



WAYSTAR

REVENUE CYCLE TECHNOLOGY

NAVICURE + ZIRMED

ZIRMED® PATIENT PAYMENTS FAQs

Statements and eStatements

How can we improve our print statements and securely convert paper transactions to electronic ones?

ZirMed provides easy-to-read statements, designed using behavioral economics expertise, to help drive attention to your preferred payment options. Our statements can also be customized to match your organization's specific needs. Once you receive payment, you can convert patient checks into electronic transactions and manage all patient payments from one system, whether received in-person, online or via mail with ZirMed's Patient Lockbox. The lockbox payments are converted into electronic transactions for easy posting along with all patient payment types. If patients need billing assistance, your staff can conveniently view exact replicas of every patient statement online.

What file format can ZirMed accept for statements?

ZirMed is flexible in taking data that comes out of a provider's system for creating statements. We can accept the following file formats:

- Print image text files
- Plain text files (flat files)
- Pipe, tab, or comma delimited text files
- CSV files
- XML
- PDF and postscript (with associated text files)

What are the pros and cons of using eStatements?

eStatements are routinely requested by our customers, and for them to be successful, two things need to happen:

- The patient demand for eStatements needs to be present in your practice. We are seeing that the demand for eStatements is rising, but it is still an area that is maturing. Patients will eventually demand that their medical bills are provided online just like the rest of their monthly bills and the industry is moving toward this.
- Front office staff need to tell patients that eStatements are available. Patients rarely ask about getting statements online, so it's incumbent on staff to let patients know they are available.

With ZirMed's eStatements, patients receive emails notifying them of new statements the same day our clients upload them to ZirMed's system. The statements are identical to those that would have been mailed, and multiple payment options and payment history are displayed. Any eStatements that are unread by the patient online are then mailed to patients, so they aren't ignored.

How do we know if a patient has read an electronic statement?

ZirMed sends an email to the patient with a link for the patient to login and view the statement. We track if the link has been clicked so we can determine if the statement has been read. If the patient doesn't read the eStatement in a prescribed number of days (3, 5, or 7 days customizable by the provider), we will mail the patient a paper statement.

Credit Card Processing

How does ZirMed handle credit card processing?

We offer hardware that encrypts credit card data via a chip card reader, via magnetic strip reader or hand-keying. ZirMed is a Level 1, PCI compliant processor, and all of the credit card hardware offered by ZirMed works seamlessly with our Patient Payments solutions.

Can your credit card processing capabilities also work securely with any practice management software?

Yes. When you use our credit card processing hardware, as soon as the credit card number is entered into the system, it is encrypted. Even if the number passes through a practice management partner software, the number is encrypted and stays that way until it is passed on to the rest of the credit card processing chain. The full detailed credit card data is not viewable or stored.

Payment Plans

What are the advantages of patient-initiated payment plans?

Patient-initiated payment plans put the power in patient's hands, driving up patient satisfaction and staff efficiency. ZirMed's patient-initiated payment plans allow patients to make payment arrangements without staff intervention by providing a rules engine that guides the plan setup. Minimum installment amounts and maximum payback terms are driven by your customized rules, and the rules can also be applied to staff-created payment plans if you'd like.



For more information on how your organization can collect more from patients and improve your bottom line, visit www.waystar.com or call 877-925-2303.

ABOUT WAYSTAR

Waystar is the combination of Navicare and ZirMed, the two top-rated providers of revenue cycle technologies. Waystar simplifies and unifies the healthcare revenue cycle with innovative technology that allows clients to collect more with less cost and less stress, so they can focus on their goals, patients, and communities.



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