

ZyMed

Practice Management Solutions

Featuring

ZyMed APS

The Automated Posting System

&

Managed Care Control

Referral and Encounter Tracking System



Contents

ZyMed: Base Package Overview

Overview of some of the programs included with the base package such as data entry, electronic patient charts, electronic data interchange, managed care control, code management, recalls and reports.

Claim Management Techniques

Account Receivable management centers around good claim management. Patient and insurance carrier billing, payment posting, tracking and reporting are just some of the functions included in the ZyMed Base Package.

Managed Care Control

Eliminate manual tracking of referrals. Enter encounter information with ease. Referral information integrates with service entry and the appointment scheduler. Managed care control is included in the ZyMed Base Package.

Reports

A major part of a software system's strength is the reporting functions. Report generating capabilities are included in the ZyMed Base Package.

Electronic Data Interchange

Electronic Data Interchange (EDI) modules offer the ability to transmit claims electronically, perform direct inquiries, connect to hospital databases, and transfer/retrieve data for communications and updating. EDI is the future of healthcare and is included in the ZyMed Base Package.

Automated Posting System

The dream of office personnel and Providers alike, the Automated Posting System (APS) is offered as an option to the ZyMed Base Package. Using ZyMed APS, a 10 page EOB can post accurately in a few seconds!

Appointment Calendar

Fast, flexible and efficient, the electronic Appointment Calendar integrates into the ZyMed Base Package.

Auditron Electronics Corporate Profile

The history and operating philosophies of Auditron, committed and dedicated to the ongoing development and support of an outstanding software product.

ZyMed: Base Package Overview

The primary reason for purchasing a practice management system is to control cash flow. For maximum impact: 1) increase the incoming revenue with accurate and fast claim filing and patient billing, and 2) decrease the expenses by making staff more efficient and productive and using fewer supplies, such as postage, envelopes etc. ZyMed does both and more.

ZyMed's comprehensive base package includes patient database management, patient recalls, third party billing, accounts receivable management/tracking, referral tracking, capitated encounter tracking, Electronic Data Interchange (EDI) with insurance companies, comprehensive reports program, word processing, on-line help, lookup and much, much more. The system also includes utilities for system configuration, code management and hardware setups.

Available options include the ZyMed Appointment Calendar, the ZyMed Automated Posting System (APS), and Electronic Submission and Retrieval of Referrals from such companies as Aetna/U.S. Healthcare, Cigna and others.

Data Entry

80% of the usage of a medical office computer is for data entry. An important feature of ZyMed's design is fast, easy and accurate data entry and retrieval. That is why ZyMed is written by and for medical practice personnel.

ZyMed has simple, concise, easy to read screens which focus on moving data in and out of the system quickly. Screens are designed with knowledge of medical office operations. ZyMed's design enables Users to be "on-line" after only two, half day training sessions. It is a system that people enjoy using.

Data Security

User ID's are used for tracking and protection. Levels are assigned to the Users to limit access to data, functions and programs. Practices have complete control over the security of their data and records.

NOTE: Auditron does not require access to your records as part of the Licensing Agreement.

EDI: Electronic Data Interchange

Included in the ZyMed Base Package are numerous EDI tools, such as electronic claim submission to Medicare, Blue Shield carriers and Envoy Clearinghouse. Inquiry and support functions are available such as DAS CareConnect, and access to Auditron's 24-hour electronic bulletin board and automated update system.

Using ZyMed ECS (Electronic Claim Submission), claims are submitted to insurance carriers for accurate processing and faster payment with NO PER CLAIM CHARGE! Other EDI products are used for inquiries, data transfer/retrieval, communication and updating.

Receivables

ZyMed uses a cash basis accounting method. Charges, payments, and adjustments are posted to individual service lines. Account balances are tracked and reported based on service, posting, last payment and billing dates. Insurance submission history and patient billing are also tracked for each service line.

One of ZyMed's strengths include the ability to generate professional quality patient bills, statements and receipts on-demand all without the use of pre-printed forms. Automatic patient cycle billing can be done in minutes and offers complete flexibility in selecting billing cycles, adding individual messages, payment plans, due dates and finance charges.

Another major ZyMed feature for managing receivables is a wide range of accounts receivable reports, from financial analysis to account balance follow-up.

ZyMed

Practice Management System

ZyMed: Base Package Overview

Patient Data

Along with standard patient demographic and insurance information, ZyMed includes a User defined screen. This is designed by the practice and can include items such as a patient's medical and family history, allergies, medications and notes. Patient billing, diagnosis and appointment data are maintained and automatically updated on a statistic screen. There is even a freeform memo screen for pages of notes. Using ZyMed, the practice can maintain an electronic patient chart.

Patient data can be researched and integrated with Microsoft Word or WordPerfect for producing mail merge files.

Chart and Form Printing

Labor and time savings result from eliminating double work!! ZyMed prints information directly to patient charts, files, medical histories, workmen's compensation reports, lab forms, etc. Various standard formats are available to integrate within the office. Custom formats are also available.

Encounter forms (AKA "superbills") are laser printed on plain paper and include a wealth of information from the patient file, including aged balances for patient and insurances as well as brief visit and diagnostic history. Most of the form is User definable allowing easy changes using a standard word processor!

Code Management

Code entry is a snap with ZyMed. ZyMed uses pop-up lookup windows that contain codes and descriptions. New codes can be added "on the fly" during patient and service entry.

Multiple fee tables are available for each CPT code, provider and location. ZyMed also tracks approved and payment amounts for each CPT code, by provider and by location for each insurance carrier. Utility programs are included to manage all code databases.

