

Healthcare Communications Consulting and Support

Leverage 25+ years of healthcare communications expertise for your organization

As the industry landscape evolves, Change Healthcare is ready to help your organization tackle challenges. Our communication experts can help you navigate a wide variety of issues as you seek to improve your overall communication strategy, reduce operational costs, and enhance member engagement.

Digital Adoption

Research suggests that 71% of members want their health insurance company to communicate with them using more modern platforms, and 63% would be satisfied if all communications were digital.¹ Change Healthcare can help your organization meet these expectations.

Our experts can help you identify a digital communications approach that will assist with reaching organizational objectives. This includes developing a thorough strategy to help members transition to digital seamlessly, minimizing disruptions and creating a positive member experience.

Template Optimization

We can share best practices for operational efficiencies with the goal of increasing member engagement. We can also help you reduce template maintenance by optimizing data flows and template structure.

Professional Services

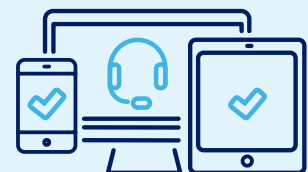
Our communications experts are poised to provide customized development work and strategies to help you optimize your communication workflow.

High-Touch Account Management

At each step of your journey, Change Healthcare's Account Management Team is with you. If you have any questions, our account managers are ready to provide answers and connect you to appropriate resources.

Change Healthcare is here for you:

- 25+ years of healthcare communication expertise
- Industry best practices to optimize the communication workflow
- Experience and research to help drive better member engagement
- Knowledge and insights to help drive digital adoption



¹2020 Change Healthcare-Harris Poll Consumer Experience Index Research