

# ValueHealth Benefit Administrators Partners with Zelis to Modernize Processes



When the partnership began more than 13 years ago, ValueHealth Benefit Administrators (VHBA) and Zelis developed a strategy to improve VHBA's services, modernize its processes, increase value to its clients and streamline its members' experience.

As a result, Zelis helped the Kansas-based third-party administrator (TPA) replace its time consuming manual editing process with automated bill review and audit to ensure pre-payment claims accuracy. Later, VHBA expanded into other Zelis solutions, including out-of-network solutions, pioneering electronic payment options and using the Zelis DOCS® platform to manage critical member data from multiple sources for streamlined member communications.

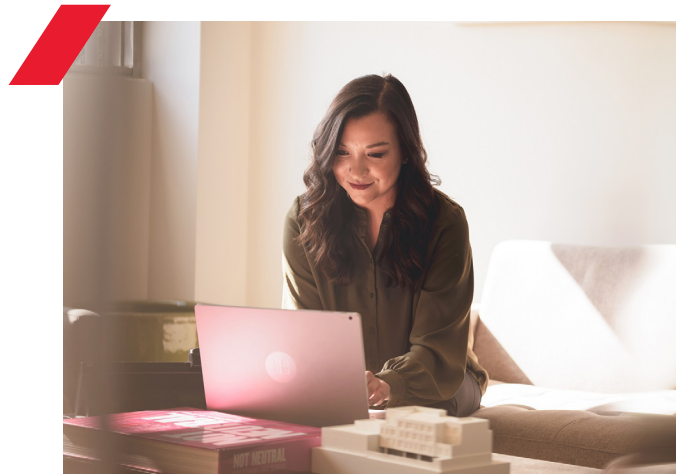
In the years since relegating its time-consuming paper-based system to the dustbin, which generated over \$100,000 in annual savings, VHBA has incorporated nearly all of Zelis' solutions into its portfolio.

***The partnership with Zelis has resulted in more than \$21 million in annual savings for VHBA.***

– Hilary Chapman, VHBA Operations Manager

## Providing Affordable Coverage for High-Risk Members

Among the customized plans managed by VHBA, formerly known as Benefit Management LLC, are several state and federal plans that provide coverage for high-risk members with serious illnesses who can't obtain insurance elsewhere. To make affordable insurance available to these vulnerable member populations, VHBA collaborated with Zelis to develop cost-effective coverage. plans and are seeking new insurance networks and the best, most cost-effective coverage.



"These types of claims are typically very expensive, so we worked with Zelis to find as much savings as possible on a claim-by-claim basis," said Hilary Chapman, Operations Manager of VHBA. "We do this by using a collective pool of funds to insure people who are otherwise uninsurable. This is a very effective way to save money for members in these high-risk pools. When it comes to our state and federal plans, and across all our business, Zelis has enabled us to achieve impressive savings on an annual basis."

Utilizing Hospital Bill Review, Claims Editing, Out-of-Network solutions and other products, the partnership with Zelis has resulted in more than \$21 million in annual savings for VHBA.

"Our relationship with Zelis has given us the flexibility to create customized solutions and bring value to our clients," Chapman said. "The solutions and expertise that Zelis brings to the table, as well as its team's ability to develop ideas to improve our processes, have created a mutually beneficial relationship for both our companies."

## Enhancing and Modernizing VHBA's Operations

VHBA has incorporated many of Zelis' solutions to significantly enhance and modernize the way it does business. Other Zelis solutions in VHBA's portfolio include Network Management, ClaimPass and solutions addressing the No Surprises Act, including out-of-network reimbursements based on median in-network rates.

"We've pioneered many things with Zelis to get us to where we are today," Chapman said. "We've come a long way from the days when we were faxing actual bill reviews and explanation of pricing statements back and forth."

In support of its parent company, ValueHealth, VHBA has also worked with Zelis to create a system for bundling payments by taking pre- and post-surgery related costs (which include lab work, anesthesia, medical devices and surgeon's fees) and combining them into one bill. This service, called Bundle Solve, as well as VHBA's expertise in customizing health plans for its clients, are two of the primary offerings that differentiate VHBA from its competitors.

## Delivering Regulatory Expertise to Ensure Compliance

With the introduction of healthcare reform in recent years, including the passage of the No Surprises Act (NSA), the Zelis team applied its regulatory expertise to ensure VHBA complied with new regulations. To help members understand the changes that have impacted the way claims are processed and paid, the two companies conducted compliance related initiatives, such as revising VHBA's explanation of benefits language.

The two companies have also worked together to educate healthcare systems, some of which are rural hospitals with limited resources, to provide them with information to expedite the claims editing process. By informing providers about billing best practices, VHBA can increase savings to its clients while also identifying areas in which providers should focus on internal education and training.

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### *About ValueHealth Benefit Administrators*

ValueHealth Benefit Administrators (VHBA) is a progressive and authoritative third-party administrator known for flexible, innovative solutions and unparalleled customer service. Since 1995, VHBA has built and administered countless commercial and government health benefit programs, covering thousands of lives in all 50 states, and today the third-party administrator is leveraging its experience to serve an even broader purpose.

VHBA manages the development and administration of government risk-leveling programs, as well as customized employer benefit plans. To help providers and employers capitalize on an increasingly consumer-driven healthcare market, VHBA also offers value-based contracts and benefit packages. The company currently administers benefits in more than 140 plans that cover over 25,000 lives and it processes more than 90,000 electronic payments a year.