THALES

eHealthcare

Algeria – a complete eHealthcare solution for the benefit of its Citizens

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Identity & Biometric Solutions

Technology working to reduce costs, fraud and paperwork

The environment

Algeria is a fast growing country with a population of 43 million, over 80% of who benefit directly or indirectly from the national healthcare organization, the CNAS (Caisse Nationale des Assurances Sociales des Travailleurs Salariés). With the geographical dispersal of the existing healthcare system, spread out across the 48 wilayas or departments, there was a pressing need to put in place a faster electronic solution that would increase the security, reduce costs linked to administration, increase the speed of reimbursements and offer the visibility required by the CNAS to manage the overall system efficiently.

Thales, with its strong experience in deploying eHealthcare systems, was able to respond to the CNAS with a tailor made solution based on four main elements:

- Consulting services – Thales was present from the beginning of the project in order to fine-tune the needs with the CNAS and find the most appropriate system architecture and processes.
- Card issuance for patients, including future-proof cards and the whole personalization system.
- Card acceptance – the optional use of a PIN code allows to strongly authenticate the patient thus slashing fraud and misuse of the card. Health professionals, on the other hand, were issued with a USB key offering strong authentication to the national healthcare IT system. This enables them to centralize all the claims issued during the working day and allows them to electronically sign prescriptions.
- Application and security – The PC based application manages the claim and prescription functionality.

The solution

With this in mind, the CNAS opted for Thales as the provider of a healthcare solution designed to secure their existing system. As prime contractor, Thales managed the entire project including customization and an integrated issuance and management system. Leveraging its expertise in solutions, Thales assisted the CNAS in launching the production process and ensuring proper training for the CNAS personnel.
In addition, Thales provided 12 million smart health cards, which securely identify each beneficiary and their dependants. This solution validates each patient's rights at the moment of use, helping control fraud and the

- Creation of a robust base for better healthcare for the Algerian citizen
- Better operational cost and efficiency
- Reduction of fraud

use of health products. The CNAS selected an off-line system for patient authentication and an on-line system for the authentication of health professionals. This allows for a decentralized healthcare electronic application while providing a centralized collection of data between health professionals and the CNAS organization.

Customer benefits

Since the system was fully deployed, at the end of 2008. CNAS benefits from improved control of the system, health needs across the population, and it provides useful indicators for the decision-making process. The creation of the central repository reduces operational costs and increases efficiency in the management of the Algerian healthcare program.

With secure access to the database through their USB keys, based on Public Key Infrastructure, health professionals will be are able to centralize all claims issued during the working day and allow them to electronically sign prescriptions.

Algerian citizens will benefit from a highly secure, automatic, central healthcare system, offering an improved service for claim processing and reimbursements.