit is required to make a reservation.
7	**Is there a cost to use the Reservation System?**	There is no additional cost to use the Reservation System.
8	**Can I make a reservation without creating my assessment object?**	No, the assessment object must be created in order to book a reservation.
9	**What is a QA Block?**	QA Blocks are one week increments that contain reservation slots which are tied to specific assessments.
10	**During my QA Block when can I expect to receive feedback from HITRUST?**	For assessments in the normal QA workflow External Assessor Organizations can expect to receive feedback from HITRUST within seven to ten business days after the end of the QA Block.
11	**Does a reservation represent the date HITRUST will finish QA and post my draft report?**	Reservations within a QA Block indicate the week that the HITRUST analyst will begin QA procedures on the assessment.

	Question	Answer
12	**I submitted to HITRUST, however my assessment was returned. How much time do I have to resubmit?**	Your assessment must be accepted prior to the start of your QA Block, otherwise your reservation will be cancelled. You should work with your HITRUST Authorized External Assessor Organization to remediate any issues and resubmit as quickly as possible.
13	**My assessment was reverted during QA. Do I need to make another reservation to resubmit it?**	No, reservations are only required for the initial submission.
14	**How can I purchase an Expedited Reservation?**	Contact your Customer Success Manager and they can assist you in purchasing an expedited reservation.
15	**How can I get help making or modifying a reservation?**	Please contact HITRUST Support for assistance utilizing the Reservation System.
16	**I missed my submission date. What should I do?**	Work with your HITRUST Authorized External Assessor Organization to determine a new submission date and book a new reservation.
17	**What if I know beforehand that I need to reschedule my submission date?**	You can reschedule your reservation at any time without a change fee up to 30 days prior to the reservation date.
18	**I plan to submit my HITRUST CSF Validated Assessment on or prior to June 30, 2021. Do I need to make a reservation?**	No reservation is required. HITRUST will not enable the reservation functionality within MyCSF until July 1, 2021.
19	**My Validated Assessment Report Credit will expire before my submission date. Can I still use it to make a reservation and submit to HITRUST?**	Yes, the credit must be valid at the time of making the reservation.

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