

# NO SURPRISES ACT PAYER SURVEY RESULTS

10.06.2021

# About the Survey

In partnership with the **HealthCare Executive Group (HCEG)**, **Change Healthcare** commissioned a survey to gather the opinions of payer organizations regarding their preparedness for the implementation of the No Surprises Act on January 1, 2022.<sup>1</sup>

## Goals

- Gain insight on the impact the No Surprises Act will have on the healthcare industry
- Use insight to craft discussion, market and product/services strategies

## Highlights

- Online survey
- Survey was fielded August – September 2021
- 116 responses gathered
- Data collection and analysis by InsightDynamo, an independent market strategy and research company serving the healthcare industry

1. CMS updated some compliance and enforcement dates to occur after January 1, 2022. These updates happened during fielding.

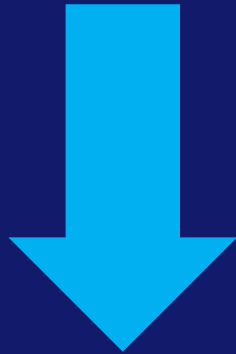
# Executive Summary

- **Creating Advanced Explanation of Benefits (AEOB), Transparency and Price Comparison Tools, and Qualifying Payment Amounts (QPA) will be difficult.** More than 60% of respondents believe implementing these actions will be difficult or extremely difficult.
- **AEOBs and QPAs will impact customer service.** 80% of respondents feel their customer service organizations will see a moderate or worse impact due to AEOB and QPA inquiries and complaints.
- **Respondents are unsure of both how they will receive AEOB requests and deliver AEOBs.** More than 60% of respondents are unsure, or are still deciding, how they will receive and respond to AEOB requests.
- **Partners and third parties will be utilized.** More than 30% of payers indicate they are using or are exploring external partners and third parties to deliver their transparency solutions.

## Key study highlights

- Delivering the required actions of the No Surprises Act will be difficult for payers.
- Payer customer service organizations will be impacted by the No Surprises Act.
- Payers are unsure, or are still deciding, how they will process requests for AEOBs.
- Payer organizations will utilize partners and third parties to implement their solutions.

**74%** of respondents find implementing **AEOBs** will be extremely or somewhat difficult



And among implementation teams

**78%**

**71%** think building and launching **price comparison tools** will be extremely or somewhat difficult



**79%** among implementation teams

**1/2** of respondents believe that requests, explanations, and complaints around AEOBs will have a high or extremely high impact on **customer service.**

Nearly **60%** of  
respondents find  
implementing creation of the  
**Qualifying Payment  
Amount** to be extremely  
or somewhat difficult

Over **50%** think  
implementing delivery  
of AEOBs, and ID cards  
will be extremely or  
somewhat **difficult**

Roughly **1/3** of respondents indicated that they are **looking at partners** or third parties for assistance in transparency solutions

But **35%-45%** are **unsure** of their approach

**1/3** of respondents  
are working both  
**internally and  
externally** on  
solutions to meet  
AEOB requirements

Yet **1/4** await a **final  
ruling** to meet AEOB  
requirements



Nearly **2/3** of payers  
are still deciding how  
to **deliver** AEOBs to  
patients and providers

