



Paying Surprise Bills Doesn't Have to Be Complicated

Let Us Administer the Entire Process for You

The No Surprises Act adds a new level of complexity to paying certain healthcare claims. MultiPlan can simplify the process for you. From identifying surprise bills to managing claims through the Independent Dispute Resolution (IDR) process, we offer an end-to-end service that addresses a surprise bill's entire lifecycle.



1. Identify surprise bills

MultiPlan examines billing codes and facility network status for your primary network(s) and ours.



2. Calculate and append the QPA

MultiPlan calculates the Qualifying Payment Amount (QPA) using our primary network rates and/or yours and returns it on the processed claim so that you can complete the adjudication.



3. Price the claim

We can reprice the claim at, above or below the QPA. We also can keep your existing cost management hierarchy intact, or easily convert it to the end-to-end service for surprise bills.



4. Negotiate Settlement

If a provider rejects the initial payment, MultiPlan has you covered. The provider contacts MultiPlan, and our negotiation team, consisting of over 350 employees, does the rest. We negotiate more than 4 million pre-pay and 500,000 post-pay agreements annually.



5. Arbitration

When a settlement isn't reached, we'll own the IDR process from start to finish. MultiPlan will analyze the claim and recommend the final payment offer, compile and submit the required case documents, and support the payor's offer.

Don't let the requirements of the No Surprises Act take you by surprise. Let us convert your existing process to an end-to-end surprise bill process, or create a new one for you.

Use all of these services in one end-to-end service or select the services you need to meet your exact needs.