



HealthTrio™

EXCHANGE. KNOW. ACT.™

Achieving HIPAA and E-Business Objectives in Less than 90 days

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Washington DC

Intelligent Connectivity™

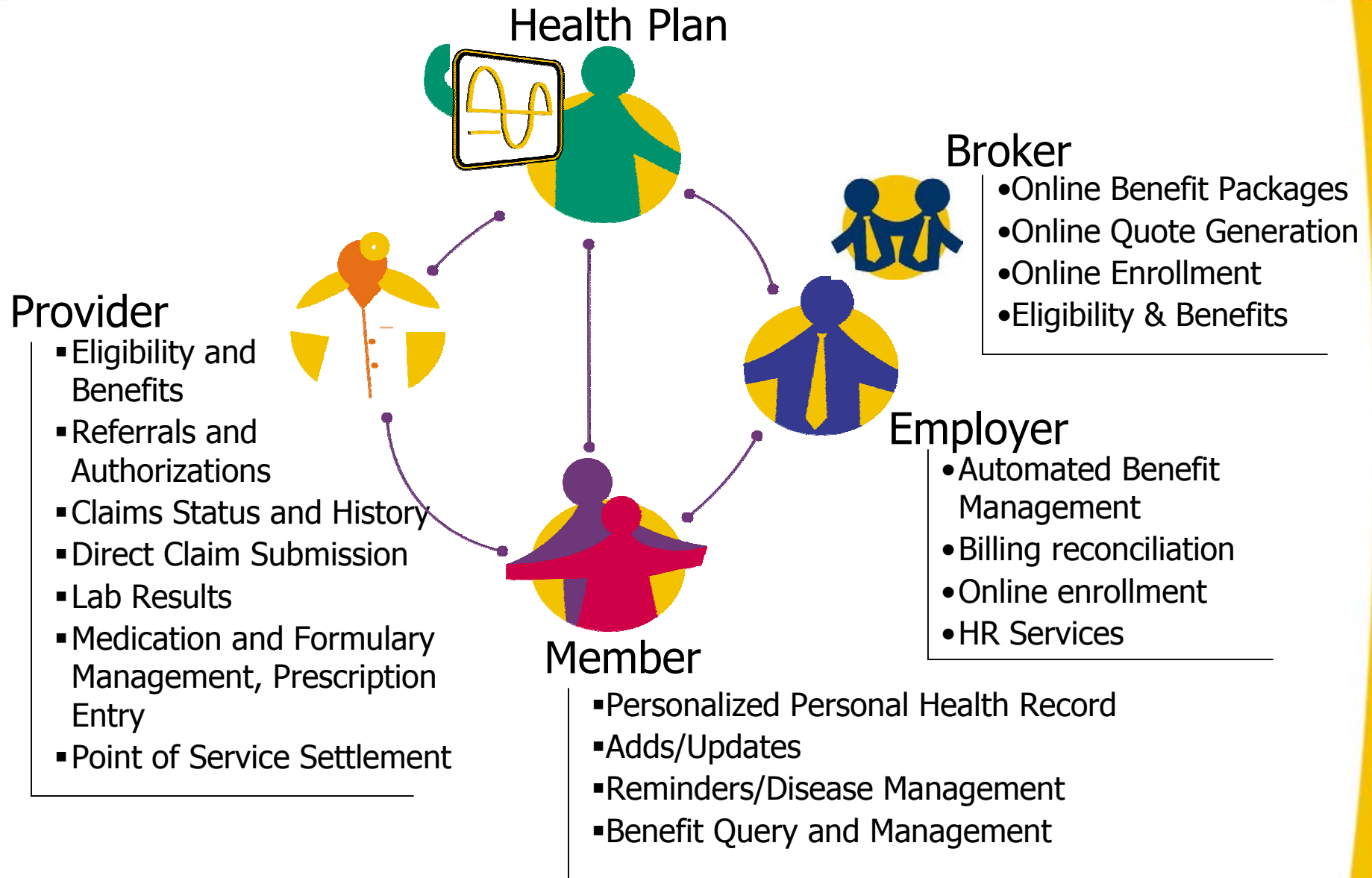
Health Plan Needs

- HIPAA Compliance
 - Security
 - Privacy
 - Transactions
- E-Business
 - Connect to key stakeholders
 - Reduce administrative costs
 - Improve customer satisfaction



HealthTrio develops e-health and core administrative business solutions that enable managed care organizations to compete more effectively by reducing operational costs, strengthening relationships with trading partners, and ensuring HIPAA compliance.





