





Leveraging ZirMed/Fastrack's **Integrated Eligibility Verification**

June 5th 2pm EST

Today's Agenda

2:00 p.m 2:05 p.m.	Welcome and Introduction by Fastrack Gail Zainfeld, Director of Implementation & Training
2:05 p.m 2:45 p.m.	Leveraging ZirMed/Fastrack Integrated Eligibility ZirMed: Angelique Farmer, Client Manager Fastrack: Michael Dumas, Implementation & Training
2:45 a.m 3:00 p.m.	Q & A

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Vision

Reduce inefficiencies and increase productivity and revenues for healthcare providers through proactive revenue cycle management solutions and support.



Chasing Revenue Doesn't Have To End This Way





- Time consuming
- Inconvenient
- Increases AR days
- Patients don't give the correct information
- HMO's or Advantage plans change frequently or are unknown
- Providers don't know what to collect (patient responsibility)
- Long wait times on the phone
- Too many user names/passwords to manage





- Increased AR days
- Unpaid and denied claims
- Increased Patient Responsibility and collection efforts
- Increased write-offs and accounts sent to collections
- Increased labor costs to reprocess claims
- Patient services/supplies can end up being a COST to the provider





Facts about Eligibility Verification

 Average claim denial rate due to eligibility related items is approximately 5%. Interest cost alone for denials could equate to \$1500 per provider per year

ZirMed/Fastrack:

• **33.7%** of payer rejections for ZirMed/Fastrack clients have been related to Subscriber/Eligibility issues



Eligibility Solution in ZirMed (Real Time and Manual Batch Upload)



Connections

	ZirMe	ď						Demo M	Indical Pra	ctice (729)	
								Demore		ictice (729)	•
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Inquiries	Batches · Dow	vnloads • Name Ma	atching • Pr	oviders • Rep	orts • Payers • S	ettings •	Test Area				
Browse	Printable • Upd	ates									
Payers											
Payer			Pay	er Type Any					•		Search
Download (.C	SV)			Displaying 1	- 15 of 940 Payers	s			Page 1	of 63	> Go
											Dual
Payer Type	Payer ID	Payer Name 🔺					E	nroll Req	Notes	Outbound	CH
										Format	Allowed
Commercial	13162	1199 National Be	enefit Fund				N	0		5010	N
Commercial	61425	4Most					N	0	Notes	5010	N
Commercial	87726	64159 - Definity	Health				N	0	Notes	5010	N
Commercial	88888	729 Demo Payer					N	0		4010	N
Commercial	Z1267	AARP - Eligibility	Only				N	0	Notes	5010	N
Commercial	87726	AARP Medicare(Complete by	SecureHorizor	ns - Claims and Rem	its Only	N	0	Notes	5010	N
Medicaid	SKDC0	Ace Industries -	Medicaid Wa	shington DC			N	0	Notes	5010	N
Medicaid	SKWY0	Ace Industries -	Medicaid Wy	/oming			N	0	Notes	5010	N
Commercial	87815	Acordia National	1	-			Y	es	Notes	5010	N
BC/BS	SB530	Administrative Er	nterprises				N	0	Notes	5010	N
Commercial	68056	Advantage by Br	ridgeway He	alth Solutions			N	0		5010	N
Commercial	68056	Advantage by B	uckeve Com	munity Health F	lan		N	0		5010	N
Commercial	68056	Advantage by M	anaged Heal	th Services			N	0		5010	N
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940 Payers- Government and Commercial



Settings

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Accessing Eligibility in ZirMed (Real Time)

Account: Demo Medical Practice (729)	G€∕ ▼ [729(M-PFC) ZirMed	Usr: ZirMed CSRep	CaseID NEW Go Admin
7: Nod	_		Support & Training Center
Zirivied	1	Demo Medical Practic	ce (729) 🔻 Stacy State Log Off
Account Prof Claims Inst Claims Re	emits Eligibility Print Services Z	Pay Estimation Patient Access	Analytics Clinical Link ZPay
2 Inquiries • Batches • Downloads • Name Matc	ching • Providers • Reports • Payers • Sett	ings • Test Area	4
			Failed Inquiry Dashboard New Inquiry
Subscriber/Patient Name	Patient Acct Number	User Any 👻 🔳	Include Hidden
Payer	<i>G</i> =^	Eligibility Date(s)	
Status Any 🗸	Inquiry Date(s) 90 Days	 ✓ 12/6/2012 3/5/2013 	Search

