



**Member Correspondence  
Advocate**

**Improve Member  
Engagement,  
Satisfaction, and  
Retention**

Member communications have become an increasingly important facet of your business. With intense competition for both employer contracts as well as 15 million individually-purchased policies<sup>1</sup>, you need a solution that will drive engagement and satisfaction, and ultimately, retention.

Member Correspondence Advocate is designed to help you get on track, fast, with easy-to-understand, quality Welcome Kits and Explanation of Benefits (EOBs) statements.



<sup>1</sup>www.npr.org 06.07.17 includes both ACA Exchange and independently-purchased individual policies

# Deliver Quality Welcome Kits and Explanation of Benefits (EOBs) Statements

Innovative communications can help drive engagement and satisfaction

## Quality Welcome Kits

One of the first impressions you'll make with members is delivered via your Welcome Kit. A quality policy-information booklet and identification cards convey the importance of these communications, and can help instill confidence in your commitment to serving members' needs.

Our Welcome Kits include:

- Personalized, customizable content describing benefits and member services
- High-quality, full-color, saddle stitched booklets
- Full-color ID cards

Our solution includes full-service fulfillment (printing, assembly, and mailing).

## Consumer-Friendly EOBs

EOBs are one of your most important communication tools. Providing members with claims information in a clear, easy-to-understand format can help eliminate confusion, frustration, and follow-up calls to customer service.

Consumer-friendly EOBs can help drive member satisfaction and retention, and may impact HEDIS® (Healthcare Effectiveness Data and Information Set) scores and Star ratings, which in turn can influence your enrollment rate.

Our EOBs include:

- Formatting and language that is easy-to-understand and follow
- Four-color design
- Options for both print and electronic delivery
- Options for consolidating to monthly or episodic delivery, which can facilitate member satisfaction and reduce printing/postage costs

## Additional Services

Member Correspondence Advocate is just one of many solutions Change Healthcare offers to help payers optimize and grow their business. We also specialize in payment accuracy, network management, the transition to value-based payments, and claims-and-payment management.

### About Change Healthcare

Change Healthcare is inspiring a better healthcare system. Working alongside our customers and partners, we leverage our software and analytics, network solutions and technology-enabled services to help them improve efficiency, reduce costs, increase cash flow, and more effectively manage complex workflows. Together, we are accelerating the journey toward improved lives and healthier communities.