



External FAQs - Emdeon to Acquire Change Healthcare

On November 19, 2014, Emdeon announced it has entered into a definitive agreement to acquire Change Healthcare. This document provides additional information about the acquisition.

Why will Emdeon acquire Change Healthcare?

The management teams from both companies recognized the strengths and opportunities that would be created by joining the two organizations. By bringing together our two companies, customers will benefit from the best of what we both offer.

Change Healthcare will enable Emdeon to offer its customers additional solutions that marry cost and quality information with a robust inventory of consumer behavioral insights. These solutions can help employees, health plan members and patients reduce costs and become better healthcare consumers.

Who is Change Healthcare?

Established in 2007, Change Healthcare is on a mission to transform the way individuals purchase and utilize healthcare services by driving sustainable engagement at the individual level. With a national client base of health plans and employers, Change Healthcare is a premier national provider of healthcare consumer engagement and transparency solutions, enabling consumers to: better understand and utilize their healthcare benefits; make informed healthcare purchasing decisions based on quality, cost and convenience; and manage higher out-of-pocket responsibility and realize savings. This, in turn, helps both health plans and employers: control their healthcare costs; successfully migrate to more cost-effective plans, optimize existing wellness programs; and improve employee satisfaction and retention. For more information, visit www.changehealthcare.com

What is the value proposition to Emdeon customers?

With this acquisition, Emdeon will provide improved value to customers in a number of ways:

- Enhancing our current offerings to include consumer engagement and cost/quality transparency solutions
- By combining our connectivity and scale with Change Healthcare's transparency and personalization capabilities, we can help our customers further increase member and patient engagement and add even more value to the services they provide their customers
- Together we believe we can accelerate and simplify adoption in the rapidly growing fields of healthcare consumer engagement and transparency, which will help consumers better understand and utilize their healthcare benefits while offering health plans and employers the ability to control their costs and improve member retention
- Expanding the utility of the Emdeon Intelligent Healthcare Network™ with increased value for our customers across the healthcare ecosystem by making it easier, faster and more efficient to implement consumer engagement and transparency solutions
- Providing Emdeon health plan customers with dynamic behavioral insights to control costs, improve outcomes and encourage member retention

- Addressing emerging trends in the healthcare industry around consumer engagement throughout the revenue cycle from plan selection to provider selection to consumer payments
- Adding to Emdeon's team skilled and accomplished experts with rich histories in pharmacy benefits management, health insurance, health benefits and technology to further innovation for our customers and partner network

How will Change Healthcare's solutions be enhanced by joining Emdeon?

Emdeon's resources and unique position in the healthcare ecosystem will substantially help enhance Change Healthcare's strategic positioning by:

- Reducing the time, cost and effort needed to implement and expand client services by tapping into Emdeon's existing data sources and connectivity
- Leveraging the Emdeon Intelligent Healthcare Network™ to enhance Change Healthcare's behavioral analytics research and improve their ability to engage consumers and improve health decisions
- Offering the potential for more timely access to data on health events, enabling Change Healthcare to proactively advise consumers on a much wider array of services at the point of care
- Creating a more direct path to support providers on benefit coverage, gaps in care and efficient referral options improving the consumer experience and supporting accountable care goals

This means Change Healthcare will be strategically positioned to help health plans and employers, providers and consumers share the insights that will reduce costs and improve health outcomes.

Will there be changes to Emdeon customers that are also Change Healthcare customers related to contracts and billing?

Existing contractual and payment terms will remain intact.

Should Emdeon customers that are also Change Healthcare customers expect any change in service?

No. The level of service customers receive today will continue unchanged, as will the people they work with on the Change Healthcare team.

I'm interested in the new services available, who can I contact?

Our sales and account management teams will be thrilled to set up a call or schedule a meeting to provide an overview of these new solutions and how we believe the combination of Emdeon and Change Healthcare can help control costs, improve outcomes and encourage member retention. If you don't have your Emdeon contact's information on hand, you can get in touch with us at 1.877.363.3666 or reach us via the web at

www.emdeon.com/contactform