

ZIRMED®

INNOVATING CONNECTED HEALTHCARE

UNIVERSAL SOFTWARE SOLUTIONS, INC.



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SOFTWARE SOLUTIONS, INC.

CLIENT
PROFILE

DAVISON, MI
DME SOFTWARE FIRM
21 EMPLOYEES
ZIRMED PARTNER SINCE
2007

THE COMPANY NEEDED RCM
SOLUTIONS
THAT COULD
SEAMLESSLY INTEGRATE WITH
THEIR OWN PRODUCTS AND
EXTEND THEIR CAPABILITIES



RESULTS:

- SEAMLESS INTEGRATION OF ZIRMED SOLUTIONS THROUGH APIS
- 50% REDUCTION IN TIME CLIENTS SPEND ON CLAIMS
- AUTOMATIC CONVERSION OF BATCH UPLOADS INTO INDIVIDUAL STATEMENTS

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, Universal Software Solutions, Inc. wanted to expand their offerings with advanced solutions that would be great for today and ready for the future—without having to reinvent the wheel.

“Our clients face unique challenges,” says Dave Golen, Universal’s VP of Business Development. “We needed a partner that was truly nimble. Lots of companies promise that their solutions are flexible and customizable, but very few deliver on that promise. ZirMed does.”

Universal’s clients notice the difference, too.

“One of our clients, Buffalo Wheelchair, briefly switched to a ZirMed competitor,” Golen says. “The competitor promised them savings, but didn’t mention the limited functionality or that each action involved two or three extra steps. A month later, our client switched back to ZirMed.”

Why We Chose ZirMed

“We looked into what ZirMed’s partners and clients say about them,” Golen says. “Everyone agreed—great solutions and great support. We knew ZirMed would help keep our clients happy.”

Favorite Features of ZirMed

“ZirMed’s APIs make it easy to integrate their solutions into our system,” Golen explains. “Our clients use ZirMed’s claims management solutions, as well as remits, eligibility verification, patient statements, and ZPay solutions, and it all works like it’s

part of our own system. The integration is seamless.”

“The claims management solutions have been a game-changer,” he adds. “The time our clients spend inputting claims has been cut in half. And ZirMed’s first-pass clean-claims rate is over 98%, so they get paid quickly and reliably. Our clients love it—and we love having happy clients.”

“The time our clients spend inputting claims has been cut in half. They get their claims in fast and they get paid quickly.”

– Dave Golen
VP of Business Development

How ZirMed Benefits Universal

Partnering with ZirMed gives Universal a competitive advantage, Golen says.

“We’re not a big company, but because we partner with ZirMed, we’re ‘small but mighty.’ ZirMed enables us to deliver more sophisticated solutions—we leverage their work to bolster our offerings.”

“We also look to ZirMed for information about upcoming changes in healthcare,” he says. “In addition to great solutions, ZirMed provides education and insight about whatever is on the horizon.”

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

www.universals.com