ZONO RCM

Ventures Private limited

RCM SERVICES

Table Of Content
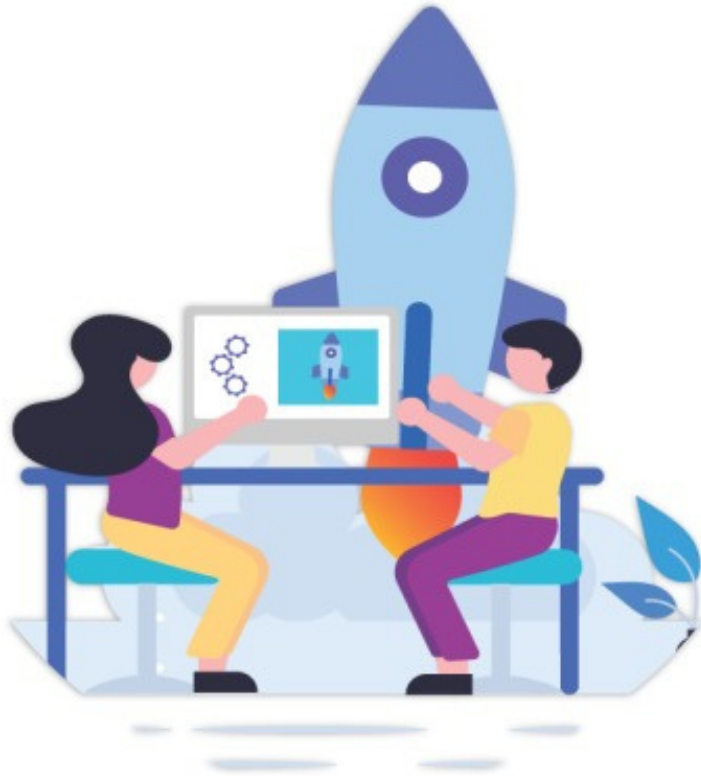
Company Overview

Zono RCM is a leading company that specializes in medical billing in the United States. We provide end-to-end medical billing solutions to healthcare providers and medical practices, helping them to optimize their revenue cycle management. Zono RCM has extensive experience and expertise in navigating the complex coding and billing requirements of both countries.

We also offer personalized solutions that take into account the unique needs of each practice, helping them to streamline their billing processes and maximize their revenue. In addition, Zono RCM is committed to providing exceptional customer service, ensuring that its clients receive timely and accurate billing support at all times. Overall, Zono RCM is a trusted partner for healthcare providers looking to improve their financial performance and efficiency.

Key Facts

- Onshore /Offshore KPO & BPO Services
- Core Team Serving US industry since 2022
- Robust & scalable infrastructure
- State-of-the-art technology and systems
- Network Infrastructure and Disaster Recovery.
- Workflow management Application
- Highly skilled and trained staff with good communication skills and in-depth knowledge of process
- Structured training, feedback and coaching HIPAA-compliant

Address : 16, KK Salai, Kaveri Rangan nagar, Saligramam, Chennai, Tamil Nadu 600093

3

Our Service Offerings

Provider Services

Credentialing

Medical Coding (CPT, CPT II, ICD 10, HCC)

Medical Billing & Demographics

Collections and Follow up Insurance

Payment Posting and Rejection Processing

Denials Management Tracking

Specialized Provider Services

MRA Validation

Star Rating/HEDIS (Chart Abstraction)

Oasis HHA Form Aggregation

Prospective Review (Missed Opportunities)

Indexing & Preloading (Document Categorization)

Post payment Claim Review & Contestation

Payer Services

Member Enrolment

Pre-Adjudication –Medical, Hospital, Dental, Vision and Pharmacy

Adjudication -Medical, Hospital, Dental, Vision and Pharmacy

Claim Adjustment, Offset and Recovery

Provider data Management

Allied IT Services

Data Extraction & Transformation from different sources

Business Intelligence applications

SSRS reports & Dashboard

Software Development

SharePoint Site Administration

Data Backup Administration

Eligibility Verification

Authorization Verification

Account Receivable

Medical Coding

Payment Posting

Charge Entry

Demographic

360°Provider Services of Zono RCM

WHAT WE DO?

