

## Case study

# ClaimPass<sup>®</sup> Out-of-Network Services



### Problem

A long standing Zelis TPA client was utilizing a secured savings channel strategy for their out-of-network (OON) claims. The client wanted to further reduce out-of-network spending for their groups without impacting member satisfaction.



### Solution

We transitioned their secured savings solution to Zelis ClaimPass technology. This seamless implementation significantly increased their capture and savings rate on OON claims and required no benefit plan language changes.



### Results

ClaimPass delivered an 86% increase in savings rates over their historic secured strategy in key service areas. Provider disputes and member balance billing issues remained low and well within satisfactory measures of the TPA's client base.

