Billing/accounts receivable systems

Part 1 of 9	Cerner Corp.	Computer Service & Support (CSS)
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	816-201-7740	800-336-4277
See accompanying article on page 18	www.cerner.com	www.csslis.com
Name of billing/accounts receivable system	Cerner Millennium Profit	AR-2000 Lab Billing System
First ever/most recent B/AR* system installation (based on March 2010 survey deadline)	2000/February 2010	1980/January 2010
Last major release for featured B/AR system	January 2010	June 2009
No. of contracts for sites operating B/AR system	47	71
• Contracts signed since March 2009	12	7
• Contracts gone live since March 2009	4	3
No. of sites operating B/AR system (HL/IL/PP/PO/OL/FI)**	60 (—/—/—/—/—/4 in Aruba, Egypt, Grand Caymans, Abu Dhabi)	71 (0/66/5/0/0/0)
No. of inpatient invoices handled by installed sites annually	—	150,000–2,000,000 (avg., 750,000)
No. of outpatient requisitions handled by installed sites annually	—	150,000–2,000,000 (avg., 750,000)
Largest No. of hospitals/pathologists serviced by one B/AR system	—	—/10
Percentage of installations that have standalone B/AR systems	0	75%
No. of employees in entire company	7,504	15
• No. of employees dedicated to software development, installation, support	46	5
No. of user workstations in sites operating B/AR system	—	2–50
• Average No. of user workstations in sites operating B/AR system	—	10
Server platform	Compaq, IBM RS/6000	IBM RS/6000
PC/workstation platform	Intel Premium	Windows 2000, XP, Vista, 7; Macintosh OS 9, OS X
Innovative peripherals	image storage	—
Operating systems	Open VMS, AIX, Unix	AIX 6.0, Linux
Databases and tools used	Oracle	LabBase
Information systems/software interfaces	MedAssets, Relay Health, Practice Insight, Emdeon, Oracle EBS, Lawson, others	Orchard, Misys, Aspyra, ClinLab, Antek, McKesson, GE Healthcare, Emdeon, ADSC
Features (listed as a percentage of live installations or based on availability)		
• Patient demographics transferred via interface from LIS to B/AR system	installed	100%
• 1500 claim form generation (paper version)	installed	100%
• UB-92 claim form generation (paper version)	installed	100%
• Client invoices	installed	100%
• Patient invoices	installed	100%
• Reprints of above on demand	installed	100%
• Key indicator tracking (online view of site-assigned key indicators)	installed	100%
• Test profile vs. component billing	not available	100%
• Medical-necessity screening for Medicare	installed	100%
• Professional component billing	installed	20%
• Auto delete of nonbillable procedures	not available	100%
• Technical component only	installed	20%
• Retain demographic data, repeating patients	installed	100%
• Accounts and patient payment posting	installed	100%
• Accounts receivable system	installed	100%
• Management or marketing reports	installed	100%
• Automatic balance billing to patients	installed	100%
• Capitation billing plus billable tests	not available	25%
• Utilization reports for managed care	—	100%
• Global charges for lab tests	installed	100%
• Unlimited user-defined fee schedules	installed	100%
• Track financial classes	installed	100%
• Allow open-item accounting (each line item on bill can be handled separately)	installed	100%
• User report writer	installed	75%
• Collection agency system	installed	65%
• User-configurable dunning	installed	100%
• Client services or call tracking module	not available	100%
• Rules-based processing or claims scrubbing	installed	100%
• Multi-lab or multi-company processing	installed	100%
• Support all HIPAA transaction sets	installed	100%
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses?	yes	yes
• Functions offered	claims, payments, eligibility, referral/authorization	claims, eligibility, others
• Third-party payers and claims clearinghouses with which system is interfaced	— (will interface with any clearinghouse and payer)	Capario
• Type of claim data generation	UB-92, 1500, UB-04	1500
Third-party rules and coding updates supported by system	Medical Necessity, Info-X, CPT-4, ICD-9	Ingenix
Complete ASP solution for B/AR system?	yes	no
• Method of charging for ASP service	fixed fee	—
• Client software required	requires that software be installed on a client PC	—
• ASP information conduit	operates over the Internet	—
• Client contracts supported from data center not operated by client	—	—
• How data center is operated	by vendor	—
Indexed field in each test definition for LOINC code?	no	yes
Provide LOINC dictionary for each new installation?	no	no
Journaling?/source code?	yes/no	yes/yes
Cost (hardware/software/installation and training/monthly maintenance)		
• Smallest standalone B/AR system	—	$5k/$10k/$5k/$0.2k
• Largest standalone B/AR system	—	$15k/$75k/$15k/$1.5k
• Smallest B/AR configuration for integrated lab system	—	$5k/$10k/$5k/$0.25k
• Largest B/AR configuration for integrated lab system	—	$15k/$75k/$5k/$1.5k
Distinguishing features (supplied by vendor)	• improves cash flow and reduces claims denials • simplifies billing statements and improves customer service • streamlines business operations and reduces labor costs	• tight integration with electronic claims portal; electronic Medicare claims and transmission to more than 2,100 commercial insurance carriers and each state's Medicaid plan; electronic Medicare, Medicaid, and commercial payment posting/reconciliation • nursing home and PPS part A subsystem; multiple fee schedules and flexible automatic discounts by client; sales commission • claim-denial management tools to help laboratories drive down denial rates (typically under 2%)

*B/AR=billing/accounts receivable
** 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
Note: a dash in lieu of an answer means company did not answer question or question is not applicable