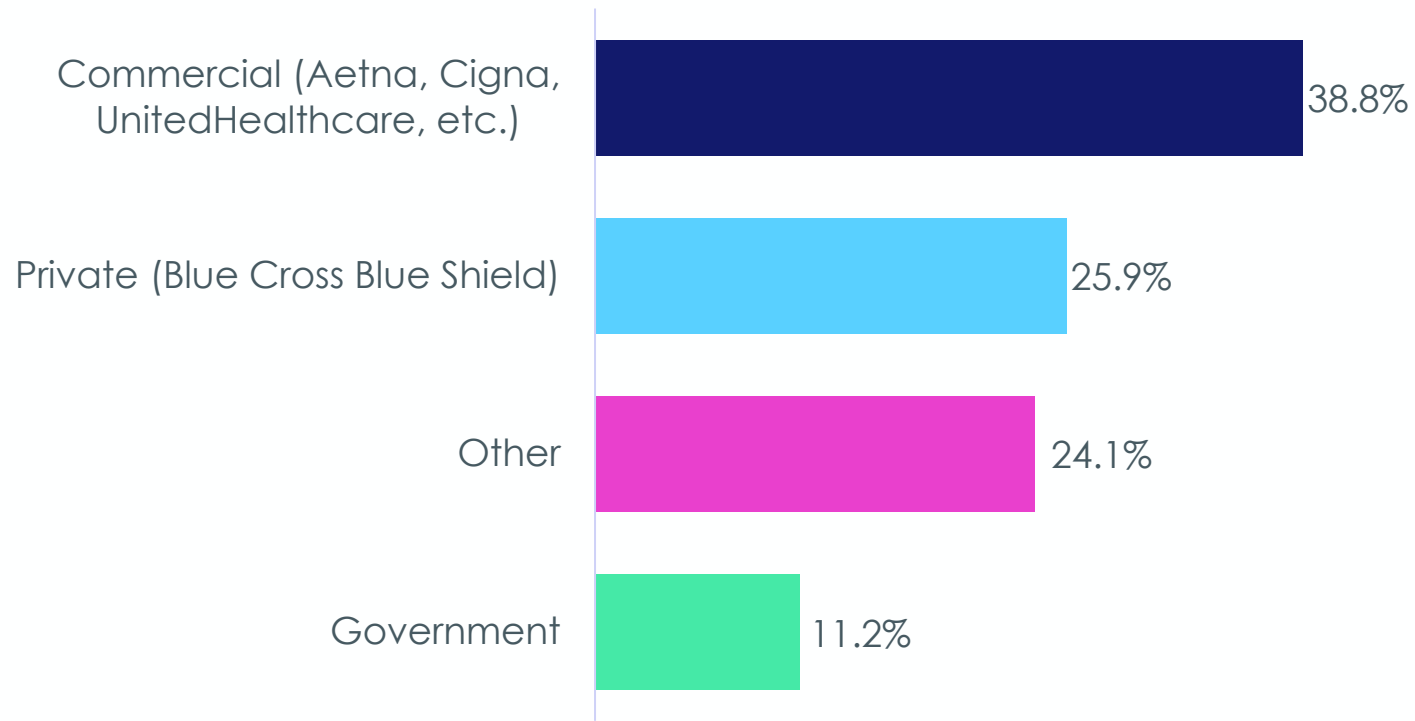
Over **2/3** still  
deciding how they  
will **receive** AEOB  
requests from  
providers

Thank You

# Appendix

# Respondents

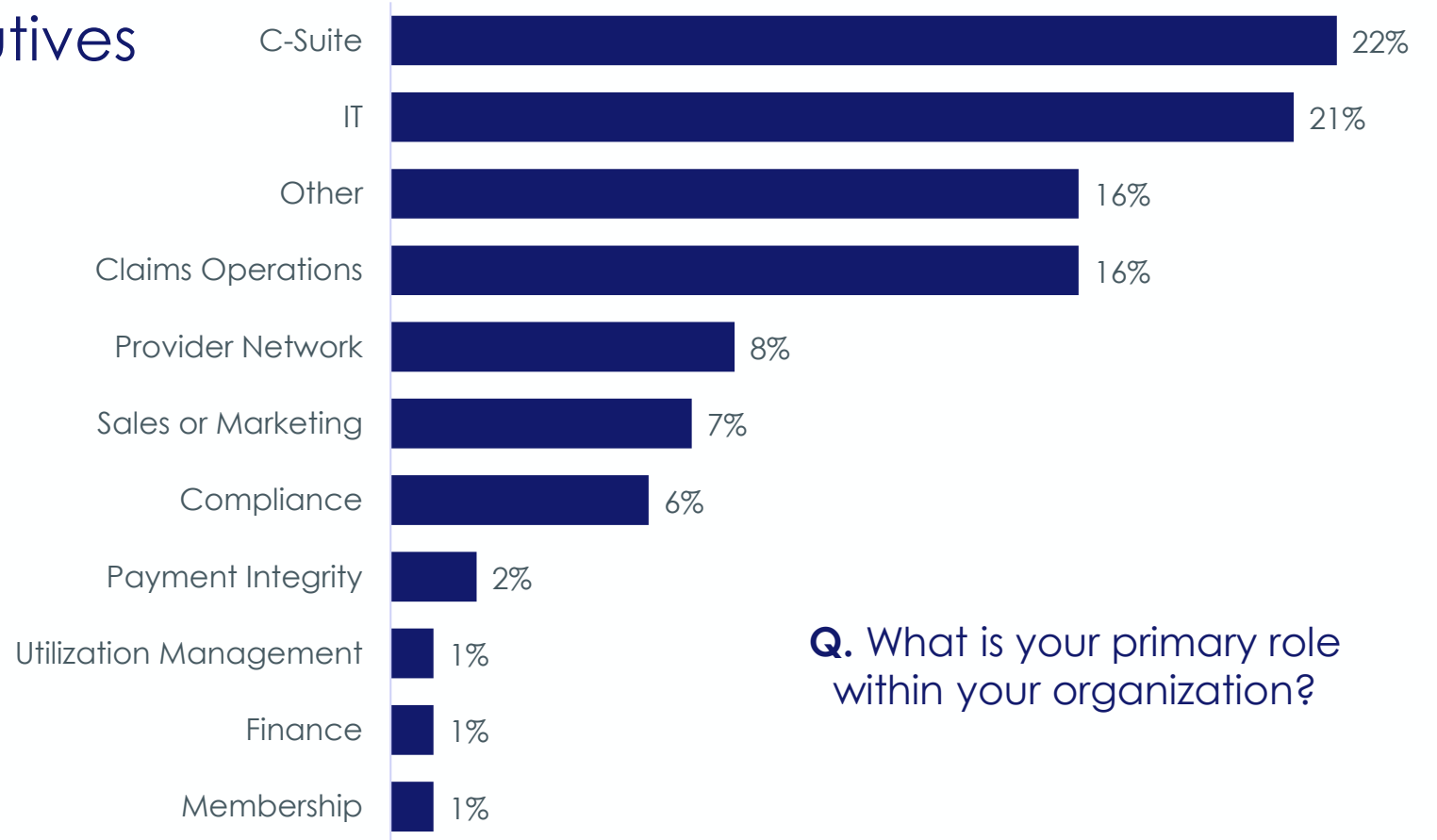
Nearly two-thirds of respondents were from commercial and private payer organizations



