**Billing/accounts receivable/RCM systems**

**Name of billing/accounts receivable/revenue cycle management system**
Cerner Patient Accounting†

**First-ever billing/AR/RCM** system install/
Most recent billing/AR/RCM system install***
Cerner Corp., Cerner client support
2800 Rockcreek Parkway
Kansas City, MO 64117
886-221-8877
www.cerner.com

**Last major product release of featured billing/AR/RCM system**
January 2014

**No. of contracts for sites operating billing/AR/RCM system**
156

**No. of contracts signed since March 2013**
No. of contracts gone live since March 2013

**No. of sites operating billing/AR/RCM system (HL/IL/PP/OL/PF)**

**No. of inpatient invoices handled by installed sites annually**

**No. of outpatient requisitions handled by installed sites annually**

**Percentage of installations that have stand-alone billing/AR/RCM systems**

**No. of user workstations in sites operating billing/AR/RCM system**

**Total incremental cost for largest configuration of billing/AR/RCM*****—
Total incremental cost for smallest configuration of billing/AR/RCM*****—
Total cost for largest stand-alone billing/AR/RCM system install***** —
Cost for cloud-based or similar billing/AR/RCM systems or services —

**Billing/AR/RCM system accessed via ASP or cloud-based data center**
yes (also available as a stand-alone product)

**Billing/AR/RCM system received ONC-ATCB certification**
no

**Other vendors to which software has a lab system-related interface**
MedAssets, Relay Health, Practice Insight, Emdeon, EBS, Inter Lawson, others

**Software provides indexed field in each test definition for LOINC code**
no

**Provide LOINC dictionary for each new installation**
no

**Means by which billing/AR/RCM system tracks profitability**
functionality not provided

**Advanced system capabilities**
- 1500 claim form generation (paper version)
- UB-04 (formerly UB-92) claim form generation (paper version)
- Client invoices
- Patient or family invoices
- Reprints of above on demand
- Key indicator tracking (online view of site-assigned key indicators)
- Test profile versus component billing
- Medical-necessity screening for Medicare
- Professional component billing
- Auto delete of reimbutable procedures
- Technical component only
- Retain demographic data, repeating patients
- Account and patient payment posting
- Accounts receivable system
- Management or marketing report generation
- Automatic balance billing to patients
- Capitation billing plus billable tests
- Utilization reports generated for managed care
- Global charges for lab tests
- Unlimited user-defined fee schedules
- Track financial classes
- Allow open-item accounting (each line item on bill can be handled separately)
- User report writer
- User-defined collection system
- Client services or call tracking module

**Software provides indexed field in each test definition for LOINC code**
no

**Provide LOINC dictionary for each new installation**
no

**Client receives copy of source code**
yes

**Methods by which users can tailor billing/AR/RCM system in their own setting**
ad hoc query tools, user-defined interfaces

**Billing/AR/RCM system received ONC-ATCB certification**
no

**Billing/AR/RCM system accessed via ASP or cloud-based data center**
yes (also available as a stand-alone product)

**Cost for cloud-based or similar billing/AR/RCM systems or services**

**Total cost for smallest stand-alone billing/AR/RCM system install***** —
Total incremental cost for smallest configuration of billing/AR/RCM***** —
Total incremental cost for largest configuration of billing/AR/RCM***** —

**Distinguishing features (supplied by company)**
- Additional features or services
  - work queues and work items can help manage and prioritize workflow by pushing assignments to the appropriate resources
  - cash flow can be managed across all facilities licensed to use the solution
  - appropriate clinical data on claims when Cerner’s clinical and financial solutions are in place, helping to reduce denials

†formerly Cerner ProFit

Note: A dash in lieu of an answer means company did not answer question or question is not applicable.

