

# Axway Solutions for Healthcare

## Integrate, automate and secure information exchange



---

Axway solutions for health plans, healthcare providers, government agencies, and HIEs establish interoperability between disparate platforms, integrate real-time data, and enable self-service with minimal impact on IT.

---

Healthcare providers, private and public health plans, and government agencies worldwide are sharply focused on improving the quality of care, streamlining reimbursement processes and facilitating public health surveillance — all while containing rising costs. The benefits of the end goals are obvious, and easy to embrace. But, without the right technology foundation in place to manage and protect both the clinical patient data and the administrative reimbursement data surrounding healthcare, realizing those benefits may be difficult.

In some parts of the world, including the EU, privacy regulations (such as the CNIL in France) require the specific separation of medical records from financial records. In the U.S., payers, providers and Health Information Exchanges (HIEs) can integrate the two in compliance with stringent government mandates including HITECH/HIPAA and PPACA. Both approaches (and variations in between) present numerous IT and community management challenges.

Clinical information exchange challenges include:

- Migration to electronic medical records (EMR) and new interaction standards, including HL7 and Integrating Health Enterprises (IHE), which will affect all clinical and core systems.
- The need for secure, collaborative exchange of Protected Health Information (PHI) and other sensitive data throughout an expanding ecosystem of health plans, hospitals, doctors, pharmacies, patients, national agencies, and public and private HIEs or EMR repositories.
- Interoperability with different organizations and frameworks (both legal and technical) such as ASIP in France and the NHS in the U.K., which provide patients and authorized healthcare providers with secure access to reimbursement and medical records.



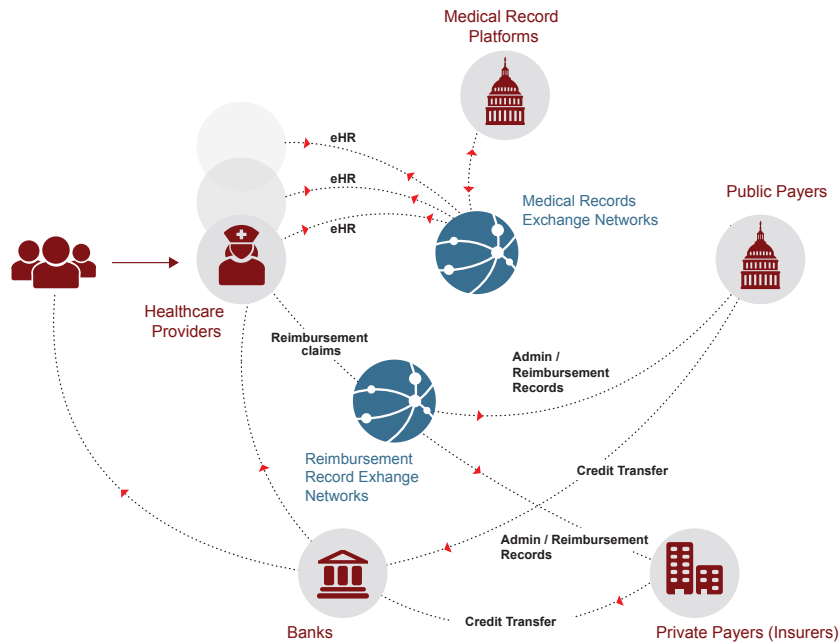
Administrative information exchange challenges include:

- Adoption of new standards for processing claims and reimbursement records, including 5010 EDI transaction sets and ICD-10 vocabulary for procedures and diagnoses in the U.S.
- Integration of EU standards for Medical Reimbursement Records (e.g. B2, NOEMIE, FSE, and DRE in France), which impacts claims and revenue management across a range of private and public payers and insurers.

Axway helps healthcare providers, payers (both public and private) and information exchange purveyors meet these challenges with solutions for orchestrating secure integration and exchange of private health, administrative and financial information across disparate businesses and platforms.

### Transforming Healthcare IT from specialty application to infrastructure pillar

While a specialized EMR system can move files and connect to information exchange platforms, it cannot help you manage, secure and track all of the clinical and administrative data entering and leaving your systems. For that, you need a unified platform for securely integrating your organization with your healthcare ecosystem using the EMR systems and financial applications you and your trading partners already have in place — with no need to “rip and replace.”



