

ZOLL Billing

SOLUTION OVERVIEW



Achieve Exceptional EMS Billing Performance, Value, and Interoperability

ZOLL® Billing is a cloud-based solution that enables revenue cycle professionals to turbo-charge billing performance and deliver more revenue. Efficiently progressing a claim through its lifecycle has traditionally been labor-intensive and prone to delays caused by documentation and coding inaccuracies, payer-specific documentation requirements, and manually preparing and batching claims for the clearinghouse. By automating labor-intensive workflows, ZOLL Billing helps eliminate errors and enables you to process more claims with fewer resources and address compliance risk at the same time. Built-in, automated AR optimization tools verify patient demographics, discover hidden coverage, determine eligibility, and help you partner with self-pay patients to improve collections.

Our cloud-based ZOLL Billing solution eliminates IT overhead expenses and administrative costs. It also offers automatic, real-time updates, so you no longer need to waste time with manual updates during operating hours. Billers can access the platform- and device-agnostic system from anywhere, using a browser and an active internet connection.

Capabilities

- Visibility into monthly revenue and real-time snap shots into your cash flow
- Real-time reports break down charges and payments by accounting period
- Powerful, built-in reports and analytics
- Automatically updates Medicare fee schedules
- Automatically imports remittances
- Enhances core patient demographic information
- Verifies submitted patient insurance information and eligibility
- Searches for active primary, secondary, and tertiary coverage
- Checks outstanding patient deductible until it reaches the customer-defined threshold
- Supports claim attachments for payers who require additional documentation, such as auto/worker's comp or limited commercial payers

Benefits

- Streamline the claims process to increase productivity and maximize revenue
- Increase clean claims rate and reduce denials
- Track cash flow in real time
- Predict expected payments
- Ensure you work with the most current Medicare fee schedule
- Find active, billable coverage for more than 75% of presumed self-pay EMS patients
- Enables "right-day billing" to capture maximum reimbursement from payers
- Stay up to date with automatic, regular software updates
- Eliminate costly servers and dedicated IT support

Key Features

Cloud-based – Reduce internal costs without costly servers and specialized IT support, while increasing accessibility, flexibility, and utility.

Light-touch Billing – Automation is built into the system so you can keep claims in motion with fewer keystrokes.

Track Cash Flow in Real Time – Break down charges and payments by accounting period in real-time reports.

Predict Expected Payments – Make quick and accurate predictions about the amount that you're likely to get paid for each claim.

Rules-based Workflows – Create workflows based on facility, patient, state, and payer.

Confidence Score – Configure to auto-accept returned results.

Linked Payer Fee Schedule – Any payer account that's linked to the Medicare fee schedule is automatically updated as changes occur, keeping your billing process efficient and accurate.

Automated Workflows – Automation is built into the system to keep claims in motion with fewer keystrokes and less memorization and manual handling.

Supports HIPAA Compliance – Our solution makes it easier to protect patient information, as it aligns with HIPAA compliance rules.

Supports Multiple Transport Types – ALS/BLS Emergency and Non-emergency medical transport (NEMT) for air and ground, including specialty care.

Integrates with ePCR – ZOLL Billing easily integrates with ZOLL emsCharts,[®] RescueNet[®] ePCR, and third-party ePCR solutions to help your billing teams receive the accurate patient care data they need.

Clearinghouse Services – With automated claim submissions, there's no more manual batching and sending claims to clearinghouses, removing potential barriers that can slow down reimbursement.

Postage Included With Patient Statement Services – Integrated patient statement services and postage eliminates manual printing, stuffing, and mailing statements to individual patients.

Built-in ZOLL AR Boost Capabilities

ZOLL Billing with ZOLL AR Boost[®] inside uncovers missing patient information and drastically reduces claim denials. It eliminates manual processes and automates the patient data gathering process by querying multiple databases in real time. It helps ensure that billers find the right patient information during the pre-billing process to identify all revenue sources and accelerate claims processing. Core capabilities include:



Demographic Verification – Enhances core data for 60% or more of patient encounters



Insurance Verification – Checks eligibility and benefits in real time to verify active coverage on the claim's date of service



Insurance Discovery – Finds active coverage in real time and converts more than 75% of presumed self-pay EMS patients



Deductible Monitoring – Provides real-time intelligence about deductible fulfillment to inform right-day billing