Word Processing

ZyMed's word processor is a simple, effective tool for communication, perfect for sending form letters to patients or referring physicians. The word processor is integrated with the patient and referring Provider database.

Reports

Patient, financial, managed care, insurance carrier profiles, productivity and accounting reports are all available. All ZyMed Reports are highly flexible and can be tailored by the User to meet specific practice needs.

Recalls

A successful practice uses recalls to stimulate patient appointments and as patient reminders. They are also very helpful tools for practice marketing and financial management. ZyMed recall codes can flag patients for clinical reasons or research protocols, collections and recall intervals. Recall tracking provides label printing, mail merge file creation and other valuable communication tools that enhance patient care and help market the practice. Recalls integrate with service entry and appointment scheduling, automatically tracking recall status (i.e. pending, appointment made, satisfied).

HELP! and LookUp

HELP! is available any time by pressing F1. HELP! is context sensitive and provides an on-screen manual. When used in code fields, the LookUp function is activated, which offers point-and-shoot selection boxes. Searching for existing codes within the LookUp is done by simply typing in the search string (i.e. name, partial code, etc.)!

Message Center

The Message Center is a place to leave messages for others or as automatic reminders. Messages can be copied or moved to any day, and even assigned to appear on specific days of the week.

Multi-User Multi-Tasking

Any number of Users can add and update service, appointment and patient information simultaneously with the ZyMed Multi-User system. PIN numbers are assigned to each User to further evaluate activity and for increased security. Multi-tasking can be performed with Windows computers and other multi-tasking Operating Systems.

System Configurations

Every practice is unique and has individual needs. That is why many of ZyMed's functions and parameters can be modified to suit each practice.

Claim Management Techniques

ZyMed's accounting system operates in the background as claims are added or updated. The data is immediately analyzed and checked for completeness by the rule-based accounting system.

Adjustments and reversing entries are calculated, confirmed and posted to accounts by the system, remarkably reducing complexity and increasing accuracy.

During data entry, the User is notified of any inconsistencies before continuing to post transactions. Charge, payment and adjustment entries are immediately recorded and saved; no waiting until daily closing. The result is a comprehensive accounting system that ensures accurate patient accounts and provides a broad range of account management techniques and financial reports.

Service Oriented Accounting

ZyMed uses Service Oriented Accounting, rather than Patient Balance Forward accounting. The User simply posts payment information exactly as it appears on the EOB or bill stub. Simple screens and ease of movement through the billing system promotes accuracy and fast assessment of account status. The results: uncomplicated, concise input and output increasing staff and patient understanding and satisfaction.

Tracking

Keeping Accounts Receivable at a minimum depends on tracking and follow-up of account balances. ZyMed helps staff identify and act on unpaid services with several tracking reports. Reports permit selection of many options to tailor the report output to suit varied needs. ZyMed's aging reports are extremely effective at uncovering unpaid, lost or misfiled services.

Today, it is common for a patient's insurance coverage to change. ZyMed easily maintains the balance and responsible parties as insurance information is stored with each claim.

Encounter Form tracking enables management to automatically find and flag No Shows and find missing services.

ZyMed tracks the approved and payment amounts received from each insurance company for each CPT code, by provider and location. This information is used to alert staff when payments are posted that differ from previous amounts.

Once a service is entered, ZyMed begins tracking to make sure that services rendered become services paid.

Claim Filing

Insurance claims can be submitted electronically or printed on HCFA forms to a primary, secondary or additional insurance carrier during account posting. Alternately, insurance claims can be placed on hold or batched by insurance type and printed later.

Other submission methods (such as telephone) can also be designated.

The claim filing process is so fast that the daily task of sending claims is easily kept current.

Electronic Data Interchange

Electronic Data Interchange (EDI) is a rapidly exploding technology. See ZyMed EDI for the full story.

Electronic Claim Submission (ECS) is a part of EDI, and is the primary focus of most offices. ZyMed sends claims electronically to an expanding list of insurance carriers, with NO PER CLAIM CHARGE. Claims are usually processed within 24-48 hours of transmission and paid sooner than paper claims. Medicare claims are automatically sent on to secondary MediGap and Crossover carriers for co-pay processing.

ECS is the claim processing choice for any practice. Staff time, claim errors and turnaround are greatly reduced, leading to faster reimbursement and lower cost.

ZyMed

Practice Management System

Claim Management Techniques

A companion to ECS, ZyMed Automated Posting System is used to electronically retrieve and post explanation of benefits from insurance carriers. APS, a proven ZyMed product since 1991, is used by over 90% of ZyMed practices. APS produces efficiencies that easily justify the cost of the entire system.

Patient Billing

ZyMed produces professional quality bills that are thorough, easy to read and understand.

Patient bills and receipts can be printed on demand at check-out time. Patient Bills are generated weekly, monthly or even daily by the automatic billing cycle. Individual or standard messages, due dates, payment plans and finance charges can be attached. The straightforward format serves to reduce staff time answering questions and insures prompt payment.

Bills are printed on plain paper and are window-envelope ready with all types of printers. Preprinted forms are not required. A laser printer is recommended for fast, quiet operation and creates the best visual impression. On Multi-user systems, bills may be printed while others are using the system.

You can optionally have ExpressBill handle your patient billing. This involves creating a billing file and sending it to ExpressBill via their software or through the Internet. This service includes envelopes, printing, stuffing and mailing. The mailing is completed within 24 hours of receiving the file. Now your staff can concentrate on collecting money! Please contact us for the current per bill charge.