Accessing Eligibility:

- 1. After logging in, click on the Eligibility tab
- 2. ZirMed allows for direct data entry of inquiries OR
- 3. ZirMed allows upload inquiries in a batch
- 4. Users can enter new inquiries from this screen



New Inquiries

New Inquiry	1			I Wait for real-time response from payer after submittin
Submit Inquiry Simple View Expanded View Type of service. This is required by most payers.	Payer G	BC/BS of Arizona (SB530) ABC MEDICAL Routine Physical(81) Add Service Type ns. Only one row below needs to be completed. Only ubscriber Patient is dependent of subscriber Name (Last, First)	Remove Service Dates Group Number y valid search opti	tions for the selected payer are shown.
Payer Requirements	TaxID and Provide or 12 AN	rID if NPI is not sent.		

- 1. Users can choose from a quick list of payers (Client determines quick list)
- 2. ZirMed offers several service types to providers so that the most accurate response can be returned
 - 3. Service dates are also essential to returning the most accurate information from the payer



Eligibility Responses





Batch Eligibility (Manual)

Accoun	nt: ZirMed Tes	st Account (6	05)	G	∕ ∎[605(M-PFC)	ZirMed	Usr: ZirMe	d CSRep	•	•		Admin	Op 1: ZirMed Staff Mamou, LA 70554 -
	7.1	/La -1°										Suppor	t & Training Center	(877) 494-7633 support@zirmed.com
		vied			ZirMed T	est Account	t (605)				•	An	gelique Farmer Log Off	supportigization com
Acc	ount Prof C	laims Inst	Claims I	Remits I	Eligibility	Print Servi	ices Z Pay	Estimation	Patient Acc	cess Analy	ytics	Clinical Link	. ZPay	
Inqu	iries • Batches	Downloads	Name Mate	ching • Prov	iders • Re	ports • Payer	s • Settings •	Test Area						
Upload	d a New Elig	ibility Batch	1						Bat	ch Upload Stat	us: multip	le		_
Proces	ss Date Imme	diate 🔻		Batch Nam	ie 🛛	Fil	e			Browse.	Go			
Eligibi	ility Batches													
Batch	Name 🔻			Submission	Date(s) 9	0 Days	• 03/06/20	13 06/03/201	3	Include Hidden	Search			
	User A	ny	•	Bat	tch Type A	.II	-							
				D	isplaying 1	1 - 15 of 25 B	atches		Page	1 of 2	> (Go		
Hidden	Submit Date Submit Time	Batch ID Batch Name	Batch Type	e User	Total Inquiries	Status	•		Action		D	up		
	06/03/2013 10:06 AM	1588727 6-3-13 ALT	Upload	Michael D	23	Processing Co	omplete	Generate Resp	onses Go T	To Download	.csv	V		
	05/31/2013 11:07 AM	1587237 5-31-13 ALT	Upload	Michael D	2	Processing Co	omplete	Generate Resp	onses Go T	To Download	.csv			
	05/30/2013 10:26 AM	1586109 5-30-13 ALT	Upload	Michael D	3	Processing Co	omplete	Generate Resp	onses Go T	To Download	.csv	V		
	05/29/2013 10:03 AM	1583109 5-29-13 ALT	Upload	Michael D	3	Processing Co	omplete	Generate Resp	onses Go T	To Download	.csv	V		
	00/00/00/00	4504000								-				

All responses generated from a batch will show up on your main transaction screen as well



Searching for a response (kept online 1 yr)