Tabulation does not represent an endorsement by the College of American Pathologists.
Product guide editors: Raymond D. Aller, MD, and Hal Weiner
### Features (listed as a percentage of live installations or based on availability)

- **Patient demographics transferred via interface from LIS to billing/AR/RCM system**: 100%
- **UH-04 (formerly UB-02) claim form generation (paper version)**: 100%
- **Client invoices**: 100%
- **Client or family invoices**: 100%
- **Reprints of above on demand**: 100%
- **Key indicator tracking (online view of site-assigned key indicators)**: 100%
- **Test profile versus component billing**: 100%
- **Medical-necessity screening for Medicare**: 100%
- **Professional component billing**: 25%
- **Auto delete of nonbillable procedures**: 100%
- **Technical component only**: 3%
- **Retain demographic data, repeating patients**: 100%
- **Account and patient payment posting**: 100%
- **Accounts receivable system**: 100%
- **Management or marketing report generation**: 100%
- **Automatic balance billing to patients**: 100%
- **Capitation billing plus billable tests**: 25%
- **Utilization reports generated for managed care**: 100%
- **Global charges for lab tests**: 100%
- **Excluding user-defined fee schedules**: 100%
- **Track financial classes**: 100%
- **Allow open-item accounting (each line item on bill can be handled separately)**: 100%
- **User report writer**: 75%
- **User-defined collection system**: 70%
- **Client services or call tracking module**: 95%

### Means by which billing/AR/RCM system tracks profitability

- **Software sold as stand-alone module**: yes, no, yes
- **Software sold as a component of LIS**: yes, no, yes
- **Software provided free with LIS**: no, yes, no

### Billing/accounts receivable/RCM systems

#### Features

- **Client services or call tracking module**: 95%
- **Utilization reports generated for managed care**: 100%
- **Accounts receivable system**: 100%
- **Management or marketing report generation**: 100%
- **Automatic balance billing to patients**: 100%
- **Capitation billing plus billable tests**: 25%
- **Utilization reports generated for managed care**: 100%
- **Global charges for lab tests**: 100%
- **Excluding user-defined fee schedules**: 100%
- **Track financial classes**: 100%
- **Allow open-item accounting (each line item on bill can be handled separately)**: 100%
- **User report writer**: 75%
- **User-defined collection system**: 70%
- **Client services or call tracking module**: 95%

#### Benefits

- **Client receives copy of source code**: yes, no, yes
- **Method by which users can tailor billing/AR/RCM system in their own setting**: yes, no, yes
- **Billing/AR/RCM system received OINC-CBIC certification**: yes, no, no

#### Cost

- **Total cost for largest stand-alone billing/AR/RCM system install**: $20,000 (annual maintenance fee, $1,800) $105,000 (annual maintenance fee, $18,000)
- **Total incremental cost for smallest billing/AR/RCM system install**: $20,000 $105,000

#### Distinguishing features (supplied by company)

- **Electronic Medicare claims ANSI v5010; transmission to more than 2,100 commercial insurance carriers**: yes, no, yes
- **System design customizable per client; drives timely, accurate, and consistent revenue-collection processes**: yes, no, yes
- **Data stored forever; customizable reports; 10+ years of RCM medical billing experience**: yes, no, yes

#### Additional information

- **Total cost includes hardware, software, installation, and training**: yes, no, yes
- **No. of independent labs and pathology practices in the U.S.**: 15, 13, 7
- **No. of inpatient invoices handled by installed sites annually**: 250,000–2,000,000 (average, 750,000)
- **Percentage of installations that have stand-alone billing/AR/RCM systems**: 62%
- **No. of employees in entire company**: 15, 13, 7
- **Operating systems**: AIX 7, Linux, Windows 7
- **Databases and tools used**: LabBase, MySQL, Microsoft SQL server, Dynamics SL, Micronetics Standard MUMPS, Caché, Visual Basic
- **Standards and coding systems supported**: HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-9-CM, ICD-10, CPT, HCPCS level II