Billing/accounts receivable systems

Part 2 of 9	Cortex Medical Management Systems sgordon@cortexmed.com jkrebs@cortexmed.com 2107 Elliott Ave., Suite 201 Seattle, WA 98121 206-812-6981 www.cortexmedicalbilling.com	Diamond Computing **Jim Campbell** jim@diamondcomputing.net 2345 4th St. Tucker, GA 30084 800-486-5980 www.diamondcomputing.net
Name of billing/accounts receivable system	RCM+ (formerly Cortex Medical Billing)	LabGem/BillGem
First ever/most recent B/AR* system installation (based on March 2010 survey deadline) Last major release for featured B/AR system	1987/January 2009 October 2009	1984/2009 2009
No. of contracts for sites operating B/AR system • Contracts signed since March 2009 • Contracts gone live since March 2009 No. of sites operating B/AR system (HL/IL/PP/PO/OL/FI)**	27 0 0 27 (1/1/20/1/4–clinical labs, emergency room physicians/0)	10 1 1 10 (4/5/1/0/0/0)
No. of inpatient invoices handled by installed sites annually No. of outpatient requisitions handled by installed sites annually Largest No. of hospitals/pathologists serviced by one B/AR system Percentage of installations that have standalone B/AR systems	0–40,000 (avg., 20,000) 3,600–100,000+ (avg., 67,500) 4/17 9%	— — — 10%
No. of employees in entire company • No. of employees dedicated to software development, installation, support	12 3	— —
No. of user workstations in sites operating B/AR system • Average No. of user workstations in sites operating B/AR system	1–20 6	3–500 —
Server platform PC/workstation platform Innovative peripherals Operating systems Databases and tools used	Windows 2008 Windows XP, Vista, 7 — Windows 2008 SQL 2008, Crystal Report Writer version 10	Windows Windows — — Micronetics Standard Mumps, Caché, Visual Basic, ActiveReports
Information systems/software interfaces	Impac, SCC Soft Computer, Epic, Meditech, Cortex, Cerner, Aspyra	McKesson, Sunquest, Cerner
Features (listed as a percentage of live installations or based on availability) • Patient demographics transferred via interface from LIS to B/AR system • 1500 claim form generation (paper version) • UB-92 claim form generation (paper version) • Client invoices • Patient invoices • Reprints of above on demand • Key indicator tracking (online view of site-assigned key indicators) • Test profile vs. component billing • Medical-necessity screening for Medicare • Professional component billing • Auto delete of nonbillable procedures • Technical component only • Retain demographic data, repeating patients • Accounts and patient payment posting • Accounts receivable system • Management or marketing reports • Automatic balance billing to patients • Capitation billing plus billable tests • Utilization reports 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 • Collection agency system • User-configurable dunning • Client services or call tracking module • Rules-based processing or claims scrubbing • Multi-lab or multi-company processing • Support all HIPAA transaction sets	 100% 100% available third quarter 2010 75% 100% 100% 100% 100% available via Zirmed 100% 100% 20% 100% 100% 100% 100% 100% 30% 100% 100% 100% 100% 100% 100% 100% 100% 10% 100% 50% 60%	 20% 100% 10% 100% 60% 100% 100% 60% 60% 10% 100% 10% 100% 60% 100% 100% 60% 10% 100% 10% 100% 100% available but not installed 100% 60% 60% 100% 60% 100% —
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses? • Functions offered • Third-party payers and claims clearinghouses with which system is interfaced • Type of claim data generation	yes claims, payments, rebill by claim or payer, delinquent claims Zirmed, Medicare, MediCal, Blue Cross Blue Shield, McKesson, Office Ally, Data Media, PSC Info Group, others 1500	yes claims, payments, eligibility, rebill, others (depends on state) in-state Medicare, Medicaid, Blue Cross Blue Shield, Availity, Capario UB-92, 1500
Third-party rules and coding updates supported by system	—	—
Complete ASP solution for B/AR system? • Method of charging for ASP service • Client software required • ASP information conduit • Client contracts supported from data center not operated by client • How data center is operated	yes fixed fee browser based, remote desktop connection operates over the Internet or requires use of a VPN or other dedicated connection 4 by a third party (Adhost)	yes fixed fee or transaction based—user's choice requires that software be installed on a client PC operates over the Internet or requires use of a VPN or other dedicated connection—user's choice 0 —
Indexed field in each test definition for LOINC code? Provide LOINC dictionary for each new installation?	no no	yes —
Journaling?/source code? Cost (hardware/software/installation and training/monthly maintenance) • Smallest standalone B/AR system • Largest standalone B/AR system • Smallest B/AR configuration for integrated lab system • Largest B/AR configuration for integrated lab system	yes/escrow —/0/$10k/$0.4k per concurrent user —/$200k/$42k/$3.5k —/0/$10k/$0.4k per concurrent user —/$200k/$42k/$3.5k	yes/yes — — — —
Distinguishing features (supplied by vendor)	• patient-centric account—one patient account that can have different dates of service and be billed to different insurance carriers • all detailed data—charges, payments, and adjustments—kept online forever • complete revenue cycle management that is adaptable to many specialties, including anatomic pathology, clinical laboratory, radiology, physical therapy, emergency medicine, surgeons, psychiatry, others	• flexibility and customization—client's programming requests and needs quickly turned around • experience—over 25 years in the field • support—emphasis on easily adapting use and workflow to clients' needs

*B/AR=billing/accounts receivable
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Note: a dash in lieu of an answer means company did not answer question or question is not applicable