MEDICAL CODING

CPC Certified Medical Coders

CPT , CPT II, HCPCS, ICD 10 , HCC

Code Compliance Review & Audit
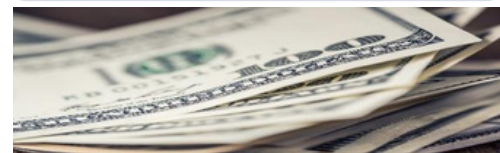

REVENUE CYCLE MANAGEMENT

Medical Billing

•Patient Demographics
•Eligibility & Benefits Verification
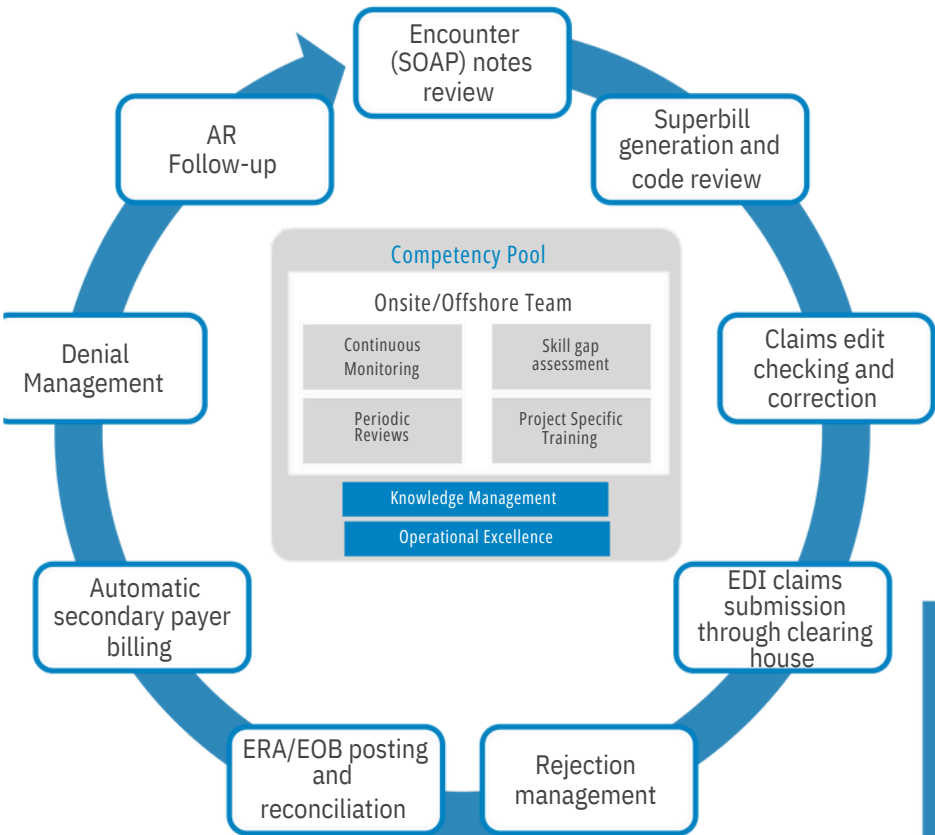•Charge Entry
•Claim Generation
•Payment Posting

AR Analysis & Denial

•AR Follow-up

•Denial Management
•Patient Calling

How we do it

Process cycle (clockwise)

- Encounter (SOAP) notes review
- Superbill generation and code review
- Claims edit checking and correction
- EDI claims submission through clearing house
- Rejection management
- ERA/EOB posting and reconciliation
- Automatic secondary payer billing
- Denial Management
- AR Follow-up

Competency Pool

Onsite/Offshore Team

Continuous Monitoring	Skill gap assessment
Periodic Reviews	Project Specific Training

Knowledge Management

Operational Excellence

DESIGN
Innovation begins with people.

Just as every person is unique, so is every business and it's challenges. We collaborate directly with our customers to design solutions tailored to solve their hardest problems and mitigate new ones.

BUILD
Evolves into problem solving.

Through human-centered research and industry-leading analytics, we develop advanced solutions to streamline the most complex, entrenched processes.

DELIVER
Enables exceptional results.

We don't just hand over a solution and wish a client good luck. We deliver comprehensive services for the full office, front to back, and operate them anywhere in the world.

- Above **95%** Collection Rate
- Claims Submission TAT **24 – 48 hours**.
- Error-free Patient Entry
- Over **99.9%** Coding Accuracy
- Real-time Audits
- Proactive Follow-up on Rejections
- Denial Management
- Methodical and Proactive AR Follow-up
- **100%** HIPAA Compliance
- Custom Reporting

Credentialing process

Overview:

A process of getting a Provider or Group contracted with insurance company, in order to bill and receive payment from insurance company for the services rendered by the provider. Each and every company has their own process of credentialing the provider with their network. By using our own Credentialing tool (ACS), we can track the complete credentialing work flow of all the providers easily.

Our credentialing team in Zono RCM will check with the insurance company about the requirements to get the Provider or Group credentialed with their network. Our team will submit the information required by insurance company like Credentialing applications and Provider documents. Below listed are sub-process involved in Credentialing.

Provider Data Maintenance–We maintain all the provider information from demographics to work history and documents in our system and keep it up to date.

Form Generation –We fill the application requested by all the insurance companies including Medicare and Medicaid on behalf of provider and submit it to them.

CAQH (Council for Affordable Quality Healthcare) –It's a portal used by the commercial insurance to access the Provider information for the credentialing purposes. We update and re-attest the provider CAQH every 120 days without fail.

Follow-up–Our team will frequently touch base with the insurance company on the status of the submitted application until it gets approved.

Specialized Provider Services

Our team of Physicians have extensive exposure with the below

mentioned processes / projects for one of the largest IPA/MSO in a state -
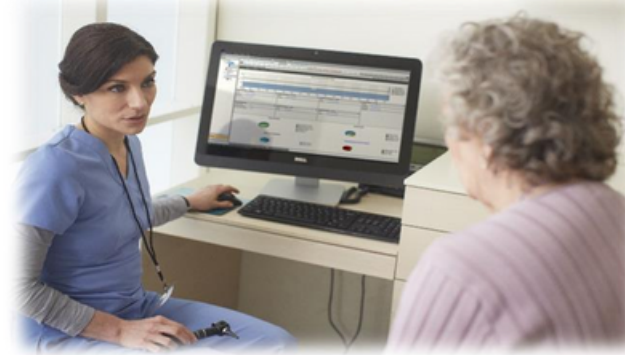
- **HEDIS**Abstraction / **Star Rating** and Benchmarking for Medicare, Medicaid, and commercial health plans

