



The only fully integrated healthcare payments and communications platform



Modernizing Healthcare Payments: The Time is Now

Today, more than half of healthcare payers are investing in digital platforms, and 69% are prioritizing consumer experience. With the digital payments healthcare market set to more than double by 2029, digital adoption is well underway. Yet, many health plans still rely on fragmented, outdated systems—driving up costs, slowing operations, and creating friction across healthcare payments and communications.

ZAPP Overview

ZAPP is the only fully integrated solution that gives health plans a single point of control to manage all provider and member claim payments and communications on one modern platform. Built by healthcare experts, it enables health payers to meet the unique needs of their business and payees with greater flexibility and speed-- now and into the future.



850K+
providers

\$285B
provider payment volume

225M
payment transactions annually

1B
communications

Benefits

- Eliminate disparate vendors, streamline all workflows
- Boost adoption of ACH— realize sustained business value
- Configure to every need— without IT burden
- Scale faster to meet new demands, at lower cost

Core Platform Capabilities

- Harmonize payer rules, provider criteria and treasury management to eliminate workflow inefficiencies.
- Real-time, dynamic data sharing to accelerate reconciliation and improve transparency.
- Flexible rules engine for automating workflows according to unique health plan and payee needs.
- Advanced fraud prevention powered by intelligent technology.
- Premium ACH solution established to drive sustainable revenue and provider satisfaction.
- Modern cloud build designed to scale to new payment models, business lines, and regulatory demands with ease.

ZAPP's Breadth of Offerings

ZAPP supports all payment modalities for providers and members—from traditional to modern digital options— alongside all communications. Its comprehensive suite of offerings include:

Payments

- Provider payments
- Member disbursements
- Premium payments

Communications

- Enrollment communications
- Claims communications

To learn more about ZAPP, visit us at zelis.com/solutions/payments-optimization or contact your Zelis representative.