Billing/accounts receivable systems

Part 3 of 9	Healthvision Solutions, a Lawson Company	Hex Laboratory Systems
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	Irving, TX 75039	Encinitas, CA 92024
	602-363-4451	800-729-2085
	www.lawson.com	www.hexlab.com
Name of billing/accounts receivable system	MediAR (formerly MediSolutions' Revenue Cycle Management)	Lab/Hex Billing & Cash Management
First ever/most recent B/AR* system installation (based on March 2010 survey deadline)	1975/February 2010	1983/February 2010
Last major release for featured B/AR system	December 2008	January 2010
No. of contracts for sites operating B/AR system	52	40
• Contracts signed since March 2009	1	3
• Contracts gone live since March 2009	2	3
No. of sites operating B/AR system (HL/IL/PP/PO/OL/FI)**	125 (2/8/0/2/5 hospital non-lab/108 in Canada)	40 (0/35/1/0/3 veterinary, health department/1 in Lebanon)
No. of inpatient invoices handled by installed sites annually	1,500–150,000 (avg., 45,000)	—
No. of outpatient requisitions handled by installed sites annually	1,500–5,500,000 (avg., 320,000)	10,000–1,300,000 (avg., 200,000)
Largest No. of hospitals/pathologists serviced by one B/AR system	43/0	—/20
Percentage of installations that have standalone B/AR systems	75%	2%
No. of employees in entire company	—	15
• No. of employees dedicated to software development, installation, support	—	—
No. of user workstations in sites operating B/AR system	2–200	3–64
• Average No. of user workstations in sites operating B/AR system	25	16
Server platform	any Windows, Unix, Linux	Intel open platform
PC/workstation platform	Windows 2000, NT, XP, Vista	Windows
Innovative peripherals	bar-code readers, image scanners	document scanning
Operating systems	Unix, Linux, Windows	Linux
Databases and tools used	Oracle, Oracle Tools	Thoroughbred Business Basic, 4GL, SQL
Information systems/software interfaces	Cerner, Allscripts-Misys, Eclipsys, Clinibase, McKesson, Wyndgate Technologies, Orchard, Aspyra, Technidata, Meditech, Healthvision, proprietary	Orchard, Cerner, Sunquest, Antek Healthware
Features (listed as a percentage of live installations or based on availability)		
• Patient demographics transferred via interface from LIS to B/AR system	100%	100%
• 1500 claim form generation (paper version)	100%	100%
• UB-92 claim form generation (paper version)	20%	100%
• Client invoices	100%	100%
• Patient invoices	100%	100%
• Reprints of above on demand	100%	100%
• Key indicator tracking (online view of site-assigned key indicators)	5%	100%
• Test profile vs. component billing	80%	100%
• Medical-necessity screening for Medicare	40%	100%
• Professional component billing	100%	100%
• Auto delete of nonbillable procedures	100%	100%
• Technical component only	20%	100%
• Retain demographic data, repeating patients	100%	100%
• Accounts and patient payment posting	100%	100%
• Accounts receivable system	100%	100%
• Management or marketing reports	installed	100%
• Automatic balance billing to patients	100%	100%
• Capitation billing plus billable tests	60%	100%
• Utilization reports for managed care	installed	100%
• Global charges for lab tests	100%	100%
• Unlimited user-defined fee schedules	100%	100%
• Track financial classes	100%	100%
• Allow open-item accounting (each line item on bill can be handled separately)	100%	100%
• User report writer	100%	100%
• Collection agency system	100%	100%
• User-configurable dunning	100%	100%
• Client services or call tracking module	100%	100%
• Rules-based processing or claims scrubbing	100%	100%
• Multi-lab or multi-company processing	100%	100%
• Support all HIPAA transaction sets	100%	100%
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses?	yes	yes
• Functions offered	insurance inquiry/response (270/271), primary and secondary claims (837 I/P), claims inquiry/response (276/277), remittances (835)	claims, remittance, rebill, acknowledgement, medical necessity, eligibility, financial reports
• Third-party payers and claims clearinghouses with which system is interfaced	Medicare, Medicaid, Highmark Blue Cross Blue Shield, Capario, Availity, THIN, McKesson, HDX, Electronic Commerce Processing, others	Capario, Availity, RealMed, THIN, Medicare, Medicaid, MediCal
• Type of claim data generation	UB-92, 1500	UB-92, 1500, ANSI 4010
Third-party rules and coding updates supported by system	3M, CodeMap	CodeMap, MCF compliance, 3M, ADP, Ingenix, any tab-delimited file
Complete ASP solution for B/AR system?	yes	no
• Method of charging for ASP service	fixed fee or transaction based—user's choice	—
• Client software required	requires that software be installed on a client PC	—
• ASP information conduit	requires use of a VPN or other dedicated connection	—
• Client contracts supported from data center not operated by client	0	—
• How data center is operated	by vendor	—
Indexed field in each test definition for LOINC code?	yes	yes
Provide LOINC dictionary for each new installation?	no	no
Journaling?/source code?	yes/escrow	yes/escrow
Cost (hardware/software/installation and training/monthly maintenance)		
• Smallest standalone B/AR system	—	$5k/$7.5k/$5k/$0.2k
• Largest standalone B/AR system	—	$25k/$50k/$25k/$1.25k
• Smallest B/AR configuration for integrated lab system	—	$1k/$7.5k/$2.5k/$0.1k
• Largest B/AR configuration for integrated lab system	—	$10k/$50k/$5k/$0.5k
Distinguishing features (supplied by vendor)	• user-configurable rules-based system design • exception-based processing integrated with online workflow management • automated denial management integrated with online workflow	• extensive experience in medical laboratory billing since 1983; experience in all lab markets, including nursing homes, commercial labs, and specialty labs; billing can be integrated with Hex LIS or other LIS or standalone • flexible system with custom invoices and statements; alternate pricing schedules and many user-definable features • electronic billing and remittance—working on ANSI 5010 and ICD-10; e-bill to Medicare, Medicaid, and clearinghouses; money back faster with fewer denials

