

## Strong authentication with simple methods

**Recording patient data, documenting diagnoses and assigning performance codes. Invoicing for medical services is a complex matter. To reduce the amount of efforts, many medical center bill their services online with Statutory Health Insurance Physician Associations, or document examinations electronically. However, the data exchange that this entails must meet statutory security standards.**

Since 2008 doctors and psychotherapists residing in Bavaria have been able to use an online access to the member portal of the Bavarian Association of Statutory Health Insurance Physicians (KVB). Early 2010 they could only use the KV-SafeNet connection for the different online services like processing quarterly bills or electronic documenting of services. KV-SafeNet is a closed network, in which each doctor has set access via a VPN box (Virtual Private Network) to the data and documents stored by the KVB. Although sensitive data and documents can be exchanged very securely, the installation of the solution is complex, expensive to run and inflexible. As a result, KV-SafeNet was not particularly popular by the members and KVB was faced with a low utilisation rate and severe acceptance problems.

### Wanted - a secure, simple and cost-effective alternative

In 2009 KVB decided to add a userfriendly and at the same time cost effective solution for secure online -authentication on the KVB member portal on the top of the VPN-based solution KV-SafeNet. The multi-layer -security platform IdentityGuard from Entrust has been their choice. The integration of IdentityGuard into the existing KVB authentication platform makes it possible to access online services via the Internet. With this access option, authentication is given an additional and powerful protection factor. The IT service provider Devoteam was contracted with the implementation and the training of the administrators. In a project that only ran for six months, the new authentication procedure (including updating and extending the associated IT and IT security processes) was implemented and launched by KVB IT.

“We decided to use Devoteam, because the company is known for its expertise in integrating authentication solutions and we have had good experiences with Devoteam in a preliminary project with a similar context”, explains Martin Baumann, Enterprise architect at KVB. The KVB also benefits from Devoteam’s know-how well beyond the implementation project. Devoteam has supported the

KVB ever since with comprehensive services from second-level support for the new authentication solution up to professional security advice.

### Two-stage authentication

The project responsables paid particular attention to the degree of integrity, authenticity and security of all personal data exchanged over the member portal because the platform operator, KVB, is responsible for compliance with statutory data protection regulations. Therefore, both the IT consultants of Devoteam and the experts of KVB have been very much focused to ensure compliance with data protection and data security rules. This is why KVIdent - the name of the new web-based security solution - is a so-called “strong authentication method”. It is based on a double identity check. Every user who wants to access the member portal is given a personal grid card (a so-called “KV-Ident Card”) in cheque card format. The KV-Ident Cards have got several coordinates of numbers and letters.



The authentication meets maximum security standards due to the combination of the code of the KV-Ident Card and the KVB User ID. “Our card does not contain any customer details that would help unauthorized persons to identify the owner of the card. It cannot be used without the KVB user ID”, explains Kathrin Kronacher, the Project Manager in charge of implementing KV-Ident at KVB. Thus, for example, losing your card poses no great security risk. Should the card go missing, the “Operative Support for Online Issues” Team at KVB will take care of all the necessary steps and will ensure that the card is quickly replaced.

# Digital identities guaranteed

## Bavarian Association of Statutory Health Insurance Physicians (KVB)

There are 17 Statutory Health Insurance Physician Associations throughout Germany. The KVB is the largest, with around 24,000 members. It safeguards outpatient medical care for approximately twelve million inhabitants in the state of Bavaria. It represents the interests of its members, all registered penal doctors and psychotherapists, authorised hospital doctors and doctors employed in Medical Care Centres (MVZ), in matters of policy and medical health insurance.

## There are additional advantages of KV-Ident

While the decision-makers in the medical centers have to buy special hardware components in order to use KV-SafeNet, they can use KV-Ident by their online network accesses and they are able to easily transfer billing and documentation. Authentication with the IdentityGuard grid card has many advantages compared to conventional solutions. There are minimal costs associated with KV-Ident and it is very easy to use. Each KV-Ident Card is valid for three years. Charges amounting to 20 euro are due for the first and each additional KV-Ident Card. Users can also access KVB's online offerings at any time and at any place. The technical requirements for using the new solution are low. Users need in addition to the existing Internet access only a standard Internet browser. However, with the lean KV-Ident solution, there is an important rule of thumb to observe with regard to data protection and data security. In contrast to KV-SafeNet, the users themselves are responsible for protecting their computers against trojans, viruses and access by unauthorized third parties. KV-Ident only protects access to the data stored at KVB.

## Well-equipped for the future

In a world in which the security and integrity of data and information is getting more and more important, powerful and easy-to-use authentication solutions are indispensable for data, which are sensitive and particularly worthy of protection. KVB is a modern service organization that has recognised the mood of the times, and operates a highly secure, flexible IT infrastructure based on strong, two-stage authentication. On the one hand the company can meet the strict compliance requirements of healthcare. On the other hand KVB provides more than 24,000 members fast, variable and user-friendly access to all important applications stored on their member portal. These include not only the processing option for online billing and electronic documentation (including the emergency service), but also various information systems and eTIKS, an electronic training for the interpretation of clinical studies. KV-Ident is a powerful solution, which enables KVB to extend their established processes, when required. Almost 5,000 of around 24,000 KVB members have already registered for KV-Ident within a few weeks. Quarterly Online Billing is the most accepted application by the members. This is a very positive development, particularly for doctors and psychotherapists residing in Bavaria. As from January 2011, online billing will be compulsory throughout Germany. Therefore, the increase in members who are processing online billing is especially gratifying. Compared to the fourth quarter of 2009, there was 25% more online billing in the KVB member portal than in the first quarter of 2010.

## About Devoteam

Devoteam is an award winning EMEA leader in Connecting Business & Technology, specializing in information system infrastructures and telecommunications. Headquartered in France with 5,000 employees in 25 countries across EMEA, it achieved a 2010 turnover of €0.5 billion. Combining consulting and technology solutions enables Devoteam to provide its customers with independent advice and effective solutions that meet their strategic objectives. Our Consulting services range from idea and high level business advice through choice of technology solutions to organisational IT centric transformation implementations and change in large & complex IT projects. Our Solutions teams have the skills, experience and methodologies to deliver large and complex IT implementations across a range of technologies. Our Expertise of IT specialists are available for hire on-demand, accessible through a consulting service, providing our clients with highly specialised subject matter experts both locally and across EMEA.

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