CHANGE HEALTHCARE

Medical Claim Attachments

Reduce the Cost of Claim Attachments

Nearly 48 million medical claim attachments are generated in the U.S. each year, with 94% of those submitted using inefficient manual processes.[1]

Our Medical Claim Attachments solution helps streamline claims processing by enabling required documents to be submitted electronically, maximizing efficiency for both providers and payers. With more than 800,000 providers and 2,100 health plans in our network — including nearly all government and commercial payers — we can send most claims/attachments to their final destination without rerouting. This enables us to tie attachments to claims throughout the life cycle of each transaction, facilitating review and status checks. And because our solution makes it clear what attachments are required by each payer, the time spent submitting and reviewing incorrect documents is reduced.

[1] 2016 CAQH Index Report

View an Attachment Alongside its Claim to Help Speed Processing

Change Healthcare is driving innovation in the industry with business models that focus on making pricing simple and easy to understand

Improve Efficiency and Decrease Cost

Both providers and payers benefit when claims attachments are submitted electronically. With Medical Claim Attachments, each payer's attachment criteria is built into the provider's work flow, making it easy to understand what is required and reducing back-and-forth calls for more information or for missing/lost attachments. Ultimately, electronic attachments help increase complete claim submissions to facilitate faster processing. Payers also have the option of adding Advanced Claim Management, a feature which rejects or pends claims that are missing required attachments so the issue can be corrected at the outset.

Features:

- Gain visibility to track and manage claim attachments

- Help reduce paper-claim volume

- Help reduce denied claims and provider appeals

- Increase efficiencies to save time

Simplify Attachment Workflows

The Medical Claim Attachments solution includes numerous features:

- Provides multiple options for providers to submit attachments: browse to file, ASC X12 275 attachment files, or by using an online portal

- Electronically delivers attachments to payers via the ASC X12 275 transaction or through the online portal

- Receives attachments as batch image and index files ASC X12 275

- Supports numerous file formats, including .pdf, .jpg, .tif, and .gif

Improve Provider Satisfaction

It can be difficult for providers to adopt new processes that require extensive training or the addition of new technology. Medical Claim Attachments simplifies provider workflows, making it easier, not harder, to submit required documentation. Having each payer's specific attachment criteria built in reduces the need to call payers to find attachment requirements or to follow up on lost paper attachments.

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About Change Healthcare

Change Healthcare is inspiring a better healthcare system. Working alongside our customers and partners, we leverage our software and analytics, network solutions and technology-enabled services to help them improve efficiency, reduce costs, increase cash flow, and more effectively manage complex workflows. Together, we are accelerating the journey toward improved lives and healthier communities.

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