Account Posting

Patient accounts and claims are quickly opened with minimal keystrokes. Each service is directly accessed by number or located by patient account display. Posting is fast and accurate with the help of stored default values to reduce entry time and errors.

The User enters information as it appears - ZyMed takes care of the rest. Contractual allowances and remaining balances are assigned to the responsible party automatically. The Transaction Journal invisibly records all transactions and posts to the proper ledger, including reversing entries.

The ZyMed Automated Posting System (APS) can electronically receive EOB's from an increasing number of insurance carriers. Payments and adjust-

ments are posted automatically, saving hundreds of employee hours per year.

"Hot Key" Patient Balance

One key displays a Patient Balance Summary for quick reference. When a patient phones with a billing question, press the hot key and the billing summary instantly appears.

Callers are satisfied when their questions are answered at once; the staff can avoid taking messages and making callbacks, further improving efficiency and practice profitability.

Insurance Sensitive

ZyMed helps practices comply with HCFA and insurance carrier regulations and billing requirements in several ways: flagging non-covered procedures and pre-authorization requirements; providing built-in forms for workmen's compensation, auto accident and other special billing situations; automatically calculating post-op periods, co-pays and deductibles.

Furthermore, Auditron responds quickly to embrace and support programs made available by insurance carriers, such as Direct Access Service's CareConnect, and integrates them into the ZyMed software.

Auditron takes pride in the ability to consistently release industry required changes to ZyMed products BEFORE deadlines arrive!

Reports

ZyMed claim management reports track account balances by age, provide accounts receivable reports by accounting period, compile managed care/insurance reimbursement profiles and provider productivity reports, all designed to help manage practice operations and provide planning information.

Reports include:

- Transaction Journal with deposit reconciliation
- Cash Journal
- Accounts Receivable
- End of Period Reports
- Productivity by Provider(s), by Location(s), by User, by CPT Codes, by Insurance Company
- ... and many, many more

Reports

Reports are a principal tool in effectively managing a medical practice. Good reports provide performance information and insight into the mix of patients, services, insurance company reimbursement and cash flow. ZyMed excels at quickly compiling a wide range of highly selectable reports.

As there are thousands of combinations in the report system, it's impossible to list all possible permutations.

REPORT FLEXIBILITY

Each report is made flexible and semi-custom with several filter selections available in each report. ZyMed will create reports for one, all or a group of providers, locations, CPT codes, etc. Examples of common selections include:

Provider: all or any combination, with or without subtotals for each

Location: all or any combination

User: one or all

Primary, secondary, tertiary, all or selected insurance carrier(s) in each group

Procedure: all or any combination

Diagnosis: all or any combination

By Payor: all or any combination

Recall code: all or any combination

Patient Type: all or any combination

Referral source and other codes

Adjustments: all or any combination

Date Range includes:

Date of service - Select, Range, All

Date last seen - Select, Range, All

Date of birth - Range, Monthly

Patient age range

Date of Referral - Select, All

Exception Date - Range

Appointment Date - Select, All

Age of service:

By service date

By submission or billing date

Balance Due - Patient, Insurance or both

Alpha or numeric order

Output may be printed to screen, disk file or directly to printer choice

Some reports contain the ability to export to DIF format allowing integration into third party programs for mailmerge, label, graphing or other purposes.

Memorizing Reports

ZyMed can "memorize" settings for most of the reports in the system. This enables the User to replicate the report each time it is desired without having to re-enter the criteria or lookup previous reports. This is a distinct advantage when tagging groups of CPT or Dx codes for analysis.

A "tagging" function in reports includes selection of CPT, diagnosis, insurance, Providers and more. As possible selections range into the thousands, memorization provides efficiency for the User and ensures consistency each time the report is selected. Memorized reports can be edited or deleted at any time, depending on User level. There is no limit to the number of times or permutations in which any report can be saved for later retrieval. Storing the report criteria makes the User's life easier.

Batch Reports

Waiting for lengthy reports to process can be like waiting for a pot of water to boil! ZyMed has a way to overcome this bothersome task.

Once reports are memorized, they can be saved together into a "batch". The batch can be run immediately or scheduled for another time - even after business hours! Batched reports can be output to a printer or file for later viewing. This feature can save hours so time can be spent working on more productive issues.

ZyMed

Practice Management System

Reports

REPORTS AVAILABLE

The report listing below gives an overview of the many reports included with the system. Current reports are updated and new reports are added continually. Custom reports are available at an hourly programming fee.

Under each report heading, Users may tailor the report by many criteria options. See the REPORT FLEXIBILITY section for a partial listing.

Financial

- Transaction Reports
 - Daily Business Summary
 - Patient Payments Only
 - Insurance Payments Only
 - Adjustments Only
 - Charges Only
- Payor Reports
 - Daily Business Summary
 - Patient Payments Only
 - Insurance Payments Only
 - Adjustments Only
 - Charges Only
- Exception Report
- Cash Journal
- Adjustments Journal
- Accounts Receivable
 - Patient and Insurance Due
 - Patient Due Only
 - Insurance Due Only
 - All Carriers
 - Primary Only
 - Secondary Only
 - Specific Carrier(s)
- End of Period Closing Reports

Managed Care

- CPT Analysis by Carrier
- CPT Category and Carrier
- Patient Insurance Counts
- Primary Insurance List/Charges
- Patient Visit Analysis

Patient

- Patient Recalls & Recall Reports
- Master Printout
- Patient Demographics
- Labels
- Encounter Forms
- Encounter Tracking
 - by CPT with Financial
- Insurance Coverage
- Patient Ledger
- Patient Service History

