



CHANGE
HEALTHCARE

Insight. Innovation. Transformation.

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Save Money. Save Time.

Automate Your Payments and Medical Claims Attachments Today

Start 

Digital solutions that help physician practices operate more efficiently are essential for organizations working to overcome the financial impact of the COVID-19 pandemic. One noteworthy example: Telehealth has become as an important alternative to traditional ambulatory visits by helping ensure both care continuity and cash flow stability.



Even with today's imperative to increase digital connectivity and efficiency, many physician groups remain bound to manual processes in two critical areas of the revenue cycle: physician claims payment and the transmission of claims-supporting documentation.

As a result, physician groups are vulnerable to slow payments and also must dedicate staff to sorting through a variety of payer-specific requirements for sharing the medical documentation needed to support a claim. These tasks can be complex, time-consuming, and frequently lead to documentation errors or omissions.

The good news is that physician practices can now receive payments electronically while taking advantage of a single, secure platform to transmit claims-supporting documentation to all payers. Taken together, these capabilities can accelerate cash flow, greatly reduce manual effort, and improve claims accuracy.

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A Fragmented, Inefficient System



The healthcare industry remains highly fragmented. Thousands of community-based physicians and clinics must interact with over 900 payers on a regular basis to ensure reimbursement for services. Each insurer has its own payment and documentation requirements and patient payment responsibilities that vary from plan to plan, adding to the complexity.

The sheer number and diversity of the parties involved have made it difficult to establish mechanisms that can consolidate and streamline connections between payers and providers to support seamless sharing of billing information. It's true many payers have created their own systems for paying providers and receiving documentation electronically. But these applications are laborious to set up and sometimes require paper processing of a fax exchange to complete the process.

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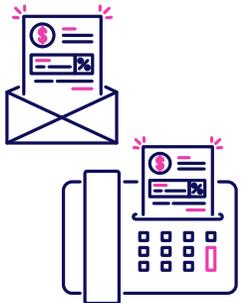
A Fragmented, Inefficient System



30%

of payments to providers continue to be sent manually

At present, 30% of payments to providers continue to be sent manually.¹ Completing the transition to full electronic payments could produce annual savings of \$915 million across the industry.² When it comes to claims attachments, an alarming 80% are still sent by mail, fax, or email.³ Full automation consequently presents an opportunity to reap an additional \$374 million in savings industrywide.⁴ And just 34% of consumer healthcare bills are currently paid electronically.⁵



80%

of claims attachments are still sent by mail, fax, or email



34%

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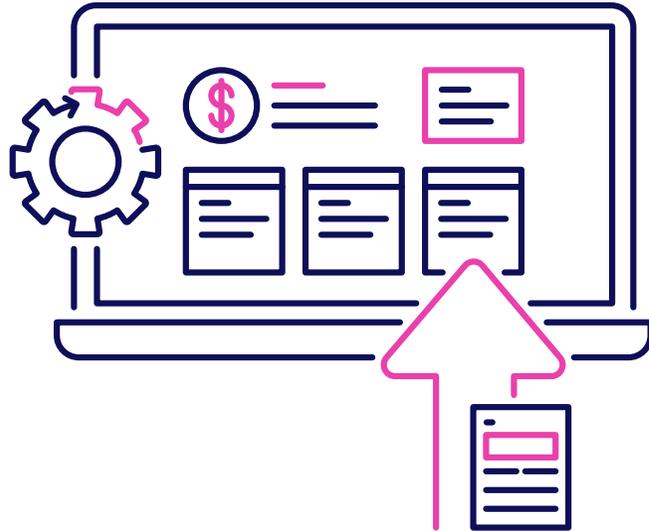
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The inefficiency of healthcare claims and payment administration extracts a toll: \$350 billion is spent annually on healthcare administrative tasks, and \$40 billion is spent on transactions alone.⁶ Yet the numbers dictate that the opportunity for improving efficiency at the provider level is likewise enormous: Automating payments and ERAs can save \$1 and two minutes per claim, while sending claims attachments electronically can save \$2.17 and six minutes per attachment.⁷

