

▶ Case Study: Naugatuck Valley Radiology

4 Offices • 15 Providers • Prospect, Waterbury, and Southbury CT • ZirMed Client since 2008

Before ZirMed:

Before switching to ZirMed and Med-Informatix in 2008, the organization's clearinghouse/revenue cycle management system wasn't integrated with their PACS/RIS and PMS, resulting in manual transfer of data files and cumbersome rejection reports, hampering efficiency.

ZirMed Solutions:

- **Patient Access:** Eligibility and Benefits Management
- **Claims Management:** Claims Processing
- **Patient Responsibility:** Patient Statements, Patient Payments

Results:

- Data files now transfer between systems automatically
- More money collected from patients up front
- Streamlined claims submission process
- Fewer claims sent to collection

“The ZirMed dashboard enables our staff to address and work rejections the same day so we can handle issues immediately.”

—Paula Bates
Billing Operations Manager

For more than 35 years, Naugatuck Valley Radiology has been at the forefront of diagnostic imaging. Their team of 15 experienced radiologists performs diagnostic procedures, interprets diagnostic images, and works with healthcare providers to diagnose medical problems. With five locations performing CTs, MRIs, ultrasounds, and a wide range of other specialized diagnostic imaging procedures every day, it's crucial for office staff to be able to effectively manage billing and compliance operations.

Why We Chose ZirMed



“In our business, time is money,” says Paula Bates, the organization's Billing Operations Manager. “We chose ZirMed because of their ability to integrate with MedInformatix.”

She points out that ZirMed's solutions save time by offering efficient and accurate processing of claims and patient billing, all backed by a great sales and support team.

“Right from the beginning, the integration between MedInformatix and ZirMed streamlined all of our billing processing,” says Paula, “and they continue to improve our efficiency by developing new products and increasing automation between systems to keep up with changes in the industry.”

Favorite Features

Because ZirMed's solutions are so user friendly, Paula says the enrollments and training went smoothly. “We started by ‘training the trainer’—a couple of users learned the applications and then they trained other staff. Now most users in our



billing department are cross-trained on all billing functions. The integration of ZirMed and MedInformatix has made our entire billing operation more efficient.”

Reception, scheduling, and pre-registration staff members use ZirMed’s Eligibility and Benefits Management to determine patient coverage up front—including copays, deductibles, and other pertinent benefit data. “And with Patient Payments, we can collect and process those payments with our patients’ credit cards before we provide services. It’s quick and easy.”

She says ZirMed makes collecting from insurers a breeze, too. Claims Processing handles primary and secondary claims through a single online application, so Paula and her team can submit claims in real time—individually or in batches.

How ZirMed Benefits Naugatuck Valley Radiology

Bates says integrating MedInformatix with ZirMed has definitely made the facility’s billing processes more efficient. “ZirMed’s applications are key parts of our daily workflow. Since it takes us less time to

file claims and process statements and collection letters, we can spend more time on improving our workflow to address the changes we’re seeing as the result of the new high-deductible health plans.”

“We’ve had many site visits by potential MedInformatix clients, and we always highly recommend ZirMed. We’re confident that ZirMed will continue to help us do our work as efficiently as possible—and because changes in the health care industry are happening so quickly today, that’s huge.”



Ready to learn more about ZirMed?
Visit us at www.zirmed.com or give us a call at 877.494.1032.

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About MedInformatix

MedInformatix, Inc. (www.medinformatix.com) is an innovator in **Enterprise Practice Management** and **Electronic Health Records**, and a leading national IT solutions provider of data and workflow solutions to the healthcare industry. Whether the client is a single physician, a 14-location cardiology practice, the busiest radiology practice in the country, or one of 15 other clinical or medical specialties, MedInformatix accommodates their needs.

About ZirMed[®]

ZirMed empowers healthcare organizations to optimize revenue and population health with the nation’s only comprehensive end-to-end platform of cloud-based **financial and clinical performance management** solutions—including patient access, charge integrity, claims management, AR management, patient responsibility, and population health management. ZirMed’s award-winning solutions and breakthrough predictive analytics technology improve the revenue cycle, support effective management of population health, and enhance operating efficiencies. To learn how ZirMed can boost your organization’s bottom-line performance **visit www.ZirMed.com**.