



ZAPP for Provider Payments

Simplify Provider Payments.
Strengthen Provider Relationships.

Ninety-three percent of providers say digital payments improve speed. Only 4% say they reduce manual effort. That's because providers still work with hundreds of payers that operate differently, leaving them to navigate disconnected payment workflows, data and reconciliation processes.

Zelis Advanced Payments PlatformSM (ZAPP) improves payment performance by reducing cost, friction and administrative complexity. It strengthens provider relationships and creates lasting value for health plans and providers alike.



Key Capabilities



Unified Payment Experience

One portal for provider payments, remittance and support across 485 payers.



Adaptive Payment Workflows

Real-time workflows tailored to provider preferences, enrollment and routing.



Dedicated Provider Support

White-glove onboarding and support to address issues and escalations.



Embedded Fraud Safeguards

Intelligent monitoring and fraud controls throughout the payment lifecycle.

ZAPP EDGE™

ZAPP Edge, the provider experience layer of ZAPP, brings together one of the industry's largest premium, ACH-enabled ecosystems of 485 health plan payers and 850K+ providers.

NETWORK GROWTH

18%

YoY provider growth



PROVIDER LOYALTY

95%

Higher retention than VCC



PROVIDER SATISFACTION

55%

YoY NPS growth



A Shared Benefits Model

KEY PAYER BENEFITS

Reduce Operational Spend

Fewer re-work cycles, delays, paper check costs and provider servicing costs.

Transform Provider Relationships

A smoother payment experience that boosts satisfaction and cuts friction.

Fuel Future Growth

Faster digital adoption and revenue freed up for strategic reinvestment.

One platform.
Value to both sides.

KEY PROVIDER BENEFITS

Fast, Reliable Payments

Consolidated ACH+ 835 data from 550+ payers in one portal – fewer days in A/R.

Less Administrative Work

One portal for payments, remits and insights – no more chasing payers.

Payments Clarity and Support

Visibility into payment and denial trends to sharpen revenue cycle focus.

Modernize Provider Payments with ZAPP

See how your health plan can simplify provider payment operations, accelerate digital adoption and deliver a better experience.

To learn more, visit zelis.com