

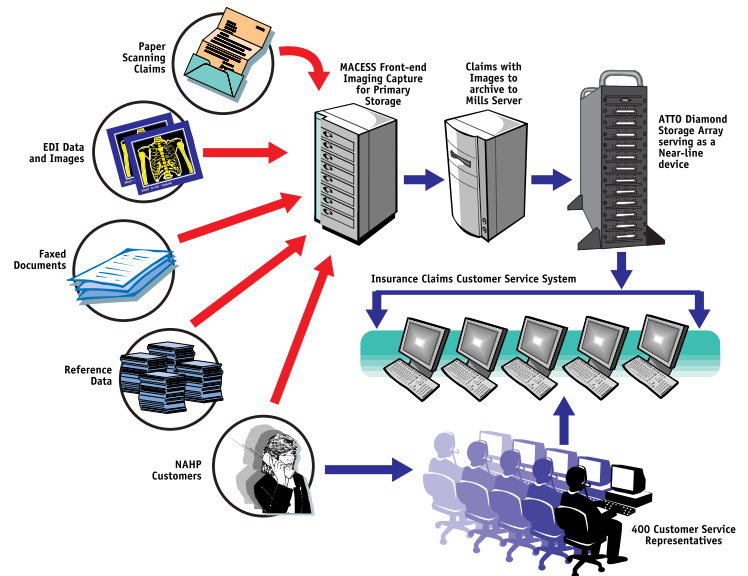
North American Health Plans Increases Productivity and Enhances Insurance Claim Customer Service with ATTO Diamond Storage Array

North American Health Plans was founded in 1983 and has grown to be one of the largest third-party administrators of self-funded healthcare plans in the country, administering claims for more than 800,000 people for 400 companies in 44 states.

With many new customers added over the past year, one of the biggest challenges facing North American Health Plans was the ability to meet the insurance claims information-access needs of its growing membership. North American currently processes 85,000 paper claims per week with 125,000 – 130,000 pages of scanned information and 30,000 electronic images. Finding a cost-effective solution to store and retrieve the claims information fast and efficiently was a priority.

North American is currently using the Sungard MACESS System for its document management and workflow. MACESS is an imaging-based operations-management and customer-service solution and is an all-inclusive system designed to integrate with existing host systems and provide rapid input of claims or document data. Once validated, the information is stored in a folder system, where it can be processed in workflow queues, accessed through a Customer Service front end, and archived in a variety of methods. MACESS 2.0 provides efficient and economical processing, storage, and retrieval of data in a variety of formats. North American needed to ensure that all customer claim information captured on the front-end imaging system was quickly and easily accessible by their customer service representatives while talking to clients.

"We had a capacity problem with our current storage system," recalls John LoFaso, vice president of Technology for North American. "We had outgrown the box and decided to assess our options. We first looked to our current vendor and their solution was to replace the current storage system with a newer, higher-



capacity system. This was a very expensive proposition so we began to look at what other technology was available."

"Of all the storage solutions investigated, the Diamond Storage Array was the only one to meet our price, performance and capacity requirements," states LoFaso. With the performance of the Diamond Array, North American Health Plans was able to offer better customer service. The Price and capacity features allowed for the operational efficiencies and reduced administrative costs. "All this offered an excellent ROI along with more productive employees because there is no wait time for customer files to be retrieved."

With these issues in mind, the MIS team at North American Health Plans began to look at possible solutions that met their capacity and performance requirements. One of the solutions proposed by ATTO Technology was utilizing the Diamond Storage Array in a near-line environment for claims after 60 days. The ATTO Diamond Storage Array provides up to 7.2 Terabytes of high-performance, Enterprise-class disk storage in a 3U 19" rack form factor at a very aggressive price point. The solution proposed by ATTO was a Fibre Channel interface with 1.92 Terabytes of capacity. With over 240 MB/sec. sustained throughput, the Diamond Storage Array's performance was a match with the needs of North American Health Plans.

"Of all the storage solutions investigated, the Diamond Storage Array was the only one to meet our price, performance and capacity requirements," states LoFaso. With the performance of the Diamond Array, North American Health Plans was able to offer better customer service. The price and capacity features allowed for operational efficiencies and reduced administrative costs. "All this offered an excellent ROI along with more productive employees because there is no wait time for customer files to be retrieved."

Benefits

Data Availability

"The storage requirements were pretty straightforward," states Michael Golombek, Citrix administrator for North American. "When our clients call regarding their claims, we need to have the information at our fingertips. Our business is all about customer support and client relationships, so our storage infrastructure and how fast we can access the client data are critical to the business. We need instantaneous access to the information when the phones ring. The ATTO Diamond Array provides that."

Price/Performance/Capacity Ratio

According to LoFaso, the ATTO Diamond Storage Array provides North American Health Plans with the optimal affordability, capacity and performance solution. He sums it up this way, "When we looked at our options, we couldn't beat the price/performance and capacity ratio the Diamond Storage Array offered. No other company offered us the value, Enterprise features and capacity that ATTO did."

Ease of Use

When asked what he thinks about the ATTO Diamond Array, Golombek's response was, "I don't. It was installed and I haven't had to worry about it. It just does its job and does it well." Like all ATTO products, the Diamond Array undergoes extensive interoperability testing to ensure that it is compatible with all major storage vendor products on the market. This provides reduced set up times, as well as peace of mind that comes from knowing the product will work with everything else in the IT department right out of the box.

With up to 30,000 claims accessed each day with an average file size of 40-50K the installation of the Diamond Storage Array provided the fast accessibility and capacity needed for North American's clientele. States LoFaso, "We have been so pleased with how the Diamond has performed in supporting our customers we have decided to incorporate the Diamond as part of an internal SQL server solution for our employees."

"The storage requirements were pretty straightforward," states Michael Golombek, Citrix administrator for North American. "When our clients call regarding their claims, we need to have the information at our fingertips. Our business is all about customer support and client relationships, so our storage infrastructure and how fast we can access the client data are critical to the business. We need instantaneous access to the information when the phones ring. The ATTO Diamond Array provides that."



ATTO

ATTO Technology, Inc.

attotech.com



North
American Health Plans

155 CrossPoint Parkway • Amherst, NY 14068 • 716.691.1999