HIPAA Status

Regulation	Proposed	Final	Compliance
Standards for Electronic Transactions	05/07/1998	08/17/2000 (Addenda 02/20/2003)	10/16/2003
National Standard Healthcare Identifier	05/07/1998	Expected 2003	2005
National Standard Employer Identifier	06/16/1998	05/31/2002	07/30/2004
Security Standards	08/12/1998	02/20/2003	04/21/2005
Privacy and Patient Confidentiality	11/03/1999	12/28/2000	04/14/2003
Standards for Electronic Claims Attachments	Expected 2003	Expected 2004 - 2005	2006 – 2007
National Standard Health Plan Identifier	Expected 2003	Expected 2004 - 2005	2006 – 2007

Standards for Electronic Transactions

- Health Plans must:
 - Accept standard transactions
 - Send standard transactions
 - Manage passage of information to/from existing systems
 - Communicate with business partners using standards

Security Standards

- Health Plans must:
 - Maintain control of their data
 - Implement access control and authorization (role- and user-based security)
 - Protect data at the data element level (what happened)
 - Shift focus from transactions – Security is a major undertaking

Privacy and Patient Confidentiality

- Health Plans must:
 - Comply with minimum necessary disclosure provisions
 - Maintain complete audit trails for every access (successful and failed) treatment, payment and healthcare operations
 - Allow members to exercise control over how their information is used
 - Protect data at the data element level (who did it and why)

Health Plan HIPAA Issues

- Core systems that are not HIPAA compliant or HIPAA compliant
- Core systems that are not able to secure the data at the data element level
- Multiple core systems
- Industry still has large number of paper claims (40-50% of all claims still arrive on paper)

