

## At a Glance

### Customer

U.S. Department of Defense  
Military Health System

- Beneficiaries: 8.5 million
- Sectors: Federal government, Defense, Healthcare

### Software and Services

- QC Web Portal
  - Appointment booking
  - Referral management
  - Secure messaging
  - CHCS integration
- Technologies
  - J2EE (Struts, Spring, Hibernate)
  - IDEA Integration Engine

### Results

- Lowered implementation costs
- Extensibility of system via Services Oriented Architecture
- Lowering transaction costs for 8.5 million beneficiaries

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## U.S. Department of Defense Military Health System TRICARE successfully deploys self-service patient portal for 8.5 million beneficiaries

*“Vecna has my highest recommendation for future contracts with the Government. They have far exceeded all expectations in the development of the Military Health Systems’ first worldwide deployable web-based portal. We value highly the exceptional intellectual assets of Vecna in the design, development, and integration of the Military Health enterprise architecture. I regard them as the finest company I have worked with in my fifteen years of program and project management.”*

William Arbaugh (GS-15)  
Deputy Director for eHealth, TRICARE Program Manager

### The Challenge

The TRICARE Management Activity is the health care program of the United States Department of Defense Military Health System. The program provides health benefits for military personnel, military retirees, and their dependents.

TRICARE Online is TRICARE’s web portal for its 8.5 million beneficiaries providing general health information and self-service capabilities including appointment booking, personal health record, and healthcare-centered e-learning modules.

### The Solution

In 2002, the TRICARE Management Activity selected Vecna to design the system architecture for the TRICARE Online Web Portal, develop a prototype, and deploy the prototype to production.

In addition, Vecna was tasked with designing two key portal modules: Secure Portal E-Mail and Secure Connection to Center for Health Care Strategies (CHCS), enabling secure messaging for patients, physicians, and staff as well as secure electronic medical records.

Throughout the project, Vecna’s team demonstrated expertise in integrating its portal solution with a number of legacy systems and ensuring that the solution operated well in a heterogeneous IT environment. Vecna significantly decreased the risk and lowered the cost of implementation by providing a flexible technical platform built on a Services Oriented Architecture.

On TRICARE Online, appointment booking, secure messaging, pharmacy tools, and integration with CHCS for personal health records has and continues to provide benefits for users and staff alike. The portal solution has created operational efficiencies and driven down costs with its user-friendly self-service capabilities and robust and reliable transactional platform.