

Connected Consumer Health™ Provides Free Interoperability APIs

Payers can use free, comprehensive, easy-to-deploy APIs for CMS compliance and patient access requirements

Change Healthcare's Interoperability Solution

Change Healthcare's Connected Consumer Health offers payers secure, standards-based application programming interfaces (APIs), enabling rapid data access for members. These APIs—bolstered by robust security, consent, and identity management—help payers achieve compliance quickly.

There are two options to access Connected Consumer Health that will help payers meet the new requirements. One option is for payers to provide data files. The other option is for payers to provide FHIR HL7 public compatible APIs.

Meeting Legislative and Policy Mandates

Connected Consumer Health helps payers follow the Centers for Medicare and Medicaid Services (CMS) requirement to provide members access to their own patient records, directly or through third-party applications.

The CMS patient access rule, called CMS-9115-F, mandates standard, open APIs to provide that access.

Access and interoperability also must exist between payers so they can exchange data. All payers must meet the requirement to allow members to request the transfer of their records for up to five years if they change plans.

Secure, standards-based, certified APIs, using defined data standards, must be in place by **January 1, 2021**, with enforcement beginning **July 1, 2021**.

Where the Mandates Apply

- Medicare Advantage Organizations
- Medicaid Managed Care Organizations
- State Medicaid Agencies (for FFS)
- CHIP Agencies
- CHIP Managed Care Entities
- Qualified Health Plans on Federally Facilitated Exchanges



Benefits for Payers

- Meets interoperability regulation deadlines
- Easy integration for third-party app developers
- Supports future CMS policy requirements and updates
- Helps reduce compliance costs
- Engage more deeply with members

The Connected Consumer Health Checklist

- Single solution with easy sign-up
- Standards-based, certified APIs
- Secure consent and data management engine
- Access to patient clinical data via CommonWell® Health Alliance and payer data sources¹
- Advisory and consulting services to help payers identify the right data sources and integrate with Change Healthcare's systems



Three Policy Areas

Payers must provide three interoperability policies, delivered through APIs.

In all cases, the policies must follow HIPAA administrative standards for claims, encounters, and drug formularies. The three CMS policies are:

1. Patient Access

Members must have access to adjudicated medical claims data, encounters, provider appeal information, provider remittances, enrollee cost-sharing information, encounter data, clinical data, including lab results, as well as pharmacy claims and remits.

2. Provider Directory

Using an FHIR HL7 public API, payers must provide member access to data for all contracted providers, including name, address(es), phone number(s), and specialties.

3. Pharmacy Directory and Formularies

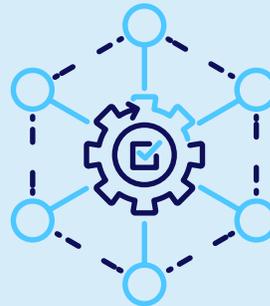
Payers also must provide member access to data for all contracted pharmacies, including name, address, phone number, number of pharmacies in the network, as well as formulary information that follows the DaVinci PDex schema. Here too, the directories must use FHIR version 4 (HL7) standard APIs.

Our Interoperability APIs

The interoperability APIs within Connected Consumer Health provide members with access to their medical information. It also gives members the ability to release their data with consent to other payers.

The Change Healthcare network connects data between different payer systems, and we operate the API marketplace and manage security so that the payer doesn't need to track members' consent or interact with third-party developers.

The data access provided by Connected Consumer Health, paired with Change Healthcare consulting services, helps payers source, access, and integrate the required data they need.



The Change Healthcare Solution

Connected Consumer Health provides payers with the tools to follow the mandated CMS interoperability requirements easily and securely.