Q. Which option below best describes your payer organization?

# Respondents

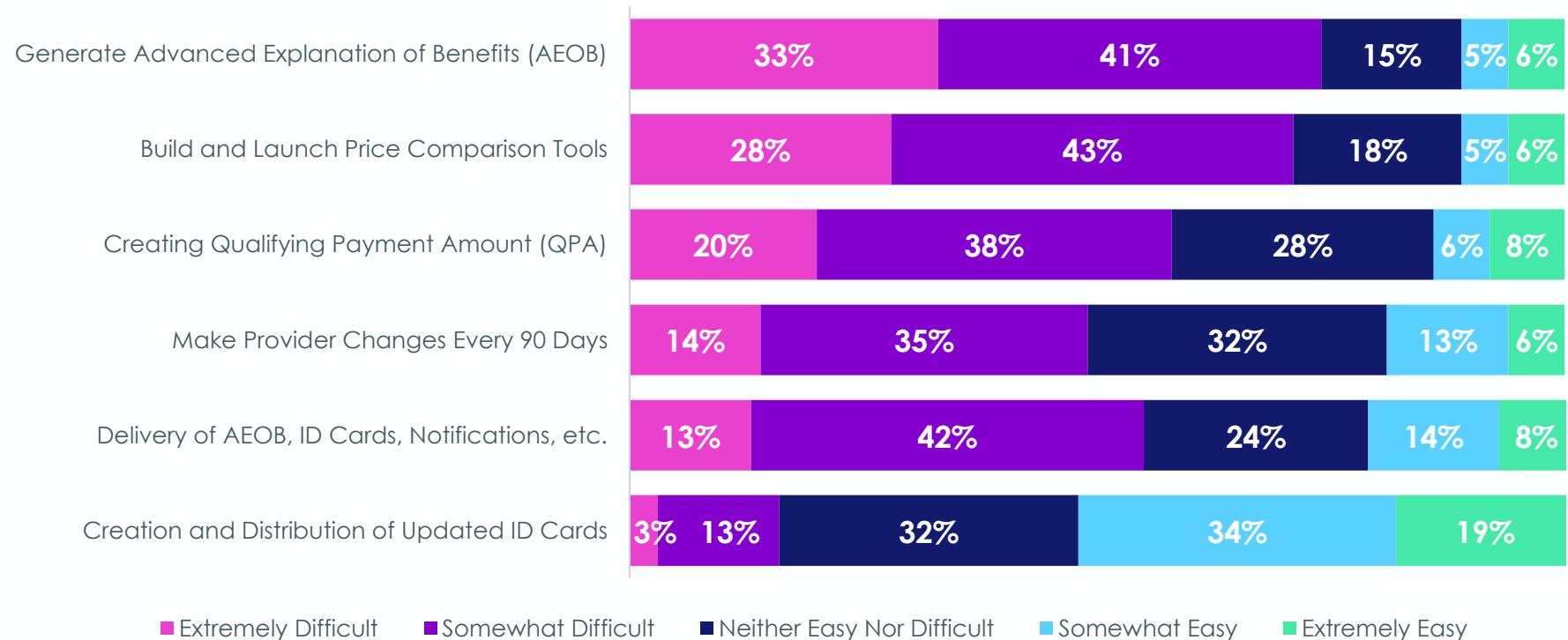
## Implementation vs. Executives



Q. What is your primary role within your organization?

# Difficulty of Implementation

More than half of respondents find implementing actions will be difficult, with only creation and distribution of updated ID cards seen as “easy”

