



## Postal Service Changes

### *What You Need to Know*

You have probably been impacted by the recent changes to the US Postal Service. And as you are keenly aware, there are more changes coming. Changes that will have sweeping impacts that will, unfortunately, impact the Healthcare Industry.

### *Why?*

The Postal Service has made the decision to ensure profitability over efficiency, and as a result, the changes will impact you.



#### **Increased Costs**

Postal Costs on average will increase between 3% and 6.9% in 2022.



#### **Longer Delivery Time**

Mail Delivery time is increasing from standard 1-3 to now 1-5 days. This will result in provider payment delays and impact Provider Satisfaction.



#### **Delayed Payments**

Provider Payments will cost more to send and will take longer for providers to receive payment.

### *Our Response*

With these new realities, postal costs will continue to rise and delivery service will continue to be degraded and Provider Satisfaction will suffer.

Zelis understands Provider Satisfaction is a payer's top priority. With that in mind, the Zelis Payment Network is built differently. It's built to align payer and provider goals and foster satisfaction by working on a foundation of enrollment and provider participation.

**Ask us about how the Zelis Payment Network can immediately reduce your costs and improve provider satisfaction.**

**zelis**