HealthAxis Group, LLC
Safeguards Sensitive Patient Information with Comprehensive, Secure File Sharing

Industry
Healthcare Information Technology

Challenge
To enhance the free-flow of critical data between the company and its customers and to ensure the continued protection of member and patient claims data.

Results
- Improved control over file-sharing while maintaining security and reliability
- Reduced development and launch time by more than 50 percent
- Improved access to data with multi-level administration
- Enhanced customer experience

Products
- Rocket® R/Link
- Rocket® UniData

Application
- Secure File Sharing

Company

HealthAxis Group, LLC, delivers IT and service solutions that allow payers and providers to collaborate more efficiently to deliver better healthcare services while minimizing costs. Its mission is to continually improve the speed and quality of healthcare information and decisions. HealthAxis offers a wide range of claims processing IT products and services to help payers drive down costs and improve operational efficiency. Headquartered in Tampa, Florida, the company employs more than 200 people in the United States and internationally.

Challenge

HealthAxis Group customers depend on their ability to access and analyze complex healthcare data related to the health plans that they administer. HealthAxis wanted to enhance this capability and provide a more user friendly and less time-consuming process for their customers. However, because of steadily increasing incidents of medical data breaches in the healthcare industry, organizations like HealthAxis Group have been prompted to put more stringent policies and procedures in place for governing electronic records transmission, access, and storage.

Previously, HealthAxis relied on the standard network File Transfer Protocol (FTP) over a secure VPN for sharing files between its back-end systems and the individual client servers that handled member management and claims processing. Functions such as benefits enrollment, member management, billing, claims workflow, and auto-adjudication involve highly sensitive patient medical and financial information. Accordingly, the HealthAxis Payer Solutions Development Team decided that it was essential when adding flexibility and convenience to its file sharing processes, that it be done in a manner that maintained its existing level of security, or even added more security to its current processes.

The team studied the company's data, administrative, security, and other requirements in depth. Once they scoped and sized the needed enhancements, the team realized it would take up to a year for their internal development resources to deliver the new capabilities. For the company and its customers, this proposed timeframe was simply too long to wait. Jeff Kendrick, the development team's leader, wanted to significantly accelerate the delivery of an improved solution to continue to service its customers.

Solution

After assessing the available FTP replacements, Kendrick decided that Rocket® R/Link was the best fit for the organization's needs. R/Link is a secure file and data transfer product, designed primarily for enterprises that need a solution that can run effectively on a variety of devices—including mobile—without compromising control of the underlying security and networking infrastructure. HealthAxis had been using a Rocket MultiValue database to power its internal operations for some time, so the company already viewed Rocket Software as a trusted business partner.

Results

R/Link exceeded Kendrick's expectations in early tests, and HealthAxis moved forward with a large-scale implementation that includes integration with the company's existing Rocket MultiValue database. When the HealthAxis team identified the need to support multi-level administration, the Rocket development team partnered with them to expand the R/Link feature set to meet these requirements. With Rocket R/Link, HealthAxis was able to meet its new file transfer requirements—while realizing more than 50 percent savings in development and launch time—from one year to six months.

R/Link provides a convenient, secure environment for users who needed to access files and share them with others inside and outside the enterprise. As with the team's earlier FTP implementation, R/Link maintains the security of all folders, files, and other information. Clients are able to only view or access files that are registered specifically for them. Administrators determine the security settings for sharing by domain, group, or user. All file-sharing activity is automatically logged for improved tracking and documentation.

R/Link automates many of the file-sharing capabilities within this secure framework. For example, whenever a file is posted on a HealthAxis FTP site managed by R/Link, those files are automatically registered and made available to the specific community of users for whom the files were intended. Users also gain a more intuitive way to access data on different devices, thanks to an easy-to-use web browser interface.

HealthAxis selected a subscription model for its configuration, so the organization has the flexibility to easily scale the implementation to suit its needs. The Company expects to more than double its number of 250 R/Link users to accommodate future business growth.

> " *R/Link and the Rocket team aligned well with our security and administrative needs. As a result, we quickly delivered a high-quality solution that benefits our clients and HealthAxis.* "

Jeff Kendrick
Development Team Leader
HealthAxis Group, LLC

rocketsoftware.com
info@rocketsoftware.com
twitter.com/rocket
www.youtube.com/rocketsource
www.linkedin.com/company/rocket-software
www.facebook.com/RocketSoftwareInc
blog.rocketsoftware.com

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