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

Billing/accounts receivable systems

Part 4 of 9	McKesson **Joseph R. Stabile** joseph.stabile@mckesson.com **5995 Windward Parkway** **Alpharetta, GA 30005** **404-338-4363** www.mckesson.com/laboratory	Medical Information Technology (Meditech) **Paul Berthiaume** pberthiaume@meditech.com **Meditech Circle** **Westwood, MA 02090** **781-821-3000** www.meditech.com
Name of billing/accounts receivable system	Horizon Lab Financials† (formerly Telcor Billing Information System)	Meditech Revenue Cycle–client/server
First ever/most recent B/AR* system installation (based on March 2010 survey deadline) Last major release for featured B/AR system	2006/January 2010 May 2009	1977/January 2010 April 2008
No. of contracts for sites operating B/AR system • Contracts signed since March 2009 • Contracts gone live since March 2009 No. of sites operating B/AR system (HL/IL/PP/PO/OL/FI)**	2 1 1 9 (9/0/0/0/0/0)	400† 13† 27† 400 (370/0/0/0/0/30 in Canada, Honduras, Ireland, Bahamas, United Arab Emirates, United Kingdom)
No. of inpatient invoices handled by installed sites annually No. of outpatient requisitions handled by installed sites annually Largest No. of hospitals/pathologists serviced by one B/AR system Percentage of installations that have standalone B/AR systems	— — 7/— 0	— — — 0
No. of employees in entire company • No. of employees dedicated to software development, installation, support	32,000 28	2,981 160
No. of user workstations in sites operating B/AR system • Average No. of user workstations in sites operating B/AR system	4–50 20	— —
Server platform PC/workstation platform Innovative peripherals Operating systems Databases and tools used	Intel, Windows any standard Windows integrated fax, PDF, e-mail, Excel export Windows SQL server, Crystal Developer	Dell, Perot Systems, Hewlett-Packard, IBM Windows 2000, XP, Vista, XP Tablet image scanners, EDI interfaces Windows 2000 Professional, XP, Vista on PCs; Windows 2000, 2003, Server 2008 Service Pack 1 Standard Edition (x86 or x64) for patient database Meditech database management system
Information systems/software interfaces	Horizon Lab	Cerner, McKesson, Epic, Siemens
Features (listed as a percentage of live installations or based on availability) • Patient demographics transferred via interface from LIS to B/AR system	 installed	 installed
• 1500 claim form generation (paper version)	installed	installed
• UB-92 claim form generation (paper version)	installed	installed
• Client invoices	installed	installed
• Patient invoices	installed	installed
• Reprints of above on demand	installed	installed
• Key indicator tracking (online view of site-assigned key indicators)	installed	installed
• Test profile vs. component billing	installed	installed
• Medical-necessity screening for Medicare	installed	installed
• Professional component billing	installed	installed
• Auto delete of nonbillable procedures	installed	installed
• Technical component only	installed	installed
• Retain demographic data, repeating patients	installed	installed
• Accounts and patient payment posting	installed	installed
• Accounts receivable system	installed	100%
• Management or marketing reports	installed	installed
• Automatic balance billing to patients	installed	installed
• Capitation billing plus billable tests	installed	installed
• Utilization reports for managed care	installed	installed
• 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
• Collection agency system	installed	installed
• User-configurable dunning	installed	installed
• Client services or call tracking module	available in December 2010	installed
• Rules-based processing or claims scrubbing	installed	installed
• Multi-lab or multi-company processing	installed	installed
• Support all HIPAA transaction sets	installed	installed
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses? • Functions offered • Third-party payers and claims clearinghouses with which system is interfaced • Type of claim data generation	yes claims submission, payments, eligibility, automatic reprints and rebills, customizable invoice Express Bill, Claim.MD, THIN, Epremis, e-Gate, GHN, McKesson Relay Health, Medicare, Medicaid, Blue Cross Blue Shield, UHIN, DSG UB-92, 1500	yes ANSI 278 for authorization requests, ANSI 837 for institutional claims, ANSI 837 for professional claims, ANSI 835 for electronic payment HDX, NEHEN, Veriquest, SSI, Emdeon, Capario, Quovadx, Provider Advantage UB-92, 1500
Third-party rules and coding updates supported by system	allows import from CMS files—CCI, NCD/LCD rules, CPT, diagnosis	3M, HANYS, HSS, IRP, QuadraMed
Complete ASP solution for B/AR system? • Method of charging for ASP service • Client software required • ASP information conduit • Client contracts supported from data center not operated by client • How data center is operated	yes fixed fee requires that software be installed on a client PC requires use of a VPN or other dedicated connection 0 by vendor	no — — — — —
Indexed field in each test definition for LOINC code? Provide LOINC dictionary for each new installation?	yes no	yes yes
Journaling?/source code? Cost (hardware/software/installation and training/monthly maintenance) • Smallest standalone B/AR system • Largest standalone B/AR system • Smallest B/AR configuration for integrated lab system • Largest B/AR configuration for integrated lab system	yes/escrow — — — —	no/escrow — — — —
Distinguishing features (supplied by vendor)	• designed for the workflow and business of outreach and reference laboratories, including the ability to collect payments at time of service from patients at patient service centers • extensive decision-support and business-management tools, profitability analysis, utilization inquiry, revenue inquiry • uses the latest technology with unparalleled data access; ICD-10 compliant	• accommodates multi-entity accounting with centralized and decentralized billing • maximizes revenue efficiency through an integrated revenue cycle and laboratory information system • provides an efficient billing process and claim checks to ensure all information has been gathered sufficiently for claim submission

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

†billing/AR software supplied by Telcor

†sites (not contracts)

