

Zelis Expert Claims Review[®]

AI-powered, expert-validated reviews for complex claims – delivering deeper savings, accuracy and transparency across every line of business

Why Payers Need More Than “Standard” Claims Review

Payers today face mounting pressure to contain costs, reduce overpayments and manage complex claims. Fragmented workflows, vendor sprawl and manual processes slow down operations and increase risk. With healthcare costs and utilization rising, plans must balance member and provider needs, regulatory demands and thinning margins. Traditional claims review solutions – often limited to single channels or manual processes – can’t keep up with the pace or complexity of today’s market.

How Zelis Redefines Expert Claims Review – AI + Human Expertise, Not Just Automation

Zelis Expert Claims Review is fundamentally different. We combine advanced AI and machine learning with deep clinical expertise to deliver faster, more accurate and scalable reviews for the most complex claims – including specialty medications, DRG validation in both pre-pay and post-pay environments. Our proprietary Intelligent Claims Routing Platform[®] leverages AI/ML to help manage healthcare costs by identifying claims with the highest propensity for cost savings, routing them to the right review channel with minimal disruption to provider revenue cycles. We make sure the right claims are being reviewed at the right time.

Unlike other vendors, Zelis does not rely on auto-denials or machine-made decisions. Every claim is reviewed and validated by certified coders and nurses, ensuring accuracy, compliance and defensible outcomes.

Our multi-channel review suite is customizable to your payment policies, reimbursement methodologies and provider network and our integrated workflow unifies fragmented processes into a single, intelligent framework.

What sets us apart:



AI-driven claim selection

Algorithmic models target the most error-prone, high-impact claims for review.



Expert validation

Every review is performed by clinical and coding professionals – no shortcuts, no black-box automation.



Multi-channel savings

Comprehensive suite covers: Itemized Bill Review, Clinical Chart Review (including reviews of special medications) and DRG Validation (including DRG outlier and readmission review).



End-to-end visibility

Unified platform streamlines operations, reduces errors and delivers full lifecycle transparency for every claim.

Expert Claims Review Modules

Itemized Bill Review (IBR)

Certified coders conduct detailed reviews of itemized bills to identify billing and coding discrepancies on inpatient and outpatient facility claims paid a percent of charges or carveouts. Errors such as duplicate charges, unbundling and non-reimbursable services are flagged, ensuring adherence to national and payer-specific guidelines.

Average savings rate:
15-20%

Average savings per claim:
\$15,000

Quick turnaround minimizes provider abrasion

Clinical Chart Review (CCR)

Clinical experts review medical records for complex claims including specialty medications, ensuring clinical accuracy of billed charges. Reviews target level of care, length of stay, implants, specialty medications and experimental services.

Average savings rate:
30-35%

Average savings per claim:
\$30,000

Focused on the most complex, high-dollar claims

DRG Validation

Meticulous review of medical records and codes to validate DRG assignments, DRG Outliers, readmissions and financial outliers. Ensures diagnoses and procedures are supported and billed appropriately.

Average savings rate:
20-30%

Average savings per claim:
\$10,000

DRG Outlier reviews can reach **\$30,000** per claim



“We don’t simply use automated software — our hands-on approach and proprietary methodologies maximize savings and ensure defensible outcomes.”

**Our Team of Experts: Human Intelligence
Where It Matters Most**

Overseen by our Chief Medical Officer, Zelis clients are supported by a deep bench of reimbursement experts, certified coders, nurses and pharmacists with decades of experience in payer, provider and facility settings. Our team brings clinical, technical and operational expertise to every review, collaborating on complex cases and driving continuous improvement. Unlike other vendors, Zelis ensures every claim is touched by a human expert – no shortcuts, no black-box automation.

Minimizing Provider Abrasion: Tools, Resources and Services

Zelis tackles provider abrasion head-on with transparent processes including medical document retrieval, clear documentation, expert dispute resolution and tools and resources that enable you to educate your providers. Our team supports clients with policy citations and detailed findings, EOB remark upkeep, provider communication templates, provider coding guidance and more. A dedicated team handles inquiries and disputes – with quick and transparent resolution.

- **95%+** sustainability rate on hands-on reviews
- Quick turnaround times and minimal provider disruption
- Transparent reporting and client portal for full lifecycle visibility



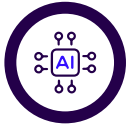
“Our support and resources work – the numbers speak for themselves. Month-over-month savings, reduced abrasion and consistent delivery of sustainable results.”



The Zelis Advantage

A health plan saw a significant increase in large dollar claims and sought to identify areas of savings in a pre-payment environment. Upon engaging with Zelis, the health plan achieved savings of over **\$13,700,000** per year, equating to savings at nearly **\$1.75 per member per month**.

Zelis Expert Claims Review is the Clear Choice



AI + expert validation

Every claim is reviewed by clinical and coding professionals, not just algorithms.



Customization at scale

Reviews tailored to your policies, thresholds, and network needs.



Multi-channel, end-to-end reviews

Comprehensive suite covers high-cost, complex claims.



Transparency and trust

Full documentation, rationale and references for every review.



Comprehensive provider engagement

Resources, education and dispute resolution that other vendors simply don't offer.



Proven results

High savings rates, low dispute rates and fast turnaround.



Modernize your payment integrity and accuracy capabilities with Zelis.
To learn more, visit us at zelis.com.