

CASE STUDY

Regional Health Plan Achieves \$20K+ Savings on Air Ambulance Claim

Vālenz Health® delivers innovative solutions that empower health plans to optimize healthcare utilization, reduce costs, and ensure high-value outcomes.

A regional health plan with approximately 130,000 covered lives recently partnered with Valenz to address a high-cost air ambulance claim.

Challenge

A member required emergency air transport provided by an air ambulance company. **The billed charges for the out-of-network service were significantly higher than expected**, with an initial provider offer of a combined \$46,000. These high costs posed a financial burden for both the health plan and the member.

Solution

The health plan turned to Valenz for expert guidance in managing the air ambulance claim.

Our team conducted a thorough review, analyzing the billed charges, aircraft type, and patient transport details to assess the appropriate reimbursement amount. Leveraging the Air Ambulance solution, a feature of Valenz Out-of-Network (OON) Repricing, **the team focused on key decision points to build a strong case for fair pricing.**

Results

Through strategic claims management and the expertise in independent dispute resolution (IDR) provided by Valenz, the health plan achieved a significant cost reduction.

The air ambulance claim was taken through the IDR process, where Valenz presented a strong case backed by key evidence — including the type of aircraft used and relevant market factors.

Based on this supporting documentation, the arbitration entity ruled in favor of the health plan, **reducing the initial provider offer to a combined savings of \$20,000.** By engaging early and often, Valenz helped protect the health plan's financial health while delivering better value for the member.

Learn more about how Valenz Payment Integrity solutions, including OON Repricing, can reduce your health plan costs by contacting our team today.

(866) 762-4455 | valenzhealth.com

