



Identity Management Deployment

A HIX case study

Background: While implementing the individual state Health Insurance Exchanges (HIX), the states have a need to provide secure, reliable, and easy to use systems that protect private health care data. DIT has provided security expertise and guidance for multiple statewide HIX implementations. The following are some current HIX implementation challenges:

- Required to support eligibility, enrollment, financial management, customer assistance, and plan management for consumers.
- Required to validate consumer addresses and other personal details and confirm eligibility.
- Allow states to offer rules-based plan recommendations and online tools that enable site visitors to make more informed, confident decisions without assistance.
- Self service is a priority.
- Compliance with strict Patient Protection and Affordable Care Act (PPACA) metrics.
- Implementation of advanced systems integration techniques and best practices.
- Completion of deliverables under very short timelines.

DIT's Approach: The prime contractors with the states engaged DIT to create, implement, and demonstrate various use cases for the HIX implementation. The DIT team created a custom login application that allows for multi-factor authentication of users, including one-time password (OTP) and knowledge-based authentication (KBA) while matching the look and feel of the current State portal. In addition, the custom login application allows users to securely recover forgotten passwords or user IDs limiting the need for costly calls to the customer service department.

Major Outcomes

- ✓ A Highly available environment
- ✓ An Access Management scheme for users
- ✓ A custom login workflow
- ✓ Increased Security by state of the art device identification to detect fraudulent activities
- ✓ Provision of One Time Password delivered Out of Band

Components Integrated

- ✓ Oracle Identity Manager
- ✓ Oracle Access Manager
- ✓ Oracle Adaptive Access Manager

Highlights:

DIT's team of security experts played a vital role in guiding these engagements. We provided architecture, requirements, design, development, and implementation expertise to both the prime contracting team as well as to the end client. In addition, DIT's in depth knowledge of the healthcare space allowed for a more collaborative and productive partnership with all parties.