

Composition Management

Advance your communications by customizing and managing your communication templates.

Your communications need to align with your brand, and they must be clear and impactful for your recipients. Change Healthcare's Communications Complete platform enables you to customize your communications and inspire better member engagement.

Create and Customize

Work with our team to create compelling, informative communication templates for a wide range of printed and digital formats. Manage logos, color schemes, variable and fixed data/text fields, layouts, and more to maximize your message.

Configurable Business Rules

Directly manage business rules that govern which audiences receive which communications. This includes adding new health plans and lines of business and assigning logos and content for specific recipient groups. You can also test changes in real time prior to activation.

Expertise and Best Practices

Our team has deep experience building and supporting healthcare-communication templates. Best practices to optimize how templates are created will simplify the template-management process and reduce

maintenance burdens. This also means you can reuse template components, minimizing rework and allowing faster scalability.

Alternative Formats

We also support document accessibility and alternative formats needed for your communications to meet ADA and other accessibility requirements. Manage these formats and ensure your communications are accessible to all of your members.

Communication Orchestration

Communications often include additional pieces of information beyond a single template, including standard disclosures and wellness information. Change Healthcare's Communications Complete enables you to tag additional documents to specific templates, ensuring that your communications contain all of the needed pieces of information and are delivered together.



Change Healthcare can help you take your communications to the next level. Key features and benefits of our platform include:

- Customize logos, text, layouts, and more to match your brand
- Leverage deep expertise to optimize templates and reduce administrative burden
- Manage business rules to route communications efficiently
- Minimize rework and increase scalability by reusing template components
- Tag related communications to assemble and send needed information together