



Success Story: TC³ Health

TC³ Health's technology validates payment integrity and maximizes cost savings in an industry that sees double digit increases each year and spends \$250 billion in healthcare claims overpayments. Founded in Costa Mesa, CA in 2000, TC³ Health Inc. provides integrated healthcare cost containment services to U.S. payers and insurance providers.

With several years in business, TC³ continues to grow significantly with an average yearly increase of over 50% for the last three years. "Our current business has grown at a healthy rate year over year which requires fairly regular increases in data center space including power and cooling not to mention the capital expense for new servers," recalls Paul Horvath, Chief Technical Officer, TC³ Health, Inc.

Using traditional servers and suffering from occasional sub-par system performance, TC³ Health started looking at alternatives to manage their growth. "After looking at products from Sun & IBM, we chose AWS because we felt that AWS provided a more thorough set of building blocks which provided TC³ with the flexibility to build systems in a way that was most applicable to our business as opposed to being forced into a certain architecture or software stack. AWS had all the pieces we needed and at a price point well below their competitors."

"We are utilizing Amazon S3, EC2, and SQS to enable our claim processing system performance to increase and decrease as required to satisfy our service level agreements (SLAs). There are times we require massive amounts of computing resources that far exceed our system capacities and when these situations occurred in the past our natural reaction was to call our hardware vendor for a quote. Now, by using AWS products, we can dramatically reduce our processing time from weeks or months down to days or hours and pay less than purchasing, housing and maintaining the servers ourselves." In fact, TC³ Health has recently begun providing retrospective claim processing services which is essentially multiple years' worth of data at a time; this wouldn't have been possible with a traditional architecture model alone.

As a company with access to sensitive patient records and healthcare claims, TC³ is required to comply with the U.S. Department of Health and Human Service's HIPAA regulation. HIPAA stands for Health Insurance Portability and Accountability Act and requires companies like TC³ Health to establish certain security and privacy standards for electronically transmitting health data.

TC³ retained the services of Milliman USA to establish its HIPAA compliance standards and documentation. Based on Milliman recommendations to meet HIPAA standards, certain design decisions were made to ensure protected health information (PHI) was kept secure. "Our system utilizes PGP encryption and removes extraneous PHI to comply with HIPAA standards," states Horvath. In layman's terms, TC³ had to implement encryption to eliminate individually identifiable information from customer data. Using AWS, TC³ had to make some modifications to their architecture to ensure it was protected while being transmitted in the cloud.

“Reduction / elimination of PHI was the main modification we made to the architecture. As an extension of our system, we simply encrypt and send the data we need to the AWS cloud in order to process claims while the majority of the PHI is retained in-house.”

Using AWS, TC³ Health was able to produce a HIPAA-compliant application that scales as they do. “AWS is a great fit for us because it allows us to economically expand and contract our computing resources to match the ebb and flow of our claim volume without making any long-term financial commitments or capital expenditures. Plus, the people at Amazon Web Services are great. We feel that they are very interested in helping us to succeed and it’s obvious that they are committed to the products as seen by improved performance, increased stability and lower pricing.”

TC³ (Total Claims Capture & Control) Health delivers a range of healthcare cost containment and data analytics services, including billing healthcare fraud detection, out of network claims management, pricing, auditing and reimbursement tools, predictive modeling tools, data analytics, and web-enabled reporting. In addition to these sophisticated technology offerings, TC³ also has trained case investigators, trainers, and other staff on hand to deliver a comprehensive healthcare fraud detection and protection solution. With these tools, TC³ is able to help their clients reduce paid claims by 3-10% annually.

To learn more about TC³ Health, visit www.tc3health.com