



Customer Success Story Medical Auditing

QUICK FACTS

Independent leader in medical necessity auditing and review

INDUSTRY

Healthcare Auditing

Managed over 200M claims and 10,000 administrative hearings

CIPHERCLOUD® PRODUCT

CipherCloud for Force.com

ABOUT URAC

Utilization Review Accreditation Commission is an independent, nonprofit organization promoting health care quality through its accreditation programs.

Provides over 25 certification programs creating national standards to protect all healthcare stakeholders.

CHALLENGES AND OPPORTUNITIES

- Developing custom applications quickly using the Force.com platform
- Assuring HIPAA compliance and URAC (Utilization Review Accreditation Commission) certification
- Building customer portal for payers and providers

OBJECTIVES

- Assuring encryption of regulated data for applications built on Force.com
- Supporting more than 100 auditors easily accessible applications
- Preserving functionality of Force platform while assuring security

WHY CIPHERCLOUD

- Deep integration with Force platform
- Granular controls over which fields to protect at what level
- Maintaining key search & sort capabilities
- Flexibility to integrate with third-party applications

IMPLEMENTATION HIGHLIGHTS

- AES 256 encryption of sensitive data
- 100+ auditors live in short timeframe
- Expanding to portal for providers

BENEFITS

- Dramatically reducing development time and costs for custom applications
- Leveraging platform that won't become obsolete
- Assuring compliance with HIPAA an URAC requirements