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*Note: A dash in lieu of an answer means company did not answer question or question is not applicable.*
### Tabulation does not represent an endorsement by the College of American Pathologists.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Means by which billing/AR/RCM system tracks profitability</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Advanced system capabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patient demographics transferred via interface from LIS to billing/AR/RCM system</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>1000 claim form generation (paper version)</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>UB-04 (formerly UB-92) claim form generation (paper version)</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Client invoices</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Patient or family invoices</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Reprints of above on demand</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Key indicator tracking (online view of site-assigned key indicators)</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Test profile versus component billing</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Medical-necessity screening for Medicare</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Professional component billing</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Auto-detecte of nonbillable procedures</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Technical component only</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Retain demographic data, repeating patients</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Account and patient payment posting</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Accounts receivable system</td>
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<td>0%</td>
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<tr>
<td>Management or marketing report generation</td>
<td>100%</td>
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<tr>
<td>Automatic balance billing to patients</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Billiing plus billable tests</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Utilization reports generated for managed care</td>
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<td>0%</td>
</tr>
<tr>
<td>Global charges for lab tests</td>
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</tr>
<tr>
<td>Unlimited user-defined fee schedules</td>
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</tr>
<tr>
<td>Track financial classes</td>
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<td>0%</td>
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<td>0%</td>
</tr>
<tr>
<td>User report writer</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>User-defined collection system</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Client services or call-tracking module</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Billing/AR/RCM system supports electronic data interchange with third-party payers and claims clearinghouses</strong></td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Electronic functions offered</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>claims processing, payment posting, eligibility queries, rebutt</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Billing/AR/RCM system accessed via ASP or cloud-based data center</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Cost for cloud-based or similar billing/AR/RCM systems or services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total cost for smallest stand-alone billing/AR/RCM system install</strong>**</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total incremental cost for smallest configuration of billing/AR/RCM</strong>**</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Distinguishing features (supplied by company)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>seamless integration with Epic Beaker LIS for client management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>seamless integration with Epic CRM module for managing client requests</td>
<td></td>
<td></td>
</tr>
<tr>
<td>rules-based support to bill patient versus client account using organization's business logic</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| **Note:** A dash in lieu of an answer means company did not answer question or question is not applicable.
### Features (listed as a percentage of line installations or based on availability)

- **Patient demographics transformed via interface from LIS to billing/A/R/RCM system**
  - installed
- **1300 claim form generation (paper version)**
  - installed
- **UB-04 (formerly UB-40) claim form generation (paper version)**
  - installed
- **Client invoices**
  - installed
- **Patient or family invoices**
  - installed
- **Reprints of above on demand**
  - installed
- **Key indicator tracking (online view of site-assigned key indicators)**
  - installed
- **Test profile versus component billing**
  - installed
- **Medical necessity screening for Medicare**
  - installed
- **Professional component billing**
  - installed
- **Auto delete of reimbursable procedures**
  - installed
- **Technical component only**
  - installed
- **Retain demographic data, repeating patients**
  - installed
- **Account and account payment posting**
  - installed
- **Accounts receivable system**
  - installed
- **Management or marketing report generation**
  - installed
- **Automatic balance billing to patients**
  - installed
- **Capitation billing plus billable tests**
  - installed
- **Utilization reports generated for managed care**
  - installed
- **Global charges for lab tests**
  - installed
- **Unlimited user-defined fee schedules**
  - installed
- **Track financial classes**
  - installed
- **Allow open-item accounting (each line item on bill can be handled separately)**
  - installed
- **User report writer**
  - installed
- **User-defined collection system**
  - installed
- **Client services or call tracking module**
  - installed

### Means by which billing/A/R/RCM system tracks profitability

- **Means by which billing/A/R/RCM system tracks profitability**
  - test, payer, user, choice rules-based processing, bundling, 72-hour rule
- **HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-9-CM, ICD-10-CPT, HCPCS level II**
  - installed
- **Claims, payments, eligibility, others**
  - installed

### Other vendors to which software has a lab system-related interface

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>System</td>
<td>Medical Information Technology (Meditech)</td>
</tr>
<tr>
<td>Software</td>
<td>McKesson Patient Accounting-6.1</td>
</tr>
<tr>
<td>Platform</td>
<td>General Electric Revenue Cycle Management-6.0</td>
</tr>
</tbody>
</table>

### Software provided includes field in each test definition for LOINC code

- **Software provided includes field in each test definition for LOINC code**
  - yes
  - installed
  - installed
  - installed