Service

- Insurance Productivity
- Place of Service
- Patient Labels by CPT or Diagnosis
- CPT Service List
 - Philadelphia, PA KIDS program
- Submission Report
- Charge Entry Report

Referrals

- General Report
- Referring Sources
 - By Patient
- Labels for Referring Offices

Utilities

- Batch Report Management
- File Viewer with Search and Print Capabilities
- Global Option Management

Code Management

- Procedure Codes
 - Diagnosis Codes
 - Insurance Companies
 - Referring Providers
 - Facilities
-

Managed Care Control

Managed Care is dominating the medical industry. Tracking referrals, reporting encounters and documentation have become major issues for all practices. Until now, primary care and other capitated or "episode-of care" providers (such as Cardiologists or Gastroenterologists) have been forced to do twice as much work to track and report capitated services. Specialists have had no efficient way for tracking referrals. Referral Management Database and Encounter Entry are ZyMed's solutions.

Referral Management

ZyMed's referral tracking capabilities make organizing referral information effortless. Referral management includes the ability to input and track referral information for patient accounts and services. Utilizations and expirations based on time or visits can be easily tracked.

The referral information is integrated into the ZyMed Appointment Calendar and service entry.

Auto Recognition and Importing

A manual referral tracking system cannot efficiently track referrals. These referrals are imperative to getting paid for the specialist. ZyMed's computerized referral tracking makes the difference. For instance:

When adding a claim, the referral status pop-up information window appears. This window includes referral number, issue and expiration dates, number of visits issued/used, type and status. The User highlights the appropriate referral and confirms the entry. The referral is applied and the number of visits used is incremented. ZyMed imports the referral number into the claim for paper or electronic claim submission thus eliminating manual entry and data entry errors.

Measure this included feature against competitive systems; we're sure you'll not find this level of integration and ease of use!

Appointment Calendar Integration

How many times do patients call to make an appointment and want to know if they need a new referral? Or, would you like to know a referral is about to expire before scheduling an appointment? ZyMed automatically recognizes if the patient has referrals and reports referral status upon adding an appointment. If the patient has expired referrals, the system also notifies the User. Staff can then inform the patient that a new referral is required. If a referral is active, the system will report important information such as expiration date, visits remaining, and more.

Practices without ZyMed's referral tracking, are forced to manually search for referral information when a patient calls for an appointment - impossible if there are multiple offices! Utilizing ZyMed, the time spent making an appointment is drastically reduced which is beneficial to the patient, staff and practitioner alike!

Quick Referral Reference

An instant "Hot Key" will pull up the patient's referral information from almost anywhere in ZyMed. This easy to use feature is another tremendous time saver.

When a patient calls to see if they are in need of a referral, the answer is one keystroke away! No more searching through the patient's chart to find the most recent copy of their referrals! Practices with multiple office locations can centralize the collection and data entry of the referral information.

EDI Reference

Referrals through EDI (Electronic Data Interchange) are available for AETNA/US HEALTHCARE, Cigna and Keystone carriers. Auditron is working closely with managed care carriers to implement these EDI

ZyMed

Practice Management System

Managed Care Control

and other options into the ZyMed Practice Management System.

The new systems will replace POS (Point of Service) systems currently in use by the carriers. The goal is to eliminate paper based referrals. This will streamline the office process and reduce costs for all involved, including Primary Care and Specialists offices.

Ease of Use

For Users already familiar with paper referrals, adding referrals into the ZyMed system is elementary.

The referral entry screen was designed to mimic the typical managed care referral. Lookup features are available for fields requiring carrier-specific data input with allowances for several diagnoses and procedures for each referral. There is no practical limitation to the amount of referrals that may be entered for any patient. ZyMed makes living with managed care, manageable!

Reports

Through the ZyMed Reports module, Users can print a completely user-defined report based on referral information.

For example, a report can be used to evaluate the number of visits per episode-of-care over a time period for a particular location.

Or, maybe you would like a list of expiring referrals with visits left unused.

A Primary Care Provider may like a report of the referrals issued to compare against the reports given by the managed care carrier.

Perhaps the most commonly requested report lists the patients and number of referrals based on referring source (or referred-to).

All of these are possible with this flexible report interface.

Practices can track the number of referrals issued or received by date, by referring provider for specified carriers.

Selection criteria includes:

By Insurance Carrier(s)

By Provider(s)

By Valid Referral "from" Date.

By Referral Expiration Date.

By Referral Type.

By Number of Visits Remaining.

By Referring Source.

By Location.

Encounter Entry

One of the most time consuming tasks of the primary care or capitated practice is tracking the necessary managed care encounter visits. Practices are usually required to imprint the patients ID card on carbon copy forms which must be manually filled out and mailed.

ZyMed has integrated the ability to enter and track managed care encounters, effortlessly. This necessary tool for primary and capitated providers is indispensable. Instead of time consuming paperwork, encounters may be entered into the system like "fee-for-service" claims. By acknowledging that the entry will be an encounter, the system automatically zero's out the fee amounts except for the patients copayment, if any, and labels the service as an encounter.

The encounters may be printed on a standard HCFA 1500 form or electronically submitted to participating carriers thus eliminating the need for filling out carrier-issued encounter forms.

But not every carrier is capitated!? No problem. Each practice can indicate which carriers are capitated. It even allows the User to enter "fee-for-service" claims for these carriers when necessary, i.e.. immunizations.

Patient receipts can be printed on the spot for copayments and unlike manual encounters, providers have access to Managed Care Reports through ZyMed's Report module. These reports can help evaluate participation with managed care carriers, a valuable practice management function.