- **MRA** (Medicare risk adjustment)
  - •Data Validation For RAPS (Risk Adjustment Processing System)
  - •Chart Review for **Missed HCC codes / Opportunities**

- **HQPAF**(The Healthcare Quality Patient Assessment Form) & **POV** (Patient Office Visit)

- **PQRS**(Physician Quality Reporting System)

- **Meaningful Use I & II**

- **Claim Pre & Post payment analysis/ Claim Contestation / Claim Review**

Member Services

Member Management → **Member Group Setup** → **Billing & Payment Posting** → **Member Calls**

Member Management
- Member Add / Update / Terminate Member
- Profile & ID Card setup
- Member Bio-metric Authentication USPS Address Verification
- PCP List

Member Group Setup
- Group setup
- Plan / Coverage update
- Benefits update
- Referral / Pre-Auth request

Billing & Payment Posting
- EOB
- Deductible
- Billing Error fix
- Paymen Posting

Member Calls
- Eligibility Inquiry
- Coverage Inquiry
- Pre Auth Inquiry
- Claims Inquiry
- Payment Inquiry
- Benefits Clarification Inquiry

Provider Services

Provider Credentialing → **Provider Contracting** → **Provider Data Management** → **Provider Calls**

Provider Credentialing
- Credentialing Application Processing
- Primary Source Verification
- Provider Follow-up
- Re-Credentialing
- Credentialing Compliance

Provider Contracting
- Provider Contract Loading
- Fee Schedule Maintenance
- Contract Testing
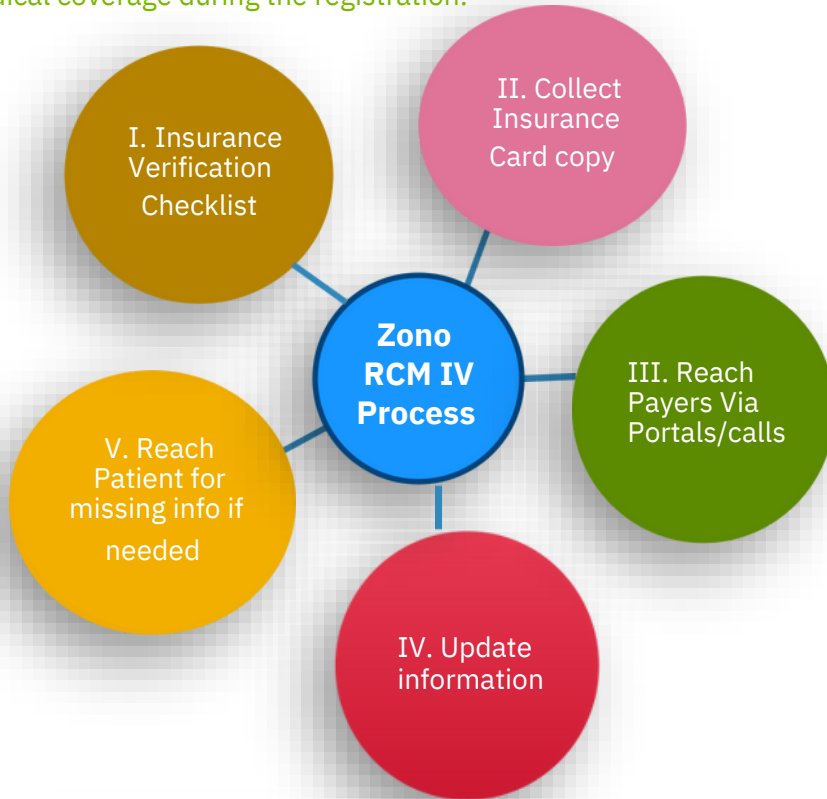
Provider Data Management
- Provider Add / Update / Terminate
- Provider Data Cleansing
- Provider Directory Maintenance
- USPS Address Verification
- Web-based Provider Search

Provider Calls
- Eligibility Inquiry
- Coverage Inquiry
- Pre Auth Inquiry
- Claims Inquiry
- Payment Inquiry
- Benefits Clarification Inquiry

Insurance Eligibility Verification Process

We have solid insurance verification process in place which will reduce the denials and makes the medical billing practices more efficient. Our process will take care of the eligibility checks immediately after the appointments and will also identify the unknown medical coverage during the registration.