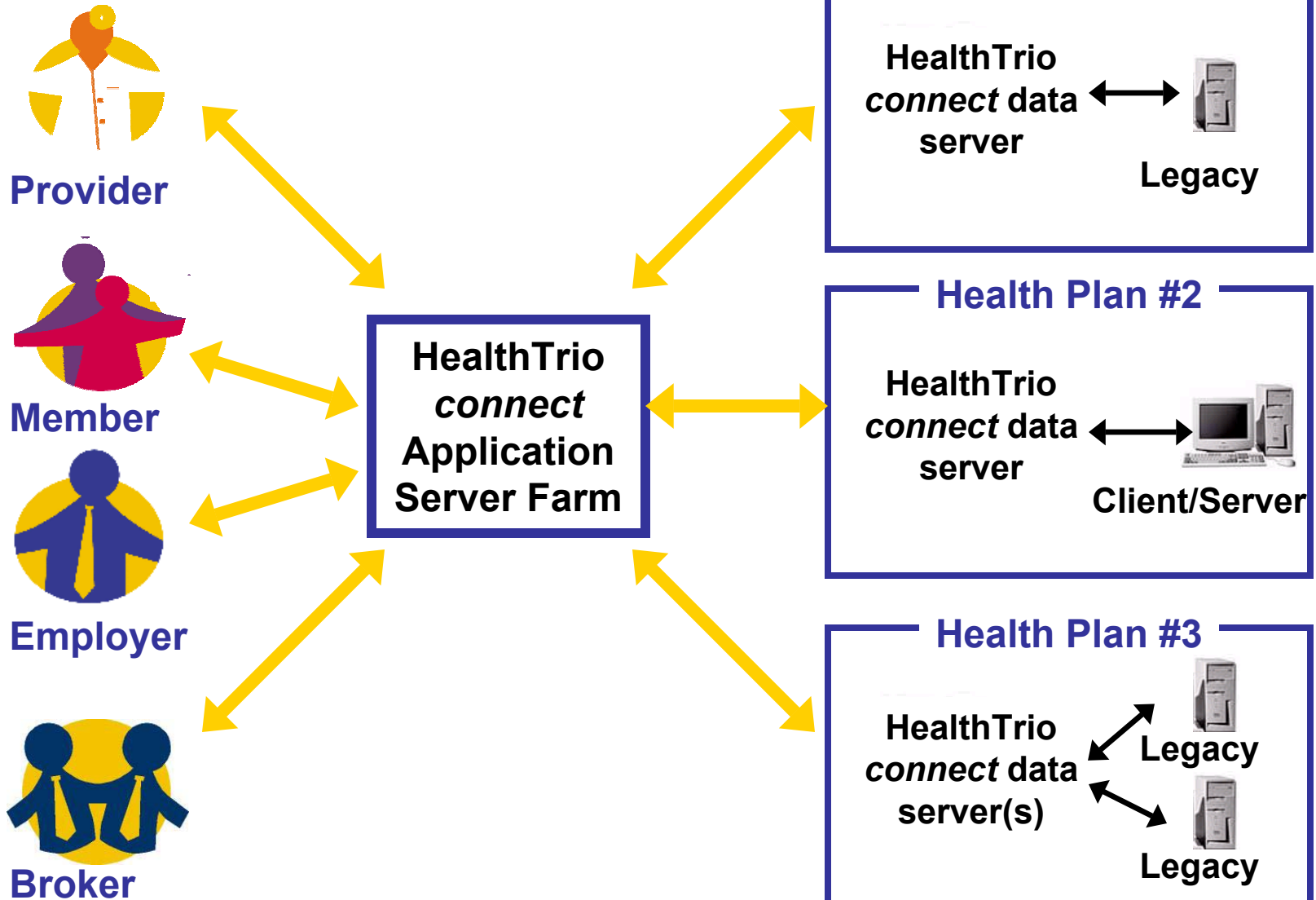
Health Plan HIPAA Options

- Per Gartner Analyst: Wes Rischel
 - Wrap
 - Hack
 - Map
 - Combo: Wrap/Hack/Map

HealthTrio Enables HIPAA Compliance

- WRAP core systems with secure architecture
- Include full audit trails for all access attempts
- Secure all data at the data element level
- Three-dimensional security
 - Who can access data or perform transactions?
 - What can they see and do?
 - Which specific pieces of data are available?

