FOREFRONT
a NEORIS company

CAPITAL RX BOOSTS DATA SECURITY AND COMPLIANCE
WITH FOREFRONT MAESTRO HEALTH CHECK, SALESFORCE SHIELD, AND HLS CLOUD

Overview

Capital Rx is a New York-based pharmaceutical benefits management company that manages prescription benefit plans on behalf of employers, unions, and individuals throughout the United States. The fast-growing company set a target of covering more than 8 million lives by the end of 2023 – a goal that required improvements to its technology and infrastructure.

Challenge

Capital Rx engaged ForeFront to address platform scalability and reimagine its member experience on Salesforce Health Cloud. But when ForeFront evaluated the existing solution using its Maestro Health Check tool, it discovered that health data security processes were not configured correctly. To minimize the risk of potential HIPAA violations, the project quickly pivoted to enhance platform security and the ensure the proper handling of Protected Health Information (PHI).

Solution

With the Maestro Health Check results in-hand, ForeFront determined that Salesforce Shield was not fully implemented and that its encryption and audit functions were not properly configured.

ForeFront's data security consultants collaborated with Capital Rx's Compliance Officer and VP of IT to identify any existing and potential issues with data management and data security.

Then, ForeFront correctly configured Shield, enabled encryption of all PHI, and helped with HIPAA compliance for data security protocols, data storage, and data retention, as well as audit tracking and reporting.

salesforce   Salesforce Health Cloud
              Salesforce Shield

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FOREFRONT | MAESTRO | Health Check ✓

Global Pharmacy Benefit Management:
$600 Billion

Outcome

Capital Rx Salesforce data is correctly secured, compliant, and handled across all processes. With Shield in place, the company can expand its Salesforce multi-cloud functionalities.

Maestro Health Check, powered by ForeFront AI, enables diagnosis of a client's instance for any Salesforce clouds. It includes detection of compliance and security risks, a pre-requisite to any HLS cloud implementation.

ForeFront
A global Salesforce multi-cloud solutions provider keeping market leaders at the forefront.
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