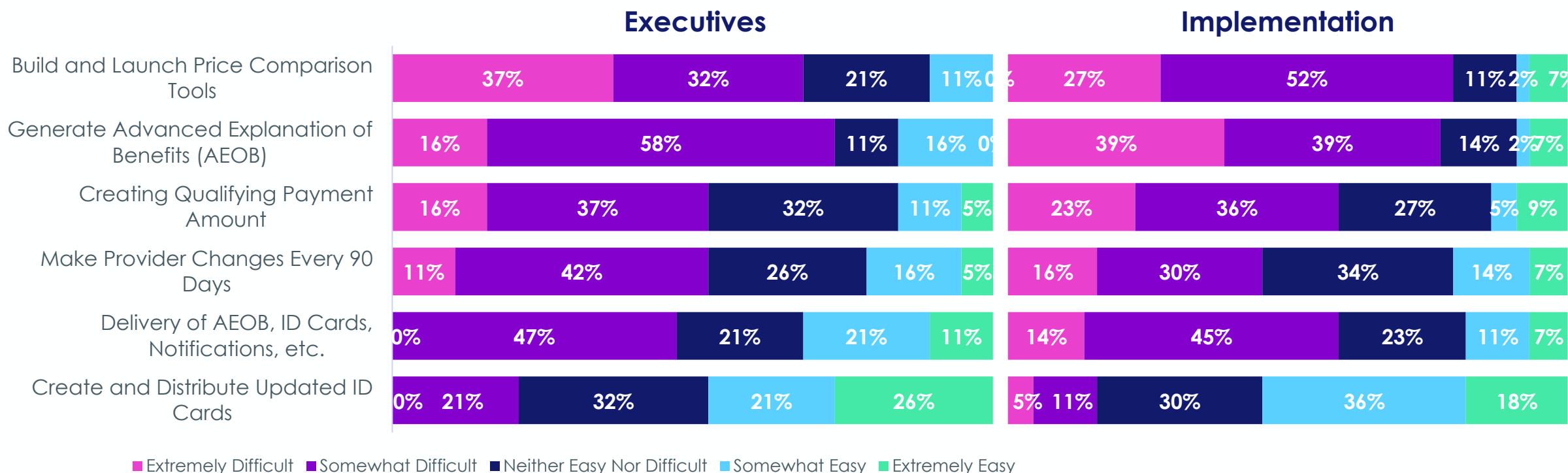


**Q.** Please indicate how easy or difficult it will be for your organization to implement these actions by January 1, 2022.

# Difficulty of Implementation

Executives generally believe implementing actions will be less difficult than do their implementation teams

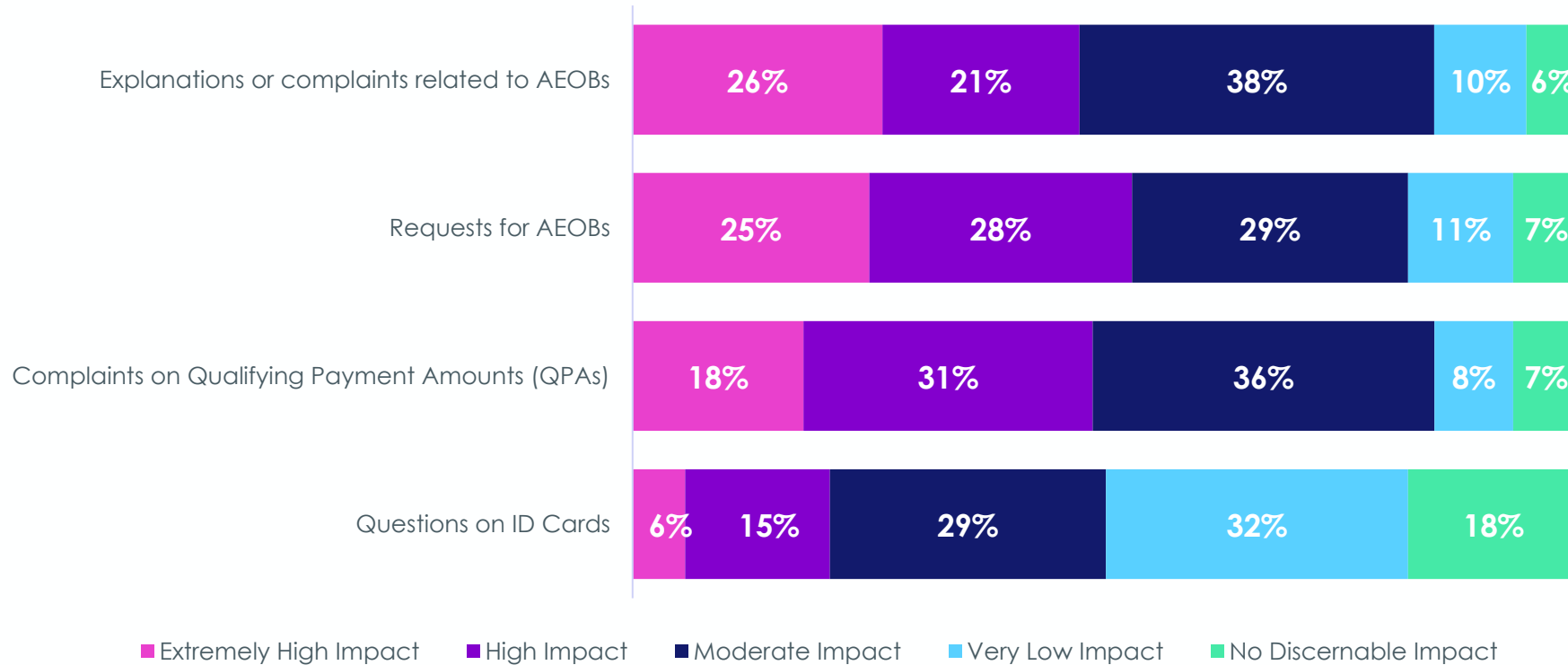
Q. Please indicate how easy or difficult it will be for your organization to implement these actions by January 1, 2022.



