

BILLING/ACCOUNTS RECEIVABLE/RCM SYSTEMS

Part 1 of 7

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See captodayonline.com/productguides for an interactive version of guide			
Name of billing/accounts receivable/revenue cycle management system	EasyPath Bill	Avalon Business Intelligence†	Cortex Medical Billing RCM+
Configuration of billing/AR/RCM system	available as a standalone product that can interface with other companies' central LISs or EHRs and as a dedicated APEASY module	available as a standalone product that can interface with other companies' central LISs and as a dedicated Computer Service and Support module	available as a standalone product that can interface with other companies' central LISs or EHRs and as a dedicated Cortex module
• Percentage of billing/AR/RCM system clients that use another company's LIS	70%	10%	40%
Year company began selling billing/AR/RCM systems	2016	1980	1983
Most recent billing/AR/RCM system installation (based on March 2017 survey deadline)	March 2017	November 2016	March 2017
Last major release or update of featured billing/AR/RCM system	March 2017 (version 3)	January 2017 (Avalon BI 1.0)	—
No. of contracts for sites operating billing/AR/RCM system	3	85	39
• No. of sales of billing/AR/RCM system between March 2016–March 2017	3	3	3
• No. of installations of billing/AR/RCM system between March 2016–March 2017	3	2	2
No. of sites operating billing/AR/RCM system (HL/IL/PP/PO/OL/FL)*	3 (0/3/0/0/0/0)	85 (0/85/0/0/0/0)	39 (0/0/37/1/1—emergency room/0)
Market billing/AR/RCM system outside the U.S.	no	no	no
Human languages (other than English) supported by system	—	—	—
No. of inpatient invoices handled by installed sites annually	—	250,000–3,000,000 (average, 900,000)	—
No. of outpatient requisitions handled by installed sites annually	—	250,000–3,000,000 (average, 900,000)	average, 75,000
No. of user workstations in sites operating billing/AR/RCM system	3–8 (average, 3)	2–50 (average, 12)	1–26 (average, 8)
No. of employees in company	200+	15	13
• No. of employees dedicated to billing/AR/RCM system development, install, support	8	10	5
Provide list of client sites to potential customers on request	no (information is confidential)	yes (a list of comparable sites)	yes (with approval from clients)
Clients restricted from sharing with others their experience with company or software	no	no	no
Features/modules			
• Patient demographics transferred via interface from LIS to billing/AR/RCM system	installed	installed	installed
• 1500 claim form generation (paper version)	installed	installed	installed
• UB-04 claim form generation (paper version)	installed	installed	—
• Client invoice generation	installed	installed	installed
• Patient or family invoice generation	installed	installed	installed
• Generate reprints of claim forms and invoices on demand	installed	installed	installed
• Key indicator tracking (online view of site-assigned key indicators)	installed	installed	installed
• Billing by test profile	installed	installed	installed
• Component billing	installed	installed	installed
• Medical-necessity screening for Medicare	installed	installed	—
• Professional component billing	installed	installed	installed
• Auto delete of nonbillable procedures	not available	installed	—
• Billing for technical component only	installed	installed	installed
• Retain demographic data for repeating patients	installed	installed	installed
• Account and patient payment posting	installed	installed	—
• Accounts receivable system	installed	installed	installed
• Management and/or marketing report generation	installed	installed	installed
• Automatic balance billing to patients	installed	installed	installed
• Capitation billing plus billable tests	installed	installed	installed
• Generate utilization reports for managed care	under development	installed	installed
• Generate global charges for lab tests	installed	installed	installed
• Unlimited user-defined fee schedules	installed	installed	installed
• Track financial classes	installed	installed	installed
• Allow open-item accounting (each line item on bill can be handled separately)	installed	installed	installed
• User report writer	installed	—	installed
• User-defined collection system	installed	installed	installed
• Client services or call tracking module	installed	installed	installed
• Credit card processing	installed	installed	—
• Business analytics	installed	installed	—
• Patient Web portal	installed	under development	—
• Benefit eligibility checking	installed	installed	available via another of company's products
• Guarantor billing	installed	installed	—
Means by which billing/AR/RCM system tracks profitability	test, payer, client (user's choice)	test, payer, client (user's choice)	test, payer, client (user's choice)
Advanced system capabilities	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule	rules-based processing, claims scrubbing, bundling/unbundling	rules-based processing, claims scrubbing, bundling/unbundling
Standards and coding systems supported	HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-9-CM, ICD-10, CPT, HCPCS level II	HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-9-CM, ICD-10, CPT, HCPCS level II	HIPAA transaction sets, ICD-9-CM, ICD-10, CPT
System supports electronic data interchange with third-party payers and claims clearinghouses	yes	yes	yes
• Electronic functions offered	claims, payments, eligibility	claims, payments, eligibility	claims, payments, rebill, others
Third-party rules and coding updates supported by system	3M	CodeMap	—
Billing/AR/RCM system provides indexed field in each test definition for LOINC code	yes	yes	—
• Provides LOINC dictionary for each new installation	yes	no	no
Client receives copy of source code	no	placed in escrow	placed in escrow
Methods by which users can tailor billing/AR/RCM system in their own setting	wraparound programming, ad hoc query tools, user-defined interfaces, dictionary settings	wraparound programming, ad hoc query tools, user-defined interfaces, dictionary settings, others	wraparound programming, ad hoc query tools, user-defined interfaces, dictionary settings
Billing/AR/RCM system received ONC-ATCB certification	no	no	—
Billing/AR/RCM functionality available via ASP or cloud-based data center	available as a local server or an ASP or cloud-based product (client's option)	no	available as a local server or an ASP or cloud-based product (client's option); for the latter, installation, training, monthly maintenance fees based on number of users
Total cost for smallest standalone billing/AR/RCM system install**	—	\$25,000 (annual fees, \$2,000)	\$35,000 (annual fees, \$10,000)
Total cost for largest standalone billing/AR/RCM system install**	—	\$120,000 (annual fees, \$20,000)	\$250,000 (annual fees, \$45,000)
Total incremental cost for smallest install using billing/AR/RCM** as a dedicated LIS module	—	\$20,000	\$35,000 (annual fees, \$10,000)
Total incremental cost for largest install using billing/AR/RCM** as a dedicated LIS module	—	\$100,000	\$200,000 (annual fees, \$40,000)
Distinguishing product features (supplied by company)	<ul style="list-style-type: none"> lab analytics and insights; designed specially for lab billing computer-automated coding for pathology available as cloud or on-premises application 	<ul style="list-style-type: none"> ease of use access to database by customers company support 	