How HealthTrio Works

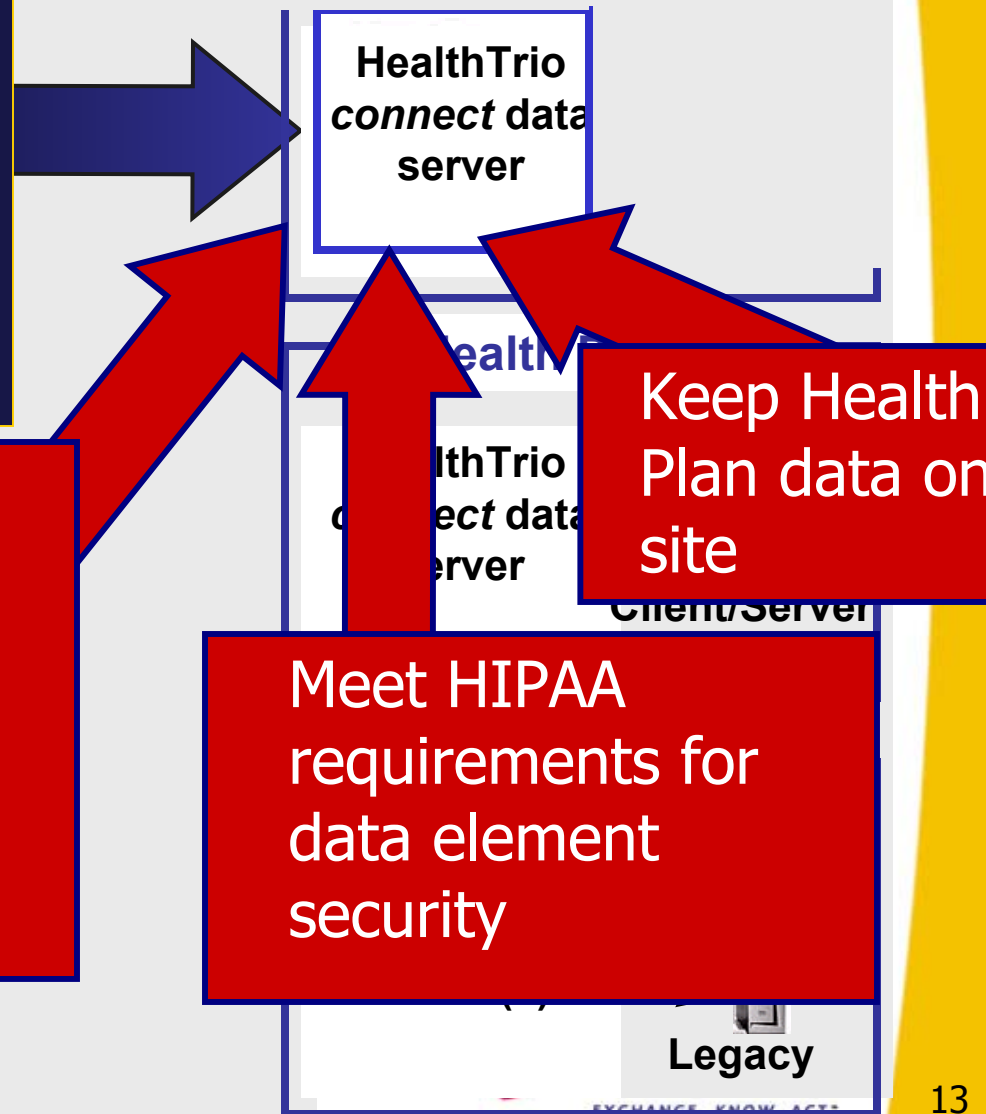


Intelligent Connectivity™

- Complete Data, Rule and Process Model
- Secured at the data element level
- “Understand the data”

Allows for:

- Real-time interaction & auto-adjudication
- Common look and feel
- Care management initiatives



Intelligent Connectivity

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graph TD; A[User specific views for Providers, Employers, Members and Brokers] --> B[HealthTrio connect Application Server Farm]; B --> C[HealthTrio Web Farm: Presentation, Security access, Directory Services];
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**HealthTrio
connect
Application
Server Farm**

HealthTrio Web Farm:

- Presentation
- Security access
- Directory Services

**User specific views for
Providers, Employers,
Members and Brokers**

How does HealthTrio enable HIPAA Compliance?

HIPAA Requires:

HealthTrio Offers:

Transaction and Code Set Standards

Mapping of proprietary transactions and codes to HIPAA standards, extending the life of legacy systems

EDI transactions

Robust security enables secure Internet communications channel for use by business partners

How does HealthTrio enable HIPAA compliance?

Unique Health Identifiers

An EMPI maps providers, employers and members to a single source, in preparation for identifier finalization

Security – Physical Safeguards

Unique architecture allows health plan data to remain on the plan's site, behind the plan's firewall

Data Security

Role-based security allows user profiles to be defined, and access for each profile can be limited by screen, menu item, data element, or table to secure data at the "data element level."

How does HealthTrio enable HIPAA compliance?

Privacy – Audit Trails

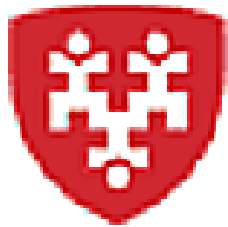
Log of access to each data element with time stamp is available to authorized persons, including the consumer

Privacy – Consumer Control

Member portal allows consumers to request amendment to their record, and review access to their record

Minimum Necessary Disclosure

Data-element level security allows organizations to provide the smallest amount of information necessary



Harvard Pilgrim HealthCare

- Non-profit, New England-based HMO
- Market leader in innovation and quality
- HMO, PPO and POS managed-care products
- Consistently named one of the nation's top-ranked health plans for quality and member satisfaction

Harvard Pilgrim Uses HealthTrio for HIPAA

- Security model
- Single interface and security platform for EDI and Web transactions
- Manage electronic communication with NEHEN
- Manage electronic communication with providers
- Enabling HIPAA compliant transactions

"HealthTrio's security architecture is so robust that we are using it for overall HIPAA compliance, including, for example, our connection to NEHEN."