Our Focus

I. Insurance Verification Checklist

II. Collect Insurance Card copy

Zono RCM IV Process

III. Reach Payers Via Portals/calls

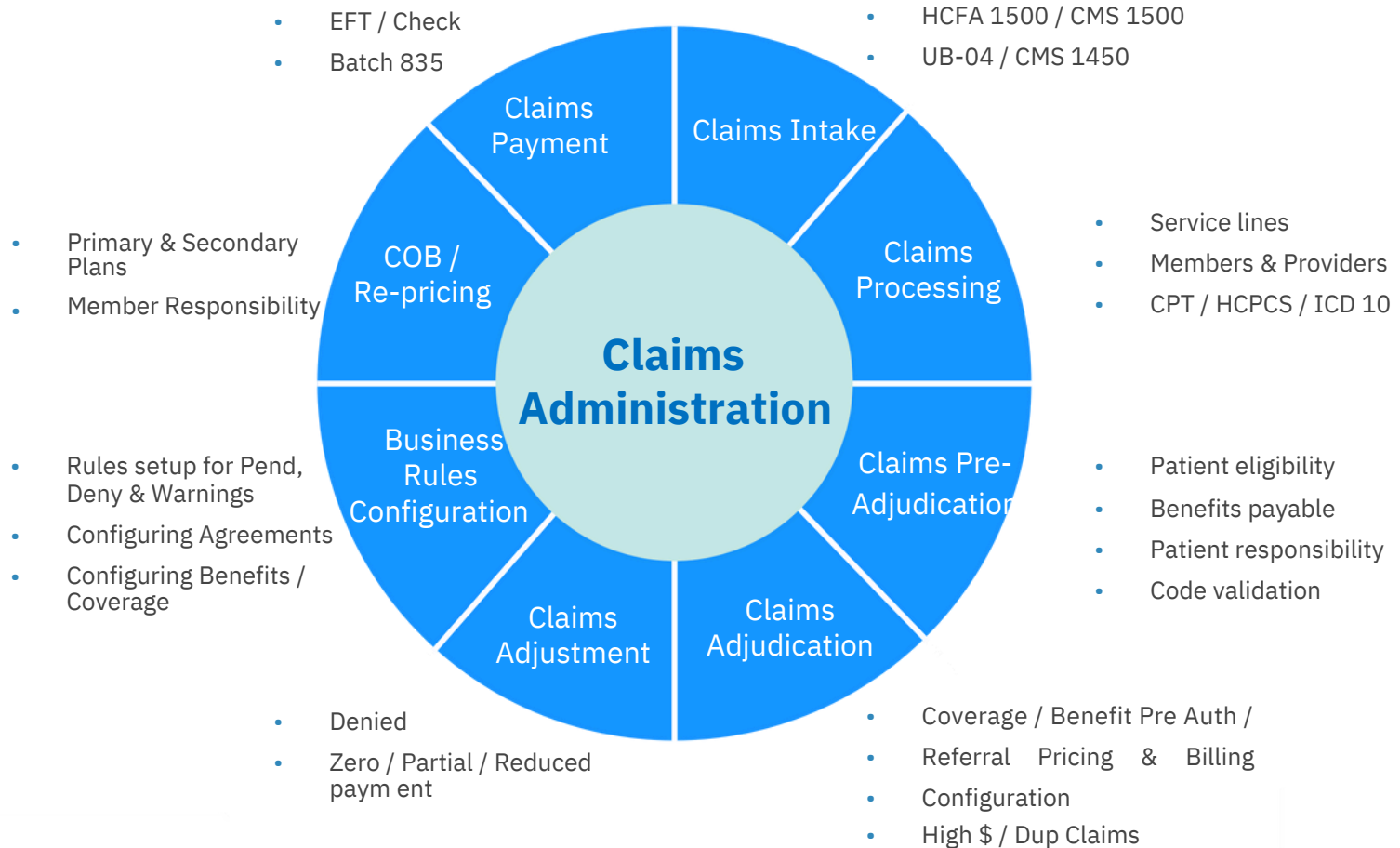IV. Update information

V. Reach Patient for missing info if needed

Digital Patient eligibility process

Bulk Eligibility verification process tool for better productivity
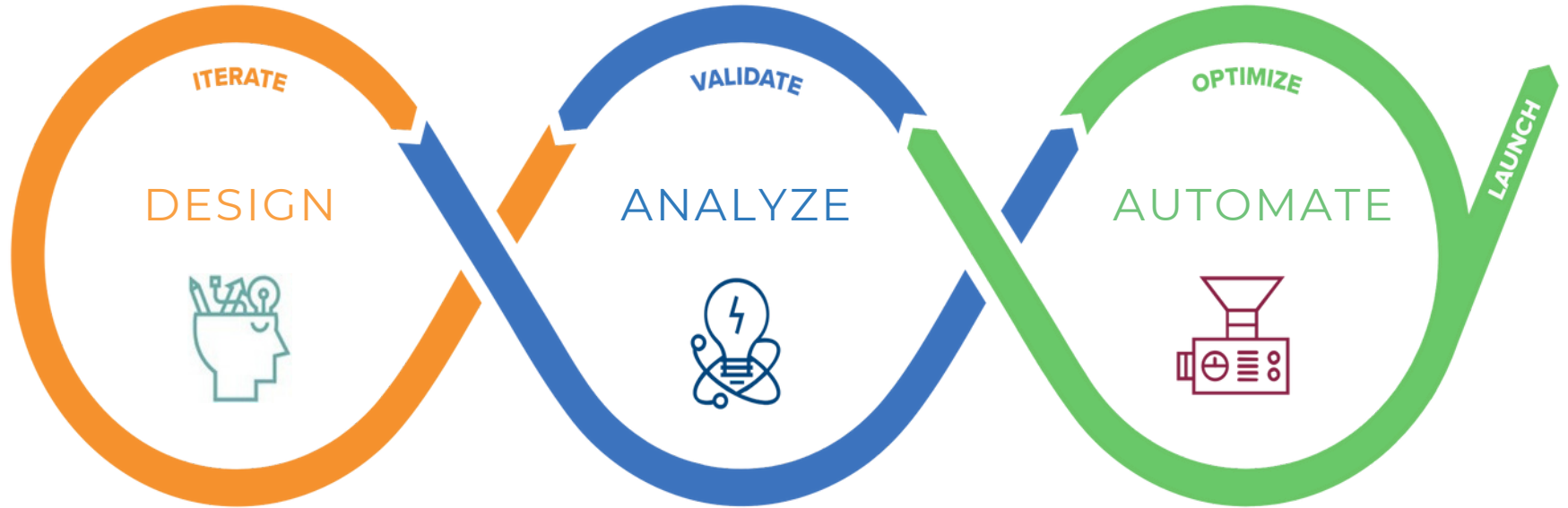
Mobile App to improve the fast communication

