

The need

CareCore wanted to overhaul its patient healthcare information submittal processes and ensure that no malicious content exists in the uploaded files.

The solution

It deployed Safe-T's Safe-T Box Secure Data Exchange Platform, Safe-T Box secure front-end, and GateScanner module, integrating Safe-T's solution with its existing file uploaded application.

The benefit

Improved customer quality of care and reduction in paperwork costs.

CareCore National uses Safe-T's Safe-T Box to inspect medical files uploaded by its customers

Safe-T Box Secure Data Exchange protects CareCore National from cyber attacks

About CareCore National

CareCore National (www.carecorenational.com) provides innovative healthcare solutions that contain costs while improving the quality of care.

It's programs address a wide array of healthcare services including cardiology, medical oncology, radiation oncology, sleep apnea, musculoskeletal care, pain management, physical therapy, radiology and lab services that touch the lives of over 50 million insured across more than 35 Commercial, Medicare Advantage, Managed Medicaid health plans, ACO's and Self-insured entities. CareCore solutions utilize the most innovative technologies in healthcare underpinned by partnerships with Cisco, VMWare, EMC2 and Pivotal combined with clinical expertise from academic and community physicians from across the country. The company is headquartered in Bluffton, SC, with operating centers in Colorado Springs, CO and Sacramento, CA. CareCore has more than 1,600 employees.

The Challenge

CareCore's successful approach to providing healthcare solutions focuses on streamlining patient care, improving quality and reducing cost. In support of these goals, CareCore sought to provide healthcare providers with the means to submit a broad range of supporting documentation comprising patient-specific healthcare information related to potential treatment options. CareCore needed to ensure that files of unknown types and sizes could be securely and rapidly received and scanned to protect CareCore's network from malicious content. CareCore also required the solution to eliminate any vulnerability to unauthorized access and be robust and scalable to support future growth requirements.

The Solution

CareCore partnered with Safe-T Data, to provide a reliable, simple, secure, and scalable solution that receives, holds and scans any file type (PDF, text, Imaging files, etc.) before it is uploaded to the CareCore health information storage system.

CareCore chose Safe-T Data's Safe-T Box secure data exchange platform for its unique solution components:

- **GateScanner content inspection module** – employs a wide range of scanning techniques to scan the files, including simultaneously being analyzed by multiple commercial Anti-Virus scanners, custom built scanners and content inspection engines.
- **Safe-T's innovative secure front-end technology** – which allows connecting the outside world into CareCore's health information system without requiring any incoming firewall rules or compromises in security.

"We chose to work with Safe-T because of their willingness to be agile and work directly with our team to put in place a solution that met our functional needs, strict timeline and gave us tremendous potential for growth."

Mark Thomas,
VP, Strategic Development

"The ability of Safe-T to collaborate with our team, and to tailor their product to slip stream it into our application architecture," mentioned Frank Frenzel, Lead Architect Software Infrastructure, "have encouraged us to expand our use of their technology across our enterprise."

Safe-T Data's Safe-T Box secure data exchange platform ensures that all relevant health information, regardless of format, is validated to be free of malicious content prior to acceptance into CareCore's environment, thus maintaining strict security and privacy policies.

Safe-T Data's secure front-end enabled CareCore to create a network-segregated scrubbing zone in which all files uploaded by clients are scanned and processed by the Safe-T Box solution before entering CareCore's secure storage area.

Files that pass content inspection process are regarded as "clean" and safely passed into CareCore's secure file storage system for use in assisting management of patient care. Files that fail the content inspection process are regarded as "dirty" and automatically deleted. Simultaneously, a file-rejection report is automatically generated by Safe-T Box and contains information on the reason the file had been rejected.

Safe-T Box's unique architecture ensures that all uploaded files are converted from an upload stream into a file and deposited in Safe-T box within the scrubbing Zone. This process prohibits hackers from eavesdropping on the file upload session or hacking into the Safe-T Box to steal or contaminate uploaded files.

Solution Benefits

- **Improved customer quality of care**
- **Streamline customer health information processing**
- **Reduction in health information processing costs**
- **Increased data protection through scanning of all uploaded client files**
- **Ensure sensitive data is not exposed in the zone between CareCore's internal and external firewalls (the DMZ)**

About Safe-T

Safe-T Data is a provider of secure data exchange solutions for a wide range of industries including financial, healthcare and manufacturing organizations. Safe-T Data's Safe-T Box enables organizations to share data securely between people, applications and businesses and is designed for fast and easy deployment and wide user acceptance.

Safe-T Data's secure front-end solution eliminates the need to store sensitive data in the DMZ, thereby reducing exposure to data breaches. With offices in North America, Europe and Asia, Safe-T Data secures millions of files and emails every day.

For more information, visit www.safe-t.com