Electronic Data Interchange - EDI

Electronic Data Interchange (EDI) is an all encompassing term for electronically communicating information, transmitting documents and sharing databases with insurance carriers, hospitals, pharmacies, medical libraries and others.

The most common uses of EDI in the medical industry are for claim submission, EOB retrieval, status information, electronic patient records and inter-office/remote communications.

Electronic Claim Submission

ZyMed Advantages

Easy to use!

- Average training time is 15 minutes!
- Functions are almost 100% automated!

Save money!

- NO per claim fees for direct carriers!
- NO costly paper forms or mailing fees!
- Faster turnaround!
- Reduce receivables!
- Increase cash flow!

Wide variety of carriers!

Use with confidence!

- Approved by major carriers
- In use for many years.
- Constantly updated for new regulations.

Advanced technology!

- Retrieve Submission Analysis Reports electronically for incomplete/invalid claim rejections.
- Electronic EOBs - Retrieve EOBs for Medicare and PABS using ZyMed APS (opt).
- Automatically post directly to patient accounts using ZyMed APS (opt).
- ZyMed ECS supports the fastest modem rates available today.

Medicare Carriers

ZyMed includes direct submission to HCFA Contracted Medicare Carriers.

Blue Shield Carriers

ZyMed includes direct submission to the following Blue Shield Carriers (others are being added - call for specifics):

Highmark/PA Blue Shield

Blue Shield of Delaware

PABS DataStream

DataStream is Direct Access Services' Claim Clearinghouse (DAS is a division of Highmark/PA Blue Shield). Claims submitted through DataStream are forwarded for processing within 24 hours of receipt.

DataStream's Tier 1 provides FREE submission to:

PA Blue Shield Private Claims

IBC Personal Choice

Highmark Claims/Encounters

Keystone Health Plan East/West/Central claims and encounters

Amerihealth Administrators, (formerly Blair Mill Administrators)

Amerihealth - Delaware, New Jersey

Inter-County Health Plan

Amerihealth

Capital Blue Cross - HealthOne

Clarity Vision

Envoy

Envoy Clearinghouse provides electronic submission services to hundreds of carriers free of per claim fees!

Services available:

FREE electronic claim submission to over 600 carriers.

AETNA/US HEALTHCARE and Cigna referral submission and retrieval.

Electronic submission of patient bills to ExpressBill. They print and mail bills for you!

Automated Posting System

ZyMed

Practice Management System

Electronic Data Interchange - EDI

The ZyMed Automated Posting System (APS) is one of the most powerful tools available today as insurance EOBs can be received electronically and posted in seconds! Please read the enclosed APS literature for more detailed information.

Auditron BBS

The advanced Auditron Bulletin Board System is available 24-hours a day enabling Users to:

Automatically retrieve and perform system updates including new features and documentation!

Users perform updates according to their schedule!

No waiting for updates!

Electronic Patient Records

ZyMed has been programmed to interface with Electronic Medical Records (EMR) packages. This enables automatic updating to occur from ZyMed to the EMR package. So as patient information is changed in ZyMed, it is automatically modified in the Electronic Medical Records program.

Please consult your ZyMed representative for latest availability and fees for this service.

ExpressBill - Electronic Patient

Patient billing can be done electronically through ExpressBill. The billing cycle is completed in ZyMed and the data sent to ExpressBill via direct modem link or through the Internet. Bills are printed and mailed within 24 hours. Please consult your ZyMed representative for latest fees regarding this service.

The cost benefit is derived in staff having much more time and energy to concentrate on the collection process, since the billing is done for them! The cost is only about a nickel per bill over doing it in house.

Hospital Links

Many hospitals provide the means for physicians to access patient information by modem. Contact us for further information for specific hospitals.

Inter-Office/Home Links

Interoffice connections and Provider home-to-office connections are "old hat" for ZyMed Users. No bringing charts and service slips back and forth between offices. The Provider no longer needs to run to the office when an emergency room calls at 2AM for a list of medications - just call into the office computer for complete access including print capabilities. This can also be done over the Internet with the appropriate software in place!

Inquiry Products

MPIplus and CareConnect are accessed by modem using ZyMed communications software, included in the base package.

MPIplus is a free program from HGS Administrators Services. Careconnect is Highmark/PABS 's program. These programs allow access to information such as:

- Claim status.
- Fee schedule and limiting charge data
- Procedure code information.
- Check / EOB information.
- Forms, policy, billing procedures & publications.
- Post Payment Review Requests.
- Provider Address & Telephone/Fax number changes.
- EMC Source information changes, such as updating address/telephone, modem protocol & participation status.
- Patient enrollment/benefit information
- Allowance information - including the provider's current charge, usual charge, fee schedule allowances & UCR allowances for procedure codes.
- Enrollment & claim status information on 65 Special/Security 65 claims.
- Access to eligibility & benefit information for KHP East/West/Central plans.
- Ability to create/send/lookup referrals.

Automated Posting System - APS

ZyMed Automated Posting System (APS) is currently available for claims electronically submitted to Medicare and PA Blue Shield Private Business.

ZyMed APS retrieves an electronic file from the insurance carrier, and posts the explanation of benefits (EOB) directly to patient accounts for claims submitted electronically via ZyMed ECS. This is made possible by ZyMed's use of Dialup Reconciliation, referred to as "RECON". APS eliminates the need for manual posting of these claims.

How long does it take your staff to post a 10, 20, 30 or 100 page EOB? A 30 page EOB is processed by ZyMed APS in seconds!

Billing staff can spend this regained time improving collections in more productive ways: keeping abreast of insurance policies and procedures, concentrating on reviews, follow-ups and educating patients. They can be reassigned to other duties, or staff hours can be reduced! Think what your office could do with that extra time and money! Typically, ZyMed clients have reduced their Accounts Receivable by 40-60%!

