HIPAA Hosting FAQ

Liquid Web™

We're Here to Help Answer Your Questions

It's not uncommon for healthcare businesses like yours to have a lot of questions when it comes to hosting your HIPAA workloads, whether that's email, back-office applications, backups, or any other systems that access patient data.

We've assembled some of the most common questions that customers have asked us about our HIPAA hosting solutions, along with the answers, in this handy FAQ. We hope it helps answer many of your questions, and makes your decision to host with us an easier one.

By the way, if you have a question that isn't covered in our FAQ, please feel free to reach out to one of our HIPAA hosting experts at 800.580.4985. We'll be happy to answer any questions that you may have and help you get started.

Frequently Asked Questions - HIPAA Hosting

Once I have a server with Liquid Web, am I HIPAA compliant?

Having a HIPAA compliant hosting solution is an important first step toward attaining HIPAA compliance, but alone it's not enough to ensure that your business is HIPAA compliant. There are still many policies, procedures, and technologies that you need to implement beyond the scope of hosting in order to attain compliance. We recommend working with an independent, reputable, third-party auditor to ensure that you are doing everything that you need to do to attain compliance. If you would like, we'd be happy to recommend an auditor to help you. Just give us a call at 800.580.4985.

Does my server have to be in a locked cabinet?

Although it's not expressly required by HIPAA, we require that all of our HIPAA hosting clients' infrastructure be stored in locked cabinets as an extra precaution to ensure that your valuable HIPAA data remains secure.

Do I have to have offsite backups?

Although offsite backups are not a requirement of HIPAA, we strongly encourage our HIPAA clients to store their backups offsite to ensure the security, integrity, and availability of their valuable HIPAA data.

Liquid Web offers affordable, reliable, and secure offsite backup through our Guardian Managed Backup solution. Guardian is fully managed by our team of data protection experts, and uses advanced block-level replication to ensure that your backups are always up to date and the backup process never slows your server down. Feel free to reach out to one of our hosting experts if you'd like to learn more about our Guardian Managed Backup solution.

How much does Liquid Web's HIPAA hosting cost?

It depends on your hosting environment. Truly HIPAA compliant hosting requires advanced technology, rock-solid security, and a team of experts to make sure everything remains secure and runs smoothly. These are all things that you'll find here at Liquid Web. And because of our focus on small and medium sized businesses, we think that you'll find that our solutions are affordable for most budgets. Just to be sure, you should consider reaching out to one of our HIPAA hosting experts. They'll work with you to design the right HIPAA compliant hosting solution to meet your business needs.

Frequently Asked Questions - HIPAA Hosting

How long does it take to build a HIPAA server?

It can typically take anywhere from a couple of hours to a couple of days for us to deploy your HIPAA solution. It all depends on the complexity of your HIPAA hosting environment. Larger, redundant solutions require more time to provision, configure, test, and deploy than single server environments do.

Once we have agreed to the design of your HIPAA solution, we will commit to providing your solution within a specified period of time. We also back this commitment up with a deployment SLA. We do this because we believe in saying what we'll do, and then doing what we say. After all, that's what every customer deserves.

What kind of HIPAA documentation do you provide? For example, do you offer a Business Associate Agreement (BAA)?

As a special type of Business Associate called a Cloud Service Provider, Liquid Web provides all of its HIPAA hosting customers with a Business Associate Agreement (BAA) that clearly describes our role and responsibilities in helping you achieve HIPAA compliance. You can share this document with your auditors to help speed up the process of certifying your HIPAA compliance.

Is your Managed WordPress and Managed WooCommerce Hosting offering HIPAA compliant?

Our Managed WordPress and Managed WooCommerce Hosting solutions are currently not HIPAA compliant. We are continually enhancing these offerings, however, so do check back with us soon for the latest update on our progress.

Do you offer HIPAA compliant email services?

Liquid Web offers two types of email services: shared email and dedicated email. Our shared email platform is priced per mailbox, but because of the shared nature of the environment it is not HIPAA compliant. A dedicated email solution is much more secure and meets the requirements of HIPAA. It requires you to lease a dedicated server from us and run your own email service.

If you'd like more details, please feel free to contact us and one of our experts will work with you to determine if a HIPAA compliant dedicated email solution is right for your business.

Frequently Asked Questions - HIPAA Hosting

What is the difference between a single server setup, and a multi-server setup where you separate out the database from the web server?

Graduating from a single server environment, to a multi-server environment where you run your database software and web server software on different physical servers, has a number of benefits. This is especially true when it comes to performance and security.

Database software and web server software can often contend for valuable computing resources like memory, slowing down the overall performance of your workload. By separating these software components onto separate physical servers, your workloads run faster.

You'll also gain better security, because your database server can be locked down to only receive incoming requests from your web server. That makes it harder for hackers to gain access to your valuable HIPAA data.

What is required to be HIPAA compliant?

There's a lot that goes into becoming HIPAA compliant, much more than any hosting provider can ever help you with. So don't be fooled by hosting companies that promise to make you HIPAA compliant.

The very best hosting providers will partner with you to make sure that they are doing everything that they can to secure your hosting environment to HIPAA standards. They'll also provide you with a Business Associate Agreement (BAA) that spells out everything that they will do to help make your hosting environment HIPAA compliant. But that still leaves a lot for you and your business to do, including implementing policies, procedures, and technology to ensure that you're doing everything required by law to protect your valuable HIPAA data.

If HIPAA compliance is important to your business, we strongly recommend that you work with an independent, expert, third-party auditor who can help you figure out everything that you need to do to become HIPAA compliant. If you need help finding one, please feel free to reach out to us. We're happy to recommend someone that can help.

Liquid Web HIPAA Compliant Hosting

Liquid Web delivers secure, robust, and high-performance infrastructure designed to power a full range of HIPAA workloads. It's also designed and fully managed for you by our team of infrastructure and security experts, so that you can achieve HIPAA compliance faster and more confidently than you ever imagined.

Physical Security

From biometric scanners to video surveillance to locked cabinets and more, our facilities are hardened to ensure that your ePHI is protected from physical threats.

Network Security

Firewalls, VPN with triple DES or AES encryption, Intrusion Detection, and round-the-clock network monitoring as just some of ways we protect your ePHI while in transit.

Backup Management

Our fully managed, robust backup solution captures your valuable ePHI on a continuous basis to ensure that it's always available, even in the face of a catastrophic event.

Security Services

Tap into advanced security capabilities like hardened servers, brute force detection and evasion, DOS prevention/protection and more for additional peace of mind.

HIPAA/HITECH COMPLIANT HOSTING

Contact us today at **800-580-4985** to learn how Liquid Web can help you deliver highly performant and secure hosting for your HIPAA projects.

About Liquid Web

Liquid Web powers content, commerce and potential for SMB entrepreneurs and the designers, developers and digital agencies who create for them. An industry leader in managed hosting and cloud services, Liquid Web is known for its high-performance services and exceptional customer support.

With over 30,000 customers spanning 150 countries, Liquid Web owns and manages its own core data centers and provides a wide portfolio of offerings spanning from bare metal servers and fully managing hosting to Managed WordPress and Managed WooCommerce Hosting. The Most Helpful Humans In Hosting™, Liquid Web earns the industry's highest customer loyalty* and has been recognized among INC Magazine's 5,000 Fastest Growing Companies for eleven years.

*2017 NPS score of 66%.

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