



Member Payments

Transform Your Members' Financial Experience

In the era of consumerism, health plans must actively build trust with their members by providing services of real value. While almost all payers have member portals in place, few are well-utilized. By investing in self-service financial tools, payers can help improve member satisfaction, increase portal utilization, and strengthen their provider partnerships.

Our Member Payments solution gives payers the ability to add payment capabilities to their member portal, making it easy for members to pay multiple providers in one place.



Empower Members to Pay Their Providers

Enable members to manage and pay their healthcare bills with clear, current information on their deductibles and co-pays with multiple payment options

Improve Member Engagement

Simplifying the payment process for your members can create tremendous goodwill. Member Payments can provide a consolidated view of each member's claims, provider adjudication data, and balances due, or can be used to enable payment capabilities on a payer's current member portal.

The solution is powered by our financial network, which dispurses member funds to providers. Members can choose to pay by HSA, FSA, credit or debit cards, or checking account. Members can select balances owed, make full or partial payments, schedule payments, and view their payment history—all from their phone, tablet, or laptop.

The solution gives members the ability to pay multiple providers, supporting better healthcare cost management. Informing members of their deductibles, co-pays, and payment options helps boost member satisfaction and helps facilitate timely collections. Support for member premium payments is also available.

Support Provider Partnerships

Member Payments helps increase the speed and efficiency of consumer collections. In the value-based market, providers are deriving a greater percentage of their revenue directly from their patients. Many are struggling to effectively manage the collections process.

Strengthen your existing provider relationships by lowering the need for providers to collect patient payments. Timely, simplified payments from their patients can reduce their cost of collections.

The solution can also serve as a powerful differentiator in your market, demonstrating your commitment to mutually beneficial provider partnerships. As a flexible partner, Change Healthcare sends electronic payments to enrolled providers and transmits virtual debit card or check payments to providers not yet enrolled. This approach delivers more positive results for payers, providers, and members.

Enhance the Member Portal Experience

Today's consumers expect their insurance plan to make paying for healthcare faster, simpler, and more convenient—as much like an online retail experience as possible.

Clients using Member Payments report heavy repeat users, as well as reduced support calls. Members tend to return regularly for a variety of reasons: to check claim status, monitor the balance owed, or pay a new claim to the same or another provider.

With multiple integration options, including API connectivity, the Member Payments functionality is simple to add to the health plan's existing portal.

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.