Claims Administration

- EFT / Check
- Batch 835

- HCFA 1500 / CMS 1500
- UB-04 / CMS 1450

Claims Payment

Claims Intake

- Primary & Secondary Plans
- Member Responsibility

COB / Re-pricing

Claims Processing

- Service lines
- Members & Providers
- CPT / HCPCS / ICD 10

Claims Administration

- Rules setup for Pend, Deny & Warnings
- Configuring Agreements
- Configuring Benefits / Coverage

Business Rules Configuration

Claims Pre-Adjudication

- Patient eligibility
- Benefits payable
- Patient responsibility
- Code validation

Claims Adjustment

Claims Adjudication

- Denied
- Zero / Partial / Reduced paym ent

- Coverage / Benefit Pre Auth /
- Referral Pricing & Billing
- Configuration
- High $ / Dup Claims

STRATEGY

IMPROVING

CHANGING

MANAGE

MODERNIZE

OPTIONS

INNOVATION

PROCESS

Business
Transformation

A look into our Transformation Process

Zono RCM Innovation and Value Creation Framework

Reporting
- Monthly / Quarterly Reporting to client Business Stakeholders
- Rewards and Recognition

Innovation Fund
- Setting up Joint Innovation Fund
- Mutual Benefit Sharing

Baseline
- As Is Process Characteristics Measurement
- Record Previous Trends
- Standard templates for Measurement

Sign Off
- Submission to respective client counterpart -Template
- Formal sign off

Interventions
- During Identification, Determination, base lining, Solution development, Benefit Calculation and Sign off
- Guidance and Support –Business Excellence team

Benefit Calculation
- Benefit Determination –Cost Reduction / Productivity Increase
- Benefit calculation

Zono RCM Innovation and Value Creation Approach

Objective: The primary objective of the Zono RCM Innovation and value creation approach is to create an unparalleled customer experience through out the entire value chain of a claim lifecycle

HOW WILL WE DO IT

IDENTIFY OPPORTUNITY
Opportunity could be within your scope of work or in an upstream or downstream process. Eg : Reduction in Processing Time

PROPOSE / APPLY CHANGE
Apply the identified changes or solutions to the process. Eg : Elimination of a few activities in the process

PROJECT BENEFITS
Project Benefits in terms of Reduction in Billing or Reduction in processing cost per unit for client.

BASELINE OPPORTUNITY
Measure the current vitals of the opportunity identified. Eg : 30 mins. to process the unit identified

MEASURE PERFORMANCE
Post the implementation, measure the performance of the process – Eg : 10 mins. against a baseline of 30 mins.

Zono RCM RCM towards...

Zono RCM RCM Informatics Business Solutions has developed an industry-leading transformation capability that includes automating those tasks that are routine, repetitive, and rules-base

Transformational Capabilities:

Digital and Technology

Analytics Capabilities

Consulting Engagements

Lean / Six Sigma

Industry Experts

next

"Working together, people can achieve extraordinary things. Empower collaboration and innovation, everywhere."

Impact On Healthcare's Back Office:

Automation of data entry, coding, RCM, and other healthcare services

Automates repetitive data entry processes done between disparate systems

Extends the economic use of legacy healthcare systems

Increased productivity, accuracy, speed, and 24x7 operations

17

Full management information and audit trail

WEARE A DIGITAL TRANSFORMATION COMPANY

As our agents use the platforms, it produce a trail of data. All of the audit trail data from the platforms plus the inventory datasets that come through from the customer are flowed into our **BigData Hub** for our data scientists to explore and find out patterns. We then push the analytic insights back into the workflow platforms