Billing/accounts receivable systems

Part 5 of 9	Medical Information Technology (Meditech) Paul Berthiaume pberthiaume@meditech.com Meditech Circle Westwood, MA 02090 781-821-3000 www.meditech.com	Medical Information Technology (Meditech) Paul Berthiaume pberthiaume@meditech.com Meditech Circle Westwood, MA 02090 781-821-3000 www.meditech.com
Name of billing/accounts receivable system	Meditech Revenue Cycle–Magic	Meditech Revenue Cycle–6.0
First ever/most recent B/AR* system installation (based on March 2010 survey deadline) Last major release for featured B/AR system	1977/March 2009 February 2010	1977/March 2010 April 2008
No. of contracts for sites operating B/AR system • Contracts signed since March 2009 • Contracts gone live since March 2009 No. of sites operating B/AR system (HL/IL/PP/PO/OL/FI)**	572† 4† 2† 572 (507/0/0/0/0/65 in Canada, Honduras, Ireland, Bahamas, United Arab Emirates, United Kingdom)	14† 20† 11† 14 (11/0/0/0/0/3 in Canada, Honduras, Ireland, Bahamas, United Arab Emirates, United Kingdom)
No. of inpatient invoices handled by installed sites annually No. of outpatient requisitions handled by installed sites annually Largest No. of hospitals/pathologists serviced by one B/AR system Percentage of installations that have standalone B/AR systems	— — — 0	— — — 0
No. of employees in entire company • No. of employees dedicated to software development, installation, support	2,981 160	2,981 160
No. of user workstations in sites operating B/AR system • Average No. of user workstations in sites operating B/AR system	— —	— —
Server platform PC/workstation platform Innovative peripherals Operating systems Databases and tools used	Dell, Perot Systems, Hewlett-Packard, IBM Intel-based PC; Windows 2000 Professional, XP, Vista, XP Tablet image scanners, EDI interfaces Windows 2000 Professional, XP, Vista Meditech database management system	Dell, Perot Systems, Hewlett-Packard, IBM Windows 2000, XP, Vista, XP Tablet image scanners, EDI interfaces Windows Server 2003 Enterprise of Datacenter x64 Edition, others Meditech database management system
Information systems/software interfaces	Cerner, McKesson, Epic, Siemens	Cerner, McKesson, Epic, Siemens
Features (listed as a percentage of live installations or based on availability) • Patient demographics transferred via interface from LIS to B/AR system	installed	installed
• 1500 claim form generation (paper version)	installed	installed
• UB-92 claim form generation (paper version)	installed	installed
• Client invoices	installed	installed
• Patient invoices	installed	installed
• Reprints of above on demand	installed	installed
• Key indicator tracking (online view of site-assigned key indicators)	installed	installed
• Test profile vs. component billing	installed	installed
• Medical-necessity screening for Medicare	installed	installed
• Professional component billing	installed	installed
• Auto delete of nonbillable procedures	installed	installed
• Technical component only	installed	installed
• Retain demographic data, repeating patients	installed	installed
• Accounts and patient payment posting	installed	installed
• Accounts receivable system	100%	100%
• Management or marketing reports	installed	installed
• Automatic balance billing to patients	installed	installed
• Capitation billing plus billable tests	installed	installed
• Utilization reports for managed care	installed	installed
• 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
• Collection agency system	installed	installed
• User-configurable dunning	installed	installed
• Client services or call tracking module	installed	installed
• Rules-based processing or claims scrubbing	installed	installed
• Multi-lab or multi-company processing	installed	installed
• Support all HIPAA transaction sets	installed	installed
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses? • Functions offered • Third-party payers and claims clearinghouses with which system is interfaced • Type of claim data generation	yes ANSI 278 for authorization requests, ANSI 837 for institutional claims, ANSI 837 for professional claims, ANSI 835 for electronic payment HDX, NEHEN, Veriquest, SSI, Emdeon, Capario, Quovadx, Provider Advantage UB-92, 1500	yes ANSI 278 for authorization requests, ANSI 837 for institutional claims, ANSI 837 for professional claims, ANSI 835 for electronic payment HDX, NEHEN, Veriquest, SSI, Emdeon, Capario, Quovadx, Provider Advantage UB-92, 1500
Third-party rules and coding updates supported by system	3M, HANYS, HSS, IRP, QuadraMed	3M, HANYS, HSS, IRP, QuadraMed
Complete ASP solution for B/AR system? • Method of charging for ASP service • Client software required • ASP information conduit • Client contracts supported from data center not operated by client • How data center is operated	no — — — — —	no — — — — —
Indexed field in each test definition for LOINC code? Provide LOINC dictionary for each new installation?	yes yes	yes yes
Journaling?/source code? Cost (hardware/software/installation and training/monthly maintenance) • Smallest standalone B/AR system • Largest standalone B/AR system • Smallest B/AR configuration for integrated lab system • Largest B/AR configuration for integrated lab system	no/escrow — — — —	no/escrow — — — —
Distinguishing features (supplied by vendor)	• accommodates multi-entity accounting with centralized and decentralized billing • maximizes revenue efficiency through an integrated revenue cycle and laboratory information system • provides an efficient billing process and claim checks to ensure all information has been gathered sufficiently for claim submission	• accommodates multi-entity accounting with centralized and decentralized billing • maximizes revenue efficiency through an integrated revenue cycle and laboratory information system • provides an efficient billing process and claim checks to ensure all information has been gathered sufficiently for claim submission

*B/AR=billing/accounts receivable

** 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

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

†sites (not contracts)   †sites (not contracts)

Billing/accounts receivable systems

Part 6 of 9	**Multidata Computer Systems** **Michael Slater** mrslater@mul.com 160 Broadway, Suite 1010 New York, NY 10038 212-967-6700 www.mul.com	**Netlims NJ, LLC** **Avi Allerhand** avi@netlims.com 111 Town Square Place, Suite 700 Jersey City, NJ 07310 201-894-5300 www.netlims.com
Name of billing/accounts receivable system	MultiTech A/R	AutoBilling
First ever/most recent B/AR* system installation (based on March 2010 survey deadline) Last major release for featured B/AR system	1984/2003 December 2009	2003/— —
No. of contracts for sites operating B/AR system • Contracts signed since March 2009 • Contracts gone live since March 2009 No. of sites operating B/AR system (HL/IL/PP/PO/OL/FI)**	38 2 2 38 (4/34/0/0/0/0)	5 2 — 5 (0/4/0/0/0/1 in India)
No. of inpatient invoices handled by installed sites annually No. of outpatient requisitions handled by installed sites annually Largest No. of hospitals/pathologists serviced by one B/AR system Percentage of installations that have standalone B/AR systems	0 15,000–5,000,000 (avg., 450,000) 1/— 20%	— 120,000–1,200,000 (avg., 580,000) — 0
No. of employees in entire company • No. of employees dedicated to software development, installation, support	11 5.5	104 17
No. of user workstations in sites operating B/AR system • Average No. of user workstations in sites operating B/AR system	4–100+ 15–20	4–30 10
Server platform PC/workstation platform Innovative peripherals Operating systems Databases and tools used	Intel x86 compatible, most Unix/Linux, HP Alpha Intel x86 compatible optional image input/output management Windows Server 2003, 2008; Unix/Linux; HP VMS Caché, Kofax, VSI-Fax	open platform Windows compatible images attachment, management Windows, Unix any RDBMS
Information systems/software interfaces	Siemens, Netsmart, GE Healthcare, Epic, Cerner, Psyche Systems, SCC Soft Computer, Aspyra	Siemens, Cerner, GE Healthcare, Allscripts-Misys, SCC Soft Computer
Features (listed as a percentage of live installations or based on availability) • Patient demographics transferred via interface from LIS to B/AR system • 1500 claim form generation (paper version) • UB-92 claim form generation (paper version) • Client invoices • Patient invoices • Reprints of above on demand • Key indicator tracking (online view of site-assigned key indicators) • Test profile vs. component billing • Medical-necessity screening for Medicare • Professional component billing • Auto delete of nonbillable procedures • Technical component only • Retain demographic data, repeating patients • Accounts and patient payment posting • Accounts receivable system • Management or marketing reports • Automatic balance billing to patients • Capitation billing plus billable tests • Utilization reports 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 • Collection agency system • User-configurable dunning • Client services or call tracking module • Rules-based processing or claims scrubbing • Multi-lab or multi-company processing • Support all HIPAA transaction sets	 80% 95% 10% 100% 100% 100% 95% 100% 95% 40% 100% 20% 100% 95% 95% 95% 95% 95% 100% 80% 100% 100% 100% 25% 95% 95% 95% 95% 25% 95%	 100% 100% available but not installed 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% available but not installed 100%
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses? • Functions offered • Third-party payers and claims clearinghouses with which system is interfaced • Type of claim data generation	yes claims, payments, eligibility, service authorization Emdeon UB-92, 1500	yes claims, payments, eligibility, rebill, authorization Emdeon, NEIC, Express Bill, Zirmed, Capario, others 1500, client bill, ANSI 837
Third-party rules and coding updates supported by system	—	3M, CodeMap, AMA
Complete ASP solution for B/AR system? • Method of charging for ASP service • Client software required • ASP information conduit • Client contracts supported from data center not operated by client • How data center is operated	no — — — — —	no — — — — —
Indexed field in each test definition for LOINC code? Provide LOINC dictionary for each new installation?	yes yes	yes no
Journaling?/source code? Cost (hardware/software/installation and training/monthly maintenance) • Smallest standalone B/AR system • Largest standalone B/AR system • Smallest B/AR configuration for integrated lab system • Largest B/AR configuration for integrated lab system	yes/escrow $10k/$50k/included/$0.75k $100k/$200k/included/$3k $5k/$25k/included/$0.5k $50k/$200k/included/$3k	yes/escrow — — $10k/$100k/$25k/$8k $15k/$200k/$40k/$16k
Distinguishing features (supplied by vendor)	• designed for commercial labs, with tools to address payer determination and patient eligibility in an environment where most specimens originate in nonlab facilities • expertise with New York Medicaid and similar state Medicaid initiatives, including prior service authorization and emerging transition to ambulatory patient group billing • system can be customized for special requirements	• exceptions and denials automatic tools allow easy tracing and handling • automation—travel algorithm, reinvoice, colliding panels • advanced service to tests logic allows accurate billing

