

Link Platform

Case Study: Payment Integrity Compass

Decision makers must frequently choose between building a solution from scratch and partnering with a third party service to satisfy the needs of the business. For Payment Integrity Compass the choice was clear based on cost, timing, expertise and competitive advantage.



What is Payment Integrity Compass?

Optum® Payment Integrity Compass is a unified, automated solution that helps payers reach a new level of performance. Payment Integrity Compass (PIC) calculates current expected reimbursement, pinpoints payment discrepancies, models optimal future contracts, manages underpayments and denials, and provides detailed reporting.

The Challenge

In 2019 Payment Integrity Compass wanted a partner who could provide, own, and manage a complete solution to provide their external customers with secure access to various PIC product applications. The solution needed to:

- Replace the legacy Identity Provider to comply with regulatory standards requiring multi-factor authentication
- Replace multiple authorization systems to streamline and unify the user management policies across services and clients
- Eliminate the need for multiple login accounts to access the various services
- Manage and audit internal users who were not in compliance with corporate policies
- Provide a single site instead of multiple sites to access the various services
- Support single sign-on for new clients
- Effectively track user metrics and insights

The Solution

Link products work together to provide a complete, integrated solution, making Link the right partner for Payment Integrity Compass.

- Using Link Identity Exchange PIC quickly replaced their legacy identity services and integrated with identity providers for user authentication and session management that complies with OIDC and all required regulatory standards.
- Using Link Security PIC replaced multiple, disparate authorization services with a single unified user management console that allows administrators to effortlessly manage user profiles.
- Using Link IDX and Link Security PIC replaced the multiple logins per user with a single unique login, providing users access to all the services.
- Using Link iSecure and Link IDX PIC satisfies its organization's policy to track and audit employee access through the internal policy server, which also allows employees to authenticate using their corporate ID and password with Link IDX. Link iSecure also ensures each user's access in Link Security is in sync with the internal policy server.
- Using Link IDX, Link Portal, and Link Security PIC replaced multiple sites and logins with a single, fully branded portal where external and internal users can log in and access the various services authorized for each user.
- Using Link IDX and Link Security PIC now offers Federated Single Sign on (FSSO) to new clients, authenticating users based on the client's IDP and stitching each user's access profile to the client's ID.
- Using Link Atlas, PIC accesses metrics and gains insights about users, site traffic, hits, and errors to drive better business decisions

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