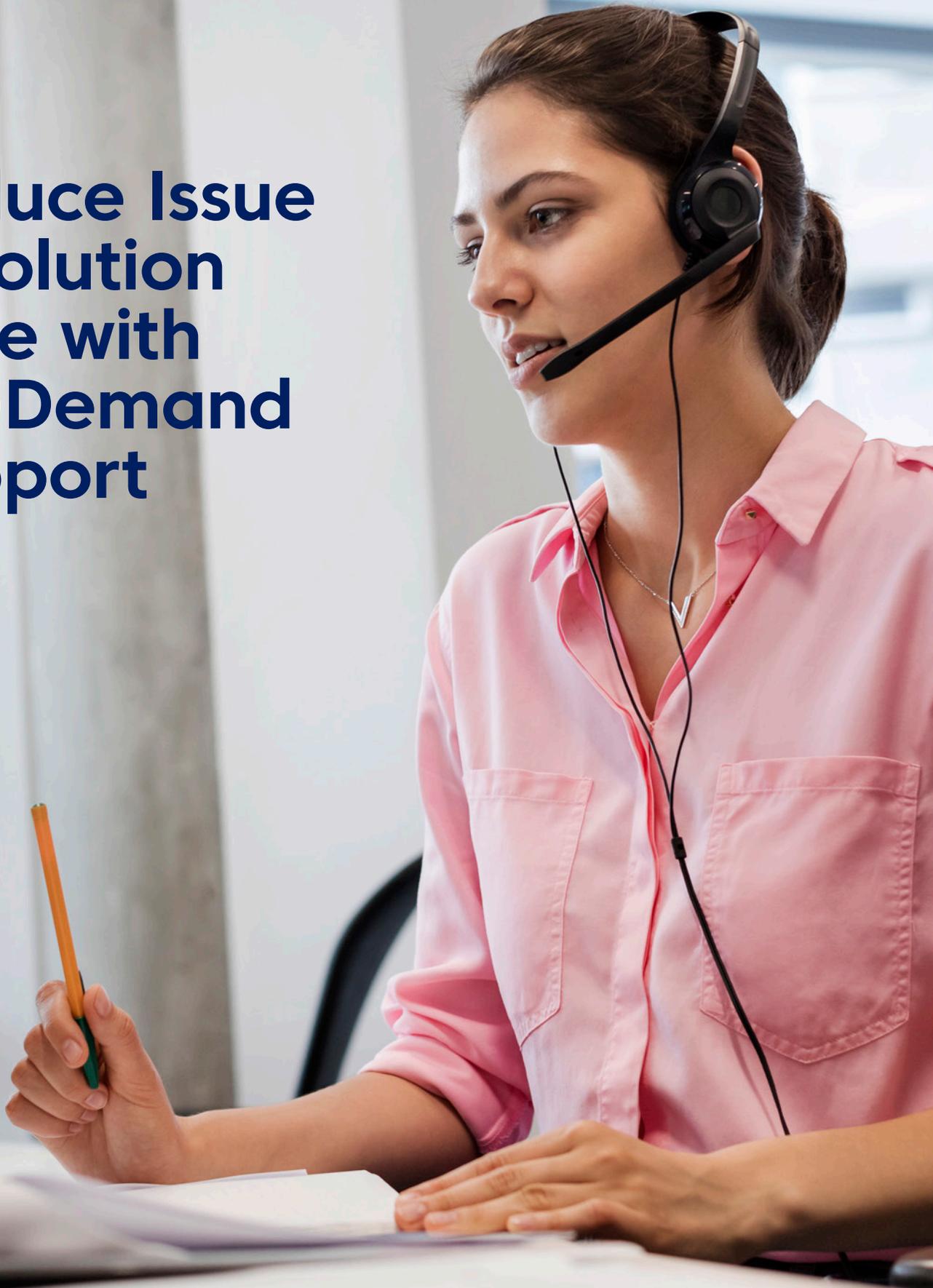


CHANGE
HEALTHCARE

ON24/7

Reduce Issue Resolution Time with On-Demand Support



Inspiring a Better Healthcare System

As a market leader, we go further to give you the best Revenue Cycle Management solutions and support to help you achieve your business goals. With ON24/7 you have access to highly trained support personnel via the Internet. Our support services cover all our customers and we deliver the familiarity, transparency, and accuracy you need to clearly and quickly solve issues across multiple facilities. Connect with people who are committed to helping you.

Always On, Always Available

ON24/7 means just what it says: support tools and services are available to you 24 hours a day, seven days a week. When you initiate a ticket, you'll be prompted to choose whether your issue is a Change Healthcare or an eClinicalWorks application issue. Based on your response, an appropriate ticket will open to submit your request to eClinicalWorks or Change Healthcare. Your web-based, remote access connections are easy to use. ON24/7 lets you learn and connect at your own pace, and at times that work for your facility.

Eliminate Confusion and Frustration With Transparency

A key feature of ON24/7 is our commitment to keeping you informed of the status of your request. Clearly see who is working on your inquiry and where it is in the support cycle at any given time. We'll send alerts to confirm that your initial inquiry was received so that you aren't left wondering if anyone is paying attention to your needs. When one of our service representatives updates the status of your request, you'll get an email notification immediately, letting you know the new status. We provide you with timely status updates throughout the process, not just when the work is done.

Real-Time Visibility on the Status of Your Service Issues

User-friendly support tools that work within your eClinicalWorks and Change Healthcare solutions

Tell Us in Your Words

ON24/7 enables you to put your inquiry in your own words, capturing all the important information from the start without requiring you to answer yes or no questions. This feature also helps us better address your concerns, so that our staff knows exactly what needs to be resolved before closing a request. You still have phone access to our support staff; ON24/7 simply enhances the process.

One-Click Payer Availability

Payer outages can cost you valuable time and harm your business efficiency. With ON24/7 you'll be able to instantly check the availability of your payers in real-time. Even better, we deliver proactive alerts when payers have planned down time or experience issues so you can work around them.

Your Single Source for Updates

Whether it's industry specific updates, customer service alerts, new payer additions, or newly available transactions, ON24/7 is your resource for the latest news from the Change Healthcare network. Receive your support and update needs stored in one convenient place, and organized into a convenient workflow. Implement ON24/7 in little as 24 hours, quickly connecting all your users and managing their access as needed.

Features

- Interact with Change Healthcare staff via the web or on the phone
- Review Frequently Asked Questions and view the status of your service requests any time, any where
- View payer availability, uptime, and other key information
- Detail issues in your own words for clearer communication
- Look up error codes quickly and easily
- Consolidate updates, alerts, and tips into one easy-to-access location
- Enjoy all of these features regardless of the size of your healthcare business
- Eliminate redundant service requests with the ability to manage requests across all your facilities
- Get the most out of your solutions with the added 24/7 support
- Reduce confusion regarding the progress of your inquiry
- Maximize efficiency by knowing payer down time in advance
- Simplify account management and access through the web
- Receive friendly service from familiar staff

Benefits

- Submit your issues at your convenience



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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