

# Driving Superior IDR Outcomes

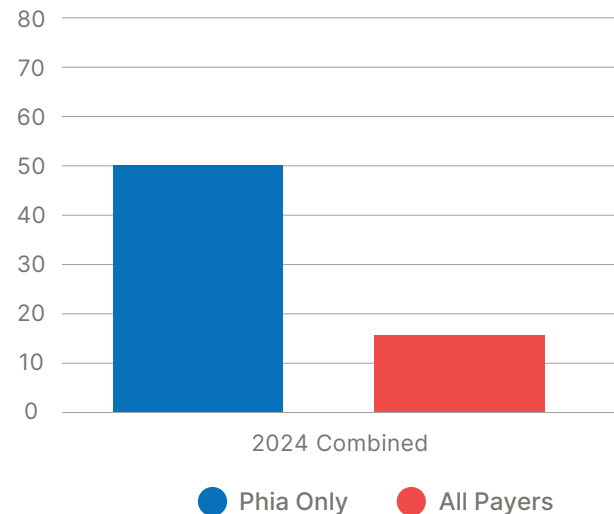


The Phia Group delivers Independent Dispute Resolution (IDR) results that far exceed national averages. By leveraging data-driven analysis and defensible offer strategies, we help our clients achieve stronger financial outcomes.

## 2024 IDR Results

The Phia Group vs. All Payers\*

Win Rate in IDR

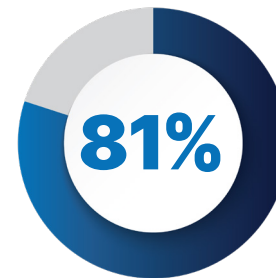


\*Source: <https://www.cms.gov/nosurprises/policies-and-resources/reports>

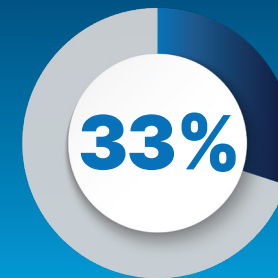
## 2025 Additional Savings with NSA Support and Phia Unwrapped



**Phia Results:**  
Up to 81% in pre-adjudication savings using a client-defined strategy



**Industry Average:**  
An estimated average of 33% when using traditional wrap networks or PPOs



Our superior win rate underscores a strong competitive advantage for clients in a challenging IDR landscape.

**50%** Average Win Rate in 2024

**3X** Better Win Rate Compared to the Market

## What Success Looks Like with Phia



### Provider Acceptance

When a provider reviews the Plan's position, as presented by Phia's team of experts, accepts, and closes their file.



### Strategic IDR Stage Negotiations

When Phia secures a favorable settlement before an arbitrator rules.



### Procedural Wins

When Phia holds the line and the provider misses required deadlines.



### IDR Dismissals

When Phia demonstrates a dispute is ineligible, leading to dismissal before arbitration.



### Open Negotiation Resolutions

When Phia settles early at a defensible, reasonable rate that protects the plan.

## The Phia Advantage

### End-to-End NSA Expertise

Phia's expert NSA dispute team works seamlessly across repricing, negotiations, and appeals to handle the rising volume of open negotiations.

### Higher Success Rates

Approximately 45% of disputes are resolved through negotiation alone. When IDR becomes necessary, Phia's success rate exceeds the typical win rate of plan sponsors.

### Proven Technology

Phia uses transparent pricing benchmarks from multiple sources to support negotiations. Our platform automates workflows, tracks deadlines, and maintains full audit trails.

### Trusted Partners

The NSA is still new and groups and brokers are confused. Phia's expertise, reputation in the market, and availability to educate and talk through the process is a critical differentiator in this evolving market.