No matter how complex or numerous your processes and transactions are — or how daunting the regulatory landscape may seem — Axway can help you improve efficiency and ensure compliance by automating and securing data integration and exchange between systems inside and outside your enterprise.

With a unified platform serving as an infrastructure pillar, you can quickly establish connections that enable safe, auditable movement of financial and health data — whether the information is exchanged by internal or external EDI, ad hoc email or email attachment, web service, or file transfer between applications, systems or individuals.

- **Delivery-based policies** enable you to control who can interact with whom — including hospitals, pharmacies and health plan providers — based on their roles and permissions in your ecosystem.
- **Content-based policies** analyze the content of files and email messages (with attachments as large as 50GB) to automatically identify and secure PHI and other sensitive data.
- **Digital certificate management**, validation and authorization protect security-intensive PKI-based transaction networks.
- **Executive dashboards for compliance officers, technical dashboards for IT and complete audit trails** simplify dispute resolution and lower the cost of compliance with HITECH/HIPAA, PCI and other domestic standards and industry regulations.

For UNMS (National Union of Socialist Mutual Benefit Societies), Axway provides automated integration of internal and external exchanges to reduce manual processes and ensure external information flows to both public organizations and healthcare providers.

---

“Thanks to Axway, we are the first Belgium Mutual Insurance Company able to connect with MyCareNet.”

UNMS  
Brussels 2008

---

## Axway solutions for healthcare providers

The migration to EMR systems is proceeding full-steam ahead, and hospitals and other healthcare providers are tasked with strengthening privacy safeguards and establishing HL7 and IHE interoperability for the secure exchange of PHI between systems — both internally and with external agencies and business associates. Increasingly stringent government regulations, such as the HITECH Act in the U.S. and Medicine and Medical Device efficiency mandates in the EU, bring both urgency and complexity to the challenge.

With an Axway solution behind your compliance initiatives, you can:

- **Secure PHI in motion**, whether the information is exchanged by email, batch or real-time file transfer between applications, systems or individuals, internal or external EDI, or web services.
  - Guarantee that ad hoc email and email attachments are secure regardless of email client – a capability particularly important where central administrations coordinate data between doctors, pharmacists, school nurses, learning disability services, speech and language therapists, physiotherapists, addiction services, mental health and other healthcare providers.
  - In addition to providing multiple layers of data protection, Axway also works with EMR vendors to enable secure file transfer between your legacy systems and your EMR.



Beginning in 2011, HITECH Act financial incentives create a \$5,800,000 opportunity over four years for mid-size hospital networks, with a potential loss of \$3,000 for every day of delay.

Positioned as a Leader in the Gartner Magic Quadrant for Managed File Transfer (MFT) and the Forrester Wave™ for Comprehensive Integration Solutions (CIS), Axway can help you meet the imminent “meaningful use” requirements of the HITECH Act while creating a solid infrastructure pillar for the future.

By modernizing and consolidating your B2B channel, you can reduce the time it takes to establish a new connection by an average of 50 percent, and monitor test/production transmissions in real time to speed problem detection and resolution by as much as 80 percent.

- **Secure PHI at rest** by preventing data from being stored in the DMZ and automatically implementing encryption technology certified to meet NIST 800-52 or FIPS 140-2 requirements.
- **Detect and report all data breaches** and optimize dispute resolution processes with the granular visibility required to monitor, track, audit, and report on how, when, and where data moves across your entire ecosystem.
- **Ensure that your business associates are also in compliance** by facilitating secure exchange of PHI beyond your firewall.
  - Define delivery-based policies to control interactions between the hospitals, pharmacies, managed care organizations (MCOs) and health plans in your ecosystem.
  - Use content filters to automatically identify and protect PHI in files and messages entering and leaving your systems.
  - Perform certification and run-time validation of HIPAA transactions using Edifecs technology to ensure HIPAA 5010 compliance.

### Axway solutions for healthcare payers

In addition to increased regulation and new data, security, and interoperability standards, healthcare payers must also prepare for changing enrollment and eligibility rules, growing member populations and a transformed competitive landscape. In this environment, providing differentiated customer service, improving efficiency and managing risk are essential.

Axway solutions for healthcare payers support these initiatives with a platform for secure, trackable exchange of claims information and financial flows, robust partner provisioning and community management capabilities, and the ability to rapidly create and test large numbers of new maps and integration processes — all critically important as you conduct HIPAA 5010 testing in preparation for migration to ICD-10 and HL7.

