



CASE STUDY

AISN's Secure Cloud Portal Transforms VHCF's Prescription Assistance Initiative

The Virginia Health Care Foundation faced challenges with its prescription assistance program, including outdated software, slow workflows and compliance issues. A modern, HIPAA-compliant online portal was developed, reducing total ownership costs by 50 percent over five years. The new portal streamlined operations, improved service levels and enhanced the user experience, significantly reducing case processing and approval times. AISN's secure, cloud-based solution allows VHCF to focus on providing life-saving care to chronically ill patients.

Client

Heroically, the Virginia Health Care Foundation helps hundreds of thousands of citizens living in underserved communities get essential health care. Since 1997, its cornerstone program has generated more than \$10 billion in free medications for 373,000+ Virginians living with chronic diseases.

Challenge

VHCF's cornerstone prescription assistance program faced multiple issues. Outdated proprietary software from the 90s, slow manual workflows and a lengthy processing/approval process of up to seven days hampered operations. Burdensome on-premises hosting costs and onerous staff training for maintaining a HIPAA-compliant environment added to the challenges. Moreover, the lack of business continuity and disaster recovery planning exposed ePHI to considerable vulnerability, potentially impeding patients from timely access to essential care, causing irreparable damage and costing millions of dollars.

Solution

AISN collaborated with a national consulting firm to develop a modern, online portal securely hosted within AISN's HIPAA/HITECH-compliant private cloud environment, which is audited annually for compliance. This custom solution, backed by AISN's 24x7x365 operations and maintenance, delivers high availability, robust security, encryption, disaster resilience and cost-effectiveness, reducing total ownership costs by 50% over the first five years alone. The portal simplifies administration, consistently passes compliance audits, protects ePHI and provides secure online backup alongside rapid, geodistant disaster recovery.

Results

The cloud-based portal significantly improves service levels for low-income, chronically ill patients, ensuring timely medical assistance. Continuous portal optimization enhances user experience, reducing formerly manual processes from hours to only minutes. Case approval times have been reduced from up to a week to less than four hours. AISN's HIPAA-compliant cloud solution saves time and money, ensures business continuity during disasters or outages and securely protects ePHI, allowing VHCF to instead focus on administration and providing life-saving care.



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