Prominent Health Insurance Company Improves Security Solutions with DASCOM and Proprietary Software.

Health Insurance is incredibly big business. In fact, according to IBIS*World* Research the market for health and medical insurance in the U.S. is valued at more than one trillion dollars with nearly 8,500 businesses and just shy of 592,000 employees*. This is a hugely impactful industry that touches the lives of millions of people. With so many people involved, the need for security, both at the participant and employee level is crucial. This security need is magnified when one considers the type of data that is accessible to those working within the system.

Recently one very prominent provider of health insurance looked to DASCOM and its integration partners to solve a potential security issue revolving around access badges for employees.

Employees of course are issued admittance badges that allow them access into various areas and buildings to do their jobs. The badges are used at various card readers that electronically read the data on the cards and grant or deny access based on a complex sequence of built-in security measures.

The issue confronting this provider was that the existing cards used by the employees could easily be compromised.

The provider had sometime earlier attended a presentation by a well-known security card software integrator who offered the provider a very distinct solution. While the solution was complex in nature for the integrator, if done correctly, it would provide an easy solution for the insurance provider to upgrade their cards and provide an unmatched security solution. The proposed multi-pronged solution involved the use of software and implementation from two of the leading integrators and VARs in the security industry working together along with the use of the DASCOM DC-7600 Retransfer card printer.

The DC-7600 was chosen because first the prox cards which would be the basis for the solution, needed to be printed on a retransfer card printer. Direct to card printing would not provide the quality of print required. Secondly, the DC-7600 was viewed as a workhorse printer, capable of producing high volumes of card output, long-life, easy-to-use controls, and the retransfer technology that would allow the proper combination of printing and encoding on the card that would meet the needs of the integration team.

The team developed a solution that combined the use of low frequency and high frequency chips on the card. The plan would be that the security would be upgraded, but there would not be downtime due to the upgrade.

For this reason, the implementation involved using both types of chips. Then, as the implementation took place, the low frequency portion of the reader would be "turned off" and the high frequency chip would allow the readers to resume typical admittance but with the much-enhanced security features encoded for the necessary layers of protection. The high frequency chip is NFC (Near-Field Communication) compatible. NFC is a standards-based short-range wireless connectivity technology that allows users in a host of almost unlimited applications to use one-tap methods to easily perform transactions. The NFC compatibility is important because it opens doors to possibilities far beyond access control.

For this specific situation, the process involved a lot of proprietary action on the parts of the respective integrators. Some security experts familiar with the process said that in their estimation the number of card integrators who could provide this level of expertise in programming, software encoding, and having the prox cards perform without encumbrance or delay for the complex operation could be counted on one hand. That is the degree of difficulty and security measures taken with the outcome accomplished or exceeded expectations with the effort seamless and quite invisible to the actual client.

Currently the cards are being produced, thoroughly tested, and replaced with some 12,000 cards already printed and in process at the time of this writing. The entity has many more employees and facilities nationwide, and the thought process is that all will need or want an upgrade to this enhanced security.

In addition, the integrators have also been working on an application that will allow enhanced automation and tracking for the dissemination of information tied to data on the cards.

For example, a card holder can attend a seminar or training session and by simply having their card read, the attendee can have their email and pertinent information linked into a system that will send them supporting documentation around the training session. Currently the process is a manual one in which someone must spend time figuring out who attended the seminar and then manually sending out the supporting training collateral or email information to the attendee. The automation not only provides enhanced security so that the correct person receives the necessary information, but it also cuts out a lot of wasted time and resources in sending out the material. This is not only more efficient but offers a real cost-saving benefit for the client.

The combination of exceptional proprietary software and high resolution, high-output printing from the DC-7600 provided a great solution for this client.

DASCOM is extremely pleased to be part of such a complex and secure solution by providing the means necessary to help these integrators print an extraordinarily complex solution that will greatly improve security for this organization.

Our DC-7600 continues to prove daily that it is a leader in reliability and a trusted part of card issuance solutions in the most demanding and critical security applications.

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*IBS*World* Research - https://www.ibisworld.com/industry-statistics/market-size/health-medical-insurance-united-states/