Analytics

RPA
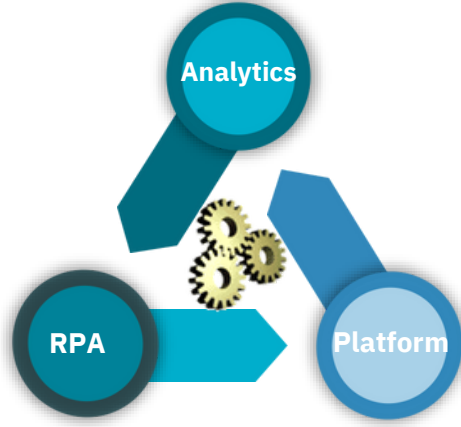
Platform

We have a invested in developing a suite of rich **workflow platforms** specific to Healthcare workflows in the Provider and Payer world. Our agents work on the inventory coming from customers in these platforms which provides rich tracking mechanisms and ease of work distribution
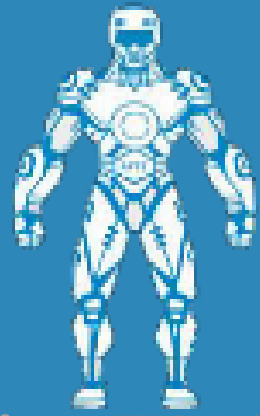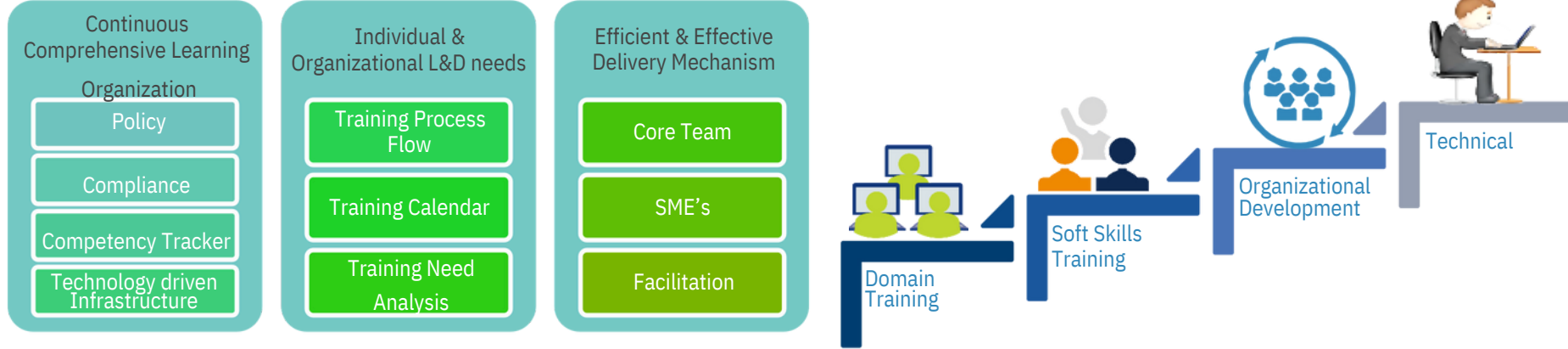
We have deployed **Robotics Automation** wherever we have repetitive work for our agents. Examples include indexing of incoming inventory, scraping information from websites, executing dual entries to keep systems in synch and variety of other such work that would otherwise require low level manual labor
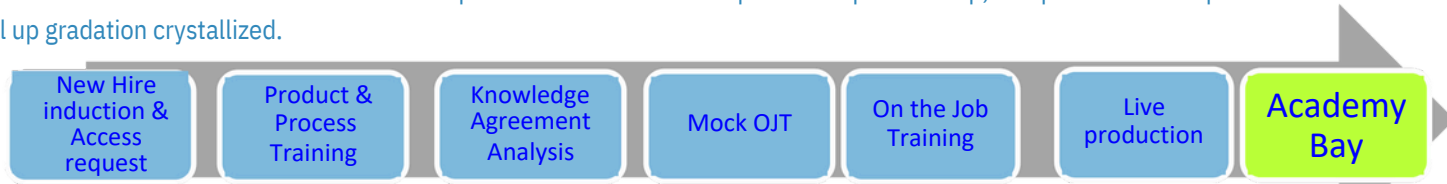
ZONO RCM TRAINING METHODLOGY, GOVERNANCE MODEL, QUALITY FRAMEWORK AND SECURITY MANAGEMENT

Training Methodology

Continuous Comprehensive Learning

Organization
- Policy
- Compliance
- Competency Tracker
- Technology driven Infrastructure

Individual & Organizational L&D needs
- Training Process Flow
- Training Calendar
- Training Need Analysis

Efficient & Effective Delivery Mechanism
- Core Team
- SME's
- Facilitation

Domain Training

Soft Skills Training

Organizational Development

Technical

Linked with business vision and future business expansion to meet the anticipated manpower ramp, competence development and skill up gradation crystallized.

New Hire induction & Access request	Product & Process Training	Knowledge Agreement Analysis	Mock OJT	On the Job Training	Live production	Academy Bay

- Introduction to Health care processes
- Access creation for Client systems

- Module-wise process & Product training
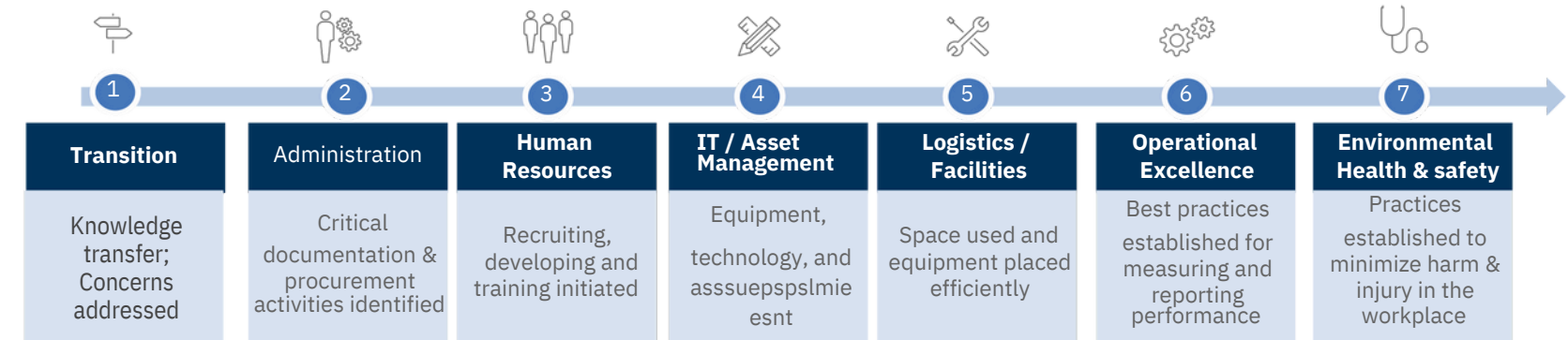- Feedback to trainees based on observation

