

# Patients' medical and private data secured by DIGIPASS GO 6 and IDENTIKEY

CM Midden-Vlaanderen is a local branch of CM, the largest Belgian health insurance agency, which vouches for more than 500,000 socially insured. In order to facilitate the exchange of patient and insurance information between different hospitals and between the hospitals and CM, the internet application Curennet was developed. As it contains data belonging to the private sphere, access to the application needed to be adequately secured. CM Midden-Vlaanderen relied on DIGIPASS GO 6 in combination with IDENTIKEY Enterprise.



For more than a century, CM - "Christelijke Mutualiteit", the Christian Health Insurance - has taken care of patients in Belgium. Its main task is managing and executing the obligatory health insurance in cooperation with hospitals, doctors and other medical organizations.

Exchanging and processing all patient data between those different parties and the branch offices of CM Midden-Vlaanderen which are spread all over the country, is a tough job. Together with its web agency The Reference, CM Midden-Vlaanderen found the solution in the development of a Content Management System called Curennet.

## CURENET

The thought up internet application Curennet is somewhat complex. Curennet is an internet application that supplies the exchange of insured people's medical and private data between three parties:

1. the hospitals, where non-Belgian insured patients are treated
2. the Dutch health insurer, and thus the real insurer/payer of the supplied care
3. CM Midden-Vlaanderen and other regional CMs, acting as controllers and verifiers of the invoices

When a patient is admitted to a hospital, the hospital notifies the insurance company that a client of them was admitted. The insurer, for his part, checks whether the patient is indeed registered and insured by his organization. CM Midden-Vlaanderen and other regional CMs, then register the insurer's agreement. When the invoice is sent by the hospital, it is handled and transferred by CM to the concerning foreign insurer to be paid.

## SECURING TRUSTWORTHY AND CONVENIENTLY

In Curennet, patients' personal and medical data are stored and shared. CM Midden-Vlaanderen wanted to inspire its partners' - in this case, hospitals' and insurers' - confidence to share their data via Curennet. Therefore, the security solution had to be trustworthy and highly convenient.

The Dutch partner was of the opinion that the combination of a username and static password was not sufficient. Since the privacy legislation in the Netherlands is stricter than in Belgium, CM decided, on demand of this Dutch partner, to safeguard the data with strong user authentication.

## VASCO'S RENOWNED BANKING REPUTATION

To choose the right security provider, CM Midden-Vlaanderen consulted the expertise of its web agency The Reference. Since they had developed Curennet, they were the right first-rate advisors to set CM up the way to a trustworthy application protection.

"On the recommendation of our web agency, we opted to work with VASCO", relates Geert Basyn, Staff member of the European Health Insurance. "The Reference drew our attention to the world-wide recognition VASCO already had gained in the banking sector, which convinced us that we could rely on its experience and knowledge without any security doubts."

## EASE OF USE

The system integration went very facilely. Problems that arose had to do with the configurations on the servers and updates in the periphery of Curennet.

The employees became accustomed with the authentication solution very quickly. "At the beginning, a couple of users had to adopt themselves that they no longer could save their static passwords in their browser, which often resulted in locked passwords. However, good instructions have solved these difficulties rather quickly," says Geert Basyn.

The log-on procedure is very straightforward and user-friendly. DIGIPASS GO 6 is required for registered users when they want to log-on. New users can access the program during a grace period of 7 days. When this period has expired, accessing Curennet without a DIGIPASS device is no longer possible. The employees log-on by entering their PIN-code followed by a one-time

password (OTP) generated by a push on the button of DIGIPASS GO 6. Once the password has been validated by the IDENTIKEY server, access is granted.

### THREE GROUPS OF END-USERS

Nowadays, three groups of Curennet's end-users utilize VASCO's authentication solutions. The first group includes the administrative departments in hospitals and other medical institutions: they register the patient or insured person and upload the administrative and medical data. Secondly, the Dutch insurance agency involved for the allocation or rejection of the insurance correctness and thirdly, CM Midden-Vlaanderen itself for the processing of the patients' and insured's data in order to control and verify the bills. Taking all these end-users into account, nowadays, up to 150 people use DIGIPASS to log-on to the application. An extension for additional end-users has already been installed.

"Hopefully, we can convince our colleagues of other foreign health insurance agencies to exchange data through Curennet. By doing so, the amount of users can increase even more," says Geert Basyn optimistically. "The use of authentication for safeguarded access improves data security. Employees at health care insurances can be much more at ease that the private and medical information of its patients will not fall into the wrong hands."



### Objective

CM Midden-Vlaanderen wanted to secure its Curennet application, containing private and medical information of patients and insured persons from unauthorized access.

### Challenge

The solution had to be trustworthy and convenient to use, and should seamlessly integrate into the Curennet application.

### Solution

VASCO's DIGIPASS technology combined with IDENTIKEY Server Enterprise Edition was considered to be the most handy and trustworthy solution, especially because VASCO had already gained a lot of recognition thanks to its proven services in the banking sector.

## About CM Midden-Vlaanderen



With 4.5 million members, CM is Belgium's largest health insurance. Its working is based on values such as solidarity and attention and respect for other people, especially for the most vulnerable ones. The national organization is split up in a number of regional CM-offices, among which CM Midden-Vlaanderen, located in the south and the western part of the province East-Flanders. CM Midden-Vlaanderen is market leader, with more than 500,000 insured clients. It employs 517 people.

## About The Reference



Founded in 1993, The Reference was the first Belgian Web Agency and a European pioneer. Today it is an established and leading full service interactive agency that focuses on building brand experiences. A team of 70 highly qualified professionals explore and extend the borders of strategy, creativity and technology, mixing these heterogeneous skills in attractive, usable and powerful web projects for a large amount of international clients.

## About VASCO

VASCO is a leading supplier of strong authentication and e-signature solutions and services specializing in Internet Security applications and transactions. VASCO has positioned itself as a global software company for Internet Security and designs, develops, markets and supports patented DIGIPASS®, DIGIPASS PLUS®, VACMAN®, IDENTIKEY® and aXsGUARD® authentication products. VASCO's prime markets are the financial sector, enterprise security, e-commerce and e-government.

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