



Quick Facts About OneHealthPort

What is OneHealthPort?

OneHealthPort is a Seattle-based healthcare security service founded by local healthcare organizations, including The Everett Clinic, First Choice Health, Group Health Cooperative, Premera Blue Cross, Regence BlueShield, and Health Services Northwest – a partnership of Providence Health System and Swedish Health Services. The company offers health professionals a secure portal to the online services offered by leading local health organizations. With OneHealthPort, healthcare professionals have a single way to sign on to secure local healthcare sites on the web to check claims status, verify eligibility, manage referrals, access clinical information online, and more.

How and why was OneHealthPort created?

OneHealthPort was founded in 2002 by a group of local healthcare organizations that were all members of the Washington Healthcare Forum, a coalition of health plans, physicians, hospitals, and purchasers that joined together to improve the healthcare system. As part of their work with the Forum, the founders conceived of and incorporated OneHealthPort to provide a security solution for the local healthcare community. They had a strong interest in expanding their online presence, and needed a robust security solution to protect personal health information shared online. They concluded that the many local providers of web sites and online applications had more to gain by collaborating on information security issues than by competing. Together, they wanted to encourage healthcare organizations to go online by presenting and promoting a valuable collective online offering.

Why are competitive organizations collaborating to use a single security solution for their web sites with OneHealthPort?

The health plan and provider organizations that founded OneHealthPort wanted to improve customer service for their healthcare provider customers by offering them a way to save time and money and increase the productivity of their employees by doing business online. Moving information from paper to the Internet can give medical practices a welcome alternative to phone and fax to get the critical clinical and administrative information they need; and can give health plans and hospitals the ability to streamline their administrative practices and save time and money themselves.

By using the same security solution to protect the personal health information on their sites, the founding organizations were able to avoid the cost of developing their own proprietary security systems, while at the same time offering a significant benefit to the provider community in the form of a single sign-on for all sites. By offering healthcare providers a valuable collective online offering, and a hassle-free way of accessing the online services they need for their entire book of business, the founders hope to encourage local healthcare organizations to adopt and use online services.

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Who are the participating organizations providing web sites, and what do their web sites provide?

OneHealthPort offers its security services to all healthcare organizations that have sensitive applications and content they want to provide to local healthcare professionals. The first web sites coming online are those of the founding organizations (please see the document called, “Participating Web Sites” for detailed information on each web site offering).

Several of the founding organizations’ sites are already online with OneHealthPort security. These sites include:

- Premera Blue Cross - went live August 1, 2003[added space before 2003]
- Premera Blue Cross Blue Shield of Alaska – went live August 1, 2003
- Regence BlueShield and Asuris Northwest Health - both went live September 8, 2003 (both sites require a OneHealthPort credential to access the site)
- First Choice Health - went live December 8, 2003
- Group Health - went live December 5, 2003
- Providence Health System - went live March 30, 2004
- LifeWise Health Plan of Arizona - went live April 19, 2004
- LifeWise Health Plan of Oregon - went live January 1, 2005
- LifeWise Health Plan of Washington – went live October 18, 2007
- Regence BlueCross BlueShield of Oregon - went live July 12, 2006
- Uniform Medical Plan - went live June 29, 2004

What services does OneHealthPort offer?

For healthcare professionals accessing online content:

For healthcare organizations that wish to access the online content and applications at participating local healthcare web sites, OneHealthPort offers a single way to register for and sign on to participating local healthcare sites. For these organizations, OneHealthPort offers its service *free of charge*.

For healthcare organizations providing online content:

For healthcare organizations that wish to provide secure online content, OneHealthPort registers and authenticates their online subscribers in a HIPAA compliant manner – at a “bulk buy” price. OneHealthPort also promotes the online services of its participating sites and educates local healthcare providers about the benefits of going online.

How does the OneHealthPort service work?

Each healthcare organization appoints an administrator from the organization to register the organization and individuals within the organization as OneHealthPort subscribers. As part of the online registration process, subscribers have their identities confirmed in order to protect against unauthorized access of personal health information. They also sign a user agreement that covers all participating web sites and satisfies HIPAA requirements. Subscribers are then issued

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a single digital credential that allows them to access all participating sites. OneHealthPort maintains a common user directory for all subscribers with information about a subscriber's role. Participating web sites check this directory to authorize subscriber access to specific content and applications.

What benefits does OneHealthPort offer its customers?

Benefits for healthcare professionals accessing online content:

1. *Save time and money by going online*

Healthcare organizations are increasingly going online to save time and money and increase the productivity of their employees. Instead of sitting on hold or waiting for a fax, employees can now go online to find the information they need in real time on the web. Participating web sites offer a range of time-saving functionality for healthcare providers including the ability to instantly check claims status, verify eligibility, manage referrals, and access clinical information.

2. *Manage all online services in one place*

OneHealthPort makes securely accessing participating local healthcare information easier than ever before. Instead of juggling logins, passwords, and user agreements for different health plan and hospital web sites, OneHealthPort allows healthcare professionals to manage all of their online healthcare services in one place. With OneHealthPort they can:

- Register *once* for all participating web sites
- Confirm their identities *once* for all participating sites
- Sign *one* agreement to satisfy HIPAA regulations for all participating sites
- Use *one* digital credential to access participating sites
- Sign on only *once* to access all participating sites

Benefits for healthcare organizations providing online content

1. *Realize cost savings*

By leveraging the combined clout of its owners and customers, OneHealthPort can deliver services at "bulk buy" rates.

2. *Simplify access*

With its common security solution, OneHealthPort eliminates the need for multiple registrations, log-ins and contracts.

3. *Manage risk*

Amidst the uncertainty of HIPAA, OneHealthPort helps manage risk for all participants by creating a high level community standard.

4. *Encourage adoption of online services*

By offering subscribers a critical mass of local online content in one place, OneHealthPort helps reduce barriers to adoption.



How much does OneHealthPort's service cost?

For organizations subscribing to OneHealthPort to access online content, the service is provided free of charge. For organizations making their web sites available with OneHealthPort security, they pay a one-time set up fee, a small annual subscription fee based on size, and transaction fees that allocate cost of shared users among participating sites.

How many healthcare organizations are using OneHealthPort?

New healthcare organizations are subscribing to OneHealthPort every day. Currently over 22,000 users subscribe to OneHealthPort.

How did HIPAA influence the creation of OneHealthPort?

HIPAA is ushering in a new era of privacy and security and underscoring the importance of protecting sensitive personal healthcare information. OneHealthPort offers healthcare organizations a way to comply with HIPAA in how they provide and access online healthcare information.

Who is OneHealthPort's technology partner?

OneHealthPort partners with Cybertrust, an e-commerce security integrator, to operate its security service. Cybertrust is an international provider of security services, combining world-class Public Key Infrastructure (PKI) expertise and Certification Authority services. See www.cybertrust.com for more information.