

Pharmacy Data Management

Pharmacy Data Management cures setup headaches with Micro Focus® Reflection® for the Web.

Overview

Prescription benefit plans vary widely and change frequently, so tracking each patient's eligibility and coverage for prescription benefits can be a complicated process. By providing insurance companies with a comprehensive data center, Pharmacy Data Management (PDM) makes it easier for insurance companies to process insurance claims, produce customized reports, and manage cash flow.

When PDM started looking for a way to streamline the information-access process for their customers, Reflection for the Web emerged as the right choice.

Challenge

PDM's customers—insurance companies, HMOs, self-insured major employers, and anyone else who needs to process prescription

claims—need to have ready access to their databases to add new patients, modify information about patients, and adjust plan benefits.

PDM had been providing data access to its customers via Windows-based terminal emulation and using a VPN to keep the data secure. But VPN solutions require customers to deploy a VPN client—often a cumbersome configuration process. Each customer's IT department had to purchase and configure new hardware, set up a dedicated Internet connection, and designate a static IP address.

If everything went smoothly, it usually took about a month for a customer to gain access. But glitches in the configuration process could easily delay access for months, or even a year.

Solution

Steve Randlett, a network administrator at PDM, knew there was an easier way to provide secure access to customers—and that way was via the web. The first web-based emulation product he tried was disappointing because it required a tedious configuration procedure. Inspired by the positive experience he'd had with Reflection products in the past, Randlett evaluated Reflection for the Web, and found the easy configuration and high-level security he'd been looking for.

"I'm a big fan of the product. It was relatively simple to deploy. It provided adequate security, and it's got a good look and feel. It does the emulation very well!"

STEVE RANDLETT

Network Administrator
Pharmacy Data Management



At a Glance

■ Industry

Computer Services

■ Location

United States

■ Challenge

Providing secure web-based host access to customers was complicated and time-consuming.

■ Solution

Use Reflection for the Web to easily configure secure data access via the web.

■ Results

- + Simplified configuration of web-based host access.
- + Gave customers secure web access to databases.
- + Facilitated compliance with HIPAA confidentiality requirements.

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It didn't take long to deploy Reflection for the Web, and PDM was able to tailor the product to meet specific security requirements. Beyond authenticating users, PDM needs to verify that the user is accessing the Reflection for the Web terminal session from a secure computer. To meet this need, Randlett created an ASP page that checks the IP address of the client workstation and then queries a SQL database. If the IP address is from an authorized location, the user can access the Reflection for the Web session.

“There are a lot of security risks involved in a VPN that I can avoid with Reflection for the Web,” said Randlett. That's especially important in the health care industry, where organizations are revising their processes to comply with HIPAA, the Health Insurance Portability and Accountability Act. With the authentication and encryption features in Reflection for the Web, PDM can facilitate compliance with the act's stringent guidelines.

Randlett also appreciates Reflection for the Web's centralized management feature, which allows him to create sessions, save them automatically on the Reflection server, and administer the product from any workstation.

Today, thanks to Reflection for the Web, customers can access PDM's services almost instantly. PDM simply tells the customer which web address to use. If necessary, the customer's IT department allows an outbound connection through the firewall to the port PDM uses for Reflection for the Web. From that point on, customers have direct access to their data

using an intuitive interface. They can update data, run reports, and process claims any time of day, any day of the year.

Results

How do PDM's customers feel about Reflection for the Web? “End users really like it, so it makes us look good,” Randlett said. “They're able to access us through the web, which is easy for them. Not everyone offers that kind of easy connectivity.”

PDM's customers aren't the only ones who appreciate the streamlined deployment of Reflection for the Web. Because there are no extra costs or messy configurations, it's much easier to sell PDM's services. “Our marketing team loves it because they have easy answers for our customers. If you have an Internet connection and a browser, you can log in and do what you need to do,” Randlett said.

Overall, Reflection for the Web has made life easier for customers, and, therefore, for the network administrator. “I'm a big fan of the product,” said Randlett. “It was relatively simple to deploy. It provided adequate security, and it's got a good look and feel. It does the emulation very well.”

About Micro Focus

The Micro Focus product portfolios enable enterprise customers to unlock the value in their business data and logic to improve their competitive advantage through innovation. www.microfocus.com



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