*B/AR=billing/accounts receivable
** 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
Note: a dash in lieu of an answer means company did not answer question or question is not applicable

Billing/accounts receivable systems

Part 7 of 9	SCC Soft Computer Ellie Vahman ellie@softcomputer.com 5400 Tech Data Drive Clearwater, FL 33760 727-789-0100 www.softcomputer.com	Schuyler House Janet Chennault jlc@schuylerhouse.com 27821 Fremont Court, #8 Valencia, CA 91355 800-706-0266 www.schuylab.com
Name of billing/accounts receivable system	SoftA/R	SchuyLab
First ever/most recent B/AR* system installation (based on March 2010 survey deadline) Last major release for featured B/AR system	1993/2009 November 2009	1994/March 2010 January 2010
No. of contracts for sites operating B/AR system • Contracts signed since March 2009 • Contracts gone live since March 2009 No. of sites operating B/AR system (HL/IL/PP/PO/OL/FI)**	73 2 4 211 (182/17/—†/0/12 clinics/0)	189 3 3 192 (12/136/0/22/17 veterinary/5 in Guam, Caribbean)
No. of inpatient invoices handled by installed sites annually No. of outpatient requisitions handled by installed sites annually Largest No. of hospitals/pathologists serviced by one B/AR system Percentage of installations that have standalone B/AR systems	— 1,000,000–6,500,000 (avg., 4,300,000) 3/7 —	100–2,000+ 100–2,000+ — 0
No. of employees in entire company • No. of employees dedicated to software development, installation, support	1,522 56	22 3
No. of user workstations in sites operating B/AR system • Average No. of user workstations in sites operating B/AR system	3–50 10	1–60 3
Server platform PC/workstation platform Innovative peripherals Operating systems Databases and tools used	IBM System p (AIX) Microsoft Windows workstations SoftMedia (integrated document management) server: IBM AIX (Unix); workstation: Microsoft Windows Oracle	PC Dell recommended; any standard PC voice input Windows XP, 7, Vista Pervasive
Information systems/software interfaces	SCC Soft Computer, Cerner, McKesson, Eclipsys, Epic, Siemens, GE Healthcare, IntraNexus, QuadraMed, Meditech, Keane, CPSI, others	Acer, Affinity, AMI, Allscripts-Misys, Healthland, Digital MD Systems, GE Healthcare, McKesson, Siemens, others
Features (listed as a percentage of live installations or based on availability)		
• Patient demographics transferred via interface from LIS to B/AR system	100%	100%
• 1500 claim form generation (paper version)	50%	80%
• UB-92 claim form generation (paper version)	6%	—
• Client invoices	80%	100%
• Patient invoices	50%	100%
• Reprints of above on demand	50%	100%
• Key indicator tracking (online view of site-assigned key indicators)	100%	installed
• Test profile vs. component billing	100%	100%
• Medical-necessity screening for Medicare	100%	20%
• Professional component billing	100%	100%
• Auto delete of nonbillable procedures	100%	100%
• Technical component only	—	100%
• Retain demographic data, repeating patients	100%	100%
• Accounts and patient payment posting	80%	100%
• Accounts receivable system	50%	100%
• Management or marketing reports	100%	100%
• Automatic balance billing to patients	50%	100%
• Capitation billing plus billable tests	installed	not available
• Utilization reports for managed care	—	not available
• Global charges for lab tests	100%	not available
• Unlimited user-defined fee schedules	100%	100%
• Track financial classes	50%	100%
• Allow open-item accounting (each line item on bill can be handled separately)	100%	not available
• User report writer	100%	not available
• Collection agency system	50%	not available
• User-configurable dunning	50%	not available
• Client services or call tracking module	available through vendor's general LIS or via third party	not available
• Rules-based processing or claims scrubbing	100%	not available
• Multi-lab or multi-company processing	2%	not available
• Support all HIPAA transaction sets	50%	100%
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses? • Functions offered • Third-party payers and claims clearinghouses with which system is interfaced • Type of claim data generation	yes claims, payments, secondary claims, acknowledgements Medicare, Blue Cross Blue Shield, Quadax, Capario, MVP, Emdeon, Zirmed, Gateway EDI, Netwerkes, eProvider Solutions, MedAssets UB-92, 1500, ANSI 837 Professional and Institutional, custom	yes claims, rebill, remittance Office Ally, Capario, Palmetto 1500
Third-party rules and coding updates supported by system	Quadax, 3M	CodeMap
Complete ASP solution for B/AR system? • Method of charging for ASP service • Client software required • ASP information conduit • Client contracts supported from data center not operated by client • How data center is operated	yes fixed fee or transaction based—user's choice requires that software be installed on a client PC requires use of a VPN or other dedicated connection 2 by vendor	no — — — — —
Indexed field in each test definition for LOINC code? Provide LOINC dictionary for each new installation?	yes no	yes no
Journaling?/source code? Cost (hardware/software/installation and training/monthly maintenance) • Smallest standalone B/AR system • Largest standalone B/AR system • Smallest B/AR configuration for integrated lab system • Largest B/AR configuration for integrated lab system	yes/escrow $30k/$30k/$40k/$2k $200k/$500k/$100k/$10k 0/$30k/$40k/$2k 0/$500k/$100k/$10k	no/escrow — — $1k/$5k/$1.5k/1% of purchase price $2k/$30k/$1.5k/1% of purchase price
Distinguishing features (supplied by vendor)	• unlimited multi-tiered pricing, unlimited payer rules, carve-outs, billing edits with full A/R functionality, centralized billing for multi-site, multi-company institutions • modular product offering that can be tailored to accommodate many types of laboratory environments • integrated with SCC SoftLab LIS and does not require additional servers; set-up/implementation hours required are greatly reduced; fewer FTE hours to build and maintain	• full integration with LIS • direct Medicare and Medicaid billing, including claims and remittance, in all regions of the United States • reasonable prices with on-site training

