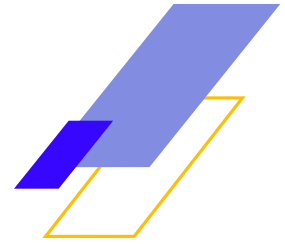


Zelis and Southern Health Lawyers help members save \$1.5M in balance bills in first 10 months



Background

In January 2024, Zelis partnered with Southern Health Lawyers, LLC (SHL) to enhance the legal support for its Open Access Pricing product. Their extensive expertise in healthcare law and familiarity with the formation and structure of the healthcare industry and billing practices made them uniquely qualified to help Zelis enhance our legal support offering. This partnership aimed to address a growing need for effective management of escalated balance bills and to improve the overall member experience.

Implementation

On the very first day of the partnership, SHL took charge of 200 unresolved balance bills carried over from previous legal vendors. Their experienced team immediately began assessing and addressing these cases. SHL used direct access to the Zelis member advocacy platform to share real-time case updates with member advocates and clients. This integration streamlines the balance bill support process, allowing plan administrators and members to track updates and work together for the best outcomes.

Results

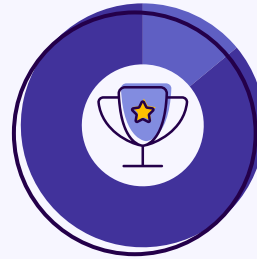
In the first year, the partnership yielded remarkable results:



CASES CLOSED:

86%

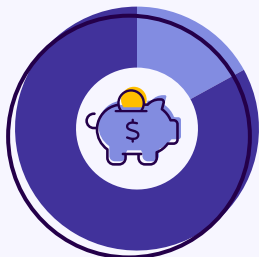
172 balance bill cases successfully resolved



WIN RATE:

80%

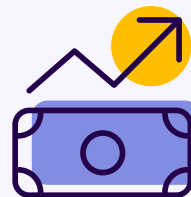
win rate on closed cases



COST SAVINGS:

83%

total savings for clients



\$1.5M+

saved on 140 balance bills in first 10 months

These outcomes reinforced member confidence in Zelis' ability to support them effectively.

Innovation

Recognizing the need for continuous improvement, SHL also developed new services, including the Claim Review and External Support (CRES). This additional offering assists clients with:

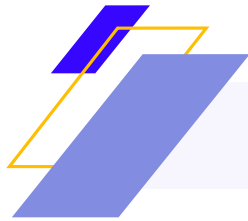
- Appeal review determinations
- Independent review organization coordination
- Legal defense of summary plan documents and coverage decisions
- Claim negotiations on behalf of the plan

CRES further enhanced the legal support provided to Zelis Open Access Pricing® clients, ensuring they have comprehensive resources at their disposal.

Conclusion

The partnership between SHL and Zelis exemplifies the power of collaboration in achieving exceptional member-centric results. By leveraging SHL's expertise and commitment, Zelis has significantly improved its legal support framework, providing enhanced value to its clients and members. The ongoing success of this partnership sets a strong foundation for future growth and innovation, with both teams dedicated to delivering outstanding service and results.

SHL is a law firm that specializes in health law, serving a diverse range of companies and non-profit organizations in the healthcare sector. They provide high-quality, cost-effective legal services, focusing on corporate, regulatory, billing, and compliance issues. Their deep expertise and comprehensive understanding of the healthcare industry is a vital asset in this process.



Learn more about Zelis Open Access Pricing® at [zelis.com](https://www.zelis.com).

