

Health Benefits Organization Enhances Operational Efficiency and Increases Data Security with Globalscape EFT™

Globalscape EFT and Awe Offer Flexibility for Complex Data Processes

Overview

Enhanced File Transfer (EFT) with the Advanced Workflow Engine helps ASR Health Benefits facilitate HIPAA compliance and further enhance the efficiency and reliability of their IT infrastructure.

Founded more than 30 years ago, Grand Rapids, Michigan-based ASR Health Benefits is a third-party administrator that handles medical benefits management, provider payments, and claim adjudication services.

ASR Health Benefits must provide its customers, clients, and vendors a secure and reliable way to exchange highly sensitive, HIPAA-regulated healthcare data. The organization supports clients for more than 200 private and public sector employers, while their benefits programs provide coverage for nearly 100,000 individuals.

Every day they send and receive multiple gigabytes of data from clients and vendors. From simple Electronic Data Interchange (EDI) file transfers to complex file-change detection on remote servers, a majority of their file transfers were with external parties such as clients, partners, vendors, etc.

Challenge

“Downtime is not an option for us. If we are unable to receive or route inbound medical claims, staff sits idle, claims don’t get paid, and customer relationships suffer.” – Rob Swider, EDI Developer, ASR health benefits.

KEY DETAILS

OUTCOME



Full operational visibility and control over IT infrastructure and data activity



Assurance that HIPAA compliance is met with continuous monitoring of data transfer activities



Time savings due to the installation of user-friendly configuration tools and simplified data transfer workflows



Enhanced data security with the secure and reliable data exchanges for mission critical data, as well as encryption when data is in transit and at rest

PRODUCTS

- Globalscape EFT
- EFT™ Advanced Workflow Engine (AWE)

Initially, ASR Health Benefits transferred their sensitive healthcare data using a variety of disparate file transfer methods, including an internally developed ad hoc file transfer client, nSoftware's IPWorksSSL libraries, and Globalscape's commercial FTP client, CuteFTP. However, as ASR Health Benefits business expanded, their data transfer requirements also evolved.

Their data transfer workflows became more complex and their volume of data grew exponentially. ASR Health Benefits sent and received multiple gigabytes of data each day, much of which included highly compressed text/ascii files. This business-critical workflow often involved complex file synchronization operations with thousands of files. And at times, the files could be located anywhere in their folder structure and moreover could be required to change. With multiple file transfer systems operating, keeping track of this process was more than challenging.

With their expanding IT infrastructure, the management and maintenance of their internally created file transfer tools became tedious. When they wanted to check a job status and troubleshoot errors, they were forced to check multiple platforms which ultimately proved to be too time-consuming.

As a result, the organization found that they needed an advanced data exchange solution. Specifically, they needed the following:

- **A centralized platform** enabling full operational visibility, while reducing the potential inefficiencies of disparate file transfers
- **Flexible and advanced automated workflow capabilities** that could handle complex workflows, and did not require scripts or manual intervention

To get ahead of potential issues, ASR Health Benefits sought to upgrade to a secure data exchange solution. The new data exchange solution also needed to serve as a long-term solution to their data management challenges so that it could support the growing business solution.

Implementation

"Globalscape EFT with the advanced workflow engine module gives us the tools we need to assemble solutions for complex challenges." – Rob Swider, EDI developer, ASR health benefits

In order to eliminate data exchange inefficiencies, enhance file transfer security, and facilitate HIPAA compliance, Globalscape solutions specialists recommend the advanced managed file transfer (MFT) solution, EFT with the Advanced Workflow Engine module (AWE).

Incorporating the AWE module provided a robust, centralized platform to exchange data internally and externally, meeting all of the organization's secure information exchange needs, including HIPAA compliance requirements, data transfer security, and efficiency for complex data transfer workflows. Globalscape's data exchange solution also provided the automation capabilities needed for secure, efficient, and reliable data transfer workflows, no matter how simple or complex a workflow might be.

Result

Since deploying Globalscape EFT with the AWE module, ASR Health Benefits saw an improvement of their complex data transfer processes creating increased overall operational efficiency. With their new solution in place, they were able to consolidate all of their file transfer activities to one easily managed centralized location, which made their exchange of data seamless and more secure. The IT team enhanced the overall security of their data transfers, as well as the ability to facilitate HIPAA compliance.

They also found that EFT with the AWE module offered flexibility to design data exchange processes for complex challenges. ASR Health Benefits trading partners often imposed strict requirements, from including protocols, scheduling, compression, and encryption, among others. These requirements constantly changed within short amounts of time, and with their new solution, ASR Health Benefits could create a new data transfer workflows quickly and with ease, increasing both customer and partner satisfaction.

Enhanced Operational Efficiency

ASR Health Benefits was also able to reduce the amount of time spent on data transfer management, as the IT team only needed one user to manage Globalscape EFT, when they previously had multiple users managing different file transfer clients. With a centralized data exchange platform and more efficient data transfer processes in place, the technical development team had more time to focus on additional projects, which improved their ability to meet other project deadlines. Globalscape EFT with the AWE module helped the health benefits organization when it used Microsoft SQL Server and several in-house utilities (including web services and .NET assemblies) for more complex data transfer processes.

For example, ASR Health Benefits has a trading partner that they exchange hundreds of files with daily. Using SQL server and EFT with AWE, the organization can store file name, size, and date/time stamp information in a database, which provides an efficient way to determine when files are new, which are static, and which have been updated. With their new solution, the automated processes were reliable, timely, and efficient, which is something that would not have been possible with their different, disparate systems.

Enhanced Security to Meet, Maintain, and Exceed HIPAA Compliance

With Globalscape EFT and the AWE module, ASR Health Benefits can continuously monitor and validate data security and policy controls, helping to facilitate compliance for security standards and regulations like Service Organization Controls (SOC 1) and HIPAA.

Globalscape EFT also provided PGP key management utilities, helping users add, manage, and update partner keys, and seamlessly integrate those into the encryption and decryption process as additional measures to protect sensitive information. Following the implementation of EFT with the AWE module, ASR Health Benefits gained:

- › **Enhanced data security** with the secure and reliable data exchanges for mission-critical data, as well as data in transit and at rest
- › **Assurance that HIPAA Compliance is met** with continuous monitoring of data transfer activities
- › **Time savings** due to the installation of user-friendly configuration tools and simplified data transfer activities
- › **Full operational visibility and control** over their IT infrastructure and data activity

With Globalscape EFT and the AWE module, ASR Health Benefits found their business-critical data exchange workflows to be more efficient, while continuously meeting, maintaining, and exceeding their HIPAA compliance requirements.

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