*B/AR=billing/accounts receivable
** 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
Note: a dash in lieu of an answer means company did not answer question or question is not applicable　　†total combined with independent labs

Billing/accounts receivable systems

Part 8 of 9	Seacoast Laboratory Data Systems Jim Whitehurst jim@sldsi.com 195 New Hampshire Ave., Suite 140 Portsmouth, NH 03801 603-431-4114 www.sldsi.com	Sunquest Information Systems Don Mounce donald.mounce@sunquestinfo.com 250 S. Williams Blvd. Tucson, AZ 85711 877-239-6337 www.sunquestinfo.com
Name of billing/accounts receivable system	SurroundLab AR	Sunquest Clinical Financial (formerly Misys Clinical Financial)
First ever/most recent B/AR* system installation (based on March 2010 survey deadline) Last major release for featured B/AR system	2001/November 2009 November 2009	1985/2008 2009
No. of contracts for sites operating B/AR system • Contracts signed since March 2009 • Contracts gone live since March 2009 No. of sites operating B/AR system (HL/IL/PP/PO/OL/FI)**	67 5 5 72 (4/61/7/0/0/0)	82 1 — 226 (42/153/31/0/0/0)
No. of inpatient invoices handled by installed sites annually No. of outpatient requisitions handled by installed sites annually Largest No. of hospitals/pathologists serviced by one B/AR system Percentage of installations that have standalone B/AR systems	— 1,200–4,000,000 (avg., 900,000) —/8 30%	0–12,000 (avg., 8,000) 5,000–4,000,000 (avg., 250,000) 8/45 —
No. of employees in entire company • No. of employees dedicated to software development, installation, support	46 29	600 —
No. of user workstations in sites operating B/AR system • Average No. of user workstations in sites operating B/AR system	2–100+ 20	5–125 35
Server platform PC/workstation platform Innovative peripherals Operating systems Databases and tools used	Intel x86 — digital faxing Windows, Linux Caché, Deep Sea	IBM, Hewlett-Packard Dell, Hewlett-Packard — AIX, HP-UX Caché
Information systems/software interfaces	—	Sunquest, Cerner, Siemens, McKesson, GE Healthcare, Epic, Eclipsys, SCC Soft Computer, Impac, Meditech, others
Features (listed as a percentage of live installations or based on availability) • Patient demographics transferred via interface from LIS to B/AR system • 1500 claim form generation (paper version) • UB-92 claim form generation (paper version) • Client invoices • Patient invoices • Reprints of above on demand • Key indicator tracking (online view of site-assigned key indicators) • Test profile vs. component billing • Medical-necessity screening for Medicare • Professional component billing • Auto delete of nonbillable procedures • Technical component only • Retain demographic data, repeating patients • Accounts and patient payment posting • Accounts receivable system • Management or marketing reports • Automatic balance billing to patients • Capitation billing plus billable tests • Utilization reports 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 • Collection agency system • User-configurable dunning • Client services or call tracking module • Rules-based processing or claims scrubbing • Multi-lab or multi-company processing • Support all HIPAA transaction sets	 100% 100% 30% 100% 95% 100% 100% 100% 100% 40% 100% 40% 100% 100% 100% 100% 100% 15% 20% 100% 100% 100% 100% installed installed 100% 100% 100% 100% 100%	 100% 95% 10% 100% 100% 100% 100% 100% 95% 95% 100% 90% 100% 100% 100% 100% 90% 20% 100% 90% 100% 100% 100% 100% 100% 100% available through vendor's general LIS or via third party 100% 100% 100%
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses? • Functions offered • Third-party payers and claims clearinghouses with which system is interfaced • Type of claim data generation	yes claims, payments, eligibility, collections many UB-92, 1500	yes submission, remittance Per-Sé, Emdeon, Cydata, NEIC, Quadex, Regence, Medical Manager of Ohio, others UB-92, 1500, custom
Third-party rules and coding updates supported by system	CodeMap	3M
Complete ASP solution for B/AR system? • Method of charging for ASP service • Client software required • ASP information conduit • Client contracts supported from data center not operated by client • How data center is operated	no — — — — —	no — — — — —
Indexed field in each test definition for LOINC code? Provide LOINC dictionary for each new installation?	yes no	no no
Journaling?/source code? Cost (hardware/software/installation and training/monthly maintenance) • Smallest standalone B/AR system • Largest standalone B/AR system • Smallest B/AR configuration for integrated lab system • Largest B/AR configuration for integrated lab system	yes/escrow $10k/$50k/$10k/$1k $40k/$300k/$50k/— — —	yes/escrow — — — —
Distinguishing features (supplied by vendor)	• designed exclusively for commercial laboratory operation • real-time billing data • complete access to data via ODBC connections	• provides a seamless interface to leading LIS applications with extensive management-analysis capabilities • modular implementation scales from start-up client-only invoicing to full-scale insurance billing and accounts payable • extensive validation prior to claims submission reduces claim rejection rate

*B/AR=billing/accounts receivable
** 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
Note: a dash in lieu of an answer means company did not answer question or question is not applicable

