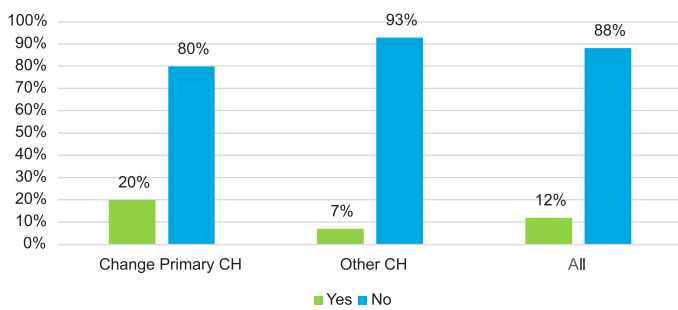
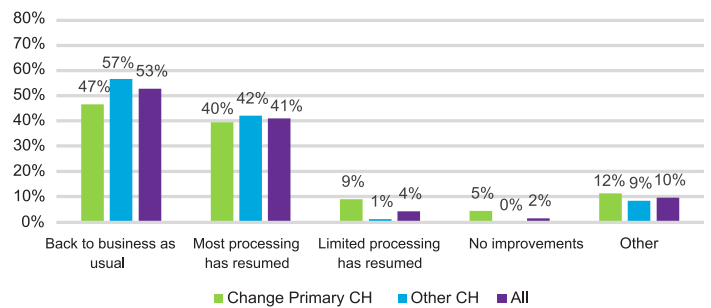


Change Healthcare Impact: Market Pulse #4

Has the Change Outage created any impact to patient care?

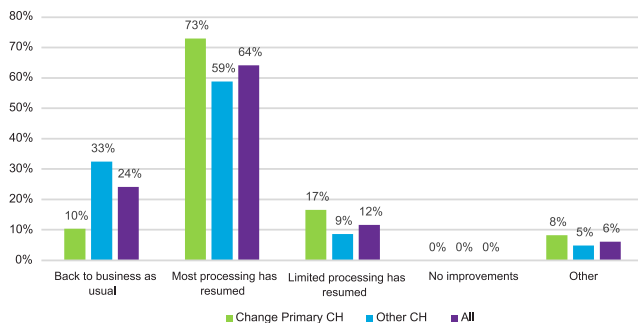


What is the current status of your pharmacy network services impacted by the Change outage?



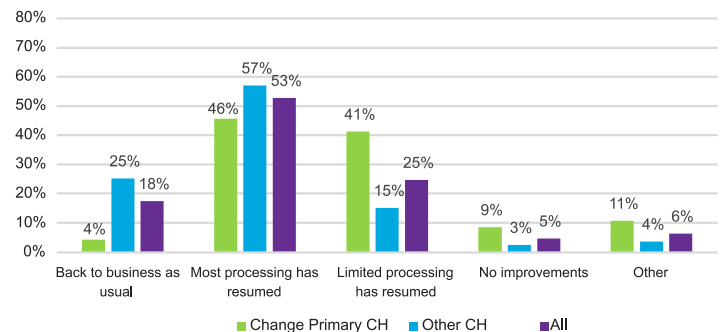
Note: Only health systems with pharmacies were included

What is the current status of your ability to bill claims to payers impacted by the Change outage?

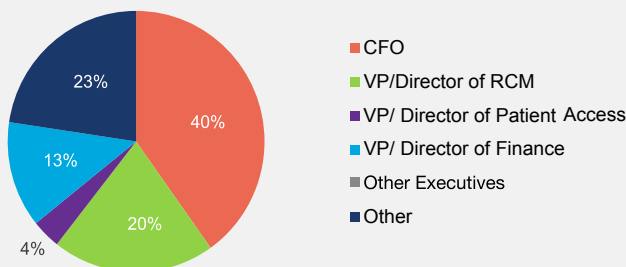


*CH is an abbreviation for Clearinghouse. Clearinghouses enable providers to submit electronic claims and receive electronic remittance information.

What is the current status of your ability to receive payments and remits from payers impacted by the Change outage?



What is your title?



Methodology

Eliciting Insights and HFMA conducted a survey on the impact of the Change Healthcare outage April 22- April 29, 2024. 137 Health System Executives responded to the survey.