

How Electronic Attachments Help You Drive Efficiency



Electronic Attachments Can Accelerate Your Journey to All-Electronic Claims Processing

Why wait? Start saving time and money now.

You can overcome the high cost of processing paper and fax claims attachments—and prepare for imminent government mandates—with Change Healthcare’s flexible Attachments solution. Providers now can send – and payers can receive – medical attachments through a single, automated, integrated attachments workflow, helping your transition to all-electronic claims documentation.

Your return on investment is immediate, helping you streamline the claims processing workflow.

Change Healthcare has several options to support your sending and receiving claims attachments, helping the transition to a paperless process. Our solutions are flexible: your providers can upload an attachment image through a portal, send a 275 EDI Patient Information document, down-convert the document to a fax, or combine multiple methods.

Sending Manual Attachments is Costly¹



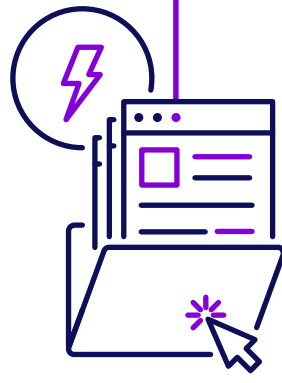
- **\$590 million:** How much the medical industry spends annually exchanging attachments
- **\$5.76:** Average industry cost of handling manual attachments in 2020
- **78%:** Percentage of medical plans that still use mail and fax
- **\$70 million:** Total annual spend for payers to handle attachments
- **2021:** When Health and Human Services (HHS) is due to release transaction standards²

How Electronic Attachments Help Create Efficiencies³

- **\$377 million:** Estimated annual savings in the U.S. by going digital
- **22%:** Proportion of medical plans that now use fully electronic attachments
- **\$21 million:** Estimated total annual spend for payers if all attachments were electronic
- **\$4.09:** The average amount of money spent in the U.S. on manual attachments
- **\$1.50 vs \$5.10:** Comparative cost for providers to handle an attachment electronically vs. manually



Meet Future Mandates and Make Document Exchange More Efficient



- Prepare for new mandates that require Fast Healthcare Interoperability Resources (FHIR) technology
- Standardize on ASC X12 275 for both solicited and unsolicited requests
- Unify claims workflows—including paper—for medical, dental, and pharmacy claims
- Support multi-modal delivery for providers who use mail or fax
- Send attachments through current and future clearinghouses
- Integrate workflows through API, EDI, or portal interfaces
- Prepare for enhancements, including automation, artificial intelligence (AI), and machine learning

Prepare for the Electronic Future of Attachments

The future is electronic and interoperable. By allowing you to send 275 EDI files, Change Healthcare can help you implement and integrate electronic attachments into provider-payer workflows.

Payers and providers will need to use electronic attachments as part of their electronic claims process. Providers will need a FHIR endpoint to support the clinical exchange of a claims attachment for prior authorization.

And while many payer mailrooms convert paper to electronic files (P2E), our solution also helps convert electronic claims to fax, accommodating providers who still send attachments by paper or fax. Our solution is scalable and grows with customers whether or not they’re ready for 275 EDI transactions.



The industry is moving towards interoperability and regulators are mandating the digital availability of data. That means payers and providers will need to use electronic attachments as part of their electronic claims process.

Change Healthcare is an industry leader in electronic transactions. We can help make the transition to electronic attachments to meet future compliance needs.

As more payers scale up, our electronic attachment solution works in concert with your current workflow—and accommodates providers who have not yet adopted electronic transactions.



The Change Healthcare Difference

Change Healthcare operates one of the largest financial, administrative, and clinical networks in the U.S. healthcare system. Our distribution and automation capabilities, enabled through seamless connectivity, help payers and providers rapidly receive pertinent information to support timely, effective, value-driven patient care. Our networks link:

- **1 million** physicians
- **1 in 3** patient records
- **\$1.5 trillion** in healthcare claims
- **15 billion** healthcare transactions
- **2,400** payer connections

¹ 2020 CAQH Index[®]

² <https://www.reginfo.gov/public/do/eAgendaViewRule?pubId=202010&RIN=0938-AT38>

³ 2020 CAQH Index[®]