Billing/accounts receivable systems

Part 9 of 9	Telcor **Mark Thornton** mark.thornton@telcor.com 7101 A St. Lincoln, NE 68510 402-489-1207 www.telcor.com	Xifin **Bill Taylor** btaylor@xifin.com 3394 Carmel Mountain Rd., Suite 200 San Diego, CA 92121 858-436-2995 www.xifin.com
Name of billing/accounts receivable system	Billing Information System	Xifin Revenue Cycle Management
First ever/most recent B/AR* system installation (based on March 2010 survey deadline) Last major release for featured B/AR system	2004/March 2010 February 2010	2001/February 2010 February 2010
No. of contracts for sites operating B/AR system • Contracts signed since March 2009 • Contracts gone live since March 2009 No. of sites operating B/AR system (HL/IL/PP/PO/OL/FI)**	40 16 10 40 (16/18/3/0/3 molecular, academic, mobile radiology/0)	28 7 7 28 (8/17/3/0/0/0)
No. of inpatient invoices handled by installed sites annually No. of outpatient requisitions handled by installed sites annually Largest No. of hospitals/pathologists serviced by one B/AR system Percentage of installations that have standalone B/AR systems	— 15,000–2,655,250 (avg., 535,000) 26/31 85%	— 62,964–6,792,000 (avg., 1,000,000) — 100%
No. of employees in entire company • No. of employees dedicated to software development, installation, support	82 32	95 95
No. of user workstations in sites operating B/AR system • Average No. of user workstations in sites operating B/AR system	4–102 25	19–208 80
Server platform PC/workstation platform Innovative peripherals Operating systems Databases and tools used	Intel-based Windows server Windows XP integrated fax, PDF, e-mail, Excel export Windows 2003, 2008 server Microsoft SQL 2005, 2008; .Net 3.5 platform; Crystal Reports 2008; Excel; Adobe PDF reader	SaaS (software as a service) Web browser based PC–Intel with Internet connection bar-code printers, image management, OCR readers, fax, archived storage Windows 2000, XP, Vista with Internet Explorer 6, 7 Oracle 10g Enterprise Edition, Business Objects Enterprise XI
Information systems/software interfaces	Cerner, McKesson, Orchard, Sunquest, Aspyra, Impac, Siemens, GE Healthcare, others	Allscripts-Misys, eTeleNext, Sunquest, McKesson, Epic, Cerner, Netlims, Sysware, Atlas Medical, others
Features (listed as a percentage of live installations or based on availability)		
• Patient demographics transferred via interface from LIS to B/AR system	installed	100%
• 1500 claim form generation (paper version)	installed	100%
• UB-92 claim form generation (paper version)	installed	100%
• Client invoices	installed	100%
• Patient invoices	installed	100%
• Reprints of above on demand	installed	100%
• Key indicator tracking (online view of site-assigned key indicators)	installed	100%
• Test profile vs. component billing	installed	100%
• Medical-necessity screening for Medicare	installed	100%
• Professional component billing	installed	100%
• Auto delete of nonbillable procedures	installed	100%
• Technical component only	installed	100%
• Retain demographic data, repeating patients	installed	100%
• Accounts and patient payment posting	installed	100%
• Accounts receivable system	installed	100%
• Management or marketing reports	installed	100%
• Automatic balance billing to patients	installed	100%
• Capitation billing plus billable tests	installed	100%
• Utilization reports for managed care	installed	100%
• Global charges for lab tests	installed	100%
• Unlimited user-defined fee schedules	installed	100%
• Track financial classes	installed	100%
• Allow open-item accounting (each line item on bill can be handled separately)	installed	100%
• User report writer	installed	100%
• Collection agency system	installed	100%
• User-configurable dunning	installed	100%
• Client services or call tracking module	not available	100%
• Rules-based processing or claims scrubbing	installed	100%
• Multi-lab or multi-company processing	installed	100%
• Support all HIPAA transaction sets	installed	100%
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses? • Functions offered • Third-party payers and claims clearinghouses with which system is interfaced • Type of claim data generation	yes claims, remittance, rebill, automatic status update UHIN, various state Medicaid, Wellmark Blue Cross Blue Shield, Epremis, Emdeon, Palmetto, Capario, HPSM, Availity, Aetna, Community Care, others UB-92, 1500, state specific	yes payer and clearinghouse management, electronic submissions/remittance/eligibility/acknowledgement/status check, payer edits, others Medicare carriers and FIs, Medicaids, Blue Cross, UHC, Aetna, Cigna, Capario, Per-Sé, Softrix, McKesson, Matrix UB-92, 1500, nonstandard Medicaids
Third-party rules and coding updates supported by system	allows import from CMS files—CCI, CPT, diagnosis, NCD/LCD rules	LCD/NCDs, CCI, OCE, ICD-9, procedure codes by payer and year, others
Complete ASP solution for B/AR system? • Method of charging for ASP service • Client software required • ASP information conduit • Client contracts supported from data center not operated by client • How data center is operated	yes fixed fee or transaction based—user's choice browser based or requires that software be installed on a client PC—user's choice operates over the Internet or requires use of a VPN or other dedicated connection—user's choice 7 by vendor or third party (McKesson)	yes fixed fee or transaction based browser based operates over the Internet 100% by a third party (Savvis)
Indexed field in each test definition for LOINC code? Provide LOINC dictionary for each new installation?	yes no	yes no
Journaling?/source code? Cost (hardware/software/installation and training/monthly maintenance) • Smallest standalone B/AR system • Largest standalone B/AR system • Smallest B/AR configuration for integrated lab system • Largest B/AR configuration for integrated lab system	yes/yes $10k/$74k/$20k/$1k $50k/$400k/$149k/$6k — —	yes/no —/$1.25 per accession/$145k per site/included —/$0.89 per accession/$300k per site/included —/$1.25 per accession/$145k per site/included —/$0.89 per accession/$300k per site/included
Distinguishing features (supplied by vendor)	• specifically designed for the workflow and business of laboratories in clinical, anatomic pathology, molecular diagnostics, and reference and hospital outreach environments; includes the ability to collect payments at time of service from patients at patient service centers • online payment model available so patients can pay bills online • ICD-10 and 5010 compliant	• services include ongoing programming, integration, and database maintenance • user-configurable, rules-driven workflow automation facilitating incorporation of lab procedures and best practices • comprehensive closed-loop error/denial management resources and correspondence capabilities

*B/AR=billing/accounts receivable

** 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
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.