

COMPANY PRODUCTS

Overview

When it comes to today's healthcare system, consumers understand that medical costs have been steadily increasing. They understand that billing paperwork is simply overwhelming and that medical jargon is beyond confusing. At the same time, employers are struggling to gain some control over the company's healthcare costs while walking the tightrope of decreasing benefits or increasing premiums. Reining in healthcare costs is difficult, but it is compounded when the person making the decision – the healthcare consumer – is disconnected from the impact of their healthcare choices and both groups are isolated from each other's experiences.

Enter change:healthcare, a technology company that helps people make smarter healthcare decisions. Dedicated to transparency, we assist both employers and employees, as well as general consumers, in sharing their healthcare experiences in a way that engages and aids them in choosing more cost-effective healthcare.

Products

The company's premier product, the **Healthcare Consumerism Index (HCI)**[™], uses an employer's historical claims data to help the company aid employees in better understanding the financial impact of their healthcare decisions. The HCI, which can be aggregated for the company level or presented at the individual employee level, visually shows historical purchases of inpatient/outpatient healthcare and pharmaceuticals and presents actionable information to modify their purchase behaviors in the future towards smarter, more value-driven healthcare decisions. The HCI fully engages the employee in the purchase process. For the company, it also establishes a measurement to compare how effectively healthcare is being purchased year over year.

The **internet-based platform** from change:healthcare provides solutions for the individual in managing their healthcare experience. One aspect of the site, the **Medical Bill Management** tool, helps individuals organize medical bills & insurance reimbursement paperwork electronically for easier, more cost-effective handling. When working with an employer, this data is pre-populated into the system, but individual users can have the same experience after they have keyed in their family's medical bills and EOBs.

The secure platform also allows users to confidentially access and compare costs and information about physicians, hospitals, providers, health issues and pharmaceuticals to proactively make informed decisions, as well as connect with other users to share experiences in their healthcare journey. All information is real-time and HIPAA-compliant.

For **employers** it:

- Helps companies better budget for employee benefit needs;
- Provides a metric to compare healthcare spend year over year;
- Guards against the loss of critical historic information when a company's plan or plan administrator changes;
- Allows employees to spend their working hours working instead of dealing with medical paperwork;
- Engages employees to become smarter, more informed healthcare consumers

For **users** it allows them to:

- Organize all of their medical bills & insurance reimbursement paperwork for easier handling;
- Anonymously compare costs & reimbursements against others;
- Tracks employee HSA and FSA spending;
- Easily compile all medical tax deductions;
- Proactively research providers and health issues;
- Effectively share information about providers so more informed healthcare decisions can be made.

My Healthcare Is Killing Me: A Survival Guide for the American Healthcare Consumer is a free, downloadable book intended to help demystify the American healthcare system. Written by change:healthcare's co-founders and content expert, it uses personal, real-life examples about how to save – and get – the most out of your healthcare. A series of practical tips also helps readers reduce what they spend on healthcare. The content will make the healthcare and insurance worlds far more understandable and far less daunting for most Americans.

My Healthcare is Killing Me Field Guides are one-page information sheets explaining key healthcare issues to help consumers better understand and work through their healthcare.

Contact

info@changehealthcare.com