

# Optimize Payer Operations with End-to-End Customer Solutions

Change Healthcare understands the complex and interconnected landscape many of our payer partners and their customers are facing today in care management and population health. We also know how burdensome it can be to manage multiple vendor relationships, applications, and systems to support new processes and address emerging, mission-critical tasks.

That's why our multifaceted team focuses on working with our partners on ways to augment their capabilities and create win-win partnerships with end-to-end customer solutions.

## Member communications

Consolidate and simplify your communications strategy by managing all member communications via a single, easy-to-use interface. Our platform helps ensure that all your materials — from welcome kits to compliance letters — are secure and compliant.

By offering timely digital and electronic communications, our integrated Member Communications platform allows you to:

- **Compel proactive behavior with targeted information relevant to members' well-being.**
- **Provide customized, member-friendly EOBs, quality-of-care policies, and ID cards.**
- **Create a differentiated member experience with omnichannel messaging using members' preferred channels.**
- **Improve member retention and foster trust.**
- **Harness best-in-class information, security, and compliance: FISMA, HITRUST® CSF-certified, and PCI compliant.**



[Learn more](#)

## Retrieval as a Service

Retrieval as a Service is a multifaceted chart-retrieval solution designed to increase yield (higher retrieval rates upward of 90%), quality, and turnaround time (time from initial request to assessment and intervention).

Our solution allows record acquisition via a continually expanding electronic network, supplemented by a market-leading field-retrieval team when electronic access is not available. Our dedicated provider-recruitment team actively works to expand the network with high-volume, high-value providers to drive increased electronic access to the providers most critical to your programs.

Leveraging Retrieval as a Service allows you to drive a strategic retrieval strategy that nets more records more quickly to support earlier assessment, intervention, and submission.



**90%**

**Retrieval Yield**  
with electronic  
access

[Learn more](#)

## Value analytics

Determining risk scores and strategy/segment populations, reconciling alternative payment models, and measuring quality combine to support a focus on global risk, driving toward high-quality, patient-centered care at a lower cost.



**Alternative Payment Model (APM) analytics** focus on coordinated insights based on risk, alternative payment models, and quality to identify appropriate complexity and risk for better planning, operations, and reimbursement across a spectrum of APMs while improving quality.



Our **Prometheus Analytics™** engine utilizes a proprietary methodology of 98 grouper bundles to analyze data for more informed insights to improve outcomes, thereby reducing costs.



**Risk Manager** is a scalable, analytic, and workflow platform that ingests once then delivers actionable intelligence to support total cost of care.

[Learn more](#)

## Get end-to-end payer solutions

We're proud to offer payers a suite of solutions to help address strategic priorities and navigate trends such as consumerism and value-based care. Reach out today to better understand how we can help your organization improve clinical and financial outcomes, member engagement, and more.



## Learn more about our payer solutions

[Learn more](#)