



INDUSTRY

Healthcare

GEOGRAPHY

North America

CHALLENGES

How HMHS could liberate data from its cloud platform to allow clients to build new services and enhance member experiences

SOLUTION

Amplify API Management Platform

RESULTS

HMHS is using Amplify API Management Platform to transform its portfolio of healthcare solutions into a catalog of API-driven services – enabling clients to construct new digital experiences powered by the HMHS cloud platform

CUSTOMER CASE STUDY

HM Health Solutions

Healthcare solutions provider helps health plan payers create compelling, API-powered digital experiences for members

The U.S. healthcare industry is more competitive than ever. The combination of a fast-moving regulatory landscape and rising member expectations around the quality, responsiveness and personalization of services means that agility and cost-efficiency have never been more important for health plan payers.

HM Health Solutions (HMHS) – a leading technology partner for the healthcare industry – knew that many health plan partners were facing similar challenges around attracting members, fostering member loyalty, and managing costs.

Unlocking the efficiency of cloud

To help solve these challenges, HMHS has created a cloud platform that brings together all the core capabilities that health plan payers need to shape a competitive, high-quality offering.

Chris Hengst, Lead API Architect/API Evangelist at HM Health Solutions, takes up the story: “Our cloud platform enables small- and medium-sized plans to deliver leading-edge services without the enterprise price tag. In recent years our client base has grown significantly, and today 13 health plan payers across the country use our platform-as-a-service solution to serve their members.”

Digital services boost competitiveness

Increasing numbers of U.S. consumers prefer to access and manage their healthcare via the digital channel, creating opportunities for plan payers to differentiate their services in a crowded marketplace.



Marc Patterson, Lead Enterprise Architect at HM Health Solutions, continues: “Several of our healthcare partners are now planning to expand their digital services – for example, by creating mobile apps to deepen engagement with their members. Because their data resides in our cloud, we needed to provide a secure and scalable way of delivering that data to their new applications.

Embracing an API-driven architecture

To drive its API-first transformation, HMHS selected Amplify API Management Platform. The Axway solution enables organizations to create, test, publish and manage APIs to a secure, central catalog, and monitor their consumption with fine-grained analytics.

“As well as satisfying all our core technical criteria around API governance, discovery and developer self-service, Axway went above and beyond to help us succeed. The Axway pre-sales team that worked with us on our pilot project with the Amplify platform really took the time to understand the business requirements behind our use cases and turn around effective solutions very quickly – sometimes within a single working day.”

Building new sources of value

Since deploying the Amplify platform, HMHS is turning the digital services that underpin its cloud platform into a rich catalog of APIs that will ultimately enable its clients to build next-generation services for their members.

“In the past, our approach to IT was heavily focused on individual projects, which led over the years to significant amounts of redundancy and complexity in our digital services,” explains Patterson. “By switching to API-driven development, we are shifting from a project focus to a product mindset. Publishing all our digital services on a central catalog will offer our developers an instant overview of what APIs are already available – reducing duplication of effort and cutting time-to-market for new products.”

Harnessing the Amplify platform is also enabling HMHS to respond with agility to a fast-evolving regulatory landscape. For example, the Center for Medicaid and Medicare Services (CMS) recently created a mandate for healthcare plans and providers to improve patient access to data, with the aim of promoting greater interoperability within the healthcare system and empowering patients to make better-informed care decisions. To meet the new requirements, HMHS uses the Amplify platform to enable the secure exchange of patient data using the Fast Healthcare Interoperability Resources (FHIR®) standard. Working with Axway, HMHS has created a dedicated portal to publish its CMS-related FHIR APIs, enabling healthcare application developers to discover, register, and consume this data rapidly and efficiently – ultimately contributing to better patient access to important healthcare information.

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We were confident that an API-driven architecture would help us to transform our existing cloud services into new digital experiences. In the past, our digital services and their associated documentation were complex and oriented toward our internal development teams – and we looked for a way to reimagine our services from a customer-centric business perspective.

Marc Patterson, Lead Enterprise Architect, HM Health Solutions

Partnering for long-term success

As it continues to develop its API platform, HMHS is working closely with experts from Axway. As Hengst explains, “Being able to count on an experienced partner like Axway is definitely helping us to move faster.

“For example, when we needed to stand up OAuth identity management capabilities for our API platform, Axway was able to share best practices and recommendations based on their extensive experience with clients across a wide range of industries.”

He concludes, “To help our health plan payer clients to compete effectively, we aim to empower them to create responsive and personalized member experiences online and on mobile. By partnering with Axway, we are well on the way to delivering the client-facing APIs that will power a new generation of digital healthcare services.”

Engaging a trusted partner

HMHS aimed to document its existing business services in a central catalog. HMHS had around 200 services using a third-party API management tool. The company worked with Axway to migrate the documented services and configure a single set of enterprise-wide security policies for all new API services.

HMHS deployed the Amplify platform to deliver a shared, self-service catalog for 5,000 developers managed according to the stringent data governance of the healthcare industry.

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