



## Innovative solutions for the streamlined capture, transfer and management of information required in the insurance process.

Interactions between health care providers and insurers in New Zealand have traditionally been managed through non-standardised, manual systems. Processes are slow, inconsistent and inefficient for all parties involved – insurers and their brokers, health care providers and, importantly, health care consumers.

**Konnnect is an independent company** established to focus on business process improvement opportunities within the health and insurance sectors.

» The founding directors of Konnect have many years experience working in business process management, with extensive knowledge of the health information environment.

To implement our solutions we have formed effective relationships with well established leaders in the New Zealand health information market including HealthLink, Idiom and PMS vendors.

We have also worked closely with ProCare and continue to get input and direction from other PHOs. This enables Konnect services to work within the existing health information environment and ensures longevity of Konnect solutions.

SureMed SureData SureClaim

Further information about Konnect can be accessed on our website [www.konnnect.co.nz](http://www.konnnect.co.nz)



# SureMed



SureMed is the first of our services, enabling collection of medical information required for reviewing an insurance application, pricing, and issuing a policy.

Information will be obtained from GPs using an e-form delivered to the Practice Management System desktop, in the same way as other commonly used forms.

SureMed represents a real advance in the security and confidentiality of personal medical information used in policy approval processes.

GPs have complete control over information sent to the insurer. Nothing is submitted to the insurer until the GP reviews and submits the form.

### Key benefits for Medical Practices/GPs are:

- An efficient, standardised process for fulfilling information requests:
  - freeing up time for patient care
  - leading to a faster turnaround time on insurance policy applications made by clients
- Better patient outcomes:
  - patients get the insurance they need to cover their risks
  - transparency of information
- Confidential and secure information transfer
- Privacy protection of personal medical information that meets industry and legal requirements
- Automatic payment for processing information requests once completed.

## Streamlined processes

...resulting in a reduced turnaround time on insurance applications for your patients.

## Assured confidentiality

The information that is sent is encrypted, and can only be seen by the health provider and the insurer, with no need to print and fax or scan personal information.

## Solution excellence

SureMed meets the rigorous standards applied by HealthLink in electronic messaging in New Zealand to ensure data integrity, confidentiality and privacy. And audit trails of all data use ensure traceability of data access.

# SureMed

## Streamlined processes...

We have worked with the key players in the health information space to devise a solution that streamlines processes for transferring patient information from GPs to insurers for policy approvals.

Konnnect has worked with GPs to develop a standardised form for information requests that reflects the way information is held in the medical record, and that fits with day-to-day work flow managed from the GP's standard desktop.

A focus has been on fewer, more specific questions.



In field trials, **times are significantly faster** for GPs to complete the SureMed standardised information request form.

Basic **information is pre-populated** into the form, yet the GP maintains complete control over the information sent. **Nothing is sent to the insurer before the GP reviews** and amends or supplements the content and **chooses to submit**.

The process completes with automated payment from insurer to GP for their time, following information provision.

The result is a **reduced turnaround time** on insurance applications for the patient and **a more efficient process for the GP**, with faster payment and easier payment reconciliation.

» [Link to more information on our website](#)



ABOUT KONNECT

SUREMED OVERVIEW

STREAMLINED PROCESSES

ASSURED CONFIDENTIALITY

SOLUTION EXCELLENCE

# SureMed

## Assured confidentiality...

Current paper-based processes for transferring patient information from GPs to insurers for policy approvals, create a level of concern for GPs around patient confidentiality.

**SureMed electronically transfers encrypted information, visible only to the GP and the insurer.**

There are no faxed, scanned or printed versions potentially passing through multiple hands.



Information transfer within SureMed **meets the rigorous standards** applied by HealthLink in electronic messaging in New Zealand to ensure data integrity, confidentiality and privacy.

Encryption and record 'lock-up' mean that **access is restricted to the GP and insurer.**

**Audit trails of all data use** ensure traceability of data access.

Konnnect has actively engaged the **Privacy Commissioner** in the development of secure processes, to ensure that SureMed processes meet requirements for the collection, use, storage and disclosure of health information.



# SureMed

## Solution excellence

Our success relies on delivering a solution that is valuable to you, the GP. We ensure that value through proven solution quality, innovation, reliability and support.



### Proven solution quality

We have used our working relationships with well established leaders in the New Zealand primary care and health information sectors, to ensure that SureMed provides a proven high-quality solution.

Our involvement with ProCare Health Limited in SureMed development means that SureMed meets the very **rigorous governance standards** set by that PHO.

We are working with leaders in the New Zealand health information sector including HealthLink, Idiom, and PMS vendors, to provide a **technically robust and effective solution**.

- Electronic messaging uses the **HealthLink electronic communications and integration service used by all organisations in the health sector** to exchange electronic patient information.

- Idiom's intelligent web form technology enables us to meet insurer information requirements with **as few, specific questions as possible**.
- And we leverage existing PMS technology to deliver these intelligent forms to the **GP's desktop**.

To this mix, our founding directors add many years' experience in business process management and an extensive knowledge of the health information environment.

This combination of skills, experience and technology solutions, coupled with extensive field trials, ensures that SureMed is the verified and validated solution for information transfer between GP and insurer.

...continued



# SureMed



For more information  
visit our website:  
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## Innovation

The core innovation that Konnect delivers is to establish a completely new business model for exchanging information across the Insurance and Health sectors. Under the new model, Konnect performs an intermediary role – managing the effective exchange of information – delivering much greater value to the different parties involved than is possible under the existing model.

At the individual service level, SureMed integrates pre-existing technologies to provide an innovative solution to the perennial issue of a lack of consistency in medical information requests, and concerns about potential breaches of patient confidentiality through the manual transfer of faxed, scanned or printed information.

And this is delivered using the standard GP desktop.

## Support

Konnnect is currently working with insurers and health care providers to develop training and support programmes to support wider deployment of SureMed.

SureMed will be **backed by effective and readily accessible support services**. In addition to online support, a **contact centre** will be provided for use when direct communication is required.

## Reliability

**Konnnect is an independent company** established to provide long-term business process management solutions to the health and insurance sectors.

As an independent organisation, our success depends on delivering value to all stakeholders. Thus, we are committed to building long-term, mutually beneficial partnerships with stakeholders and partners.

In the development of Konnect's SureMed service, we have worked closely with well established leaders in the New Zealand health information sector.

We have also recognised the critical need for input from the primary health care sector. A close working relationship with ProCare Health Limited and other PHOs continues to provide valuable direction in SureMed development.

Working in this way allows us to develop reliable solutions that we believe will serve all stakeholders effectively. It also positions us to develop our solutions as required over time, to meet the needs in a changing environment.