* HL=hospital labs, IL=independent labs, PP=pathology practices (only surgical pathology/cytology services), PO=physician offices, OL=other U.S. locations, FL=foreign installations

** total cost includes hardware, software, installation, and training

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

† formerly AR-2000 Lab & Billing System

BILLING/ACCOUNTS RECEIVABLE/RCM SYSTEMS

Part 2 of 7	Diamond Computing Matt Rosenberger matt@diamondcomputing.net 2345 4th St. Tucker, GA 30084 800-486-5980 www.diamondcomputing.net	Epic Nick Trentadue ntrentad@epic.com 1979 Milky Way Verona, WI 53593 608-271-9000 www.epic.com	Healthpac Computer Systems Melinda Lewis melinda@healthpac.net 1010 E. Victory Drive Savannah, GA 31405 912-272-5802 www.healthpac.net
See captodayonline.com/productguides for an interactive version of guide			
Name of billing/accounts receivable/revenue cycle management system	LabGEM Billing	Resolute	HPlusPro
Configuration of billing/AR/RCM system	available as a standalone product that can interface with other companies' LIMS and as a dedicated Diamond Computing module	available as a dedicated module for Epic's EHR and as a standalone product that can interface with other companies' central LISs or EHRs	available as a standalone product that can interface with other companies' central LISs or EHRs
• Percentage of billing/AR/RCM system clients that use another company's LIS	20%	65%	—
Year company began selling billing/AR/RCM systems	1984	2009	1981
Most recent billing/AR/RCM system installation (based on March 2017 survey deadline)	September 2016	March 2017	March 2017
Last major release or update of featured billing/AR/RCM system	January 2017 (version 2.3)	November 2016 (Epic 2017)	March 2017 (version 2017.11)
No. of contracts for sites operating billing/AR/RCM system	11	330	237
• No. of sales of billing/AR/RCM system between March 2016–March 2017	3	—	13 laboratory sites
• No. of installations of billing/AR/RCM system between March 2016–March 2017	3	—	13 laboratory sites
No. of sites operating billing/AR/RCM system (HL/IL/PP/PO/OL/Fl)*	11 (0/10/1/0/0/0)	262 (—†/—†/—†/—†/—†/2—in UAE, Denmark)	237 (0/27†/0/200†/9—public health labs, lab billing companies/1—in Jamaica)
Market billing/AR/RCM system outside the U.S.	no	yes	no
Human languages (other than English) supported by system	—	—	none
No. of inpatient invoices handled by installed sites annually	5,000–70,000 (average, 20,000)	—	—
No. of outpatient requisitions handled by installed sites annually	average, 20,000	—	—
No. of user workstations in sites operating billing/AR/RCM system	3–13 (average, 6)	—	1–150+ (average, 5)
No. of employees in company	7	9,700	27
• No. of employees dedicated to billing/AR/RCM system development, install, support	2	710	21
Provide list of client sites to potential customers on request	yes (a list of comparable sites)	yes (a complete list with no restrictions regarding its use)	yes (a list of comparable sites)
Clients restricted from sharing with others their experience with company or software	no	no	no
Features/modules			
• Patient demographics transferred via interface from LIS to billing/AR/RCM system	installed	installed	installed
• 1500 claim form generation (paper version)	installed	installed	installed
• UB-04 claim form generation (paper version)	installed	installed	installed
• Client invoice generation	installed	installed	installed
• Patient or family invoice generation	installed	installed	installed
• Generate reprints of claim forms and invoices on demand	installed	installed	installed
• Key indicator tracking (online view of site-assigned key indicators)	installed	installed	installed
• Billing by test profile	installed	installed	installed
• Component billing	installed	installed	installed
• Medical-necessity screening for Medicare	installed	installed	installed
• Professional component billing	installed	installed	installed
• Auto delete of nonbillable procedures	installed	installed	installed
• Billing for technical component only	installed	installed	installed
• Retain demographic data for repeating patients	installed	installed	installed
• Account and patient payment posting	installed	installed	installed
