

Communication Management

Mange the communication workflow from your desk in real-time

Change Healthcare's communication platform gives you control over your communications as they move through the workflow.

Self-Service Management

Through our customer portal, you have transparency into the communications workflow. You can proof, hold, and release communications to production and delivery from your own desk.

Transparency and Control

Users can monitor communication status at each stage of the workflow, from data input through delivery. Before communications are processed for delivery, you can preview the output to ensure everything is to your satisfaction. If needed, you can also hold files or documents back from production. When you're ready for communications to

be processed, you can release them to production and delivery. If you prefer, you can configure business rules to hold or release communications to production automatically, depending on your organization's needs.

Navigate Unique Circumstances

When unique situations arise, you may need to alter the delivery method or destination for a file or documents, or you may need to remove certain communications from the workflow altogether. In either case, our platform enables you to do so.

Ensure Workflow Integrity

You can customize user profiles and accompanying hierarchy to make sure the right people have the right access to be successful in their work. And, all actions are logged for audit transparency.

Change Healthcare gives you the tools you need to manage your communications workflow successfully.

Key features and benefits include:

- Self-service transparency and workflow control
- The ability to proof, hold, and release communications
- End-to-end status monitoring
- Customizable user profiles

