

## Nymbl helped Elizur streamline operations and lead with confidence



**Jim Grant**  
Founder & President



**Scott Huber**  
Director of Clinical Operations



For over 30 years, Elizur has delivered musculoskeletal care at scale, serving thousands of patients weekly with orthopedic soft goods, orthotics and prosthetics, and a wide range of durable medical equipment. But as the organization expanded, its practice management systems were holding it back.



"We were operating out of three different platforms. Each team—billing, clinical, admin—was on its own system. Things didn't translate cleanly, and accountability was hard to maintain."



"We didn't know what we didn't know. Claims would disappear between systems. We weren't confident we were capturing all the revenue we were generating. That's not sustainable in a thin-margin business."

**They knew it was time to change. After months of exploring solutions, Elizur moved its entire operation to Nymbl.**

## A Single System That Unifies Teams and Data

Nymb! replaced three separate systems with one unified platform—bringing clinical care, claims, billing, and reporting together in real time.



"The transparency has been game-changing. Now everyone's in the same system, working from the same playbook. It's made collaboration easier and performance stronger."



"We can now see the full lifecycle of a claim; where it stands, what's missing, when it's billed, and when it's collected. That visibility has transformed how we operate."

The unified structure also helped eliminate inefficiencies caused by fractured workflows.



"We're not chasing invisible problems anymore. We're focused on what matters and projecting confidently into the future."

## Built-In Reporting That Drives Smarter Strategy

Elizur's leadership uses Nymb!'s dashboards to track clinical and financial performance in real time, customized for each business unit.



"The canned reports alone are powerful, but paired with dashboards and business analytics, we can slice the data any way we need down to payer contract performance, COGS, and margin trends."



"We use the data to throttle the business. It helps us decide where to apply pressure, where to course-correct, and how to grow with intent."

## A Revenue Engine That Just Works

With Nymbl, Elizur also made the strategic decision to outsource its revenue cycle management—a move Jim described as “one of the best decisions we’ve made.”



“We realized we weren’t built to be billing experts. We’re built to deliver exceptional patient care. Nymbl’s team handles the revenue side so we can focus on our core competencies – delivering the highest quality care to our patients and growing our business.”

From ERA automation and eligibility checks to Stripe payment processing and full Waystar integration, Elizur’s team now has a billing engine that’s fast, accurate, and fully connected to the clinical side of the business.

## Support That Shows Up and Sticks Around

Transitioning from three systems to one could have been chaotic. Instead, Scott credits Nymbl’s support team with making the process smooth and effective.



“Change is scary, especially for a high-volume clinic like ours, but Nymbl walked with us the whole way. From day one, they’ve treated our input like it matters—and acted on it fast.”

His team has even partnered with Nymbl to co-create training content and workflows.



“It doesn’t feel like we bought software, it feels like we gained a partner.”



## A Culture That Mirrors Their Own

For Jim, the most surprising part of the transition wasn't the technology, it was the energy.



"When I work with the Nymbl team, it feels like I'm working with my own kids in the best way possible. They're authentic, smart, and fully engaged. They meet you where you are and follow through on what they say."

Both leaders noted how aligned the cultures of Nymbl and Elizur have become.



"They're responsive, adaptable, and always looking ahead. We mesh because we share that same mindset."

### How Nymbl helped Elizur consolidate and lead with confidence

#### Total System Consolidation

Unified clinical, billing, and admin teams on a single platform.

#### Revenue Cycle Partnership

Nymbl's RCM team optimized collections and allowed Elizur to focus on care.

#### Full Claim Visibility

Real-time tracking from intake to reimbursement, reduced leakage, and improved confidence.

#### Connected Billing Engine

Eligibility checks, ERA automation, and integrated payments increased speed and accuracy.

#### Actionable Analytics

Built-in dashboards and deep reporting supported faster, smarter decisions.

#### Responsive Support

Hands-on onboarding, fast-turn tickets, and user-driven improvements.

Ready to be agile, forward-looking, and outcome-driven like Elizur?