• Accounts receivable system	installed	installed	installed
• Management and/or marketing report generation	installed	installed	installed
• Automatic balance billing to patients	installed	installed	installed
• Capitation billing plus billable tests	installed	installed	installed
• Generate utilization reports for managed care	installed	installed	installed
• Generate global charges for lab tests	installed	installed	installed
• Unlimited user-defined fee schedules	installed	installed	installed
• Track financial classes	installed	installed	installed
• Allow open-item accounting (each line item on bill can be handled separately)	installed	installed	installed
• User report writer	installed	installed	installed
• User-defined collection system	installed	installed	installed
• Client services or call tracking module	installed	installed	available via third-party agreement
• Credit card processing	available via third-party agreement	available via third-party agreement	available via third-party agreement
• Business analytics	installed	installed	available via third-party agreement
• Patient Web portal	not available	installed	available via third-party agreement
• Benefit eligibility checking	available via third-party agreement	installed	installed
• Guarantor billing	installed	installed	installed
Means by which billing/AR/RCM system tracks profitability	test, payer, client (user's choice)	test, payer, client (user's choice)	test, payer, client (user's choice)
Advanced system capabilities	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule
Standards and coding systems supported	HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-9-CM, ICD-10, CPT, HCPCS level II	HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-9-CM, ICD-10, CPT, HCPCS level II	HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-9-CM, ICD-10, CPT, HCPCS level II
System supports electronic data interchange with third-party payers and claims clearinghouses	yes	yes	yes
• Electronic functions offered	claims, payments, eligibility, rebill	—	claims, payments, eligibility, rebill, many others
Third-party rules and coding updates supported by system	— (programmed as needed)	3M, Optum360	3M, The Coding Network, others
Billing/AR/RCM system provides indexed field in each test definition for LOINC code	no	yes	yes
• Provides LOINC dictionary for each new installation	no	no	no
Client receives copy of source code	yes	yes	placed in escrow
Methods by which users can tailor billing/AR/RCM system in their own setting	wraparound programming, ad hoc query tools, user-defined interfaces, dictionary settings	wraparound programming, ad hoc query tools, user-defined interfaces, dictionary settings	ad hoc query tools, user-defined interfaces, dictionary settings
Billing/AR/RCM system received ONC-ATCB certification	no	yes	no
Billing/AR/RCM functionality available via ASP or cloud-based data center	no	available as a local server or an ASP or cloud-based product (client's option)	available as a local server or an ASP or cloud-based product (client's option); for the latter, \$400/user, (monthly fee decreases with more users), one-time set-up and training fees
Total cost for smallest standalone billing/AR/RCM system install**	\$10,000	—	starts at \$19,500; \$750 for training; \$3,500+ for bidirectional interfaces (annual fees, 20% of contract)
Total cost for largest standalone billing/AR/RCM system install**	—	—	\$122,295 for unlimited federal tax IDs and 25 user log-ons; \$650/user beyond 25; 2 bidirectional interfaces and 4 days of training included (annual fees, 20% of contract)
Total incremental cost for smallest install using billing/AR/RCM** as a dedicated LIS module	\$5,000	—	—
Total incremental cost for largest install using billing/AR/RCM** as a dedicated LIS module	—	—	—
Distinguishing product features (supplied by company)	<ul style="list-style-type: none"> • customization • support • experience 		<ul style="list-style-type: none"> • PMSAP/EHNAC-accredited software • 2016 Healthcare Billing & Management Association Vendor Service Award • ProVision Lab Enhancement committee of Healthpac users contribute to software enhancement