- Repeatability & Reproducibility study
- > 85 % R&R for Successful completion

- Trainees apply new knowledge & skills in a Production environment
- >90% -for successful certification in 10 days

- Post Certification Trainees will be in Academy bay (Till Ramp end) for successful ramp to meet the required SLA

Governance Approach

Weekly Meetings, Status Calls, Quarterly Reviews

1	2	3	4	5	6	7
Transition	Administration	**Human Resources**	**IT / Asset Management**	**Logistics / Facilities**	**Operational Excellence**	**Environmental Health & safety**
Knowledge transfer; Concerns addressed	Critical documentation & procurement activities identified	Recruiting, developing and training initiated	Equipment, technology, and asssuepspslmie esnt	Space used and equipment placed efficiently	Best practices established for measuring and reporting performance	Practices established to minimize harm & injury in the workplace

Project Management

Establish Project Team	Develop Team Charter	Project Management Tools	Project Gate Reviews
Assign experienced project manager	Product requirements / assumptions / constraints	MS Project Plans	Project Initiation: Plans, Charter Teams
Include key client & stakeholders	Communication plan / team contacts	Team action report	Execute: Audit, changes, sponsor feedback
Set up shared team site	Steering committee	Managing risks	Closing: Close procedure, customer survey
	Change control process	Project cost controls	
		Status Dashboard	

Zono RCM Quality Framework

Catch

- Random Sampling picked for Audits
- 5 to 6% of the volume sampled for Random Audit
- Process errors identified and reported Immediately

Correct

- Immediate Notification of error to the delivery team
- Hourly error broadcast
- Error Review, rebuttal process completion and Error correction
- Individual coaching and training based on error trends
- Daily , Weekly and Monthly error trend analysis

Contain

- Use of QA tools like RCA
- Reinforcement Programs like Refresher training , Skill enhancement etc.
- Performance Improvement Plan
- Weekly Calibration Sessions

Control

- Feedback and Coaching Log Monitoring to Ops
- Calibration Results, error trending , RCA reporting and recommendation to Ops.
- 5 days rolling update- Change Control
- Analysis on Trends to suggest improvement Opportunities to clients

Quality Excellence

- Meet and exceed set Quality Goals
- Set benchmark by improving process efficiency
- High CSAT scores

Physical and Information Security (Offshore / Onshore)

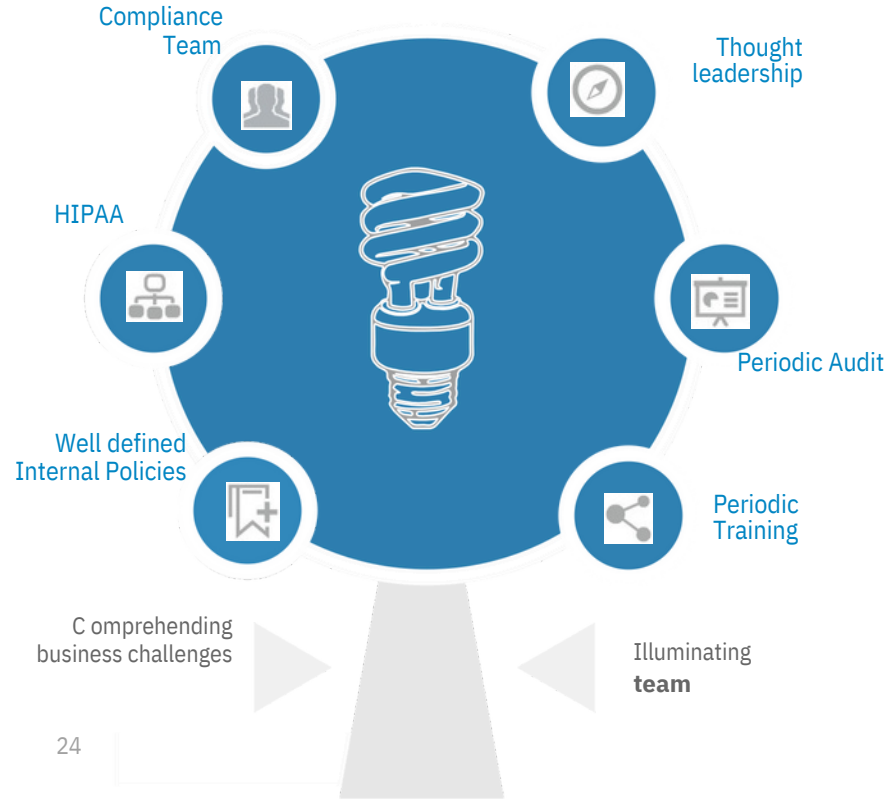| Physical Security	Firewall Security	Antivirus Security	Email Security	Storage and Backup Security