Account:	Demo M	ledical Pr	actice (729)	<i>G</i> €∕	PFC) ZirMe	d	Usr:	ZirMed CSRep		 CaseID NEW 	Go	Admin
6	17:	Ma	1°								Suppo	rt & Train	ing Center
		IVIEC	1						Demo Medi	cal Practice ((729) 👻	Stacy	State Log Off
Acco	unt Pro	of Claims	Inst Clair	ms Remits	Eligibility Print	Services	Z Pay	Estimati	on Patient A	ccess Ana	alytics Clinical Lin	k	ZPay
Inqui	ries • Bate	ches • Do	wnloads • N	ame Matching • I	Providers • Reports •	Payers · Se	ettings •	Test Area					
Inquir	ries II	nguiryID									Eailed Inquiry Da	shboard	New Inquiry
Subscrib	per/Patient N	lame		Patier	nt Acct Number		Use	r Anv		T Inc	lude Hidden		
Payer							Eligi	bility Date(s)		1			
Status	Any		•		Inquiry Date(s)	90 Days	•	12/7	/2012 3/6/	/2013			Search
Save Hid	den Status				Dis	playing 1 - 1	3 of 13 I	nquiries			Page	1 0	f 1
Hidden	Date Time	User	Payer		Subscriber Name	e			Patient Acct Number	Eligibility	Status		Action
	03/06/20 03:08 PM	13ZirMed D	Humana (an claims (611)	d subsidiaries))1)	DEGARIS, SCOTT I	0				03/06/2013	Active Coverage	Edit	Response
	03/06/20 12:32 PM	13ZirMed D	Humana (an claims (611)	d subsidiaries)	DUNBAR, BRIAN D					03/06/2013	Active Coverage	Edit	Response
	03/06/20	13ZirMed	CIGNA (Con	necticut General,						03/06/2013	Subscriber Not Four	d Edit	Response
	02/23/20	13ZirMed	Humana (an	d subsidiaries)	THOMAS, SHIRLEY	,				02/23/2013	Active Coverage	Edit	Response
		Δf	ter sub	mitting i	nauiries us	ers ma	v sea	arch hy	, the foll	owing fi	elds		
					an (Dation the		ysee						
			•	Subscrip	er/Patient N	lame							
			•	Patient A	Account Nur	nber							
			•	Payer									
			•	Fligibility	/Date/s								
			•	Ctatuc									
			•	Sidius	,								
			•	Inquiry D	Date/s								

Users may also edit past inquiries from this screen



Eligibility - Failed Inquiry Dashboard

- Similar to the Claims Rejection Dashboard, users can utilize the "Failed Inquiry Dashboard" to review any failed eligibility inquiries.
- Searches can include to view failures by payer, batch, status, provider, date, etc.

Account: De	mo Medical Pra	actice (729)		&r 🔳	729(M-PFC) ZirM	ed	Usr: Zir	rMed CSRep	▼ Ca	ISEID NEW	Go 🖌 Admin
	ZirMed							Demo Medical Pra	ctice (729)	Support	& Training Center Stacy State Log Off
Account	Prof Claims	Inst Claims	Remits	Eligibility	Print Services	Z Pay	Estimation	Patient Access	Analytics	Clinical Link	ZPay
Inquiries	Batches Dov	vnloads • Name	Matching • F	Providers • R	eports • Payers • :	Settings •	Test Area				
Failed In	nquiry Das	hboard									
Scope	Domain	•									
Group By	Account	•									
Failure Date	Today	-									
		Go									
Qty Accou	int							Drill Down	Act	ion	
1 Demo	Medical Practice ((729)					S	elect One	▼ Go		
Results do not Using Account preferences.	<mark>include Hidden In</mark> t Preferences est	<mark>quiries</mark> ablished on this a	ccount to def	termine what	constitutes a failure.	As such,	figures may va	ary if run on a child acc	count with diffe	erent	