■ Extremely Difficult ■ Somewhat Difficult ■ Neither Easy Nor Difficult ■ Somewhat Easy ■ Extremely Easy

# Impact on Customer Service

Respondents believe most actions will significantly impact customer service

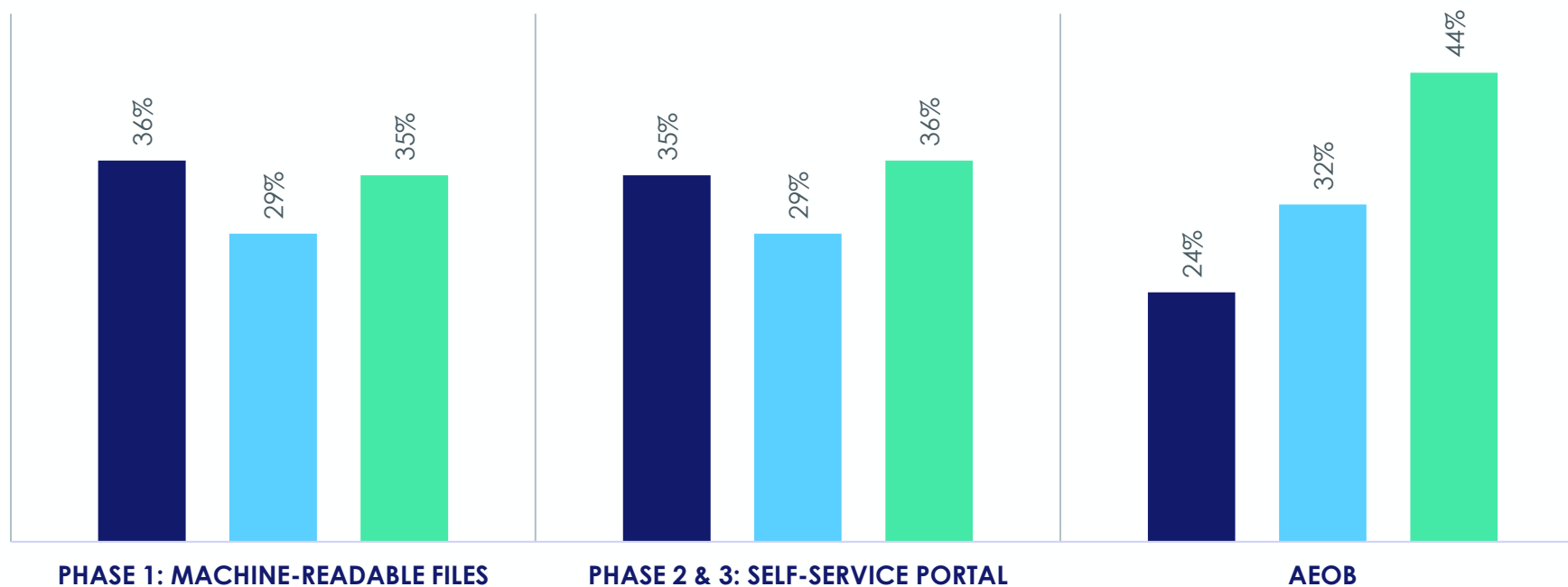


Q. How much of an impact will the following customer-services requests have on your organization?

# Usage of Partners or Third Parties

Respondents report a mixed approach to providing transparency solutions, with many unsure of their approaches

