

ACS & Zelis: A smarter way to save and scale



How ACS streamlined claims, saved \$13M and built a scalable operation



Ditching the paper chase: ACS goes digital

ACS Benefit Services had a big problem: too many manual processes slowing them down. Outdated systems made claims processing clunky, paper payments were piling up and costs kept creeping higher. On top of that, evolving healthcare regulations added yet another layer of complexity.

“Since healthcare is constantly changing with the implementation of new regulations and requirements, we were looking for a partner that could guide us through the changes to help us achieve our goals,” said Beverly Proctor, COO of ACS.

That’s where Zelis came in.

A partnership that made the difference

ACS teamed up with Zelis to bring their operations into the digital age. What started with claims editing quickly grew into a full-scale transformation. ACS integrated 10+ Zelis solutions to streamline everything from bill reviews to payments.

Through it all, the Zelis team remained a trusted partner, adapting to ACS’s evolving needs and long-term goals.

“They listen to our business needs and growth strategy and anticipate how ACS can continue to deliver results for our clients,” Proctor said. “We have a comprehensive partnership across many different solutions, and we are continuing to expand.”

Here’s what changed:

- ✓ **Seamless digital payments.** 300,000+ transactions moved from paper to digital.
- ✓ **Faster workflows.** No more bouncing between outdated systems.
- ✓ **Real savings.** ACS has saved \$13M since 2018 –and counting.





“Zelis is extremely innovative and that’s important to us. Healthcare changes often. Zelis steps up to the table and shares their knowledge and understanding of new regulations, and how we can achieve these working together.”

Beverly Proctor, COO of ACS

The Payoff:

\$13M saved, operations running smoother than ever

By switching to Zelis-powered automation, ACS has:



Streamlined claims processing and decision-making.



Saved \$13M since 2018—and counting.



Built a scalable, future-proof operation for growth.



Ready to save time and money?

Let’s talk. See how Zelis can help you simplify operations and boost savings.

