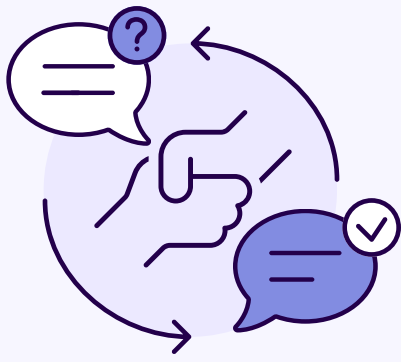


## 5 Ways to Improve Provider Acceptance of Claim Edits



### 1 Transparency is king

#### KEEP THE LINES OF COMMUNICATION OPEN

to ensure providers aren't confused about your policy or why you're denying a claim.



"Zelis is sensitive to the fact that our clients require a provider notification period when we're making edits that are related to some coding changes that have been released. In fact, we even put together a one-pager that explains what the edit is and how it should fire."

- Craig Van Natta, Vice President, Edit Operations, Zelis

### 2 Customize wherever possible

#### THAT WAY YOUR EDITS ARE APPLICABLE

at the provider level, and you can still adhere to prompt pay guidelines.

### 3 A strong defense is a good offense

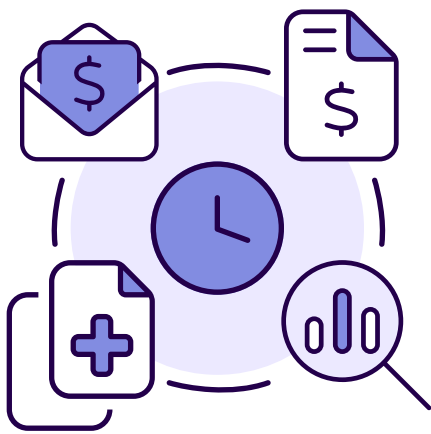
#### CITE AND SOURCE YOUR POLICY

on any of the edits that are recommended, so providers understand the edit. If you do not have a policy, Zelis can help you create a clear and concise one!



"A health plan might not have the resources to enforce their policy. That's where we can come in and develop tools that will allow enforcement of that policy."

- Jyoti Dewan, Director, Client Experience, Claims Editing, Zelis



### 4 Bring in the experts

#### MAKE IT A BETTER EXPERIENCE

If the provider does have a dispute, make it a better experience by bringing in experts early in the process.

### 5 Have a clinical coding policy specialist on standby

#### IDENTIFY GAPS IN YOUR POLICY

An in-depth comparison and gap analysis can help you identify gaps in your policy or gaps in enforcement.

