



Compliance with Clarity: How One Agency Found a Trusted IT Partner

Affordable Health Insurance Agency found clarity in IT and e-PHI compliance with a technology partner that guided policies, explained auditor expectations, and offered responsive support.



**80% Same-Day
Ticket Resolution**



**13+ Years of Proven
Industry Experience**



**20-Minute Human
Response Time**



**97.4% Customer Satisfaction
Rating**

Executive Summary

Affordable Health Insurance Agency needed help making IT and e-PHI compliance easier to understand and manage. 7tech helped Compliance Director Jennifer Jorrie understand what auditors were looking for, guided her through writing new e-PHI policies and procedures, and stayed available throughout the process. The result was greater clarity, more manageable compliance responsibilities, and trusted support when questions arose.

About the Client

Affordable Health Insurance Agency is a San Antonio-based insurance agency serving individuals and families. Its operating environment includes compliance responsibilities related to health information privacy and security, making clear guidance around IT, e-PHI, policies, and procedures especially important.

The Challenge

IT and e-PHI compliance often felt overwhelming. The agency needed help understanding complex requirements, knowing what auditors expected, and turning compliance responsibilities into clear, practical steps that could be addressed with confidence.

- Jennifer Jorrie needed clearer insight into what auditors were looking for so she could better understand the agency's compliance responsibilities.
- The agency needed guidance writing new e-PHI policies and procedures, with support that made complex requirements easier to understand.
- When questions arose, the agency needed knowledgeable people who could investigate the issue, explain what was happening, and provide practical guidance.



What sets 7tech apart from other providers is their knowledge, patience, and willingness to help without hesitation. They take the time to make complex requirements understandable and manageable, and they consistently go above and beyond to keep our agency compliant, up to date, and secure.

Jennifer Jorrie, Affordable Health Insurance Agency

The Solution

7tech provided hands-on IT and e-PHI compliance guidance designed to make complex requirements easier to understand and manage. The team helped Jennifer Jorrie clarify what auditors were looking for, walked her through writing new e-PHI policies and procedures, and explained technology and compliance issues in practical terms. They also stayed available when questions arose, providing the patient, responsive support she needed to move through the process with greater clarity and confidence.

The Results

Affordable Health Insurance Agency gained greater clarity around its compliance responsibilities and auditor expectations. Jennifer Jorrie received practical support with new e-PHI policies and procedures, along with clear explanations when questions arose. She described 7tech as knowledgeable, patient, responsive, and willing to help without hesitation. Most importantly, the relationship gave her a trusted partner who stayed available throughout the process and helped make complex compliance requirements more understandable and manageable.

Key Takeaways

Clear compliance guidance can make complex responsibilities more manageable. For Affordable Health Insurance Agency, 7tech provided practical support, helped clarify auditor expectations, and stayed involved throughout the process as a trusted partner.

Services Provided

7tech provided IT and e-PHI compliance guidance, clarification of auditor expectations, assistance with developing new e-PHI policies and procedures, compliance-focused technology guidance, and ongoing support for compliance-related questions.

Final Thoughts

Affordable Health Insurance Agency's experience shows the value of having a technology partner who can make complex IT and e-PHI compliance responsibilities easier to understand and manage. For Jennifer Jorrie, 7tech provided clear guidance, helped explain what auditors were looking for, supported the development of new e-PHI policies and procedures, and stayed available when questions arose. That combination of knowledge, patience, and responsiveness helped make an overwhelming process feel more manageable.

Where Compliance Meets Clarity, and Every Requirement Feels More Manageable

Work with 7tech to protect what matters most through genuine care, reliable support, and lasting trust.

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