



# ClientSide

A quarterly newsletter that helps keep our clients informed

## Health Library

ClaimSecure's Health Library premieres in the first quarter of 2002. Members will be able to learn about 7 different disease states, and access a variety of intervention programs.

Whether the problem is diabetes, high cholesterol, or excess weight, the Health Library can become a valuable resource to help better manage one's health.

Visit [www.claimsecure.com](http://www.claimsecure.com) and click on **Health Library** to find out more about this new service!

### Special points of interest:

- **ClaimSecure is, and has always been, at the forefront of healthcare technology**
- **eCommerce initiatives through the internet will enhance our product offerings**
- **More "hands-on" access by plan sponsors means more control & better informed employees**

## Future Technology — Where Are We Heading?

Since 1982, ClaimSecure and its predecessor companies have developed numerous products and features that have subsequently been adopted by other industry participants. Some of these new services include:

1982 – National on-line real-time drug adjudication system

1998 – Internet-based claims reporting system

1999 – North American drug card option

2000 – National real-time dental adjudication system written in the most recent industry standard (CDA version 4)

2001 – Internet Application Service Provider (ASP) model for claims processing

It is as a result of these "first to market" services that our organization continues to be considered by many market leaders as one of the industry's leading technology innovators.

ClaimSecure Inc. continues to enhance its reputation on creating innovative technologies, products, and services. Today, the company's Electronic Commerce ("eCommerce") strategic growth initiatives involve the processing and/or automation of business-to business and business-to-consumer healthcare transactions and information exchange through the Internet.

During the next 12–18 months, we will be launching a suite of services that will enable member access to basic plan design and claim details. As a result of these new services,



members will be better informed as to the benefits they receive from their employers, and communication between the plan sponsor and their respective members will be simplified. Please stay tuned for future newsletters that will announce and describe these enhancements in more detail.

Thank you for your continued support.

Paul Hardwick  
President  
ClaimSecure Inc.

***Worse than blindness is sight without vision  
—Helen Keller***



## New Treatment for Leukemia

Suite 620  
1 City Centre Drive  
Mississauga, Ontario  
L5B 1M2

905-949-2322  
1-888-479-7587

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**G**leevec (imatinib mesylate) is a new drug for the treatment a cancer called Chronic Myolegenous Leukemia (CML). CML is a disease that usually occurs in middle-aged or older people, though it also can occur in children. There are approximately 2000 people in Canada with CML, and about 500 new cases appear each year. It is a disease that progresses slowly in which too many white blood cells are made in the bone marrow. In the first stages of CML, most people do not have any symptoms of cancer. Treatment with interferon-alfa may produce partial or complete remissions in chronic CML. However, those with chronic CML that fail such therapy now have a new drug in their arsenal. The response to Gleevec by those that have failed interferon-alfa therapy is quick, with mild to moderate side effects.

Since, in cases of chronic CML, Gleevec is only indicated for use after failure with interferon-alfa, we recommend that it only be made available through special authorization. As with many other drugs, our special authorization program for Gleevec is one that employs credible clinical criteria to allow members to receive the medication that they require.

## Bill C-6 is coming our way...

### What is it?

Bill C-6 is the new Personal Information Protection and Electronic Documents Act passed into law in April 2000 — the first **national** legislation to address privacy issues in the **private** sector — intended to protect individuals against misuse of personal data.

### When is it Effective?

On January 1, 2001 Bill C-6 was introduced federally and will be phased in for private sector organizations over the next three years.

### How will Bill C-6 affect Information ClaimSecure Presently Provides?

Privacy protection of individual information has always been of primary importance to ClaimSecure. Although some of the Bill C-6 guidelines will require further clarification, it may preclude the disclosure of claim amounts associated with a specific member.

As developments occur, we will keep you posted. Be assured that any decisions we make to comply with the legislation will incorporate your need for sufficient, meaningful information to make informed decisions regarding your group benefit program.

For the complete text of Bill C-6, see the following link:  
[http://www.parl.gc.ca/PDF/36/2/parlbus/chambus/house/bills/government/C-6\\_3.pdf](http://www.parl.gc.ca/PDF/36/2/parlbus/chambus/house/bills/government/C-6_3.pdf)

## New in Technology

**R**adiologists at Hamilton Health Sciences, in Hamilton, Ontario, are starting to test new clinical applications for hand-held technology in hospitals. Joining with the recently formed Wireless Technology Consortium (WTC), they expect to reveal new solutions for rapid medical information transfer between health professionals. Wireless technology advancements have made it possible for physicians to use a Palm handheld computer to produce diagnostic

imaging reports on demand and within seconds.

The WTC is creating a virtual research lab in Ontario. The virtual lab will play a key role in setting new standards for the delivery of high impact handheld technology applications to clinicians.

Such advancements in technology are expected to enhance the claims procedures for dental and EHC claims in the future.