#### Manage claims and administrative information exchange

Interoperability between separate, independent administrative and business partner information systems is central to ensuring a smooth and efficient reimbursement process.

With support for a wide range of protocols, standards, and platforms, Axway provides a single solution for establishing connections and managing complex information flows between community members (individuals, suppliers, financial institutions, central administrations and regulatory bodies) and internal applications, bringing visibility into transactions and increasing reimbursement process reliability.



Real-time, scalable data validation, transformation and routing enables quick integration regardless of data complexity or volume, so you can improve service levels to end-customers and reduce the complexity and cost of compliance with industry standards and regulations.

### **Manage financial flows**

Managing and securing high-volume reimbursement flows is especially challenging in the EU, where the healthcare industry is closely linked with central administrations that mandate SEPA adoption. To help healthcare payers move quickly toward compliance with SEPA and other regional requirements, Axway provides a secure data transmission platform for:

- Consolidating, managing, and securing multi-bank, multi-country financial flows to improve financial flux visibility and control, and ensure reimbursement auditability and accountability for taxpayer dollars.
- Achieving interoperability with multiple banks through multiple channels with support for virtually all industry standards.

### **Manage healthcare communities**

Axway makes it easy to on-board and successfully manage thousands of healthcare partners submitting transactions for eligibility, claims, claim status, enrollments, authorizations and premium payments, as well as government agencies that require periodic reports. You can:

- Provide automated provisioning and self-service capabilities to internal and external partners and customers with varying-levels of technical competence and/or frequent endpoint changes.
- Gain a competitive advantage within state-sponsored insurance exchanges and increase customer and partner satisfaction with proactive SLA support and status and process management.
- Improve service-level monitoring to meet Prompt Payment rules and employer/state performance reporting requirements.
- Avoid penalties and/or qualify for incentive payments with stringent policy-based data security measures that prevent PHI disclosure.
- Ensure regulatory compliance with complete audit trails and full visibility into data movement across your entire file transfer infrastructure.

In France, more than half of all healthcare reimbursement records and over 90% of the external exchanges of social protection organizations are controlled and routed by Axway solutions. And, when necessary, Axway solutions have been CNIL-certified for their ability to ensure anonymity of medical prescriptions (e.g. for the National Federation of French Mutual Insurances).



“...thanks to our partners at Axway, for delivering great terms that will allow us to bring the HIE to market at a very reasonable price.”

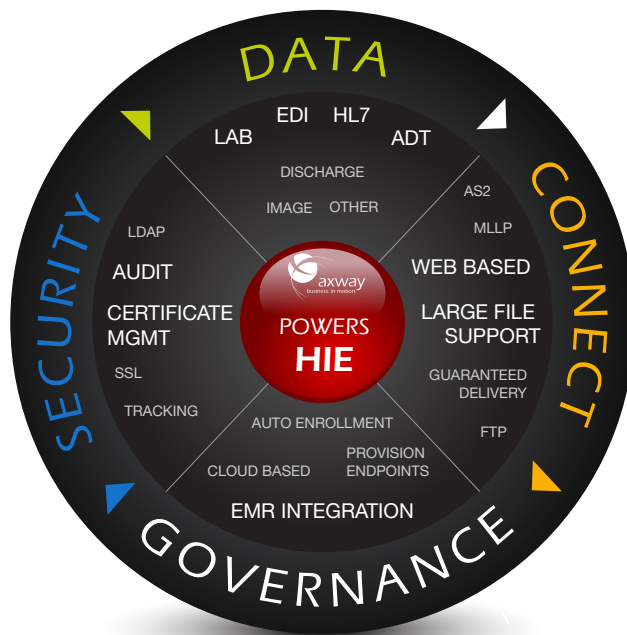
OneHealthPort,  
Washington State HIE,  
January 2011

### Axway solutions for Health Information Exchanges (HIEs)

To meet regulatory deadlines and take advantage of financial incentives, public and private entities are working in concert to fund and implement Health Information Exchanges (HIEs). These exchanges will provide a collaborative and secure platform that enables members of a local, state, or regional healthcare ecosystem to securely exchange continuity of care data — including clinical records, lab results, medications, immunizations, diagnostic images and more — and track and audit the financial information associated with healthcare services and reimbursements.

