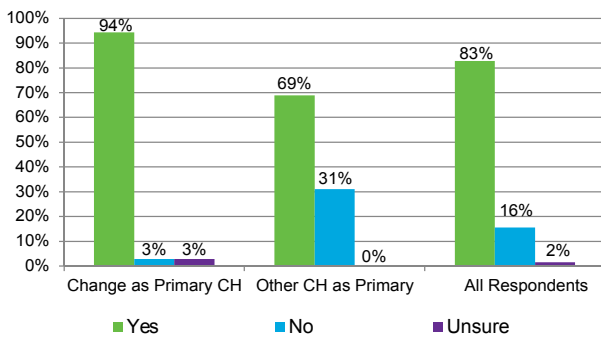


Change Healthcare Impact: Market Pulse #2

Is your organization incurring additional expenses due to manual processes or new technology investments?

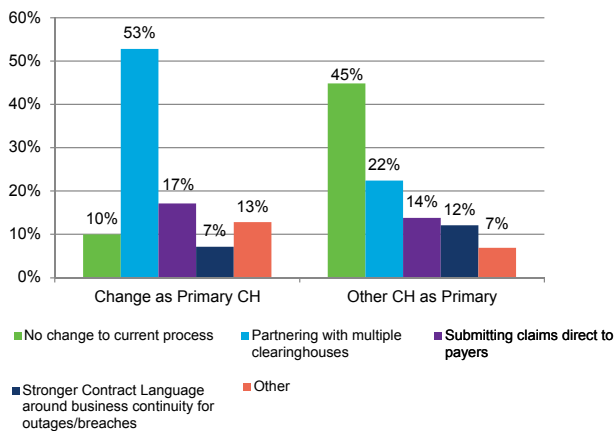


“We will incur significant investment transaction costs in addition to the manual process costs in order to cover the cash shortfall.”

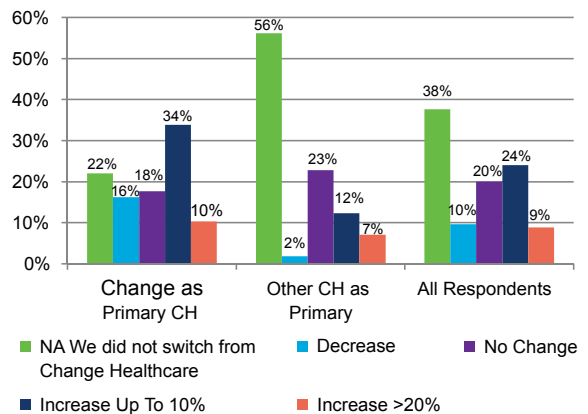
“The Change Healthcare outage has put our entire organization at risk.”

“There is a significant increase in borrowing costs due to the delay in payments- we are basically funding the delay with our line of credit.”

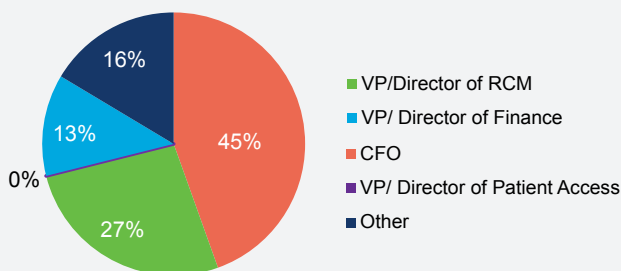
What strategies are you considering for longer-term business continuity plans?



If you switched from Change Healthcare to any new vendors, products, or services, what is the estimated long-term cost impact?



Breakdown of Respondents by Title



Methodology

Eliciting Insights and HFMA conducted a survey on the impact of the Change Healthcare outage March 12-14, 2024. 128 Health System Executives responded to the survey.