ZyMed APS savings easily justify the cost of an entire computer system, and improve the financial performance of the practice.

Advantages

- Faster reimbursement and staff-time savings of over 60 to !!
- Accurate! No clerical errors!
- Savings easily justify cost of the entire computer system!
- Increased staff satisfaction and substantial payroll savings!
- NO per claim fees!
- Can be used in as little as one week from system installation!
- Flags patient balances for billing.
- Flags coinsurance for batch printing.
- Informs User of misspelled names.
- APS Report lists posted data in an easy to read format for a selected EOB.

- Posting Log lists data changes for differing approved amounts and rejected claims within a selected EOB.
- RECON Reports can list several types of claim status, including: pending, rejected, Medical and Utilization review, completed & paid, and completed & not paid.
- One RECON Report lists all claims contained within the selected EOB. The report includes ANSI codes and explanations sent by the carrier.
- APS Posts to the INDIVIDUAL Service Line the:
 - Approved Amount.
 - Deductible.
 - Payment.
 - Contractual Allowance.
 - Billing Note.

How APS Works

Little training is required. As in all ZyMed programs, simplicity is of the utmost importance. An Electronic Reconciliation Summary Report (RECON) is retrieved from the carrier. The RECON file may contain one or more electronic Explanation of Benefits (EOBs), as well as details on other claims, including those pending or rejected.

ZyMed analyzes the RECON and displays the check numbers for paid claims and amounts. The User highlights the check number, presses a key and ZyMed does the rest. No complicated programs or language is necessary. The entire process is completed in a few minutes.

ZyMed will NOT post claims with unusual circumstances requiring further review. This could be a zero approved amount, an existing payment, etc. These claims are set aside and included in the APS Posting Log. Our users report this amount to be very small (under 2%).

ZyMed

Practice Management System

Automated Posting System - APS

Accuracy

ZyMed APS makes posting mistakes a thing of the past. Entry errors account for virtually all posting problems and balancing problems at the end of day. Posting a lengthy explanation of benefits leads to staff fatigue and increased errors. APS makes numerous cross-references and verifications here before the data is posted to a service which ensures accuracy!

Cost Justification

Hours of staff time are normally dedicated to entering EOB statements each week. APS reduces this time to minutes.

APS Posting Log

The APS Posting Log includes items where:

- Patient name does not match carrier's records.
- HIC number does not match carrier's records.
- Claims are marked for secondary batch printing.
- Approved amount differs from normal approved amount.

Also included are payments not posted due to:

- Rejections.
- Insurance Company mismatch.
- Patient ID mismatch.
- Posting information already exists.
- Charges were not equal to charge field.
- Approved Amount from carrier is zero.
- Interest.
- Procedure code mismatch.

Balance Billing

APS will automatically flag claims for Batch Processing where the secondary carrier is responsible for the balance. Medigap and Complementary Crossover carriers are automatically omitted. Flagged claims can be batch printed immediately!

Balances due from the patient are automatically flagged for billing. User defined notes are automatically attached to these services for select situations, i.e. deductible, copay, non-covered.

The result: Coinsurance claims and patient bills are billed immediately after the EOB is posted.

APS Reports

There are several reports that can be generated from the APS system. The Posting Report lists all claims that were updated during the posting session. Information includes:

- Patient name and account number.
- Claim number.
- Insurance coverage.
- Charges.
- Approved Amounts.
- Contractual Allowances.
- Payments.
- Deductibles.
- Balances and who owes them.

Other reports resemble the carriers EOB, where the messages are also printed with the service information. The most commonly used are:

- Pending Claims Report.
- Completed Claims, Paid or not Paid.
- Rejected Claims.
- All data which is the same as the EOB!

Requirements

ZyMed Automated Posting System requires ZyMed ECS and the ZyMed Base Package.

Dialup Reconciliation is available to electronic billers exclusively. Paper claims submitted to Medicare and PA Blue Shield Private Business cannot employ automated posting.

As regulations differ between Medicare and Private carriers, please contact our office for specific guidelines.

Appointment Calendar

Group practices with multiple offices need a computerized appointment system, and solo practices benefit from reduced appointment scheduling delays and on-hold time, too. Yet offices which have computerized appointment schedules rarely use them. Why? Complexity, inflexibility and slowness compared to a manual system. ZyMed is different. One entry and the first twenty open appointments are presented for point-and-shoot selection.

User Defined

The ZyMed Appointment Calendar (ZAC) is capable of handling multiple physicians and offices with an easily designed and quickly accessed appointment schedule. Additionally, ZAC begins patient registration, tracks cancellations and no-shows, and creates encounter forms that include the patient's treatment and diagnosis history and financial aging. Each appointment may be specially designated for problem type, a new or established patient, and time requirements.

Pop-Up Anytime

Because ZAC is a pop-up program, it can be accessed by more than one person from almost anywhere in the ZyMed program. This eliminates menu hopping and losing your place. ZAC is only one keystroke away!

The Calendar is integrated with the patient database. One key lookup function simplifies finding patient information. The patient's phone number is accessed, displayed and optionally updated from within ZAC. Information for new patients may be entered directly into the patient database when scheduling their first appointment. This simplifies updates of file data and becomes an integral part of the appointment process.

The system also allows for alarms to be set for specific patient types. This feature is User definable and presents a blinking message every time the patient's file is accessed. One common use is to designate collection accounts.

