

# Client-Focused Partnership Drives Innovation and Expansion



***ACS partners with Zelis to streamline operations and deliver better results and higher savings for its clients.***

## The Challenge

Over a decade ago, third-party administrator ACS Benefit Services wanted to deliver better results for its clients, specifically in the areas of bill review, editing, and claims auditing. The ACS leadership team recognized that outsourcing would streamline operations and generate higher savings for clients.

However, the key challenge to successfully implementing this strategy had to be carefully considered before moving forward – which company could join forces with ACS to create the most seamless and effective partnership?

Working closely with her executive team, Chief Operating Officer Beverly Proctor evaluated many companies and various solutions during the search. First and foremost, ACS wanted to partner with a company that possessed a proven record of innovation, would fully embrace the ACS mission, and its responsibility toward client and member success.

Just as important, ACS needed a partner that could provide strategic guidance to successfully navigate the rapidly changing healthcare landscape. “We found all of that with Zelis,” said Proctor.

Like ACS, Zelis has a hands-on approach to doing business and is committed to driving innovation. The team at ACS also felt that Zelis had a deep understanding of both industry dynamics and regulatory affairs, being well-versed on incorporating this expertise to effectively support clients.

“Since healthcare is constantly changing with the implementation of new regulations and requirements, we were looking for a partner that could guide us through the changes to help us achieve our goals, and Zelis has delivered,” Proctor shared.

“They listen to our business needs and growth strategy, and anticipate how ACS can continue to deliver results for our clients. We have a comprehensive partnership across many different solutions, and we are continuing to expand.”

Accuracy rate in claims processing: **99.6%**

Claim edits utilized: **90%**

Gross savings from 2018 - 2021: **\$13M**

## Achieving results from the start

Employee benefit programs typically rank among the most expensive budget items for any company, regardless of size. When they initially formed the partnership more than 10 years ago, one of the first solutions that ACS utilized was Zelis Claims Editing. The impact for their clients was immediate, not only from the positive feedback they received, but also from a standpoint of streamlining the company's internal operations.

The majority of claims that ACS has processed since 2010 have gone through Zelis' claims editing program to ensure correct coding and pricing, to identify discrepancies, and to find potential cost savings before the claims are approved for payment. ACS holds a 99.6% accuracy rate in claims processing, with nearly 90% of Zelis' recommended claim edits being utilized. The depth to which the two companies employ this service and share the information through data analytics is unique.

“We review the savings reports quarterly with our clients’ executive teams,” Proctor said. “They appreciate the substantial impact our services have on their bottom line.”

Each year, Zelis helps ACS provide its clients with millions of dollars of net savings. Since 2018, Zelis has found more than \$13 million in gross savings for ACS clients.

### Flexible, client-centric Solutions

Not long after partnering with Zelis, ACS also stopped producing member ID cards in-house in favor of using Zelis’ DOCS® platform. The DOCS® platform utilizes data from multiple sources and ensures that communication – from ID cards, remittance advices, electronic payments to Explanation of Benefits (EOBs) – includes accurate, up-to-date information. Zelis’ customizable ID card capabilities, have helped ACS win business.

***“We learned that Zelis offered a robust platform from which we could customize ID card designs with specific colors, fonts, layouts, logos, etc.,” Proctor said. “Our clients tell us they are extremely pleased with that flexibility and customization, which allows ACS to quickly adapt to each client’s unique needs.”***

Since adopting Zelis Payments and Communications solutions, ACS has converted more than 300,000 paper payments to electronic modalities. These operational enhancements have helped ACS to provide more timely provider payments and reduce print and postage costs.

### A partner with extensive regulatory knowledge

In addition to claims, payments, and communications support, ACS has benefited from the guidance that Zelis’ legislative affairs team provides on how new regulations will impact healthcare transactions in the future.

“Zelis explains the implications of complex new healthcare regulations and laws, such as the No Surprises Act, to help our organization prepare and take action, as necessary,” Proctor said. “Zelis is always responsive to our questions in a very timely way, and we appreciate that.”



### Integration of technology to improve results

Since initially partnering with Zelis in 2010, ACS has adopted more than 10 solutions with Zelis. These include a dental PPO, out-of-network solutions, hospital bill review, provider payments, and No Surprises Act solutions. The collaboration has been critical in enabling ACS to obtain desired outcomes for its clients.

“For example, if we’re talking with a member on a call, we can login, find the check, and know the status – whether it was mailed to the caller’s provider and if it was cashed,” Proctor said. “Through our partnership with Zelis, we’re able to continually update systems and software to increase efficiency, speed, and ease-of-use.”

### A Connection built on shared goals

A key aspect that has made the partnership successful is the speed with which the two organizations can communicate and resolve issues when they arise. ACS attributes this to the familiarity that has evolved between employees of the companies, whose roles have become complementary.

“Our team recommends Zelis to any third-party administrators that are seeking a partner that will help them deliver superior service, provide strong cost reduction solutions, and continually looks for ways to improve its products and services.” Proctor said. “Zelis and ACS work extremely well together to achieve the best results for our clients.

Both companies have great passion for what they do, and great client service is always the core goal of both entities. It has been a great partnership since day one.”

**“Zelis is extremely innovative and that’s important to us. Healthcare changes often. Zelis steps up to the table and shares their knowledge and understanding of new regulations, and how we can achieve these working together.”**

– Beverly Proctor, COO at ACS Benefit Services

**Experience savings and growth with Zelis.**

To learn more, please visit us at [www.zelis.com](http://www.zelis.com).

## Snapshot



### ACS Benefit Services

ACS Benefit Services (ACS) is a full-service third-party administrator (TPA) based in Winston-Salem, North Carolina. Founded in 1982, the company has grown to nearly 100 employees and a leadership team with an average tenure of 23 years.



### Success Story

Third-party administrator drives innovation and generates greater savings for clients through a longstanding collaboration with an external partner for healthcare bill reviews, edits, and audits.

Firm has realized \$13M in net savings since 2018.

ACS provides fully-integrated administrative services for group health plans including plan design, implementation and ongoing claims administration. ACS customizes solutions for every client and has a 99.6% accuracy rate in claims processing. Learn more at [acsbenefitservices.com](http://acsbenefitservices.com).