

# OUR TECHNICAL CONFIGURATION

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**No, it is NOT a typographical error - it is our philosophy**

## **REDUNDANCY!**

PARC Medical Billing Service uses both local area network (LAN) and wide area network (WAN) technology to support its operational needs. Our distributed processing environment is supported by two LANs and one WAN. The LANs are used to house our corporate databases and our customer databases. The WAN is used to transmit data from a LAN to remote processing sites found in each of our offices. Currently there are seven remote processing sites.

### **LANs**

The two LANs are mirror images of each other and serve as contingency recovery facilities. Each LAN has multiple computers providing for onsite intra-LAN recovery. Each LAN is located separate and apart from the other, each is independent of the other, and each LAN is accessed through a gateway has both hardware and software firewall protection installed. In addition, access to each LAN requires pre-authorized password security which is rotated on a regular basis to further ensure integrity and privacy.

Our LANs contain multiple operating systems which provide for alternative recovery scenarios. Our LANs are utilizing peer-to-peer network management which is also password protected. Access to a LAN server requires knowledge of the location of the server and pre-defined file sharing authorization which is managed by our LAN administrator. In addition, file access and server access within our LANs require pre-authorized password validation.

Each LAN has a file server which is used for storing database files for our customer data. Each LAN has a fax server which is used for storing electronic images of customer data sent to our offices by fax. In addition, our fax servers store electronic images of hardcopy information received.

### **WAN**

The WAN is our pipeline to transfer data files to remote offices for local processing. Work is securely dispatched from a centralized database to a local processor and after completion of the work the data files are returned to our centralized database. The centralized database controls the sending and receiving of all file transfers. Upon dispatching work to a remote processor, data files associated with the work being dispatched are compressed, encrypted, and password protected for transmission through our WAN. We are using multiple levels of data encryption depending upon the level supported by the sender and receiver of the data, however all of the levels of encryption meet or exceed HIPAA standards. Only the intended recipient has knowledge of the password which eliminates unauthorized receipt and usage of our data files. Our WAN is accessible via both internet and dialup modem, with different security measures implemented on each access method. This dual access capability allows for alternative access should either of the methods be temporarily disabled.