# IDN & Zelis Modernize Healthcare Payment Processing

## About This IDN

Locations in AZ, CA, CO, NE, NV, WY

Serves over 1 million members across six states

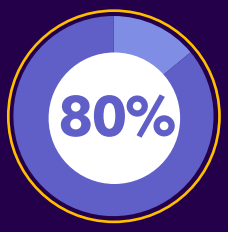
Operates 33 hospitals, including three academic medical centers

One of the largest nonprofit healthcare systems in the country

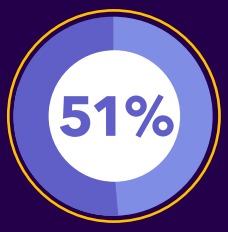
## Big Wins

**$500M**
payments going to over 2,000 providers in days – not weeks or months

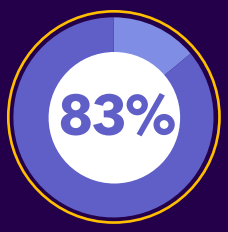
**$400K**
saved through a 50% reduction in paper checks




payments now delivered electronically




of providers choose ACH+ over payer ACH




of paper documents eliminated by going digital


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When an integrated delivery network (IDN) serving one million members contacted Zelis, they were frustrated and overwhelmed. The manual processes and disjointed systems within their payer to provider claims payment process was increasingly aggravating for providers and even staff. They battled payment delays and struggled to manage finances effectively because of the daily and all-to-common inefficiencies. The lack of transparency between the health system and health plan was only making these problems worse.

They needed help to fix these issues. More specifically, they needed to reduce manual tasks, streamline operations and create a more connected ecosystem that offered greater payments transparency between payers and providers.

## Overcoming a sluggish payments process

The IDN saw an opportunity to resolve the inefficiencies by digitizing payments between the health plan and health system. The health plan also recognized the positive impact of adopting digital payments both within and outside the IDN. As it was, their reliance on paper checks was creating a slow, inefficient and costly payments process. One that contributed to friction with providers within its own IDN and outside of it.

The lack of transparency in the payment systems across 58 different Tax Identification Numbers (TINs) within the IDN didn't help either. It only further complicated the tracking and reconciliation of payments.

## Embracing a digital-friendly payment process

Zelis helped resolve these challenges by implementing two innovative solutions: Zelis Advanced Payments Platform℠ (ZAPP) and ACH+ through ZAPP Edge.

### Why ZAPP was crucial for the plan

ZAPP digitized payments from the health plan to providers within and outside the IDN. The shift to a digital-first payments process improved efficiency, reduced provider friction and increased payment transparency.

### Why ZPN was the perfect complement for the system

Zelis also recognized that the IDN needed a way to ensure their health system had a faster and easier way to receive payments too. ZPN was the perfect solution for this because it consolidates electronic payments and data from 485 payers, including the health plan. Implementing this solution enhanced financial transparency and ensured providers received payments quickly. The health system no longer had to wait for paper checks from the IDN's health plan and 485 payers. Even better, it securely connected payers and providers, giving them centralized access to payment and data information.

Using both solutions played a pivotal role in helping speed up payment delivery and reduce payments friction within the IDN and beyond it.

## Accelerating payment processes with Zelis

The partnership between Zelis and the IDN has yielded outstanding results:

- **Immediate delivery:** Over $500 million in payment volume is now sent and delivered to over 2,000 providers in days – not weeks or months as experienced previously. This has dramatically improved cash flow and ensures that providers can manage finances more effectively and focus on patient care.
- **Automation and digitization:** The IDN has successfully reduced the volume of checks issued by 50% and eliminated 83% of documents by going digital. This shift to digital payment methods saved them $400,000 and reduced their environmental impact.
- **Streamlined reconciliation:** Over 110,000 claims have been converted to Electronic Remittance Advice (ERA) payments and sent directly to the IDN's clearinghouse, streamlining the reconciliation process and reducing administrative burden.
- **Improved communication:** Better communication and collaboration ensure both the health plan and their providers are satisfied with the payment process and can address issues swiftly.


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