Physical Security
- Biometrics Access control for entering Secure Areas
- 24/7 Security cameras
- Alarm System Asset management Tool Controlled By (Manage Engine)

Firewall Security
- Firewall -Cisco Network Security Appliances -Offshore Cisco Network Security Appliances -Onshore
- Firewall Security features (Anti-Virus, Spyware, Content filtering Etc.)
- Site to Site Secure VPN services (From India to USA)
- Secure Work From Home services (SSL VPN)
- Restricted Social and other unwanted websites in all the Laptop and Desktop PC's

Antivirus Security
- Kaspersky antivirus enterprise Security -Offshore
- Trend Micro antivirus enterprise Security -Onshore
- Act as Internet Proxy Server
- Restricted USB, DVD and Drive related websites
- Restricted web-based emails

Email Security
- Cloud based Email Server Hostinger
- Two factor authentications
- Barracuda Encryption Security

Storage and Backup Security
- We are Using GCP(Google Cloud Platform) Storage
- Cloud based Backup Technology (Spin Backup) with one Year retention period
- We have Good BCP & 24/7 Technical Support.
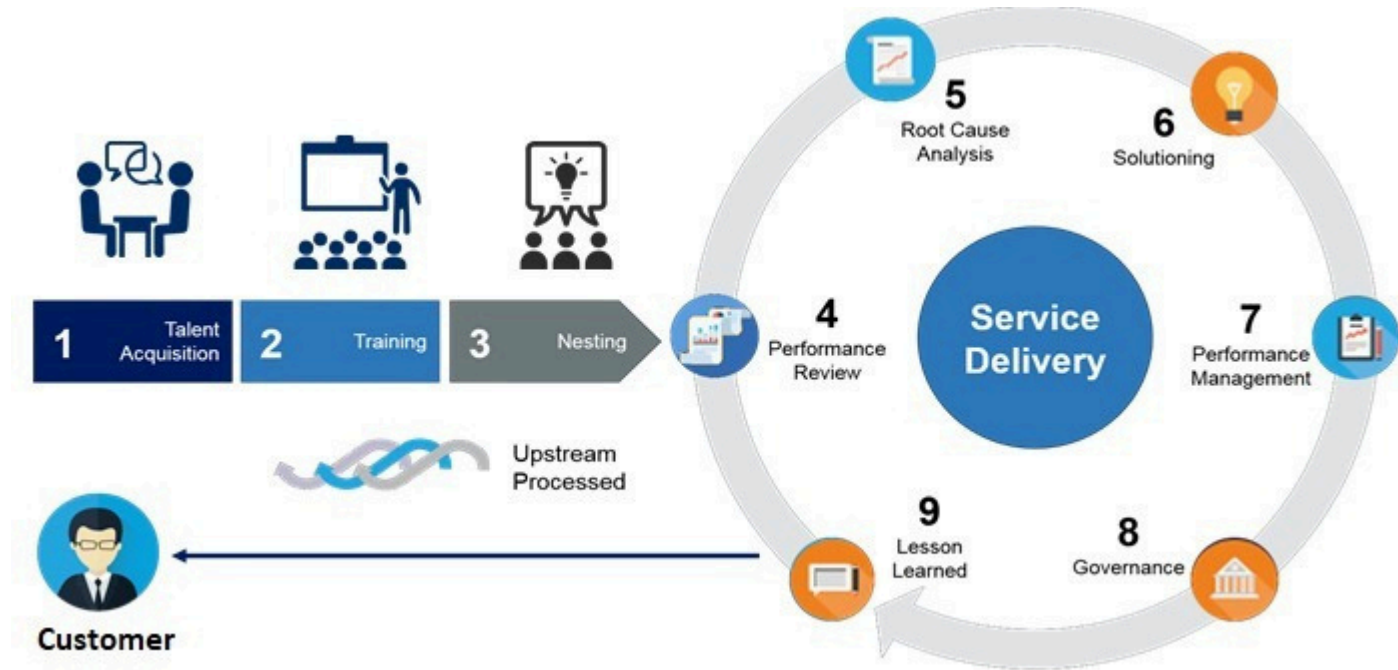- Secure SFTP (File Zilla)for file Transfer tool -Offshore

Compliance –Key Facts

Zono RCM has defined and established a process and system to avoid compliance risks while carrying out operations and encourage employees to proactively report compliance issues to the higher management.

Compliance Team

Thought leadership

HIPAA

Periodic Audit

Well defined Internal Policies

Periodic Training

C omprehending business challenges

Illuminating **team**

- Well defined policies to cover compliance aspects
- Written procedures covering compliance aspects
- Proactive compliance reporting and issue escalation
- Action list for changes in rules and regulations by regulatory authorities
- Compliance evaluation framework
- Periodical training on compliance issues and update
- Periodic audit and review mechanism to address potential compliance risks
- Implementation of data privacy and security with standards of HIPAA.
- Incident reporting for data security violation
- Compliance awareness among the employees and reward on compliance reporting
- Compliance violation by employees leads to employee retraining and reassessment

Continuous Improvement Framework

ZONO RCM

Maximize Your Profits With Our Medical Billing Services.

THANK YOU

Website: www.zonorcm.com | E-mail: info@zonorcm.com | Phone: +91 9840044324, +91 8667330711