Zelis Advanced Payments Platform (ZAPP)℠
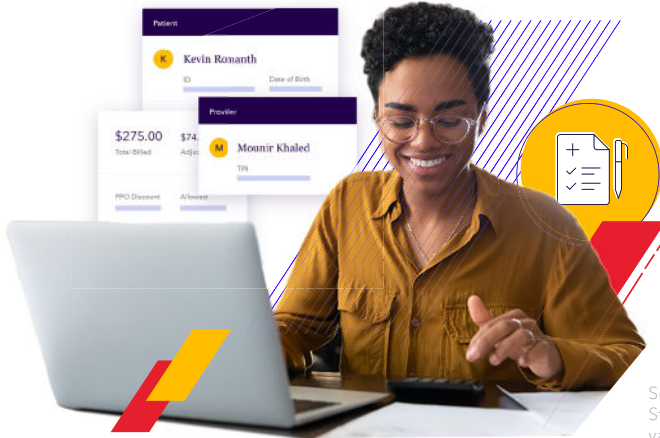
A single platform for medical, B2B, B2C, and indemnity payments and communications

Deliver Faster Payments and Streamline Communications

The Challenge

Many payers still use fragmented, outdated systems – driving up costs, slowing operations, and creating friction with payments and communications.

An outdated payments and communications landscape adds complexity, costs and raises risks, and leaves payers unable to drive efficiencies or meet the advanced digital expectations of today's payments recipients.

Solution Overview

ZAPP centralizes and streamlines payments and communications in one integrated and flexible platform, reducing complexity and enhancing the experience for all. Designed for adaptability, ZAPP seamlessly integrates with existing systems and can be personalized to meet payer vs insurer, provider and claimant needs. With its digital-first approach, ZAPP modernizes payment processes at a pace that aligns with your transformation goals.

Source: 2024 Q3 Zelis Annual Statistics, rounded down. Claims value includes Payer Compass.

850K providers	**$250B** payment volume	**210M** payment transactions	**1B** communications

Benefits

- **Transform operational efficiencies**
- **Differentiate with consumer centric experiences**
- **Unlock new revenue to fuel strategic growth**
- **Adapt and scale with ease**

Capabilities

- Seamless integration with existing systems and infrastructure
- Comprehensive modality suite for providers, claimants, and other payees
- Real-time, dynamic data sharing
- Advanced fraud prevention powered by intelligent technology
- An expanding provider network to accelerate digital adoption

Comprehensive Offerings

ZAPP manages end-to-end claims, payments and communications for payers across Property & Casualty, Healthcare and Dental. Its comprehensive suite of offerings includes:

Payments

- **B2B:** Provider and general business payments
- **B2C:** Claimants and policyholder disbursements
- **C2B:** Premium payments

Communications

- **Claims communications:** Proprietary print operation for checks, indemnity and other remittance communications

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

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