

Managing paper claims is expensive, resource intensive, and it inhibits the adjudication process. The Change Healthcare Claims Automation solution helps increase efficiencies by capturing paper claim data and transferring it to an electronic format, streamlining the entire claims process.

Shared Success

As of May 2022, 80 clients across 180 plans use Claims Automation. We process more than 1 million paper claims per month.

Our customers who have transitioned to Claims Automation by Change Healthcare have seen up to a 30% reduction in costs. In addition, 100% of the claims are processed within 48 hours, with 99%+ data accuracy.

Driving Cost Savings for a Blue Cross Blue Shield (BCBS) Organization

Challenge: A BCBS organization from the northeast, who has been a Change Healthcare customer for more than 15 years, was looking to reduce the costs of their mail room operations.

Solution: We recommended outsourcing their mail room classification process to apply automation. The client now successfully scans claims without manual classification.

Benefits for Our Client:

- Ability to dedicate part of their mail room staff to more value-added tasks.
- Reduced hardware and software costs.
- Eliminated the cost of their Disaster Recovery Hot site to have a mail room backup location.
- Achieved approximately \$150,000 in yearly cost savings.
- Improved turnaround times.

Reducing Operations Costs for a Midwest Payer

Challenge: A new payer client from the Midwest was looking to reduce their operations costs and were having difficulties sustaining operations due to the cost of manual processes related to declining paper-chain volume.

Solution: We recommended outsourcing their operations from the mail room to the creation of the 837-file ingested by the EDI process. After migrating their operations to Change Healthcare, they now have only one connection for all claims submitted electronically or on paper.

Benefits for Our Client:

- Improved turnaround times and data accuracy.
- Ability to track their paper claims in real time and check their WIP, TAT, and accuracy data 24/7 through our VISION Web portal.
- Reduced the volume of paper claims and increased their EDI volume by partnering with Change Healthcare to incentivize providers to submit claims electronically.
- Reduced their process cost to approximately \$300,000 per year.

Updating an Aged Platform for a Large West Coast Payer

Challenge: A large payer on the West Coast was using an aged platform to process claims and incurring additional costs due to significant manual processes.

Solution: We propose migrating this client's process to the TRANSFORM system. By completing this migration, the customer was able to add automation to their data-extraction process (OCR extraction) and automate most of their business rules, reducing manual tasks and significantly improving their turnaround times and data accuracy.

Benefits for Our Client:

- Ability to access a single connection for their EDI and paper to electronic data workflows, as the client was already utilizing our EDI services.
- Reduced P23 process costs by approximately 30%.
- Improved turnaround time and data accuracy.
- Ability to track their paper claims in real time with the Change Healthcare VISION web portal and better reporting tools.