



SUPPORT & SERVICES

ZirMed leads the industry with a >98% first-pass clean-claims rate.

In the most recent* yearly ratings, ZirMed was again ranked Best in KLAS® among all claims and clearinghouse vendors, based on client satisfaction scores and reputable benchmark performance metrics.

Payer Mediation and Issue Resolution

Support—We'll contact payers on your behalf to investigate and resolve payment and claims issues.

Unlimited Client Support for All Registered

Users—All registered users can contact ZirMed Client Support by phone, online chat, or by submitting cases online in the Support and Training Center (STC). There is no charge (\$0) for contacting ZirMed Client Support or opening a support case. Phone and chat support are available M–F, 7 am – 8 pm ET, and the STC is available 24/7.

24/7 Support and Training Center (STC)—In addition to opening support cases, users can visit the STC to find:

- Alerts about payer outages, industry or regulatory changes, and upcoming product enhancements and offerings.
- Articles, user guides, recorded webinars, and other training materials to help users get the most out of ZirMed's solutions.
- Educational materials about ICD-10, High Deductible Health Plans, Meaningful Use, Fee for Value, and other industry and regulatory shifts affecting healthcare today.

Implementation using Six Sigma

Methodologies—ZirMed uses proven Six Sigma methodologies for all implementation and onboarding. This significantly reduces implementation time and disruption, and ensures clients are up and running as quickly as possible.

Thought Leadership Opportunities—ZirMed is an active and engaged member of WEDI, AHIP, X12, HIMSS, and other industry and regulatory organizations. In addition to our own activities, we're able to offer our clients opportunities to present or co-present at state, regional, and national industry conferences. We also seek out opportunities for our clients to be featured in articles, interviews, and case studies published in leading industry publications.

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HIPAA-compliant portal—ZirMed offers a secure, HIPAA-compliant portal that your physicians, case managers, and other staff can use to communicate and engage with patients. Patients can view and pay their statements, request, view, and download their medical records, and send health questions or other private health information after logging into the portal on any computer or web-enabled mobile device.



Software & Infrastructure:

100% SaaS—All of ZirMed's solutions are cloud-based, ensuring that every member of your staff is using the most current version of our software at all times. Updates are immediately deployed to all of your users.

- **SOC 2 Type 1 Certification**

- **Networking the continuum of healthcare** —ZirMed works with every type of health-care organization
- **Connectivity**—Over 200,000 providers, and over 4,000 payers

Available Integration Capabilities and Assistance:

- API or Custom

- Simplifies workflows and processes to save your staff time while also increasing effectiveness
- Developer Portal enables you to build your own integration if you prefer

Technical Features

Solution	Secure FTP	Application Programming Interfaces (APIs)
Claims	837i / 837p Claim Attachments 997/TA1 (4010) 999/TA1 (5010) Batch Acknowledgements 277 CA (both 4010 and 5010) 277 CA (Proprietary format) Duplicate Claims Claim Edit Activity Claim Disposition Reports	Proof of Timely Filing Claim Edit Activity
Remittance Advice	Batch 835 Upload X12 835s (4010/5010)	View EOB image
Eligibility	270—Batch upload 271 Simplified 271 (4010/5010)	Real-time Eligibility 271 Simplified 271 (4010/5010)
Patient Estimation	Patient Estimation Batch feed	Patient Estimation API
EOB Conversion	Batch upload	
Financial Services	Posting Report 835 Patient (Proprietary)	Submit Standalone Transaction Transaction Status Credit Card payment acknowledgement Cash Payment Acknowledgement
Print Services	Batch upload Print Services Response Statement images (PDF) Address Corrections File	

About ZirMed®

Founded in 1999, ZirMed is the nation's only company delivering proven cloud-based business and clinical performance management solutions to meet the challenges of managing population health and optimizing fee-for-service and fee-for-value reimbursements. ZirMed combines innovative software development with the industry's most advanced transactional network and analytics platform to improve the business and process of healthcare, give organizations a clearer view of their financial and operational performance, and streamline critical connections between providers, patients, and payers. ZirMed's industry-leading technology and client support have been recognized with awards from KLAS®, Healthcare Informatics, Best of SaaS Showplace (BoSS), and Black Book Rankings. Our nationwide network facilitates, manages, and analyzes billions of healthcare transactions, driving bottom-line performance with population health management, clinical communications, comprehensive analytics, eligibility, claims management, coding compliance, reimbursement management, and patient payment services—including credit card processing, online payments, statements, estimation, and payment plan management. For more information about ZirMed, visit www.ZirMed.com.