* HL=hospital labs, IL=independent labs, PP=pathology practices (only surgical pathology/cytology services), PO=physician offices, OL=other U.S. locations, Fl=foreign installations

** total cost includes hardware, software, installation, and training

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

† not tracked

‡ various specialties

software also marketed by Aspyra

BILLING/ACCOUNTS RECEIVABLE/RCM SYSTEMS

Part 3 of 7	HEX Laboratory Systems Susan Bollinger sbollinger@hexlab.com 1042B El Camino Real, Suite 308 Encinitas, CA 92024 800-729-2085 www.hexlab.com	Medical Information Technology Andrea Quinn aquinn@meditech.com Meditech Circle Westwood, MA 02090 781-821-3000 www.meditech.com	Medical Information Technology Andrea Quinn aquinn@meditech.com Meditech Circle Westwood, MA 02090 781-821-3000 www.meditech.com
See captodayonline.com/productguides for an interactive version of guide			
Name of billing/accounts receivable/revenue cycle management system	LAB/HEX Billing & Cash Management	MEDITECH Patient Accounting—6.1	MEDITECH Revenue Cycle Management—6.0
Configuration of billing/AR/RCM system	available as a standalone product that can interface with other companies' central LISs or EHRs and as a dedicated HEX module	available as a standalone product that can interface with MEDITECH's or other companies' central LISs or EHRs	available as a standalone product that can interface with MEDITECH's or other companies' central LISs or EHRs
• Percentage of billing/AR/RCM system clients that use another company's LIS	10%	15%	15%
Year company began selling billing/AR/RCM systems	1983	1977	1977
Most recent billing/AR/RCM system installation (based on March 2017 survey deadline)	September 2016	February 2017	November 2016
Last major release or update of featured billing/AR/RCM system	March 2017 (version 1h82)	February 2017 (version 6.15.32)	February 2017 (version 6.07.25)
No. of contracts for sites operating billing/AR/RCM system	58	45	149
• No. of sales of billing/AR/RCM system between March 2016–March 2017	2	13	0
• No. of installations of billing/AR/RCM system between March 2016–March 2017	2	23	2
No. of sites operating billing/AR/RCM system (HL/IL/PP/PO/OL/Fl)*	58 (1/51/2/0/3—vet, health department/ 1—in Lebanon)	168 (59 [†] /0/0/— ^{††} /— ^{††} /109—in Canada)	218 (208 [†] /0/0/— ^{††} /— ^{††} /10—in Canada, United Kingdom)
Market billing/AR/RCM system outside the U.S.	yes (worldwide)	yes (Canada, United Kingdom, Ireland)	yes (Canada, United Kingdom, Ireland)
Human languages (other than English) supported by system	Spanish	—	—
No. of inpatient invoices handled by installed sites annually	—	not tracked	not tracked
No. of outpatient requisitions handled by installed sites annually	10,000–1,300,000 (average, 200,000)	not tracked	not tracked
No. of user workstations in sites operating billing/AR/RCM system	3–64 (average, 16)	not tracked	not tracked
No. of employees in company	13	3,720	3,720
• No. of employees dedicated to billing/AR/RCM system development, install, support	5	167	167
Provide list of client sites to potential customers on request	yes (a list of comparable sites)	yes (a list of comparable sites)	yes (a list of comparable sites)
Clients restricted from sharing with others their experience with company or software	no	no	no
Features/modules			
• Patient demographics transferred via interface from LIS to billing/AR/RCM system	installed	installed	installed
• 1500 claim form generation (paper version)	installed	installed	installed
• UB-04 claim form generation (paper version)	installed	installed	installed
• Client invoice generation	installed	installed	installed
• Patient or family invoice generation	installed	installed	installed
• Generate reprints of claim forms and invoices on demand	installed	installed	installed
• Key indicator tracking (online view of site-assigned key indicators)	installed	installed	installed
• Billing by test profile	installed	installed	installed
• Component billing	installed	installed	installed
• Medical-necessity screening for Medicare	installed	installed	installed
• Professional component billing	installed	installed	installed
• Auto delete of nonbillable procedures	installed	installed	installed
• Billing for technical component only	installed	installed	installed
• Retain demographic data for repeating patients	installed	installed	installed
• Account and patient payment posting	installed	installed	installed
• Accounts receivable system	installed	installed	installed
• Management and/or marketing report generation	installed	installed	installed
• Automatic balance billing to patients	installed	installed	installed
• Capitation billing plus billable tests	installed	installed	installed
• Generate utilization reports for managed care	installed	installed	installed
• Generate global charges for lab tests	installed	installed	installed
• Unlimited user-defined fee schedules	installed	installed	installed
