

zelis[®]

Modernizing the healthcare
financial experience for all.

Provider Claim Payments

Achieving true
payment efficiency



An uncertain revenue cycle

The pressure to better manage the revenue cycle never relents.

But it's become even more intense now that you're managing this pressure against a backdrop of provider consolidations and declining reimbursements.

At the same time, you have to work constantly to keep pace with ever-changing industry rules. And you're monitoring this evolving regulatory landscape while waiting on remittances from both payers and patients who—as you know all too well—become less likely to pay as time goes on.

Industry-wide staffing shortages further complicate matters, as the need for more people to manage the revenue cycle far outweighs the availability of qualified resources.

And beyond headcount concerns, patients and payers want to go digital for an easier, faster payment experience. Patients in particular expect a timely, accurate bill, and won't hesitate to voice their dissatisfaction if they don't get it.

So how do you respond? 





Sensible efforts, growing backlog

To speed up the revenue cycle and reduce transaction costs, you're leaning on every tool and resource you have at your disposal.

In addition to processing manual checks, you're logging into dozens of payer portals to individually manage claims payments. And to support the shift to digital, you might view lockboxes as a reasonable means of converting paper checks to digital transactions.

But lockboxes just add another layer of uncertainty into the mix. You still need people to manage them. And you're still dealing with delays as your teams work to reconcile payments, bill customers, and tackle the growing backlog standing between you and fully recognized revenue.

The high price of getting paid

In the end, these tactics do little to address the core problem: you're paying too much to get paid.

For instance, efforts to go digital remain too slow and manually intensive, degrading the experience while doing little to limit the time you spend waiting on a patient's claims payment. And when you do get paid, it's hard to balance your books without first working through stacks of paper piled high on someone's desk.

On top of that, each additional payer introduces yet another portal to learn and navigate. This burns everyone out, opening more opportunities for human error and security vulnerabilities.

Ultimately, the more workflows you add, the harder it is to see how they impact each other. And all this does is eat further and further into your revenue.

How do you avoid this trap? 



A man with a beard and short dark hair, wearing a light blue button-down shirt, is sitting at a desk and looking at a laptop. The background is a dark blue gradient with white and yellow geometric shapes, including a large yellow parallelogram in the bottom right corner and a white outline of a similar shape in the top left.

Instead of looking at individual transaction expenses, you should *focus on the value of your overall financial journey.*

But how?

What steps must you take to move toward true payment efficiency?

Working with Zelis

When you partner with Zelis, you'll move from a vicious cycle of never-ending backlogs and costly errors to a simple, sustainable one. Most importantly, you'll be able to execute on growth and strategic initiatives rather than digging your way out of the red.

You'll do this by:



Accessing most—if not all—of your payments and ERAs from a consolidated network of payers



Expediting the payment process by moving away from lockboxes and paper checks



Automating the revenue cycle with technology that reduces manual activities and improves the employee experience

Why are these steps important?

When you take them, you'll:



Close your books faster—and get paid faster—so you have more cash on hand



Reduce staffing costs while freeing your team from constant month-end stress



Improve payment accuracy and the overall payment experience

Ready to see how this approach can benefit your organization?

Please connect with us online



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