Setting Options: Ensure you get the best response

Account Prof Claims Inst Claims Remits Eligibility Print Service	ces Z Pay	Estimation	Analytics	Clinical Link
Inquiries • Batches • Name Matching • Providers • Reports • Payers • Settings •	Test Area			
General Settings + Format Settings + Account Preferences + User Preferences + Ac	count Breakout	Service Type	Settings	
Service Type Settings				
Defaults - Sets the Default Service Type Code in the DDE Screen. Note: If paye	er does not su	pport value, de	fault value wi	II be 30.
Service Type Code No Selection	•	~	So	ttings for DDE in 7irMa
Service Display Type			J	
Note: All Service Types are expanded by default. Expand and collapse feature is availa rvice Type Substitution Rules All Other Payers - Service Type Substitution Rule	ble in the HTML	view only.		
This rule will apply to eligibility inquiries for all payers without specific substitution rules		Se	ttings f	or API/FTP
Note: Rules do not apply to inquiries submitted through DDE.		(Fa	istrack	is best source)
	Save C	handes		
@ 1999-2013 Zidled Inc. All	Rights Reserved			



Setting Options: Ensure you get the best response

Account: ZirMed Test Account (605)	€ 🖌 🔽 605(M-PFC) ZirMed	Usr: ZirMed CSRep	-	Admin	Op 1: ZirMed Staff Mamou, LA 70554 -
				Support & Training Center	(877) 494-7633
ZirlVled	ZirMed Test Account (605)		•	Angelique Farmer Log Off	support@zimed.com
Account Prof Claims Inst Claims Remits	Eligibility Print Services Z	Pay Estimation Patient Ac	cess Analytics	Clinical Link ZPay	
Inquiries • Batches • Downloads • Name Matching • I	Providers • Reports • Payers • Settin	gs • Test Area			-
General Settings • Format Settings • Account Preferen	nces • User Preferences • Domain Sett	ings • Account Breakout • Service	Type Settings		
Service Type Settings				History Report	
Defaults - Sets the Default Service Type Code in th	he DDE Screen. Note: If payer does	not support value, default value	vill be 30.		
Service Type Code Health Benefit Plan Coverage	ge (30) 🗸	\cdot			
Service Display Type					
Use the Service Type Display setting to customize the di if the selection should be expanded (or collapsed) by ch column. Note: All Service Types are expanded by defau view only. Service Type Substitution Rules All Other Payers - Service Type Substitution Rule This rule will apply to eligibility inquiries for all payers w Note: Rules do not apply to inquiries submitted through D	isplay of your Eligibility Responses. You necking (un-checking) the box under the lit. Expand and collapse feature is availab ithout specific substitution rules. DDE.	can also specify Show Collapsed ble in the HTML			
Overwrite inquiry service types with your substitution	ion list				
Only use your substitution list when the service typ Available Service Type Codes	e is blank	Your Substitution List			
Abortion (84)	A				
Acupuncture (64)	L=J	>>			
Adjunctive Dental Services (28)	, tad				
AIDS (85)	<< Rell	love			
Air Transportation (57)	T				
Cancel Done Editing					



Request for Responses start and stop Directly from your Fastrack System.

Real Time and Batch both supported

- Submit Real-Time Eligibility Inquiry
- Retrieve Real-Time Eligibility Response
- Submit Batch Eligibility Inquiry
- Retrieve Batch Eligibility Response





Making it all work!





Real Time Eligibility Inquiry for Zirmed

You can perform real-time eligibility inquiries

NOTE: You must contact Fastrack to be enrolled in the program

• On the **Company Maintenance** screen you must set up your company's information by first dicking on the **SFTP/HTTPS** tab, and then dicking on the **Zimmed SFTP** tab. The **Zimmed SFTP Settings** area is displayed.

eon ITS Zirmed SFTP FT HTTPS MDI/CSI Request		
Eligibility Https address:		SFTP address:
https://webservices.zirmed.com/Eligibility/Gateway/GatewayAsync.a:	SFTP Connection	sshftp.zirmed.com
TID:		SFTP User:
26700		26700
User ID:		SFTP Password:
fttrainer		*****
User Password:		Upload Folder:
******		/upload
		Download Folder:
		/download