• Track financial classes	installed	installed	installed
• Allow open-item accounting (each line item on bill can be handled separately)	installed	installed	installed
• User report writer	installed	installed	installed
• User-defined collection system	installed	installed	installed
• Client services or call tracking module	installed	installed	installed
• Credit card processing	available via third-party agreement	not available	not available
• Business analytics	installed	installed	installed
• Patient Web portal	available via third-party agreement	installed	installed
• Benefit eligibility checking	under development	installed	installed
• Guarantor billing	installed	installed	installed
Means by which billing/AR/RCM system tracks profitability	test, payer, client (user's choice)	test, payer, client (user's choice)	test, payer, client (user's choice)
Advanced system capabilities	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule	rules-based processing, bundling/unbundling, 72-hour rule	rules-based processing, bundling/unbundling, 72-hour rule
Standards and coding systems supported	HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-9-CM, ICD-10, CPT, HCPCS level II	HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-9-CM, ICD-10, CPT, HCPCS level II	HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-9-CM, ICD-10, CPT, HCPCS level II
System supports electronic data interchange with third-party payers and claims clearinghouses	yes	yes	yes
• Electronic functions offered	claims, payments, eligibility, rebill, acknowledgement, medical necessity, financial reports	claims, payments, eligibility, others	claims, payments, eligibility, review, others
Third-party rules and coding updates supported by system	CodeMap, Ingenix (Optum360), others	3M, TruCode, others	3M, TruCode, others
Billing/AR/RCM system provides indexed field in each test definition for LOINC code	yes	yes	yes
• Provides LOINC dictionary for each new installation	no	yes	yes
Client receives copy of source code	placed in escrow	placed in escrow	placed in escrow
Methods by which users can tailor billing/AR/RCM system in their own setting	ad hoc query tools, user-defined interfaces, dictionary settings	ad hoc query tools, dictionary settings, customer-defined screens, parameters, reports, rules	ad hoc query tools, dictionary settings, customer-defined screens, parameters, reports, rules
Billing/AR/RCM system received ONC-ATCB certification	no	yes	yes
Billing/AR/RCM functionality available via ASP or cloud-based data center	available as a local server or an ASP or cloud-based product (client's option); for the latter, software license a one-time cost, with monthly recurring fee for cloud and support	available as a local server or an ASP or cloud-based product (client's option)	available as a local server or an ASP or cloud-based product (client's option)
Total cost for smallest standalone billing/AR/RCM system install**	\$17,500 (annual fees, \$1,200)	—	—
Total cost for largest standalone billing/AR/RCM system install**	\$100,000 (annual fees, \$9,000)	—	—
Total incremental cost for smallest install using billing/AR/RCM** as a dedicated LIS module	\$5,000 (annual fees, \$1,000)	—	—
Total incremental cost for largest install using billing/AR/RCM** as a dedicated LIS module	\$35,000 (annual fees, \$5,000)	—	—
Distinguishing product features (supplied by company)	<ul style="list-style-type: none"> flexibility and growth capability: electronic billing and remittance; all types of system interfaces; user friendly support 24/7, with quick response; personal service and live U.S. staff free updates and competitive pricing with a company that has over 30 years of experience in laboratory billing 	<ul style="list-style-type: none"> one statement combining acute and ambulatory charges; electronically submit claims and receive remittances access all patient and guarantor account and billing details from a single desktop centralized and decentralized billing, with conflict checking, denial management, and integrated charge capture 	<ul style="list-style-type: none"> centralized and decentralized billing, with conflict checking, denial management, and integrated charge capture quick access to all patient account and billing details from a single desktop electronically submit claims and receive remittances via ANSI 837/835 interfaces
* HL=hospital labs, IL=independent labs, PP=pathology practices (only surgical pathology/cytology services), PO=physician offices, OL=other U.S. locations, Fl=foreign installations			
** total cost includes hardware, software, installation, and training			
Note: A dash in lieu of an answer means company did not answer question or question is not applicable.			
		[†] includes Puerto Rico and Virgin Islands	[†] includes Puerto Rico and Virgin Islands
		^{††} included in total for hospital labs	^{††} included in total for hospital labs

