



TMG Health

Implementing a Disaster Recovery Solution

Challenge

Network threats can arrive on your doorstep in the blink of an eye and take on many forms; bad weather, outages, pandemics, natural disasters, terrorism, even a small flood. In today's competitive workplace, it is critical that businesses prepare against every possible form of disruption that could potentially interrupt employee productivity. Since TMG Health's core strengths include providing advanced and innovative systems and rapid implementation, any downtime would be more than just a loss of employee productivity and revenue; it potentially could damage their reputation, resulting in lost business opportunities.

While the company was enjoying rapid growth and expansion, Henry Stasiak, TMG Health's telecommunication administrator, realized a back up plan would ensure the company's operations would remain unimpeded in the event of a network disaster.

As the largest BPO processor in the Medicare Advantage market handling over 20 million health claims, TMG Health needs to remain connected at all times to the Centers for Medicare

and Medicaid Services (CMS) no matter what the threat may be. The company's operational strategy includes a strong in-house and at-home workforce that provides quality services to its clients.

Further, compliance with all CMS requirements is a foremost concern for its customers along with lowering operational costs and reducing the risks associated with Medicare and Medicaid plan administration. Taking these factors into consideration and working with limited IT resources, Stasiak wanted a cost-effective solution that would provide reliable back-up and reach multiple locations securely.

A few years ago the company had called upon IVANS to upgrade its dial-up connectivity to an MDNS dedicated line to the CMS intermediate router. Seeing the need to develop a disaster recovery (DR) strategy that would back-up the company's primary circuit, Stasiak once again engaged IVANS.

After evaluating the company's needs, its IT infrastructure and reviewing a few DR options with IVANS, Stasiak decided on a shared circuit solution. With a



Customer Need:

To implement a cost-effective, reliable disaster recovery solution that is secure and would support primary traffic that has grown significantly in recent years.

IVANS Solution:

IVANS long-standing relationships with telecommunication providers and proven project management/implementation capabilities guaranteed that a secure, seamless back-up solution would be delivered.

IVANS obtained a shared MDNS leased-line circuit through SunGard and coordinated disaster recovery testing between AT&T, SunGard and TMG Health.

Key Benefits:

- Minimal customer involvement allowed TMG Health to deploy valuable IT resources elsewhere, thereby enhancing productivity.
- Single source of contact for technical assistance and implementation enabled the project to be implemented faster and more easily.
- Continued guidance and updates on new Medicare requirements ensures that all networking procedures are in place, now and in the future.



DR plan in place, IVANS became the central point of communication between the customer and telecommunication providers, and the project management team managed the project from start to finish.

Solution

During the initial stages of the project, IVANS project management team pulled together the necessary data and negotiated a contract agreement with SunGard for a shared leased-line at their recovery facility in Philadelphia, PA. The team outlined timeframes and provided customer personnel with guidance on the DR solution. Once the circuit was secured, the IVANS team arranged DR testing between AT&T, SunGard and TMG Health. This test involved simulating a disaster so AT&T would copy router configurations and determine if TMG Health's primary circuit was properly re-routed to its secondary line.

Results

Because IVANS project team was the central point-of-contact, the number of vendors TMG Health had to manage was lower, thereby saving valuable staff resources. The overall experience was simplified and less complex. Additionally, by using a best practices approach based on industry experience and past implementation projects, it took less time to implement than if TMG Health had taken on the task of building a disaster recovery solution internally.

“A key benefit of IVANS is it’s one-stop shopping...one place to go to for any assistance for questions. We didn’t need any of our staff to do any set up since everything was done by IVANS. Our IT department had minimal involvement. Additionally, if there is an issue or new change from CMS, IVANS is usually aware of it and has a procedure in place, or they can direct you in the right direction.”

– **Henry Stasiak**
telecommunication administrator
TMG Health

As a CMS approved vendor and active participant on many industry standards organizations, IVANS is able to offer TMG Health continued guidance on new requirements that impact the company’s connectivity and access to Medicare transactions. Further, the IVANS team ensures that all networking procedures are in place before, during and after Medicare initiatives currently underway including the Medicare Administrator Contractor migration and the Enterprise Data Center consolidation.

About TMG Health:

Founded in 1998, TMG Health offers technology-enabled Business Process Outsourcing (BPO) services for insurers, employers, health plans and providers in the Medicare, Medicaid and Group Retiree health plan markets. The company, which serves more than 36 separate health plans and insurers in 50 states, is headquartered in King of Prussia, PA with operations centers in Dunmore and Scranton, PA. TMG Health supports over 1.5 million Medicare and Medicaid members, and handles more than 20 million health claims, 800,000 enrollments and 1.5 million Medicare service calls annually.



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