



Reduce risk exposure by protecting patient data

LexisNexis® InstantID® Q&A verifies the identity of patients and providers before allowing access to private healthcare or claims information.

There has been a massive increase in the volume and sale of medical data in the criminal underground.

Due to easier access to sensitive personal records and extreme difficulty detecting identity theft, experts say the healthcare industry should expect a spike in network intrusions at hospitals.

LexisNexis® InstantID® Q&A can help healthcare providers put safeguards in place to protect patient data without creating unnecessary inconvenience to individuals with the right to access the data.

InstantID Q&A confirms an individual's identity in seconds by leveraging access to billions of public records and non-credit data to generate non-intrusive authentication questions. The answers are top-of-mind for the user but come from identity information not easily accessible to fraudsters.



Knowledge-based authentication

Medical identity fraud continues to rise and so does the sophistication of fraud schemes. You need to be sure your systems are secure in both online and in-person transactions.

LexisNexis® InstantID® Q&A provides real-time identity intelligence and fraud prevention for healthcare providers. It uses knowledge-based authentication, a highly effective security process that confirms an individual's identity based on their answers to questions regarding personal information the true person should know.

A single solution for all your applications

InstantID Q&A offers turnkey implementation and a low friction process for both patients and providers. It facilitates uniformity of authentication efforts and can be used to verify identities before key activities are completed, including:

- Portal/mobile enrollment
- Insurance coverage validation
- Pre-appointment questionnaire
- Checking test results and discharge summaries
- Ordering prescriptions
- Making payments and managing account
- Exchanging emails with health teams

Our process incorporates advanced analytics and draws on more than 30 years of unique identifiers such as property, telephone and address history, plus expanded categories around educational and government identifying questions. The result is a high-performing solution that surpasses traditional knowledge-based authentication in reducing risk.

For all applications, InstantID Q&A complies with Section 326 of the USA PATRIOT Act, the Gramm-Leach-Bliley Act, HIPPA, multi-factor authentication rules and the Fair and Accurate Credit Transactions (FACT) Act.

Fully customizable

One of the features that sets InstantID Q&A apart from the competition is its enhanced dynamic decisioning engine. It gives you full control over quiz elements including:

- The categories in each quiz
- How often those categories appear
- The frequency of individual questions
- The weight given to each correct answer

By customizing the quiz capability, you can easily adapt the process to your policies. You can also measure risk as questions are asked and configure scoring parameters and escalation procedures to fit your business requirements.

Because InstantID Q&A leverages both LexisNexis data and your own organization's data, it has a vast number of questions to ask during the authentication process, and can steer clear of financial and credit queries that users often feel are intrusive.

Fast, easy deployment

Built on a universal ASP platform, InstantID Q&A can be implemented quickly. It has an easy-to-use web portal with turnkey authentication processing, or the solution can be seamlessly integrated via XML or an advanced web service interface.

Its flexible, scalable design integrates into the larger enterprise risk management workflow process and allows for growth down the road.

Epic MyChart

LexisNexis integration with Epic's MyChart® patient portal enables healthcare providers to quickly and securely authenticate, validate and risk-assess patient identities prior to allowing them access to medical information online.

The integration with Epic allows customers to integrate LexisNexis Instant Verify products seamlessly into their existing EHR system workflows. The integration helps Epic customers protect their patient data, encouraging portal adoption and interoperability, while helping them comply with HIPPA regulations, Gramm-Leach-Bliley Act, Red Flags Rule and the Fair and Accurate Credit Transactions (FACT) Act.

InstantID Q&A offers you the ability to:

- Improve the user experience by making it easy for the right individuals to access their data
- Standardize controls and improve security regardless of device used
- Increase patient portal enrollment and use for better patient engagement
- Streamline onboarding of new accounts and processing for repeat activities
- Reduce administrative costs of manually authenticating patients
- Minimize the risk of loss from fraud by strengthening security measures
- Decrease call volume for self-service activities such as lab reports and billing inquiries

Create a more secure environment

Building on the legacy of proven services from the past 40 years, LexisNexis technology and advanced scoring analytics provide best-in-class solutions that address critical business processes and evolving healthcare market demands.

InstantID Q&A leverages our vast data resources to produce unique, customizable question sets that lead to improved security and a superior user experience, all while ensuring regulatory compliance.

To optimize your identity strategy and learn more about InstantID Q&A, contact your local LexisNexis Health Care representative or call 866.396.7703 and ask about any of the LexisNexis Risk Defense products for healthcare.



Health Care

About LexisNexis® Risk Solutions

LexisNexis Risk Solutions harnesses the power of data and advanced analytics to provide insights that help businesses and governmental entities reduce risk and improve decisions to benefit people around the globe. We provide data and technology solutions for a wide range of industries including insurance, financial services, healthcare and government. Headquartered in metro Atlanta, Georgia, we have offices throughout the world and are part of RELX Group (LSE: REL/NYSE: RELX), a global provider of information and analytics for professional and business customers across industries. RELX is a FTSE 100 company and is based in London. For more information, please visit www.risk.lexisnexis.com and www.relx.com.

Our healthcare solutions combine proprietary analytics, science and technology with the industry's leading sources of provider, member, claims and public records information to improve cost savings, health outcomes, data quality and compliance and minimize exposure to fraud, waste and abuse.

InstantID Q&A provided by LexisNexis is not provided by "consumer reporting agencies" as that term is defined in the Fair Credit Reporting Act (15 U.S.C. § 1681, et seq.) ("FCRA") and does not constitute a "consumer report" as that term is defined in the FCRA. InstantID Q&A may not be used in whole or in part as a factor in determining eligibility for credit, insurance or employment or for any other eligibility purpose that would qualify it as a consumer report under the FCRA. Due to the nature and origin of public record information, the public records and commercially available data sources used in reports may contain errors. Source data is sometimes reported or entered inaccurately, processed poorly or incorrectly, and is generally not free from defect. This product or service aggregates and reports data, as provided by the public records and commercially available data sources, and is not the source of the data, nor is it a comprehensive compilation of the data. Before relying on any data, it should be independently verified. LexisNexis and the Knowledge Burst logo are registered trademarks of RELX Inc. InstantID Q&A is a registered trademark of LexisNexis Risk Solutions FL Inc. MyChart is a registered trademark of Epic Systems Corporation. Other products and services may be trademarks or registered trademarks of their respective companies. Copyright © 2018 LexisNexis. All rights reserved. NXR12184-01-1018-EN-US