BILLING/ACCOUNTS RECEIVABLE/RCM SYSTEMS

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See captodayonline.com/productguides for an interactive version of guide			
Name of billing/accounts receivable/revenue cycle management system	NovoBilling	Healthcare Accounts Receivables Processor	Soft A/R
Configuration of billing/AR/RCM system	available as a standalone product that can interface with select companies' LISs or EHRs and as a dedicated NovoPath module	available as a standalone product that can interface with other companies' central LISs or EHRs	available as a standalone product that can interface with other companies' central LISs and as a dedicated SCC Soft Computer module
• Percentage of billing/AR/RCM system clients that use another company's LIS	<5%	—	3%
Year company began selling billing/AR/RCM systems	2004	1973	1993
Most recent billing/AR/RCM system installation (based on March 2017 survey deadline)	—	January 2017	March 2017
Last major release or update of featured billing/AR/RCM system	February 2017 (version 9.0)	February 2017 (version 3.29)	January 2017 (version 4.0.8.1)
No. of contracts for sites operating billing/AR/RCM system	12	97	99
• No. of sales of billing/AR/RCM system between March 2016–March 2017	1	—	3
• No. of installations of billing/AR/RCM system between March 2016–March 2017	0	—	7
No. of sites operating billing/AR/RCM system (HL/IL/PP/PO/OL/FL)*	12 (0/0/12/0/0/0)	110+ (20+/50+/20+/0/—/—)	514 (432/20/4/0/56—clinics, other outpatient centers/2—in Australia, Jamaica, United Kingdom)
Market billing/AR/RCM system outside the U.S.	no	no	yes (worldwide)
Human languages (other than English) supported by system	Latin/Romance languages	—	French
No. of inpatient invoices handled by installed sites annually	—	—	—
No. of outpatient requisitions handled by installed sites annually	1,000–200,000 (average, 50,000)	600–9,500,000 (average, 1,750,000)	100,000–10,000,000+ (average, 4,000,000)
No. of user workstations in sites operating billing/AR/RCM system	1–10 (average, 4)	2–125 (average, 18)	3–60 (average, 10)
No. of employees in company	47	820	2,000
• No. of employees dedicated to billing/AR/RCM system development, install, support	47	490	97
Provide list of client sites to potential customers on request	yes (a list of comparable sites)	willing to disclose a partial list of comparable sites at appropriate time during sales process	yes (a list of comparable sites)
Clients restricted from sharing with others their experience with company or software	no	yes (mutual NDAs with each client)	no
Features/modules			
• Patient demographics transferred via interface from LIS to billing/AR/RCM system	installed	installed	installed
• 1500 claim form generation (paper version)	installed	installed	installed
• UB-04 claim form generation (paper version)	installed	installed	installed
• Client invoice generation	installed	installed	installed
• Patient or family invoice generation	installed	installed	installed
• Generate reprints of claim forms and invoices on demand	installed	installed	installed
• Key indicator tracking (online view of site-assigned key indicators)	installed	installed	installed
• Billing by test profile	installed	installed	installed
• Component billing	installed	installed	installed
• Medical-necessity screening for Medicare	not available	installed	installed
• Professional component billing	installed	installed	installed
• Auto delete of nonbillable procedures	installed	installed	installed
• Billing for technical component only	installed	installed	installed
• Retain demographic data for repeating patients	installed	installed	installed
• Account and patient payment posting	installed	installed	installed
• Accounts receivable system	installed	installed	installed
• Management and/or marketing report generation	installed	installed	installed
• Automatic balance billing to patients	installed	installed	installed
• Capitation billing plus billable tests	installed	installed	installed
• Generate utilization reports for managed care	installed	installed	installed
• Generate global charges for lab tests	installed	installed	installed
• Unlimited user-defined fee schedules	installed	installed	installed
• Track financial classes	installed	installed	installed
• Allow open-item accounting (each line item on bill can be handled separately)	installed	installed	installed
• User report writer	installed	installed	installed
• User-defined collection system	not available	installed	installed
• Client services or call tracking module	installed	installed	available via another of company's products
• Credit card processing	available via third-party agreement	installed	available via another of company's products
• Business analytics	installed	installed	available via another of company's products
• Patient Web portal	available via another of company's products	installed	available via another of company's products
• Benefit eligibility checking	installed	installed	available via another of company's products
• Guarantor billing	installed	installed	installed
Means by which billing/AR/RCM system tracks profitability	test, payer, client (user's choice)	test, payer, client (user's choice)	test, payer, client
Advanced system capabilities	claims scrubbing, bundling/unbundling	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule
Standards and coding systems supported	HIPAA transaction sets, X12 5010A1, ICD-9-CM, ICD-10, CPT	HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-9-CM, ICD-10, CPT, HCPCS level II	HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-9-CM, ICD-10, CPT, HCPCS level II
System supports electronic data interchange with third-party payers and claims clearinghouses	yes	yes	yes
• Electronic functions offered	eligibility, claims, payment processing, ERA, rebills, claims acknowledgement	claims, remits, payments, eligibility, claim status, secondary billing	claims, payments, secondary claims, acknowledgements
Third-party rules and coding updates supported by system	— (manually updated)	none (handled internally)	3M, CodeMap, others
Billing/AR/RCM system provides indexed field in each test definition for LOINC code	no	no	yes
• Provides LOINC dictionary for each new installation	no	no	no
Client receives copy of source code	placed in escrow	no	placed in escrow
Methods by which users can tailor billing/AR/RCM system in their own setting	dictionary settings	ad hoc query tools, user-defined interfaces	ad hoc query tools, user-defined interfaces, dictionary settings, rules engine
Billing/AR/RCM system received ONC-ATCB certification	yes	no	no
Billing/AR/RCM functionality available via ASP or cloud-based data center	available as a local server or an ASP or cloud-based product (client's option); monthly subscription fee for the latter	yes; \$10,000–\$25,000 for installation; flat rate, bundled, and tiered pricing options based on size and scope	available as a local server or an ASP or cloud-based product (client's option)
Total cost for smallest standalone billing/AR/RCM system install**	—	—	—
Total cost for largest standalone billing/AR/RCM system install**	—	—	—
Total incremental cost for smallest install using billing/AR/RCM** as a dedicated LIS module	—	—	—
Total incremental cost for largest install using billing/AR/RCM** as a dedicated LIS module	—	—	—
Distinguishing product features (supplied by company)	<ul style="list-style-type: none"> batch eligibility checking and claims receipt acknowledgements electronic secondary insurance billing and rebilling user-designed patient letters and payer appeal letters 	<ul style="list-style-type: none"> support workflow automation for managing complex payer rules and remittance data at claim and line levels reporting entails Web-based easy, exportable data option, business intelligence, analytics, SQL data warehouse, and daily revenue data file document management and repository for letters supporting automation of appeals, patient consent, SOMN, more 	<ul style="list-style-type: none"> unlimited multi-tiered pricing, unlimited payer rules, carve-outs, billing edits, centralized billing modular—accommodates all lab environment types SoftBI business intelligence portal provides real-time business performance metrics and data-analysis tools
* HL=hospital labs, IL=independent labs, PP=pathology practices (only surgical pathology/cytology services), PO=physician offices, OL=other U.S. locations, FL=foreign installations			
** total cost includes hardware, software, installation, and training			
Note: A dash in lieu of an answer means company did not answer question or question is not applicable.			software also marketed by RCM Enterprise Services