### Client receives core system code

- **Client receives core system code**
  - yes
  - installed
  - installed

### Methods by which users can tailor billing/A/R/RCM system in their own setting

- **Methods by which users can tailor billing/A/R/RCM system in their own setting**
  - escrow
  - wrappedaround programming, ad hoc query tools, user-defined interfaces, dictionary settings, Crystal Reports, others
  - ad hoc query tools, dictionary settings, customer-defined screens, parameters, reports, rules
  - ad hoc query tools, dictionary settings, customer-defined screens, parameters, reports, rules

### Software provided includes field in each test definition for LOINC code

- **Software provided includes field in each test definition for LOINC code**
  - yes
  - escrow
  - escrow
  - escrow

### Client receives core system code

- **Client receives core system code**
  - yes
  - yes
  - yes

### Distinguishing features (supplied by company)

- **Distinguishing features (supplied by company)**
  - designed to help improve workflow, lower operating costs, improve cash flow with extensive rules and processing
  - designed for outreach and reference labs, including ability to collect payments at time of service at patient service centers, as well as online
  - includes tools for business management, metrics, and analytics
  - one statement combining acute and ambulatory charges; electronically submit claims and receive remittances
  - access all patient account and billing details from a single desktop
  - centralized and decentralized billing, along with conflict checking, denial management, and integrated charge capture
  - centrally and decentralized billing, along with conflict checking, denial management, and integrated charge capture
  - electronically submit claims and receive remittances via ANSI 837/835 interfaces
Part 5 of 7

Medical Information Technology (Meditech)  
Paul Berthaume  
plberthaume@meditech.com

Meditech Circle  
Westwood, MA 02090  
781-821-3000  
www.meditech.com

Medical Information Technology (Meditech)  
Paul Berthaume  
plberthaume@meditech.com

Meditech Circle  
Westwood, MA 02090  
781-821-3000  
www.meditech.com

NovoPath  
Richard Callahan  
rcallahan@novopath.com

301 N. Harrison St., Suite 384  
Princeton, NJ 08540  
877-686-4123  
www.novopath.com

Name of billing/accounts receivable/revenue cycle management system  
Meditech Revenue Cycle Management—client/server  
Meditech Revenue Cycle Management—Magic  
NovoBilling

First-ever billing/AR/RCM** system install/Most recent billing/AR/RCM system install***  
1986/February 2014  
1986/September 2013  
2004/2012  
December 2012

No. of contracts for sites operating billing/AR/RCM system  
3697  
3717  
9

No. of contracts signed since March 2013/No. of contracts gone live since March 2013  
390†  
380†  
9†

No. of outpatient requisitions handled by installed sites annually  
1,000–200,000 (average, 200,000)

Software provides indexed field in each test definition for LOINC code  
Yes  
Yes  
No

Software services or call tracking module installed  
Yes  
Yes  
Yes

Other vendors to which software has a lab system-related interface  
—  
—  
—

Distinguishing features (supplied by company)  
• centralized and decentralized billing, along with conflict checking, denial management, and integrated charge capture  
• access all patient account and billing details from a single desktop  
• electronically submit claims and receive remittances via ANSI 837/835 interfaces

**AR=accounts receivable/**RCM=revenue cycle management  
***on basis of prior year survey data

Note: A dash in lieu of an answer means company did not answer question or question is not applicable.

*Number of licenses, not contracts  
†number of licenses, not contracts  
‡number of licenses, not contracts  
§number of licenses, not contracts

