

A Complete Solution for Modernizing Health Plan Operations

An Outcomes-Focused Model for Accelerating Your Transformation to Value

Adapt to Rapid Change

Regulatory uncertainty, unsustainable costs, and the need to improve the care experience are forcing the healthcare industry to reassess the business model for delivering care.

Technological advancements and new market entrants who disrupt traditional payer business models are combining to put unprecedented pressure on health plans to be more operationally flexible. Legacy technology infrastructure and processes can be an impediment to compete successfully in today's marketplace.

Payers with an integrated technology infrastructure and highly skilled teams are in the best position to take advantage of the opportunities presented by the current environment. They can reimagine their business, and build closer, more collaborative relationships with providers that reward quality and value over volume.

Reimagine Your Business

Change Healthcare Business Process as a Service (BPaaS) brings together a next-generation integrated technology platform; trusted technical, clinical, and operational expertise; and a broad portfolio of solutions proven to help payers achieve their business goals faster, with less cost and complexity.

BPaaS gives you new capabilities to:

- Increase auto-adjudication rates and improve payment accuracy
- Leverage evidence-based analytics to reduce medical costs and improve outcomes
- Quickly respond to market conditions and regulatory mandates
- Implement value-based benefits and reimbursement models
- Grow your business and enter new markets without expensive capital investments

Apply a Flexible Business Model

Our BPaaS solution is offered as a flexible, utility-based business model designed to scale with your organization. A single predictable per member, per month fee includes all platform technology, support, and business services.

There are three ways to engage with our BPaaS solution:

Core Benefit Management and Claims Processing. We host, operate, and support the core administration and communication platform, taking on functional business processes and freeing payers to focus on areas of strategic differentiation.

Care Management. We provide the technology platform and clinical operations to support comprehensive care and population health management programs.

Value-Based Care Enablement. We provide analytics, provider outreach, and care navigation services to engage physicians and help accelerate your transformation to value-based care.



Access New Capabilities to Speed Your Transition to Value



Innovative Platform

- Benefit Administration for all Lines of Business
- Care Management
- Medicare Enrollment
- Value-Based Payments
- Risk and Quality Analytics
- Intelligent Healthcare Network™ Services
- Payments and Communications



Operational Expertise

- Licensed TPA
- Eligibility and Enrollment
- Provider Network Management
- Claims Processing
- Customer Service
- Platform Operations and Maintenance
- Consulting Services



Clinical Expertise

- URAC Accredited
- Utilization Management
- Care Management
- Clinical Transformation Support
- Provider Outreach
- Custom Episode Creation and Evaluation
- Consulting Services

Modernize business operations with contemporary, integrated technology. Our offering is built upon a next-generation benefits administration and claims processing platform that supports CMS compliance for all lines of business.

Identify new revenue opportunities and optimize profitability of government programs using rich analytics, AI, and machine-learning solutions and services.

Reduce costs and improve quality with an integrated suite of quality analytics, care management, and evidence-based clinical decision support solutions. This helps your team engage members across the entire continuum of care.

Develop value-based benefits and reimbursement models that reward value. BPaaS allows you to integrate highly customized value-based benefits and reimbursement models to offer groups, members, and providers a path to full-risk arrangements.

Reduce the risk of innovation and avoid compromising current operations. Our BPaaS platform and expertise can help reduce the financial risk of business innovation and growth initiatives while providing the agility to take advantage of new opportunities on the journey to a value-based healthcare environment.

Healthcare is changing. Let's change it for the better, together. For more information, contact Change Healthcare at 1-844-217-1199 or changehealthcare.com/contact/sales.



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