BILLING/ACCOUNTS RECEIVABLE/RCM SYSTEMS

Part 6 of 7	Schuyler House Janet Chennault jlc@schuylerhouse.com 27821 Fremont Court, Suite 8 Valencia, CA 91355 800-706-0266 www.schuylab.com	Seacoast Laboratory Data Systems Lisa Turgeon lisat@sldsi.com 195 New Hampshire Ave., Suite 140 Portsmouth, NH 03801 603-431-4114, ext. 6220 www.sldsi.com	Sunquest Information Systems Stephanie Clohessy stephanie.clohessy@sunquestinfo.com 3300 E. Sunrise Drive, Tucson, AZ 85718 520-570-2000 www.sunquestinfo.com
See captodayonline.com/productguides for an interactive version of guide			
Name of billing/accounts receivable/revenue cycle management system	SchuyLab Billing Module	SurroundLab AR	Sunquest Clinical Financial
Configuration of billing/AR/RCM system	dedicated module for Schuyler House's LIS	available as a standalone product that can interface with other companies' central LISs or EHRs and as a dedicated Seacoast module	available as a standalone product that can interface with Sunquest's LIS and other companies' central LISs
• Percentage of billing/AR/RCM system clients that use another company's LIS	—	~50%	10%
Year company began selling billing/AR/RCM systems	1994	2001	1985
Most recent billing/AR/RCM system installation (based on March 2017 survey deadline)	March 2017	February 2017	March 2017
Last major release or update of featured billing/AR/RCM system	January 2017 (billing version)	March 2017 (version 20170119)	January 2017 (version 6.5)
No. of contracts for sites operating billing/AR/RCM system	125	—	40
• No. of sales of billing/AR/RCM system between March 2016–March 2017	2	—	0
• No. of installations of billing/AR/RCM system between March 2016–March 2017	2	—	1
No. of sites operating billing/AR/RCM system (HL/IL/PP/PO/OL/FI)*	125 (0/90/0/10/9–veterinary/16–in Guam, Caribbean, Canada, Africa, Pacific Rim, South East Asia)	75 (0/75/0/0/0/0)	40 (—/—/—/—/—/0)
Market billing/AR/RCM system outside the U.S.	yes (Guam, Caribbean, Canada, Africa, Pacific Rim, South East Asia)	no	no
Human languages (other than English) supported by system	some screens and reports available in Spanish	—	—
No. of inpatient invoices handled by installed sites annually	100–1,000,000+	—	—
No. of outpatient requisitions handled by installed sites annually	100–1,000,000+	13,500–4,000,000 (average, 400,000)	—
No. of user workstations in sites operating billing/AR/RCM system	1–65 (average, 4)	6–200 (average, 33)	4–36 (average, 16)
No. of employees in company	32	25	—
• No. of employees dedicated to billing/AR/RCM system development, install, support	5	10	—
Provide list of client sites to potential customers on request	yes (a list of comparable sites)	yes (a list of comparable sites)	yes (a list of comparable sites)
Clients restricted from sharing with others their experience with company or software	no	no	no
Features/modules			
• Patient demographics transferred via interface from LIS to billing/AR/RCM system	installed	installed	installed
• 1500 claim form generation (paper version)	installed	installed	installed
• UB-04 claim form generation (paper version)	available but not yet installed	installed	installed
• Client invoice generation	installed	installed	installed
• Patient or family invoice generation	installed	installed	installed
• Generate reprints of claim forms and invoices on demand	installed	installed	installed
• Key indicator tracking (online view of site-assigned key indicators)	available but not yet installed	installed	installed
• Billing by test profile	installed	installed	installed
• Component billing	installed	installed	installed
• Medical-necessity screening for Medicare	installed	installed	installed
• Professional component billing	installed	installed	installed
• Auto delete of nonbillable procedures	installed	installed	installed
• Billing for technical component only	installed	installed	installed
• Retain demographic data for repeating patients	installed	installed	installed
• Account and patient payment posting	installed	installed	installed
• Accounts receivable system	installed	installed	installed
• Management and/or marketing report generation	installed	installed	installed
• Automatic balance billing to patients	installed	installed	installed
• Capitation billing plus billable tests	not available	installed	installed
• Generate utilization reports for managed care	not available	installed	installed
• Generate global charges for lab tests	not available	installed	installed
• Unlimited user-defined fee schedules	installed	installed	installed
• Track financial classes	installed	installed	installed
• Allow open-item accounting (each line item on bill can be handled separately)	not available	installed	installed
• User report writer	not available	installed	installed
• User-defined collection system	not available	installed	installed
• Client services or call tracking module	not available	installed	available via another of company's products
• Credit card processing	not available	installed	not available
• Business analytics	not available	installed	available via another of company's products
• Patient Web portal	not available	installed	not available
• Benefit eligibility checking	not available	installed	available via another of company's products
• Guarantor billing	not available	installed	installed
Means by which billing/AR/RCM system tracks profitability	functionality not provided	test, payer, client (user's choice)	test, payer, client (user's choice)
Advanced system capabilities	rules-based processing, claims scrubbing	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule
Standards and coding systems supported	HIPAA transaction sets, X12 5010A1, ICD-9-CM, ICD-10, CPT	HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-9-CM, ICD-10, CPT, HCPCS level II	HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-9-CM, ICD-10, CPT, HCPCS level II
System supports electronic data interchange with third-party payers and claims clearinghouses	yes	yes	yes
• Electronic functions offered	—	eligibility, ESC, remit, rebill, secondary payer, split claims	submissions, remittance
Third-party rules and coding updates supported by system	CodeMap	CodeMap	3M, CodeMap
Billing/AR/RCM system provides indexed field in each test definition for LOINC code	yes	yes	no
• Provides LOINC dictionary for each new installation	no	no	no
Client receives copy of source code	placed in escrow	no	optional
Methods by which users can tailor billing/AR/RCM system in their own setting	—	wraparound programming, ad hoc query tools, dictionary settings	ad hoc query tools, user-defined interfaces, dictionary settings
Billing/AR/RCM system received ONC-ATCB certification	no	no	no
Billing/AR/RCM functionality available via ASP or cloud-based data center	no	available as a local server or an ASP or cloud-based product (client's option); for the latter, pricing based on number of interfaces and users	no
Total cost for smallest standalone billing/AR/RCM system install**	—	—	—
Total cost for largest standalone billing/AR/RCM system install**	—	—	—
Total incremental cost for smallest install using billing/AR/RCM** as a dedicated LIS module	\$7,500 (annual fees, 1% of purchase price)	—	—
Total incremental cost for largest install using billing/AR/RCM** as a dedicated LIS module	\$265,000 (annual fees, 1% of purchase price)	—	—
Distinguishing product features (supplied by company)	<ul style="list-style-type: none"> • direct Medicare and Medicaid billing, including claims and remittance, in all regions of the United States • not third-party software; fully integrated with SchuyLab LIS • reasonable prices with on-site training and installation 	<ul style="list-style-type: none"> • commercial lab centric; scalable; fully customizable • robust reporting tools with Web-based report dashboard and ODBC-accessible database • complete product suite for the commercial laboratory 	<ul style="list-style-type: none"> • full accounts receivable and general ledger capabilities • robust revenue cycle management • integrated compliance and regulatory tools

* HL=hospital labs, IL=independent labs, PP=pathology practices (only surgical pathology/cytology services), PO=physician offices, OL=other U.S. locations, FI=foreign installations