■ No ■ Yes ■ Unsure

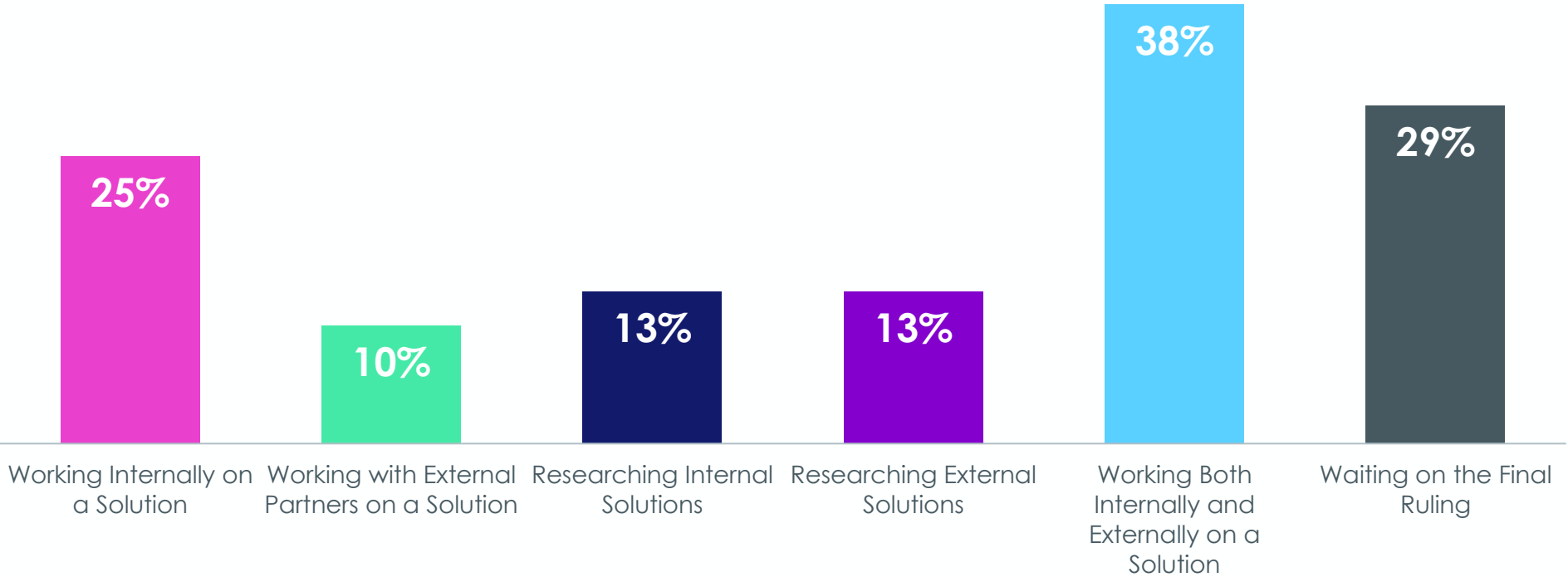


Q. Are you looking to partners or third parties for assistance in providing your transparency solution for the following?



