

### Converting From RescueNet® Billing or Billing Pro to ZOLL® Billing



## Frequently Asked Questions

### Is ZOLL® Billing a cloud-based version of RescueNet Billing?

No. ZOLL Billing is a best-in-class, cloud-based, billing solution that was built for today's environment, workflows, and technologies. Rather than retrofitting old technology, ZOLL Data Systems has developed a one-stop billing, denials management, and claims corrections solution that automates workflows to drive claims through their lifecycle. The modern user interface is easy to learn and use and lets users automatically view and pull PCR information, needed for billing, into claims. Updates are pushed to users bi-weekly in the background so that your software is always current with the latest features, compliance requirements, codes, fee schedules, and advanced security.

### What are the ZOLL Data Systems' roles and responsibilities for the conversion?

For this conversion, ZOLL Data Systems will provide administrative training and education to assist customers with the set-up and configuration of your ZOLL Billing account. Our goal is to empower you with the knowledge and skills you need to be successful in managing the application and fully utilizing its capabilities to your best advantage. We will also provide project management services to assist in meeting your goals and deadlines. Materials and web-based training are designed to streamline user onboarding.

### What are the customer's roles and responsibilities for the conversion?

As the customer, your primary responsibility is to dedicate time and attention to the project so that we can partner with you to ensure success. We recommend providing a dedicated point person who will be responsible for directing the project from your side. Timely completion of action items, such as enrollment documentation, ensures that the project does not experience any delays.

We advise training multiple people as administrators so that you have back-ups and smooth transfer of responsibilities in the event of an unanticipated absence or personnel changes in your agency. We generally advise against a train-the-trainer method, for ZOLL Billing, as users will have the best opportunity to get first-hand knowledge from the implementation specialist during Go-Live training. It is recommended to have as many users present for remote training as possible to ensure your agency's success. Advance preparation and education pay dividends in the form of confident users and fewer issues during Go-Live.

While conversion requires a significant amount of front-end decision making to set up and configure the software based on your service operations and edge conditions, once you are up and running, the day-to-day maintenance day is minimal.

### What IT expertise does my organization need to manage the conversion from our side?

Your IT representative may need to assist with browser access (Chrome is recommended) to ensure users are able to access ZOLL Online platform (our platform for agile delivery of cloud-based software releases) successfully.

### What happens to my billing data? Can I import my accounts and billing information cloud?

ZOLL Billing is not intended to bring old data from your former software to manage. It is recommended that you prepare to manage your previous billing system separately, to ensure a successful transition. Some of the options you have with your previous billing system data are:

1. Maintain limited licensing, if possible, to your previous system to work out the old AR
2. Sell the previous AR to a third-party agency intended to work down the debt
3. Work AR as much as possible and write-off remaining balances if working two systems are not possible

We understand that deciding what to do with previous AR is a tough decision and can help you talk through your options during the implementation phase.

### Should I back up my database in case I need to retrieve missed records?

It is recommended that you fully back up your database if you are in an enterprise or hosted environment.

### Can I access my raw data?

In ZOLL Billing, the servers are hosted, so database access is not available. However, ZOLL Billing provides the ability to run numerous reports, to export to CSV, and to manage access your data. In addition, to standard reports available, including end-of-month reporting tools, we also provide access to a dashboard reporting tool that allows users to run, monitor, and/or create dashboards to track the health of your claims in ZOLL Billing.

### How are software updates and upgrades handled?

ZOLL Billing is updated regularly and automatically. Releases are typically available bi-weekly, and users receive email and system notifications when updates are coming, as well as when the updates are complete. Monthly releases are usually performed without requiring any system downtime, but occasionally maintenance updates are performed which may require some system downtime. These maintenance updates are scheduled not more frequently than quarterly and will be communicated several weeks in advance of the event.

### How long does it take to convert to ZOLL Billing?

Setting up a new account involves configuration, training, testing, end-user training, and acceptance. Typically, the process takes approximately 8-10 weeks on average, including 2-4 hours for administrators.

<b>Week 0</b>	Project kick-off
<b>Week 1</b>	First meeting with project manager and implementation specialist. Complete enrollment paperwork for integrated services
<b>Week 2-4</b>	Enrollment (no action required)
<b>Week 5</b>	Administration training (2 hours)
<b>Week 6</b>	Go-live training (Two 4-hour training sessions)
<b>Week 7</b>	Reports and patient billing training (2 hours)
<b>Week 8</b>	Payment posting training (3 hours)
<b>Week 9</b>	Follow-up and Denial training (1.5 hours)
<b>Week 10</b>	Acceptance form review and hand-off to Customer Support (1 hour)

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### Can I set up custom forms in ZOLL Billing?

Currently, CMS 1500 reports are provided with configurations to ensure that the reports meet the needs of your individual payers.

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### How can I visualize my claims?

ZOLL Billing's dashboard view shows where every claim is in its lifecycle and eliminates the need to create complicated schedules and events that require someone to monitor the correct schedule in workflows. Claim status visibility in a single dashboard eliminates the risk of claims disappearing into "black holes" and improves billing teams' ability to manage them efficiently through the end of their lifecycle.

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### How much training will my team require?

Administrators require approximately 2-4 hours of administration training. Users and administrators will require approximately 16 hours of application training over numerous weeks (see schedule above).

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### How are clearinghouse services integrated with ZOLL Billing?

ZOLL Billing is directly integrated with Waystar as a clearinghouse for claims and remittance services. Waystar provides a project manager to assist with enrollment activities for changing over your claims and remittance services to ensure a smooth and easy transition, in addition to training on how to navigate through their easy-to-use portal.



## Peace of Mind and Personalized Support

Converting to new software involves many considerations, and we want you to feel confident that you've made the right decision. To make your path to the cloud as seamless and worry-free as possible, we've created the Ascend program to provide personalized support every step of the way. [Contact us](#) to learn more.