

# Synaptic Health Alliance

Forming a new path, a way to connect information to solve industry challenges for the benefit of patients, providers, payers and the whole health care ecosystem.











UnitedHealthcare

Solving health care's toughest challenges with leading edge technology The Synaptic Health Alliance is a coalition of health care leaders collaborating to solve the industry's toughest problems through emerging technology.

Our objective is to create a blockchainpowered platform that enables a culture of innovation, removes friction and solves the shared challenges impacting constituents across health care today.

Since its founding in December 2017, the Synaptic Health Alliance has launched the industry's first multi-cloud blockchain platform and tested the sharing of provider directory data amongst its members for the state of Texas, with plans to lead a nationwide solution rollout in 2020. The Alliance is also expanding its members to include health systems and provider organizations as we look forward to tackling other industry challenges.

## Forward, Together

Our name speaks to our shared interest in improving health care through better, collaborative use of innovative technology. Our large collective dataset and national footprints enable us to prove the value of data sharing across company lines, which has been limited in health care to date.

Synaptic Health Alliance members share many common traits, and these provide the basis for a dynamic and collaborative Alliance. While we have different perspectives, each member has deep expertise in health care technology, a collaborative culture and desire to continuously improve the patient/customer experience. We also inherently understand the value of technology in driving efficiencies and quality.

We recognize that in order to build an effective solution, the Alliance and blockchain network will need more participants from the health care industry. As we move forward with our pilot project and open the Alliance to other organizations, we will look forward to adding those with similar attributes.

By removing silos we're introducing health care to its future, continuous and together.

- Sharing data seamlessly
- Sparking new initiatives
- Improving operations and efficiency
- Solving problems for the greater good

## Improving Provider Data Accuracy with Blockchain

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In our first pilot project, Synaptic Health Alliance is tackling the high cost of health care provider data management, testing the premise that administrative costs and data quality can be improved by sharing provider data inputs and changes made by different parties across a blockchain.

The Alliance used its blockchain functionality to identify up to 88% of necessary demographic data corrections across the members' shared data for two of the most common errors in provider directories: address mismatches and inactive locations, which refer to sites where providers were once seeing patients and are no longer doing so.

### Health Care's First and Most Mature Blockchain Alliance

Through this project, we have demonstrated how health care organizations can work together to leverage blockchain technology to help ensure that data is accurate and sharable for reliable use across the health care ecosystem.

\* 2019 data from the Synaptic Health Alliance pilot

### Looking Ahead

The potential of blockchain in health care is staggering given the need to improve and streamline how health care data is managed and ensure security. We have identified many potential use cases for blockchain — all with the goal of improving patient, provider and payer experiences and removing cost from the health care system.

The Alliance is evaluating several future use cases that align with our goal to address cross-enterprise challenges where the use of blockchain technology is appropriate. Our vision for the Synaptic Health Alliance is to create a health care blockchain utility that makes the system work better for everyone.



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