- On the **Insurance Maintenance** screen you will need to indicate under the **Insurance Options** menu that eligibility checking is available, you intend to utilize Zirmed to check the eligibility and enter the Zirmed Payer ID for the carrier.
 - You can look up Payer ID's on the Zirmed website
 - Under Other Options place a check in both the Range of Dates Required and HCPC Request Available boxes and choose NPI as the Information Received ID if the payer is NPI only. If it is not, please choose Tax ID.
 - Current versions of Fastrack allow you to choose the type of benefits you are looking to have returned via drop down menus under the **Default Eligibility Check Codes**.



• Insurance Options Menu

t Options Hold Billing Eligibilit	y ERN		
Eligibility Check Available:	V	Eligibility Check Provider:	ZIRMED
Emdeon Options Carrier ID: Batch Carrier ID:			Zirmed Options Payor ID:
Other Options Receiver PIN: Receiver User ID:			
Range of Dates Required: HCPCS Request Available : Information Receiver ID Provider Number Tax ID NPI	ঘ		Default Eligibility Check Code HME IV HME IV HHA 12 - Durable Medical Equipment Purchase 18 - Durable Medical Equipment Rental 30 - Health Benefit Plan Coverage



Real Time Eligibility Checking

• Patient Maintenance

The following information must be entered at the patient level to verify eligibility:

- Name
- City, State, Zip
- Birth Date
- Gender

to verify.

- Insurance Carrier
- Claim Information

From the patient demographics screen choose the Patient drop-down menu, eligibility check and choose the carrier you wish





When the eligibility screen appears you must have a from date. A range of dates can be entered but is not required.

👻 HME 2012SP2 - Eligibility Dates « FASTRACK HME/IV COMPANY - BUCKEYE TRAINING BRANCH »			_ 🗆 🗙
		√ <u>0</u> K	∎ E <u>x</u> it
Enter Service Date Range or Begir	nning Date for Eligil	pility Check	
From: To: 6/1/2013	Eligibility Check Co 30 - Health Beno 12 - Durable Me 18 - Durable Me	ode efit Plan Coverage dical Equipment F dical Equipment F	e - Purchase - Rental -

After Clicking **OK**, the system will return the **Eligibility Response File**, if successful. If the request was not successful, the system will return the **Request Response Detai**l or a **Communications Error display**.

Clicking the Eligibility tab on the Eligibility Response File will display a screen similar to the following:



	Eliait	oility Resu	onse	
 Patient Information 		Eligibility	Request Resp	onse Detail
	Patier	nt Eligibility Informatio	n:	
Coverage Level: IND for Plan M	edicare Part A			
Benefits :				
Active Coverage				
Eligibility 07/01/1991				
Coverage Level: IND for Plan M	edicare Part B			
Active Coverage				
Coverage Level: Individual				
Eligibility 07/01/1991				
Coverage : Professional/Physicia	an) for Plan Medic	care Part B		
Benefits :				
Deductible Remaining \$44				
Benefit 01/01/2011-12/31/2	2011			
Coverage Level: IND for Plan M	edicare Part B			
Benefits :				
Benefit Description 82951-26-	-GLUCOSE TOLER	ANCE TEST (GTT)		
Coverage Level: Individual				

From this screen you can either save the results in **Patient Notes** by dicking on the **Notes** icon or print the **Eligibility** response by dicking on the **Print** icon.



- Eligibility Checks can also be performed from the HME/HHA Orders or the IV RX screen
 - HME
 - Click on Order in the toolbar and then click on Eligibility Check from the drop-down menu
 - IV
 - Click on RX in the toolbar and then click on Eligibility Check from the drop-down menu
 - HHA
 - Click on Order in the toolbar and then click on Eligibility Check from the drop-down menu



Batch Eligibility can be sent via Secure FTP (preferable transmission) or uploaded to the Zirmed account.