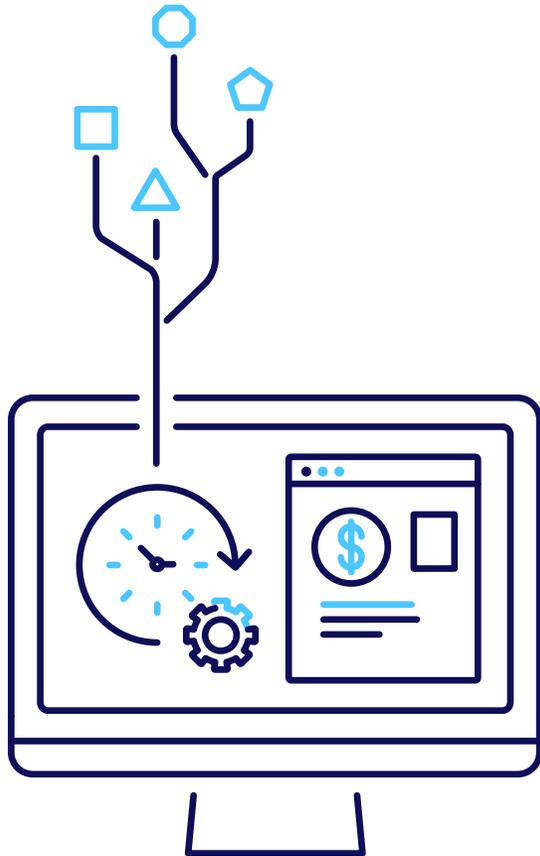
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Streamlining your payment and attachments procedures is simple with National Payments Connector™, a Change Healthcare solution that helps accelerate reimbursement and expedite provider-payer information exchange. The solution's backbone is our Intelligent Healthcare Network™, which handles 14 billion clinical, financial, and operational transactions and about \$1 trillion in claims data annually, making it one of the largest healthcare data networks around.

Through a one-time, digital enrollment, National Payments Connector immediately connects you with U.S. payers through a single, secure interface, enabling you to receive payments electronically and manage all medical attachments. That means you'll no longer have to parse seemingly endless payer-specific payment and attachment rules or sign up across multiple systems.

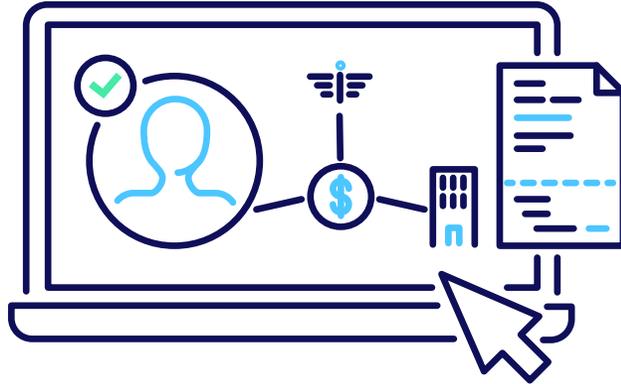
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Instead, simply enroll and you'll receive your payments automatically, deposited directly in your business bank account. With Aetna, one of the nation's largest payers, the system also enables you to receive patient payments electronically, and other payers will be onboard soon. For medical attachments, just upload the necessary documentation at any stage in the workflow, point it toward the appropriate payer from the easy-to-use dashboard, and we'll take it from there.

It's simple, reliable, and fast.

Here are some of the practical benefits that can result from enrolling your practice in the National Payments Connector solution:

- Reduced staff time and streamlined workflows
- Process and labor cost savings
- Expedited claims adjudication
- Reduced denials
- Accelerated reimbursement
- Improved patient collections and satisfaction

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Physician practices must evolve quickly if they wish to prevail in today's difficult economic climate. Groups can no longer afford to rely on time-consuming, error-prone manual processes when it comes to ensuring clean claims and timely payments. National Payments Connector eliminates a major, longstanding sticking point in physician revenue cycle management by helping to ensure expedited electronic payment and simplified, accurate document transmission. The only real question is, what are you waiting for?

[Click here to enroll today](#)

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- 5 How Americans Pay Their Bills: Sizing Bill Pay Channels and Methods, ACI Worldwide and Aite Group, January 2017
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About Change Healthcare

Change Healthcare (Nasdaq: CHNG) is a leading independent healthcare technology company, focused on insights, innovation and accelerating the transformation of the U.S. healthcare system through the power of the Change Healthcare Platform. We provide data and analytics-driven solutions to improve clinical, financial, administrative, and patient engagement outcomes in the U.S. healthcare system.

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