Drawing on more than a decade of experience serving some of the largest healthcare organizations in the world, Axway is leading the way in the HIE arena with:

- An out-of-the-box ESB hub for secure ad hoc, A2A, and B2B transactions and file transfers. Axway also partners with leading providers of Master Patient Index (MPI) Directory and trusted identity management services to deliver comprehensive solutions that meet Office of the National Coordinator for Health IT (ONC) requirements for HIEs.
- A sustainable solution for the future. Axway understands the challenges of government funding and establishing a realistic HIE operating budget, including the need to leverage existing investments, spend taxpayer dollars wisely and ensure rapid adoption.



- Our “start anywhere, use anything” architecture enables you to integrate your existing systems with the new HIE services required by the ONC in a solution that can be continuously improved and extended over time.
- Axway Community Management makes it easy to design and manage onboarding campaigns to quickly build communities, and automated endpoint provisioning and self-service capabilities dramatically reduce errors and support costs. Support for multiple operating systems accommodates most partner requirements while allowing fine tuning to meet specific needs.

- A thin federated model. Axway provides everything you need to ensure end-to-end security, monitoring and traceability for all data exchanges throughout your HIE — without the large capital outlays or IT footprints associated with traditional VANs. You can integrate transactions and transfers into dynamic business processes across multiple gateways, domains, and applications with full process encryption, detailed audit trails, logical naming of files across platforms, and an adaptable architecture that can support new security standards and multi-domain, multi-network trust models as they evolve.

## Your solution, your way

a flexible architecture and deployment options

Data, process and community integration	
<b>Axway B2Bi</b>	Integrate your enterprise with your trading and customer community, regardless of size or complexity. Axway B2Bi provides a simple way to handle EDI and XML, and to integrate with other applications (such as SAP and other ERP systems) with a centralized, easy-to-use interface for all configuration, system administration and message management.
Managed File Transfer (MFT) — A2A, B2B, ad hoc	
<b>Axway Transfer CFT</b>	Gain start-to-finish visibility, policy-based governance and robust community management for secure, auditable and easy-to-manage file exchange within existing infrastructures.
<b>Axway SecureTransport™</b>	A secure, multi-protocol, directory-based Internet file transfer solution that simplifies and secures data transfer across multiple file sites and applications.
<b>Axway Interchange</b>	Reliably and securely connect your enterprise with all of your suppliers, partners, distributors and service providers across private or public marketplaces of any size.
<b>Axway File Transfer Direct</b>	Brings enterprise-class managed file transfer (MFT) capabilities to familiar email interfaces and web-based clients and eliminates the problems associated with sending large and confidential files via email.



<b>Complete email security</b>	
<b>Axway MailGate™</b>	A robust, easy-to-manage email security solution that provides comprehensive inbound threat protection, outbound data loss prevention and archiving capabilities.
<b>Axway Secure Messenger</b>	A comprehensive platform that inspects all email at the network gateway, identifies email content that is in violation of enterprise-defined security policies, and automatically redirects suspect messages to a secure, encrypted email channel for further action, such as deletion, quarantine, encrypted delivery, or end-user notification of policy violation.
<b>Community management</b>	
<b>Axway Community Management (ACM) &amp; Endpoints</b>	<p>Axway Community Management complements Axway Managed File Transfer and B2B solutions with cloud-based community management features that enable you to quickly on-board partners and easily manage campaigns across your entire member directory.</p> <p>Provisioning services automate the deployment and configuration of endpoints that establish secure last-mile connections with your partners, suppliers and customers over the Internet — quickly, efficiently and reliably.</p>
<b>End-to-end visibility and transactional intelligence</b>	
<b>Axway Sentinel</b>	Use intuitive business and technical dashboards to monitor MFT/B2B events and Key Performance Indicators (KPIs) in real time.

Every health plan, hospital, clinic, lab, pharmacy and government agency has unique IT requirements and capabilities. That's why Axway solutions are based on a flexible architecture that lets you select the functionality you need now, while making it easy and straightforward to add new capabilities in the future.

**Learn more today**

To learn more about how Axway solutions for healthcare can help you create a modern technology foundation for interoperability, secure data exchange, collaboration and cost containment, email us at [axwaysolutions@axway.com](mailto:axwaysolutions@axway.com) or visit [www.axway.com](http://www.axway.com).

For More Information, visit [www.axway.com](http://www.axway.com)

Copyright © Axway 2011. All rights reserved.