Referral Integration

When scheduling appointments for patients with managed care referrals, an information window automatically appears alerting the User as to the status of referrals stored on the system. No more having a pa-

tient show up and the referral is expired! The staff person can immediately inform the patient of the need for a new referral!

Free Form Memos

In a manual system, notes are written sideways or squeezed between lines. ZAC allows memos to be written in any time slot with or without a scheduled appointment. These work like electronic Post-it notes. One keystroke opens a freeform memo area which allows unlimited information to be entered. The "MEMO" indicator alerts the user to the presence of a memo when viewing a day's appointments. The daily appointment schedule report dynamically adjusts to print the entire memo.

Procedure Specific

Time slots can be designated to be "procedure" specific using user-defined codes. For example, the User can flag 1PM and 4PM slots on Tuesdays and Fridays for New Patient Visits. Users can then search for this type of appointment when scheduling.

Open Slot Search

Users have the ability to select open appointment slots using a variety of parameters. These include: provider, user-defined codes, date, time of day and day of the week. Once the search parameters are selected, the computer will display up to 20 available appointments meeting the criteria selected. The user highlights the preferred slot and the appointment is entered.

When entering an appointment for an existing patient, the program will display the number of previous appointments made, canceled and no-shows. Any pop-up or recall notes attached to the patient also appear. The User is alerted of any future appointments scheduled for this patient.

ZyMed

Practice Management System

Appointment Calendar

Patient Appointment Search

After an appointment is made, patients may call to clarify the appointment time. Enter the patient number directly, or use the one key lookup function. The computer will display the date and time of the patient's appointment instantly.

Canceling/Rescheduling

Locate the patient's scheduled appointment and cancel or reschedule with one keystroke.

Encounter/Superbill Tracking

Encounter Forms (AKA Superbills) are printed for a selected day. (Individual on demand forms can also be printed.) These forms are numbered for tracking. Following charge entry for the same day, the encounter tracking program is run. This enables management to find and flag no shows and find services that are missing - performed but not entered.

Reports

ZAC's daily appointment schedule report prints all appointment times and types, patient name and number, insurance coverage and memos. For open slots, lines are printed to add entries during the day as they occur. Usage reports and counts are also available. On HP compatible laser printers, each hour is shaded to ease viewing.

Multi-User

ZAC is available in single or multi-user configuration. In the multi-user configuration, several people may enter appointments in adjacent time slots simultaneously, reducing scheduling delays and on-hold time.

Voice Telephony

ZyMed can integrate with certain Voice Messaging software products. Real voice messages are sent from files exported from the ZyMed Appointment Calendar. Once the calls are completed the system is made aware of the status and a report can be generated. Think of the valuable staff time that will be saved. It also greatly decreases no-shows as well as patients arriving at the wrong time .

These systems also integrate with our recall system. In this way, the voice messaging software can improve patient care, increase patient volume and is a powerful marketing tool.

If your practice verifies appointments, wants to grow or enhance patient care it is a MUST! If you've been wanting or realizing that you need to be calling your patients this is the perfect way to get started. Contact your ZyMed representative for details.

Specifications

The ZyMed Appointment Calendar has the following capacities.

Providers: Limited only by License Agreement

Users: Limited by operating system and/or User License Agreement

Operating Systems: Windows compatible (Win95/98/2000 or NT recommended), MS~DOS (v6.x), IMS Real32 (v7.7x+), Novell, Lantastic , others.

Number of appointment slots on-line: 100,000,000 depending on disk space available

Major Features

easy to learn and use

User designed encounter form which prints in batch or individual

on-line Help!

"hot key" entry into program

user defined time slots and coding

day at a glance

flexible design

one key cancel/reschedule

multi-user to time slot level

memo capability on any time slot

move day-to-day, month-to-month and provider-to-provider with one keystroke.

Telephony integration

Corporate Profile

Our Company

Incorporated in 1978, Auditron Electronics Corporation (Auditron) has dedicated itself to the development of the ZyMed Practice Management System since 1984.

The company is very stable with no outstanding debt. Our structure, management and approach to the ever-changing medical business reinforces our financial stability.

This strong foundation enables us to keep up with industry trends better than any of our competitors. Our clients do not wait to comply with HCFA changes.

Our Staff

Our training, support and programming staff have experience in the medical and insurance fields. Backgrounds include medical office management, billing personnel and insurance carrier claim processing.

Our office management experts advise practices how to run at utmost efficiency. Consulting is available for those practices that require assistance. Dedicated staff keep abreast of the industry. They continually attend seminars and workshops sponsored by Medicare, Blue Shield and medical consulting firms. Knowledge obtained is passed onto our clients and reflected in the software.

Everyone participates in the research and development of our products. The varied backgrounds combine to create truly innovative and productive modules. Just one more reason why ZyMed integrates so well into the medical office.

Historical

ZyMed was originally developed in conjunction with a single physician, single user practice. Processing claims with ZyMed since 1985, they have prospered significantly since its implementation. The practice was sold, added several physicians, a second floor, and 9 terminals, including remote access. More importantly, they continue to use ZyMed to process claims.

ZyMed was designed from the operators viewpoint-simple and efficient. ZyMed conforms to office flow, and easily incorporates into the practice. Dramatic in-

creases in the efficiency and productivity of the staff result in increased cash flow.

Initial marketing efforts began in late 1989, which resulted in the addition of several clients. The product went through extensive rewrites and improvements in 1990 and 1991. As always, recommendations and requests from clients were incorporated into the product. (see Philosophy)

On April 15, 1999 Auditron released Version 8.00. This was a major rewrite taking advantage of new programming techniques, adding many more system features and paving the way into the next millennium.