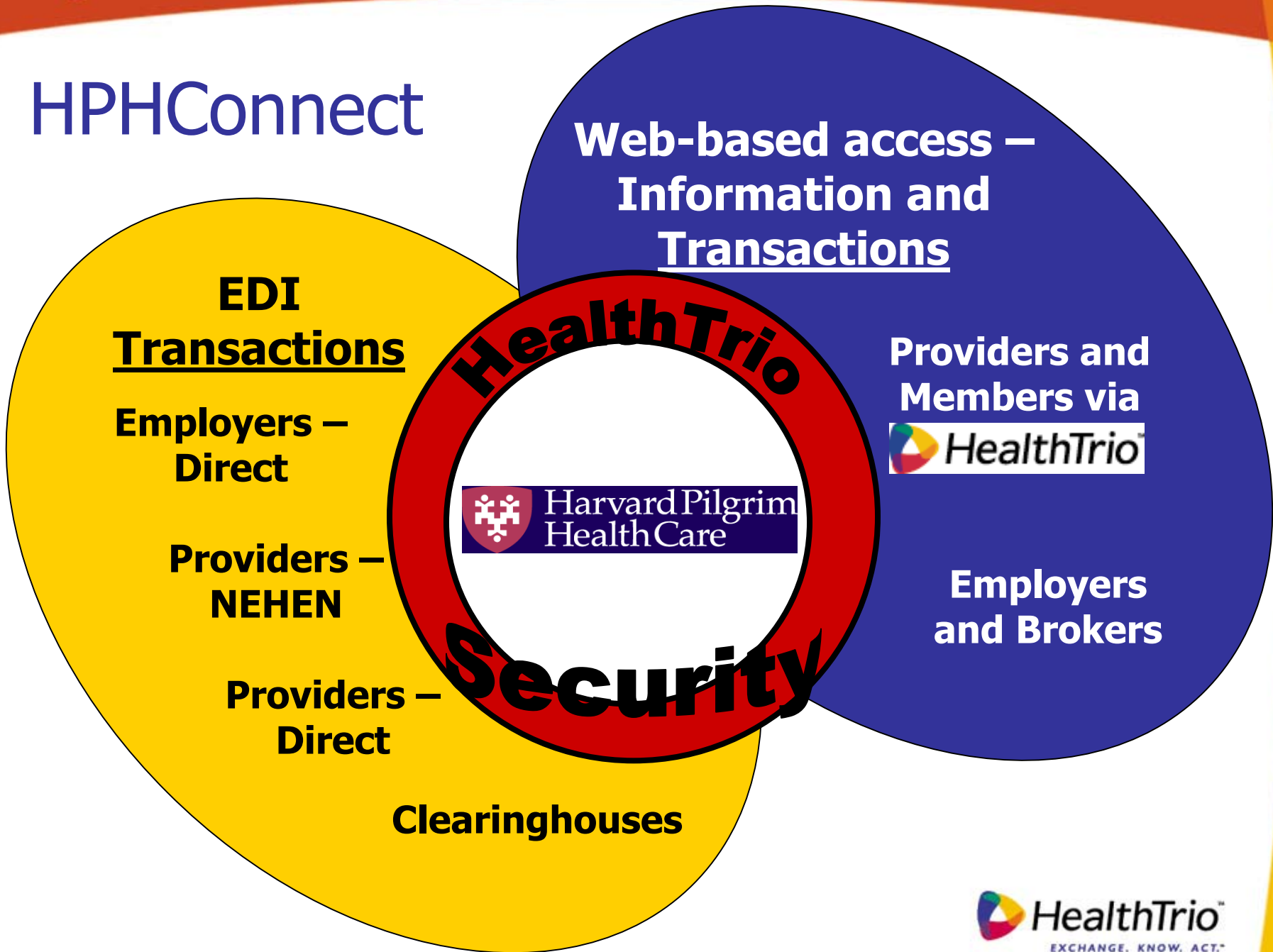
–Bob Trombly, Deputy CIO, Harvard Pilgrim Health Care

Harvard Pilgrim Health Care

HPH *Connect*

- Goals are to:
 - Standardize transactions on common EDI formats
 - Support HIPAA compliant transactions
 - Leverage web-based channel for transactions and content delivery
 - Eliminate redundant data entry for providers and HPHC
 - Offer providers choice in interaction with HPHC based on their practice needs

HPHConnect



HIPAA Compliance with HealthTrio

- Extensive role-based control over all access
- Web-based access definition
- Encryption:
 - 128 bit
 - Continuous encryption
- Secure Sockets Layer (SSL):
 - Secure channel between end-user and server
 - Source certificate
 - VeriSign
- Physical, Data, Transport, Access
- Data element level security
- Complete audit trails

Contact Information

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