# Stage of AEOB Development

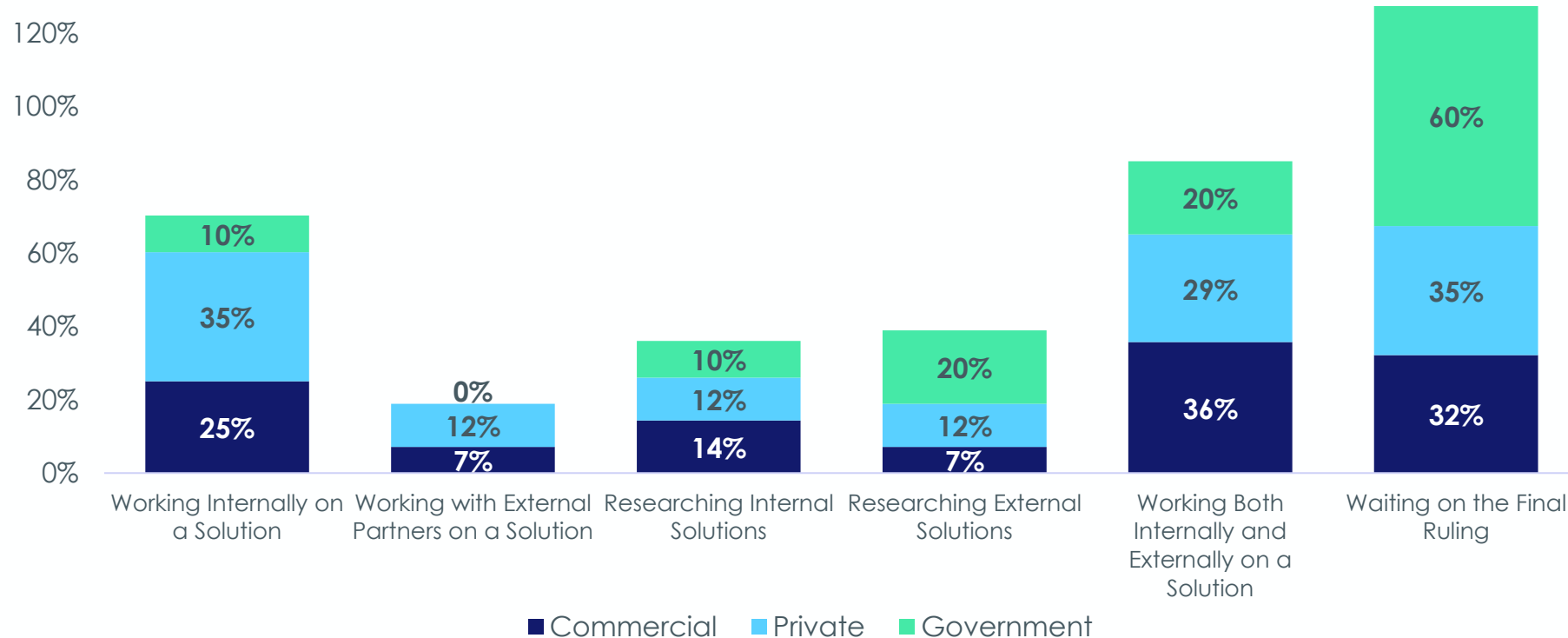
Nearly one-quarter of respondents are waiting on the final ruling. One-third of respondents are working both internally and externally on a solution.



Q. At which stage is your company in meeting the AEOB requirements (select all that apply)?

# Stage of AEOB Development

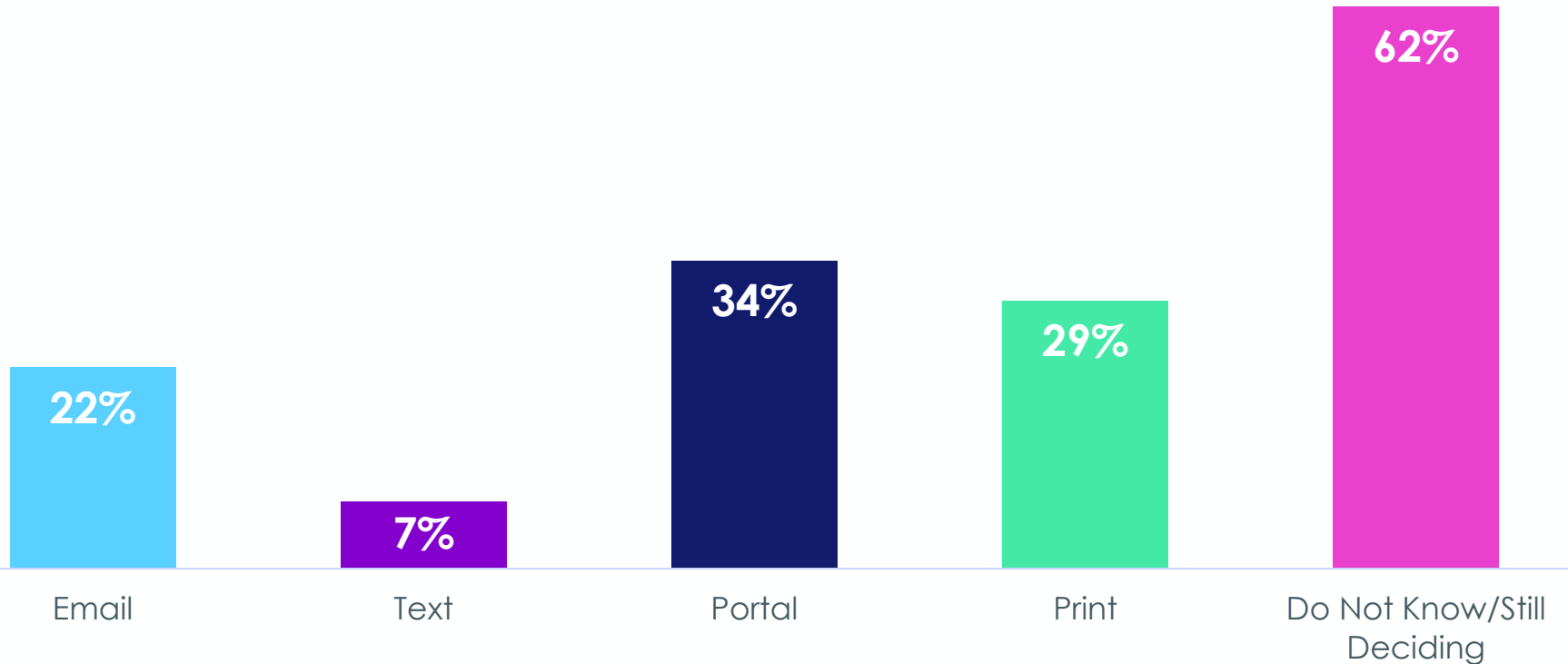
Most respondents are waiting on the final ruling. Working both internally and externally on a solution is the next most popular option.