January 1, 2000 (Y2K) was a date we can happily state was "business as usual" for ZyMed Users. In keeping with ZyMed's goal of continuing to provide our clients with the best service possible we were well prepared for the arrival of Y2K.

Innovations

ZyMed is an "on-line", "real-time" system. Bills and receipts print immediately. Work is complete at the close of day. No batch saving. No batch processing. Our clients are up-to-date.

Electronic communication and claims processing is very critical in today's medical office environment. Electronic Claim Submission (ECS) enables the practice to transmit claims to third party payors via modem. This results in rapid claim turnaround, increasing cash flow.

The companion module to ECS is ZyMed APS, our automated posting product. ZyMed APS allows the User to post an entire Explanation of Benefits (EOB) directly to the patient accounts with one keystroke. Once a client received an EOB from Medicare which totaled 140 pages of data. This report, under a manual system, would have taken well over 7 man-days to post. Using ZyMed APS, the report accurately posted

ZyMed

Practice Management System

Corporate Profile

in under 18 minutes on a 386 computer! Now with faster computers available, the same EOB only takes a minute or two!

As politicians push health care reform, Providers are being hit harder on the bottom line. ZyMed can provide savings of the magnitude required to keep (or make) the practice profitable. Changes in the industry will make practice survival and profitability hinge on efficient claims processing and cash flow control. Products, like ZyMed APS and referral tracking, provide the efficiency to prosper.

Philosophy

Clients come first.

Auditron's number one priority is supporting our clients. Support for what they need, when they need it. Our company, like a practice, values and cares for our clients. And like your practice, referrals result from happy clients. That's why programming and support will always take precedence over sales.

We encourage suggestions for product development and improvement. The best ideas have come from those on the "front line". In this way, the User gets what they want and ZyMed improves to be a better, more flexible product.

Keep ahead of changes and regulations in the industry.

Constant changes in claim processing regulations have been Standard Operating Procedure for medicine. The future will be full of these changes. We will continue to provide these updates to our clients before they become law.

The medical office software industry is going through the traditional growing pains. Recent Medicare changes caused some major companies to abandon their product and client base. Why? Poorly designed systems and inefficient customer support organizations are just two factors. Other companies were unprepared for the changes and their clients waited months for the updates required to properly submit claims.

Design software that takes advantage of latest technologies.

Incorporating ideas from users and support personnel, our programmers take advantage of the latest techniques and technologies available. ZyMed screens are clear and coherent. Simple mnemonics, uniform function keys and flow-thru logic expedites staff training and duties. As the programs are very

fast, Users do not wait for processing or screen changes.

Factoids

Over 80% of our clients have had at least one practice management system before purchasing ZyMed. Some have had as many as 4!

95% of our clients are submitting claims electronically.

95% of our clients who submit electronically, use the ZyMed Automated Posting System.

ZyMed Users have been enjoying the Automated Posting System since 1991.

Training/Support

Training at the clients location, with their own equipment, immediately follows installation.

Scheduling accommodates the individual practice needs.

We have designed and implemented a state-of-the-art on-line customer support system. Our own client base claims our support is far superior to any competitive offering. They should know. Over 80% used at least one competitive product before converting to ZyMed.

When our clients call, they speak to a live person. No message centers. No waiting hours, or even days, for a return call.

Hardware

ZyMed utilizes advanced hardware and operating systems to increase efficiency in the office. Recommended configurations incorporate cost effectiveness with flexibility for future growth. High speed, large capacity CPUs and hard disk drives provide years of service. Laser printers produce a quiet office environment, professional output and no paper changes. Only the highest speed Modems are used. Windows based systems are encouraged, especially Windows 2000 for Internet access and flexibility.

For practices that have a local hardware supplier, Auditron will be happy to work with them to insure the system operates at peak efficiency.

When purchasing computer software, make sure your vendor can offer the following:

Assurance your office can be “on-line” in only 6-8 hours of on-site training INCLUDING submitting claims electronically.

Automated Posting of Medicare and Pennsylvania Blue Shield EOBs, active in as little as two weeks from installation.

No testing required for Medicare Electronic Claim Submission and most other carriers.

HGS Administrators “Gold List” Vendor since the program's inception.

Direct Access Services - Highmark/PA Blue Shield Preferred “Gold List” Vendor since the program's inception.

Base Package which INCLUDES Electronic Submission to Medicare carriers, Blue Shield Carriers and Envoy all with NO PER CLAIM FEES.

“On-line” “Real-time” referrals for primary and secondary providers.

Proof the system can reduce Accounts Receivable by 40-60% when replacing competitive systems.

Excellent support and update service. Real people answering the phones and immediately answering your questions!

24-hour Bulletin Board Service for software updates.

Software Updates issued on a continuous basis.

Affordability.

Ours does.

You Deserve the Best.

You Deserve ZyMed by Auditron

800-29-GO ECS

ZyMed

Practice Management Solutions

**ZyMed Software is
written, owned and supported
by Auditron Electronics Corporation.**

Auditron is an approved “Gold List” Vendor for:
HGS Administrators (Medicare)
Direct Access Services (Highmark/PA Blue Shield)

Auditron is an approved vendor for:
Envoy Clearinghouse
AETNA/U.S. Healthcare
Keystone Health Plans East/West/Central
Trailblazer Medicare
Blue Shield of Delaware

For more information, contact:

www.auditron.com

Auditron Electronics Corporation
280 Moore Road
Downingtown, PA 19335
(800) 29-GO ECS
(800) 294-6327
(610) 458-2500
Fax: (610) 458-9986
E-mail: sales@auditron.com
