

Life@ZOTEC



Bridget Buchanan

*Accounts Receivable
Manager*

At Zotec, we know our employees are extraordinary and they prove it every day - to each other, to our Clients and to the Community. They've got stories to tell, and we're here to hold the mic for them. Go grab a cup of coffee and settle in to read the latest installment in our 'Life @ Zotec' series!

Hi, Bridget! Can you share a little bit about what you do at Zotec?

As an AR Manager, I currently manage our national Radiology clients. Every day we are reviewing processes to streamline denials received by carriers and identify ways to prevent future denials from coming in. We're always analyzing trends and carrier requirements to ensure claims get paid the first time around. I also manage the Medical Records team for multiple specialties across Zotec. We utilize a large variety of EMR systems to obtain the records needed for request from carriers.

How long have you been with Zotec?

I started with Emphysis in 2002, and Emphysis merged with Zotec in 2007.

We use the words Innovator, Collaborator & Doer when describing our team members. How does that translate into the work you do?

This is the favorite part of my job. Every day, part of what I work towards is looking for ways to create a better process for the tasks we manage. In doing so, I **collaborate** with several different teams within Zotec. Having support and knowledge from other areas allows us to make a unique process for our Clients and leaders as **innovators** by creating those specific process needs for their business.

You're incredibly active in your community. Can you share how the Zotec Effect helps you support the causes you're most passionate about?

Over the last few years, I have been a team captain for the American Heart Association through Zotec Sponsorship. This hits close to home as my husband, father and grandfather are all patients and I have always been very active in their care. Their support and encouragement, along with a wealth of knowledge, gives me hope in the future of medicine. Along with supporting local charities - including Patriot Paws, Jonathan's Place and a small local school - Zotec has helped me coordinate donations and provide supplies needed for these programs. As an individual supporting these organizations, my contribution would be small. But as a team, Zotec helps us support the community in a much larger manner that makes a greater impact.

What do you love most about your team, and how do you stay connected now that we're all working virtually?

I love that my team is truly there for each other. On the daily they communicate, help and support one another and encourage growth within themselves, each other and Zotec. We have monthly team meetings and crazy games we play, along with daily chats via Teams and text messages. We feel more connected now than we did in the office. I love that my fellow managers and director are always only a call away and there to offer support or guidance when needed. We feel trusted in our roles ... there is never a question of "does my director think I am doing well?" She communicates and appreciates us daily and provides guidance - both to the team, and each of us individually.





What's one thing you would tell a prospective candidate looking to join the Zotec family?

You should join our team if you want to wake up each morning and look forward to doing your job. Here, you know you have a “family” supporting you ... listening to you, encouraging you to grow and be innovative in your role and bring ideas to the table that seemed impossible in your past. Join Zotec if you want to be a part of a company that supports its community, the charities that their employees care about, and the lives that those causes have changed. Team Zotec is that work family you have been looking for, and when you join, be prepared to be a part of something great.



Inspired to become a part of Team Zotec?
Check out [our current openings!](#)