** total cost includes hardware, software, installation, and training

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

BILLING/ACCOUNTS RECEIVABLE/RCM SYSTEMS

Part 7 of 7	TELCOR Corey Wilbeck corey.wilbeck@telcor.com 7101 A St. Lincoln, NE 68510 855-489-1207 www.telcor.com	XIFIN Bill Taylor btaylor@xifin.com 12225 El Camino Real San Diego, CA 92130 858-793-5700 www.xifin.com
See captodayonline.com/productguides for an interactive version of guide		
Name of billing/accounts receivable/revenue cycle management system	TELCOR Revenue Cycle Management	XIFIN RPM
Configuration of billing/AR/RCM system	available as a standalone product that can interface with other companies' central LISs or EHRs	available as a standalone product that can interface with XIFIN's and other companies' central LISs or EHRs
• Percentage of billing/AR/RCM system clients that use another company's LIS	—	95%
Year company began selling billing/AR/RCM systems	2004	2001
Most recent billing/AR/RCM system installation (based on March 2017 survey deadline)	March 2017	March 2017
Last major release or update of featured billing/AR/RCM system	March 2017 (version 16.0.1)	March 2017 (version 7.43)
No. of contracts for sites operating billing/AR/RCM system	153	161
• No. of sales of billing/AR/RCM system between March 2016–March 2017	35	19
• No. of installations of billing/AR/RCM system between March 2016–March 2017	26	24
No. of sites operating billing/AR/RCM system (HL/IL/PP/PO/OL/FL)*	141 (26/63/33/0/19—molecular, mobile radiology, environmental, public health, service bureau/0)	350 (49/275/22/0/4—imaging, medical device/0)
Market billing/AR/RCM system outside the U.S.	no	no
Human languages (other than English) supported by system	—	—
No. of inpatient invoices handled by installed sites annually	—	—
No. of outpatient requisitions handled by installed sites annually	15,000–11,000,000 (average, 2,000,000)	500–12,000,000 (average, 3,000,000)
No. of user workstations in sites operating billing/AR/RCM system	4–350 (average, 40)	10–450 (average, 100)
No. of employees in company	142	313
• No. of employees dedicated to billing/AR/RCM system development, install, support	56	235
Provide list of client sites to potential customers on request	yes (a list of comparable sites)	yes (a list of comparable sites)
Clients restricted from sharing with others their experience with company or software	no	no
Features/modules		
• Patient demographics transferred via interface from LIS to billing/AR/RCM system	installed	installed
• 1500 claim form generation (paper version)	installed	installed
• UB-04 claim form generation (paper version)	installed	installed
• Client invoice generation	installed	installed
• Patient or family invoice generation	installed	installed
• Generate reprints of claim forms and invoices on demand	installed	installed
• Key indicator tracking (online view of site-assigned key indicators)	installed	installed
• Billing by test profile	installed	installed
• Component billing	installed	installed
• Medical-necessity screening for Medicare	installed	installed
• Professional component billing	installed	installed
• Auto delete of nonbillable procedures	installed	installed
• Billing for technical component only	installed	installed
• Retain demographic data for repeating patients	installed	installed
• Account and patient payment posting	installed	installed
• Accounts receivable system	installed	installed
• Management and/or marketing report generation	installed	installed
• Automatic balance billing to patients	installed	installed
• Capitation billing plus billable tests	installed	installed
• Generate utilization reports for managed care	installed	installed
• Generate global charges for lab tests	installed	installed
• Unlimited user-defined fee schedules	installed	installed
• Track financial classes	installed	installed
• Allow open-item accounting (each line item on bill can be handled separately)	installed	installed
• User report writer	installed	installed
• User-defined collection system	installed	installed
• Client services or call tracking module	under development	installed
• Credit card processing	installed	installed
• Business analytics	installed	installed
• Patient Web portal	installed	installed
• Benefit eligibility checking	installed	installed
• Guarantor billing	installed	installed
Means by which billing/AR/RCM system tracks profitability	test, payer, client (user's choice)	test, payer, client (user's choice)
Advanced system capabilities	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule
Standards and coding systems supported	HIPAA transaction sets, X12 5010A1, ICD-9-CM, ICD-10, CPT, HCPCS level II, RVU	HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-9-CM, ICD-10, CPT, HCPCS level II
System supports electronic data interchange with third-party payers and claims clearinghouses	yes	yes
• Electronic functions offered	claims, payments, rebill, automatic status, eligibility, claim responses, authorization, statements	payer and clearinghouse management, electronic submissions/remittance, eligibility/acknowledgement/status check, payer edits, others
Third-party rules and coding updates supported by system	import from CMS files—diagnosis, CPT, CCI edits, NCD/LCD rules	none (XIFIN's in-house payer relations group makes updates)
Billing/AR/RCM system provides indexed field in each test definition for LOINC code	yes	yes
• Provides LOINC dictionary for each new installation	yes	no
Client receives copy of source code	optional	no
Methods by which users can tailor billing/AR/RCM system in their own setting	ad hoc query tools, user-defined interfaces, dictionary settings, Crystal Reports, others	ad hoc query tools, placement of back-office billing functions where most effective, others
Billing/AR/RCM system received ONC-ATCB certification	yes	no
Billing/AR/RCM functionality available via ASP or cloud-based data center	available as a local server or an ASP or cloud-based product (client's option); for the latter, one-time set-up costs of \$25,000–\$150,000 and monthly fees of \$10,000–\$200,000; fees based on many factors	yes; one-time implementation cost of \$50,000–\$80,000; annualized fees of 1%–2.5% of net revenue
Total cost for smallest standalone billing/AR/RCM system install**	—	—
Total cost for largest standalone billing/AR/RCM system install**	—	—
Total incremental cost for smallest install using billing/AR/RCM** as a dedicated LIS module	—	—
Total incremental cost for largest install using billing/AR/RCM** as a dedicated LIS module	—	—
Distinguishing product features (supplied by company)	<ul style="list-style-type: none"> tools that help labs reduce costs and increase collections, resulting in ROI in under 12 months flexible and robust financial visibility with real-time key performance indicators, decision support, and analytics client and patient portals with credit card and Automated Clearing House processing 	<ul style="list-style-type: none"> cloud-based Health Economics Optimization platform; accurate and accessible business intelligence; interoperability GAAP- and SOX-compliant, ledger-ready, accounting-based financial system with configurable workflow automation managed services; weekly communication; monthly scorecard; quarterly benchmarks

* HL=hospital labs, IL=independent labs, PP=pathology practices (only surgical pathology/cytology services), PO=physician offices, OL=other U.S. locations, FL=foreign installations

** total cost includes hardware, software, installation, and training

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