Q. At which stage is your company in meeting the AEOB requirements (select all that apply)?

# AEOB Delivery

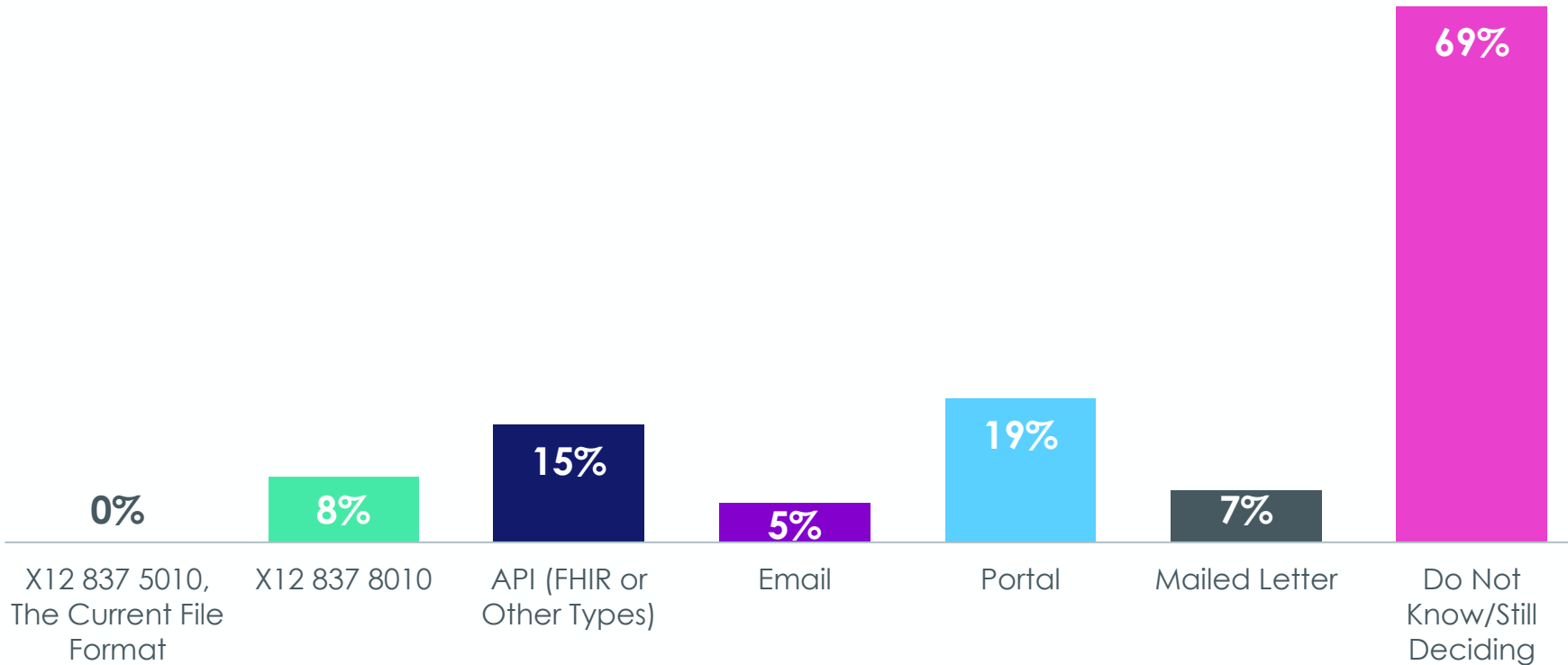
More than 60% of respondents do not know, or are still deciding on, their delivery options. Of the remaining organizations, portal and print are the most likely options.



**Q.** What AEOB delivery options will you offer your patients/providers (select all that apply)?

# Receiving AEOB Requests

Nearly 70% of respondents do not know, or are still deciding on, their reception options. Of the remaining respondents, portal and API are the most likely options.



**Q.** How are you planning to receive AEOB requests from providers (select all that apply)?

# Year-Round Networking & Learning



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