- SFTP Connection is set up as describe previously
- If you wish to upload directly, the file is created in the EMC folder and you will have to manually upload it to the Zirmed website after logging in.
- Set up at the Insurance Carrier level is the same as for real-time eligibility

There is an icon on the Patient Maintenance menu to create	e Batch Eligibility:
--	----------------------

🗑 HME 2012SP2 - Patient	t Maintenance « FASTRAG	CK HME/IV COMPANY - BU	JCKEYE TRAINING BRANCH »			
File Reports Windows						
🖰 🖏 💩 📑	+ 📐 🗎 🧭	ê 🛎 e 🖡	9 🖀 🍇 B 🕮 🖉) 🖺 🖺 🖛 📭		
Name Index		Main 1	Index			
	Starts V	Vith 👱		Starts With 🝷	Retrieve	. <mark>₽</mark> Mor <u>e</u>
Patient Status	○ <u>I</u> nactive	○ <u>P</u> ending	○ In <u>t</u> ake Pending	○ <u>A</u> ll		



The Batch Eligibility screen allows you to set the parameters for the batch you are going to submit. After your choices are complete click **Create Batch Eligibility Request**.

Eligibility MDI								
Check Eligibility For • Patients				Eligibility Check Type				
ି Orders								
ି Schedules ି Rentals				○ By Procedure Code				
Carrier:				•				
Select Range of S	ervice Days							
From: 6/3	3/2013	ĨĨ	To:	6/3/2013	Ē			
Last Eligibility Che	eck Was More Than: 90			Days Ago				
	🕒 Create Ba	tch E <u>l</u> igibilit	y Request	t				
<u>Check Batch Eligibility Request Status</u>								



If you are using SFTP, the interface screen will open. Here you can connect to upload your batch or download replies.

ŧ	🛉 🕒								
FTP Address: sshftp.zirmed.com					ਵੀਤ Connect	Disconnect			
Downlo	paded Files								
	Name	Туре	Folder						
FTP Con	-TP Connecton								
		Name Download		Modified directory		size			
		Opioad		directory		U			



Clicking on Check Batch Eligibility Status will open the interface and allow you to check for updates of previously submitted batches, process received replies, recreate failed batches or delete batches.

🗑 HME	HME 2012SP2 - Batch Request Status « FASTRACK HME/IV COMPANY - BUCKEYE TRAINING BRANCH »											
	a Connect to Emdeon a Connect to Zirmed											
Transmission # Request Provider Request Type Date Created ▶ 21 ZIRMED Patients 6/3/2013 값												
	Sel	lect Ind	lex:				•	Sear	rch Field	: [
8		Carrier #	Patient#	Patient Name		Service Da	HCPC	Submittee	Received	Posted	Remarks	
		1021	1038	MORENO, EILEEN		6/3/2013		N	N	N		
æ		1021	1046	LAMBERT, MICHA	EL	6/3/2013		N	N	N		
		1021	1059	CANE, CANDY		6/3/2013		N	N	N		
		1021	1069	SUPPLY, SALLY	(6/3/2013		N	N	N	Patient insured information missing - unable to pro	cess request
		1021	1073	CPM, CORA	(6/3/2013		N	Ν	N		



Making it all work!

ZirMed/Fastrack Sales

Add ZirMed Eligibility to Your ZirMed Account

(fill out a Fastrack order form and send to Caryn K at ZirMed) Fastrack Instructions/Training Doc

Louise Kinneman from Fastrack is notified by ZirMed sales to send you the eligibility integration instructions

Provider Set up

Provider needs to follow Fastrack instructions and complete before moving forward

ZirMed Integration Set Up

A ZirMed Data Analyst will call provider to set up the RT and the batch. Step 3 must be completed prior to this call

ZirMed Training

A ZirMed Project Manager is assigned that will train you on the ZirMed system, assist with enrollments, screen settings and general overall use. Monitoring of the account should take place.

Monitoring of account



Your ZirMed Resources

Angelique Farmer, Client Manager angelique.farmer@zirmed.com 502-657-5477

Caryn Kovatch, Account Executive caryn.kovatch@zirmed.com 502-657-5542