Two Options for Interoperability Access

Option 1: Provide Data Files

- Easy access for registration, identity, authentication, governance, and payer-to-payer exchange
- Fast implementation with few payer resources required to transfer data types
- Digital access for members via Connected Consumer Health or with your branding
- Member access to CommonWell® clinical transactions
- Member access to additional functions that support the entire patient journey: finding care, getting care, and paying for care

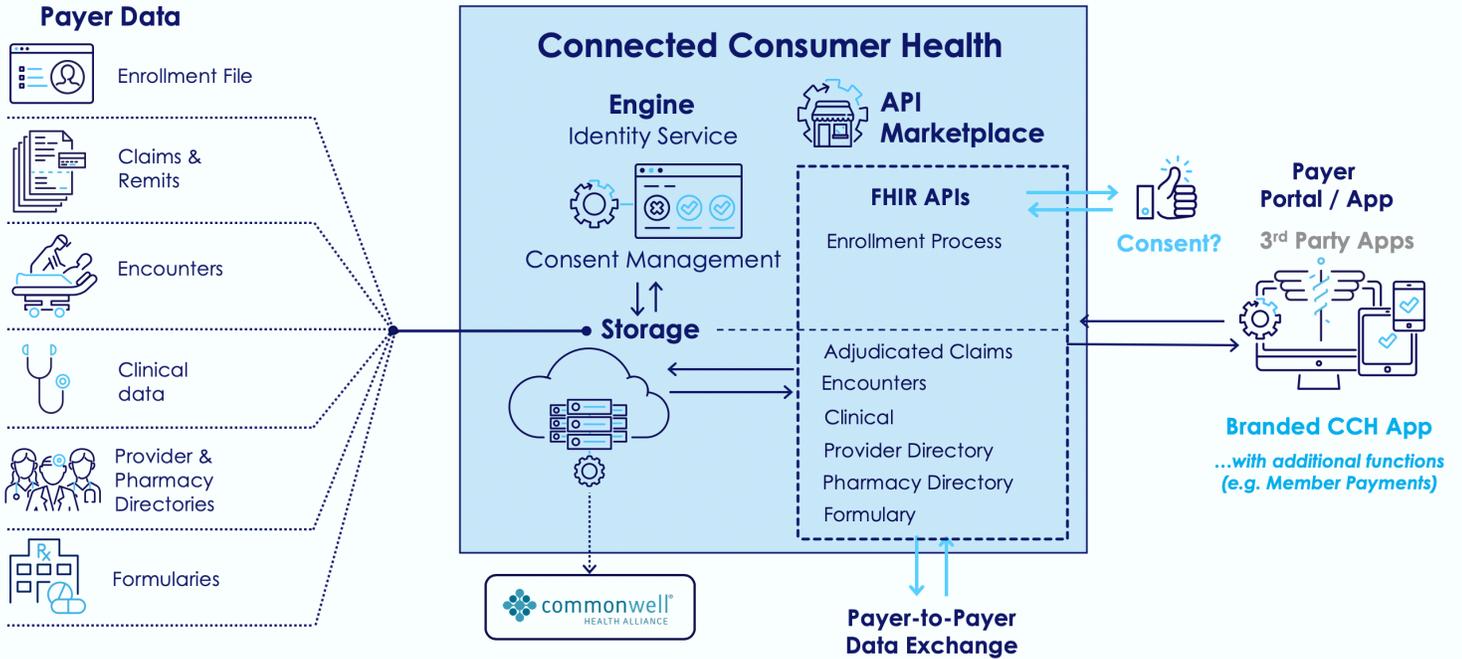
With this option, payers don't need to format data into the FHIR V4 (HL7) format, host an API gateway, manage third-party vendors, or make data available.

Option 2: Provide FHIR Compatible APIs

- No cost, easy access for registration, identity, authentication, governance and payer-to-payer exchange
- Digital access for members directly via Connected Consumer Health
- Member access to future functions, such as finding care and paying for care



Connected Consumer Health Solution



Increase Member Engagement

Connected Consumer Health not only helps payers achieve CMS compliance, it also provides the infrastructure for payers to expand member-facing capabilities.

Eventually, members will have their entire healthcare journey at their fingertips. Connected Consumer Health will provide payers with the opportunity to increase engagement and build stronger provider networks.

Contact:

Visit <https://inspire.changehealthcare.com/CCHInteroperability> to be connected to an expert to learn more.

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