Tabulation does not represent an endorsement by the College of American Pathologists.
### Features (listed as a percentage of live installations or based on availability)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Total Cost (incl. maintenance)</th>
<th>No. of Employees in Entire Company</th>
<th>No. of Outpatient Requisitions Handled Annually</th>
<th>No. of Inpatient Invoices Handled Annually</th>
<th>Percentage of Installations that Have Stand-alone Billing/AR/RCM Systems</th>
<th>No. of Contracts Signed Since March 2013/No. of Contracts Gone Live Since March 2013</th>
<th>No. of Default User Reports Written</th>
<th>Percentage of Installations that Have Unlimited Multi-tiered Pricing</th>
<th>Distinguishing Features (Supplied by Company)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Entry</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>100%</td>
<td>0/1030 (77/313/1—10/10/2—in Jamaica, United Kingdom)</td>
<td>1/5 (average, 10)</td>
<td>All GUIs are web-based, and software is 100% responsive and user-friendly</td>
<td>unlimited multi-tiered pricing, unlimited payer rules, carve-outs, billing edits, centralized billing, output can be tailored to type of lab, and software is fully integrated with SchuyLab LIS, direct Medicare and Medicaid billing, including claims and remittance, in all regions of the United States, third-party software, SchuyBil is fully integrated with SchuyLab LIS, reasonable prices with on-site training and installation</td>
</tr>
<tr>
<td>Security</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>100%</td>
<td>0/1030 (77/313/1—10/10/2—in Jamaica, United Kingdom)</td>
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<tr>
<td>Server Platform</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>100%</td>
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<tr>
<td>Operating Systems</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>100%</td>
<td>0/1030 (77/313/1—10/10/2—in Jamaica, United Kingdom)</td>
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</tr>
<tr>
<td>Databases and Tools Used</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>100%</td>
<td>0/1030 (77/313/1—10/10/2—in Jamaica, United Kingdom)</td>
<td>1/5 (average, 10)</td>
<td>All GUIs are web-based, and software is 100% responsive and user-friendly</td>
<td>unlimited multi-tiered pricing, unlimited payer rules, carve-outs, billing edits, centralized billing, output can be tailored to type of lab, and software is fully integrated with SchuyLab LIS, direct Medicare and Medicaid billing, including claims and remittance, in all regions of the United States, third-party software, SchuyBil is fully integrated with SchuyLab LIS, reasonable prices with on-site training and installation</td>
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<tr>
<td>Other Vendors Which Software Has a Lab System-related Interface</td>
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<td></td>
<td></td>
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<td>100%</td>
<td>0/1030 (77/313/1—10/10/2—in Jamaica, United Kingdom)</td>
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</tr>
</tbody>
</table>

**Notes:**
- "No. of employees in entire company" refers to the number of employees in the entire company, not specifically in the billing/AR/RCM system.
- "No. of contracts signed since March 2013/No. of contracts gone live since March 2013" refers to the number of contracts signed and gone live since March 2013.
- "No. of default user reports written" refers to the number of default user reports written.
- "Percentage of installations that have unlimited multi-tiered pricing" refers to the percentage of installations that have unlimited multi-tiered pricing.
- "Distinguishing features (supplied by company)" list includes features such as unlimited multi-tiered pricing, unlimited payer rules, carve-outs, billing edits, centralized billing, specific coding updates, and more.
### Name of billing/accounts receivable/revenue cycle management system

<table>
<thead>
<tr>
<th>System Provider</th>
<th>Billing/Accounts Receivable/Revenue Cycle Management¹</th>
<th>Xifin RPM²</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telcor</td>
<td>First major release of featured billing/AR/RCM system</td>
<td>2001/2014</td>
</tr>
<tr>
<td></td>
<td>Last major product release of featured billing/AR/RCM system</td>
<td>March 2014</td>
</tr>
</tbody>
</table>

### No. of contracts for sites operating billing/AR/RCM system

<table>
<thead>
<tr>
<th>Year</th>
<th>Contracts Signed Since March 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>80/40/19</td>
</tr>
</tbody>
</table>

### No. of contracts signed since March 2013

<table>
<thead>
<tr>
<th>Year</th>
<th>Contracts Signed Since March 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>80/40/19</td>
</tr>
</tbody>
</table>

### Total cost for largest stand-alone billing/AR/RCM system install

- **Cost for cloud-based or similar billing/AR/RCM systems or services one-time start-up costs**: $25,000–$110,000
- **Cost for largest stand-alone billing/AR/RCM system install**: $2,200,000 (annual maintenance fee, $480,000)