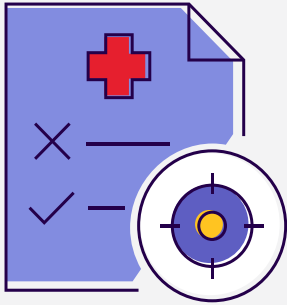


5 Payment Integrity Strategies to Reduce Provider Friction



1 Clear explanation of denials

That first denial is a big pain point for providers. Make sure your edits are thoroughly researched, and you provide a detailed explanation of the denial.

2 Call on the experts

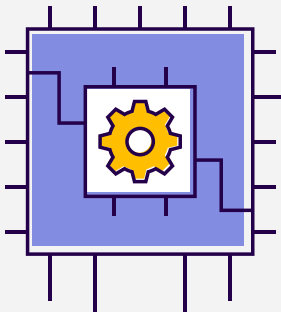
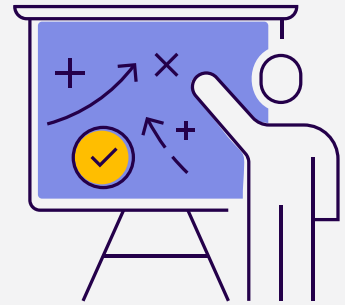
Clinicians and expert coders are qualified to ensure claims are accurate and can speak to providers on their level. Work with them instead of relying solely on technology.

"We're actually looking at our client's policies and ensuring we have edits and claim review concepts that not only agree with those policies but also support and enforce them. That, paired with our expert clinicians and coders, go a long way in providing very well-researched claim review concepts."

- Dr. Timothy Garrett, Chief Medical Officer at Zelis

3 Take a consultative approach

Educate providers on how to improve denials. Many payment integrity partners, including Zelis, can help providers with this to improve the experience.



4 Customize to meet needs

Work with a partner who can help enforce payer payment policies and adapt their product to meet your unique needs.

"Think earlier and better communication. That's what providers need."

- Jyoti Dewan, Director of Client Experience for Claims Editing at Zelis

5 Ensure a timely response

If medical records or additional documentation is needed, reach out to the provider right away to ensure a timely and quality response.

Looking for a partner who helps reduce provider abrasion in payment integrity?

Visit zelis.com to learn how our team can help.

