



ZIRMED®

ZirMed Specialty Client



▶ **Case Study: Bariatric Medical Institute of Texas**
1 Office • 4 Providers • San Antonio, TX • ZirMed Client since 2010

Before ZirMed:

Manually managing patient payment plans, mailing monthly statements, and making numerous phone calls reminding patients about payments resulted in costly overtime hours each month.

ZirMed Solutions:

- **Patient Access:** Eligibility and Benefits Management, Patient Estimation, Point-of-Service Collections (Patient Payments)
- **Claims Management:** Claims Processing, Coding Tools, Payer Payments

Results:

- Clean claims rate increased to 98.9%
- Denial rate reduced to only 0.4%
- Total average AR days cut to 18 (6 days to payer receipt + 12 days to pay)
- Improved collection of patient responsibility
- Reduced costs and staff overtime hours

“Managing patient payment plans is no longer a time-consuming manual activity every month, which is good for our patients and for our practice because we can spend our time on other things”

—Rachel Coronado
Business Office Team Leader

Since 2008, the award-winning Bariatric Medical Institute of Texas has helped patients reshape their lives by providing surgical options that include gastric sleeve, gastric bypass, weight-loss laparoscopic surgery, lap band surgery, and bariatric surgery. In addition to weight-loss surgery and medical weight management, BMIT offers the expertise of compassionate dietitians and behavioral health specialists that lead patients to long-term success.



Why We Chose ZirMed

“We discovered ZirMed at a Raintree User Conference in 2010,” said Rachel Coronado, Business Office Team Leader at BMIT. “At the time, ZirMed was integrating with Raintree and we liked the easy access to all the new tools.”

“When it comes to our revenue cycle, sooner is always better—that’s why using ZirMed’s solutions in a proactive manner helps us maintain a healthy revenue cycle,” she says. “Our office staff finds them easy to use, and they’re cost effective. ZirMed definitely gives us an edge.”





Favorite Features of ZirMed

The front desk staff uses ZirMed Eligibility Verification to check patient insurance coverage and co-pay amounts up front. "Because it's so quick and accurate, it really helps us streamline our work," said Coronado.

Because lost remits and the process of posting payments manually are so time-consuming, lost revenue can add up quickly, but ZirMed's electronic Payer Payments application helps the BMIT staff follow up on aging claims more effectively. "It shows us all of our remits instantly—from all payers, and in one system."

How ZirMed Benefits BMIT

Although the staff makes every effort to collect the patient portion prior to surgery, sometimes a patient can't pay the full estimate up front. "When that happens, we use ZirMed Patient Payments to set up a payment plan prior to surgery. It's flexible enough to fit virtually any scenario that comes up with a patient."

Coronado says ZirMed has helped reduce the overtime hours previously required to manually manage patient payment plans, and saves the staff additional time by reducing the need to mail monthly statements and leave phone reminders as well.

"It's invaluable to be able to verify insurance in real-time as patients sign in. Since we can ask our patients for updated information while they're standing right in front of us, we don't have to wait for an EOB to learn that insurance has been termed.

"Regulations in insurance and healthcare evolve quickly, but we've found that the educational tools, notifications, and webinars from ZirMed help keep us ahead of the curve," she said. "You can't put a dollar amount on peace of mind like that—and that's another reason why I always recommend ZirMed to colleagues."

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



Raintree Systems

Raintree Systems is a dedicated group of people with a passion to solve the real-world problems of businesses and individuals working, managing, and running offices in a specialized field of medicine. For over 30 years, our focus has been to build products and solutions that make a positive impact on medical professionals as well as the healthcare industry. Our products are designed to bring the power of software and technology to specialized medical fields to enhance and extend the skills of medical professionals in serving their patients.

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. Start boosting your bottom-line performance—visit [visit **www.ZirMed.com**](http://www.ZirMed.com).