zelis

Case Study
PRICE OPTIMIZATION

Real Advocacy, Real Results: Zelis Health Bill Assist℠ helped cut $52,000 in medical costs

How one member saved thousands and reclaimed peace of mind over their out-of-network bills.

Here's what changed:

- ✓ **$52,000+** in total medical bills reduced to just **$310.65** out-of-pocket
- ✓ **25+ calls, 10 emails** and **10 faxes** handled by Zelis on the member's behalf
- ✓ Multiple claims resolved, including facility, physician and ambulance charges
- ✓ Provider paid in full, member avoided years of debt



How Zelis Health Bill Assist Helped

Calm, expert support
Immediate reassurance and step-by-step guidance

Claims investigation
Deep dive into denied claims and billing errors

Coordination of benefits
Navigated insurance requirements and paperwork

Negotiation
Worked directly with providers for reductions and settlements

Education
Helped the member understand her plan benefits and medical bills

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After an unexpected accident and hospital stay, a member began receiving multiple calls, texts and emails from the facility – insisting on payment of **$29,000**, then another **$24,000** for physician charges.

With limited technology skills and a language barrier, they felt lost and panicked, unsure how to even start resolving the bills. The member remembered receiving a letter from Zelis offering bill support and reached out for help.

Expert navigation, advocacy and savings

Zelis Health Bill Assist sprang into action.

The bill navigator:

- Calmed the member's fears and explained every step
- Reviewed claims on the health plan's portal, identified denial reasons and coordinated benefits updates
- Handled all communications – made over 25 calls, sent 10+ emails and faxes and negotiated directly with providers
- Secured provider cooperation to put accounts on hold and prevent further billing stress
- Ensured correct claim processing and requested itemized statements
- Reduced total out-of-pocket costs from $52,000+ to just $310.65

"We provide clarity, support and peace of mind for your medical bills. Most members would never be able to do this alone. We take the pressure off so you can focus on your health."

– Tara Wright, Zelis Bill Navigator

Outcomes

- **$52,000+** in bills resolved
- Member paid just **$310.65**
- Provider was paid in full, with faster reconciliation
- Member educated for future claims
- Significant time and stress saved – Zelis handled all the legwork

Don't let confusing out-of-network bills disrupt your life. Zelis Health Bill Assist delivers clarity, advocacy and real savings – so you can focus on what matters most.

Visit **zelis.com** to learn more about how Zelis Health Bill Assist can help you make sense of your out-of-network billing experience.

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