



BUFFALO WHEELCHAIR



CLIENT PROFILE

WEST SENECA, NY

DME PROVIDER

40+ EMPLOYEES

ZIRMED CLIENT SINCE

2007

TIME-CONSUMING PAPER

CLAIMS SUBMISSIONS

SLOWED COLLECTIONS AND

STRAINED STAFF

RESULTS:

- TRANSITIONED ALL MEDICARE AND MEDICAID CLAIMS FROM PAPER TO ELECTRONIC
- STREAMLINED BILLING—ONE EMPLOYEE CAN DO WHAT THREE DID BEFORE
- AUTOMATED MANAGEMENT OF PATIENT PAYMENT PLANS AND ONLINE BILL PAYMENTS

About ZirMed®

As the nation's premier health information connectivity and management solutions company, ZirMed combines innovative software development with the industry's most advanced transactional network and business analytics platform to deliver technology and client support that have received awards from KLAS®, Healthcare Informatics, Best of SaaS Showplace (BoSS), and Black Book Rankings. To discover how we're modernizing critical connections between providers, patients, and payers—and how much our solutions can do for your organization—visit www.ZirMed.com.

In 2007, Buffalo Wheelchair was drowning in paper claims. They asked their software vendor, Universal Software Solutions, Inc. for recommendations on how to address the problem.

"Universal showed us a few options, including ZirMed," says Devon Zglinicki, Buffalo Wheelchair's Billing Documentation Specialist. "ZirMed clearly had more capabilities than the others, especially when it came to claims editing—you can edit any field, anywhere in the claim."

Why We Chose ZirMed

"ZirMed understood that our payers all want different things," says Jen Kostowniak, Software Administrator at Buffalo Wheelchair. "ZirMed helped us create rules that addressed the unique requirements of each payer. They also helped us find ways to work around the limitations of our practice management system."

Why We Chose ZirMed—Again

"We tried switching to one of ZirMed's competitors," Kostowniak says. "They promised us the same capabilities at a lower price. Well, it's not a 'savings' if it costs us more by requiring extra steps for every claim. They didn't deliver on other promises, either—they couldn't process claims at all for one of our 'problem'

payers. A month after we switched, we came back to ZirMed."

Favorite Features of ZirMed

"The claims management solutions save us so much time," Kostowniak says. "We also love the automatic payment plans that our customers can set up through Patient Notebook—it's another big time- and money-saver for us, and helps keep our patient collections on track automatically."

"Another company promised us the same capabilities at a lower price. They couldn't deliver on that promise. A month after we switched, we came back to ZirMed."

— Jen Kostowniak
Billing Documentation Specialist

How ZirMed Benefits Us

"We've been able to streamline our entire billing process," Kostowniak says. "What used to take three employees to do now only takes one. We've cut way back on the amount of information that needs to be entered manually. And today we do very little on paper."



About Universal Software Solutions, Inc.

A ZirMed partner, Universal Software Solutions, Inc. develops software solutions exclusively for the home medical industry and home medical equipment suppliers who serve their patient population with supplies and durable goods. The company's sophisticated reimbursement tools are geared to assist HME suppliers with payer collections and claim management.

Universal currently serves clients in sixteen states across the USA. The company is profiled to service medium- to large-scale operations. Universal features a collection of software products designed to maximize your company's efficiency and profitability.



Universal Software Solutions, Inc. can be contacted at (810) 653-5000. www.universalss.com