

# Nationally-known health system uses YouCompli to manage payment compliance



## Effectively Managing Payment Regulations

In healthcare, compliance professionals are often heavily focused on healthcare-specific regulations. But there are a host of other regulations that healthcare businesses need to comply with.

For example, any business or organization that accepts payments will have to manage payment information. This includes personal data as well as credit card and other financial data. The Compliance team at a very large, nationally-known health system faced this challenge. The system's VoIP phone system didn't meet privacy and security regulations. Because of this, the Pharmacy department was unable to accept credit card payments from patients.



## PCI DSS Standards

The Payment Card Industry Data Security Standard (PCI DSS) is an internationally recognized information security standard for handling credit card data. Any organization that processes credit card data must comply with PCI DSS, including healthcare organizations and pharmacies.

Organizations that use VoIP for transmissions of credit card data must have PCI-compliant business systems and infrastructure. In particular, these systems must be secured in the same way as any internal IP-based network, such as the email system. This system didn't meet this requirement and faced significant challenges.



- Patients were unable to fill prescriptions as they were unable to pay for them with a credit card
- Pharmacists and other employees in the pharmacy were frustrated and unable to help their patients
- The health system was facing a significant revenue gap from patients who simply went elsewhere



## Payment Compliance Training

Unfortunately, there were no easy solutions. The phone system couldn't be secured appropriately in order to meet PCI standards. A health system this size couldn't quickly and easily replace its phone system.

As a temporary measure, the health system contacted the relevant regulator to obtain a waiver. The regulator approved the waiver but also imposed additional regulatory requirements. One of its requirements was to deliver compliance training to anyone in the pharmacy who might accept credit cards. And the training needed to meet the following standards:

- Customized to fit the waiver's requirements
- Trackable such that the health system could prove the training was taken
- Easy to create, distribute, and manage

This training also needed to be completed as quickly as possible in order to solve the issues the system was experiencing.

## The YouCompli Solution

YouCompli provided everything the health system needed to deliver and track its training.

### Manage rollout and accountability

- **Training Assessment**

Hospital staff created customized training on credit card data and security. They uploaded that content to the YouCompli portal and created assessments to make sure Pharmacy staff understood the training material.

- **Communication and Reminders**

Compliance managers used YouCompli to create customized messages to let employees know they had been assigned to the training. They also set up reminders so that employees and their managers would be notified if a due date had passed. This way Compliance managers and Pharmacy managers avoided manual list pulls and tracking people down.





## Verify Progress and completion

- **Compliance Tracking**

The head of the Pharmacy used YouCompli to keep track of completion rates and to assign and track the training as new hires joined the team

- **Audit and Reporting**

The head of the Pharmacy used YouCompli's audit functionality to track progress across the entire health system. He could easily see and report how his team was progressing toward 100% completion of the training.

With YouCompli, the health system could move forward with accepting credit card payments, stay in regulatory compliance, and continue to care for its patients.