

Billing/accounts receivable/RCM systems

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See accompanying article on page 63			
Name of billing/accounts receivable/revenue cycle management system	Cerner Millennium Profit	AR-2000 Lab and Billing System	RCM+
First ever billing/AR*/RCM** system install/Most recent billing/AR/RCM system install*** Last major product release for featured billing/AR/RCM system	2000/January 2011 January 2011	1980/February 2011 December 2010	1983/January 2011 November 2010
No. of contracts for sites operating billing/AR/RCM system • Contracts signed since March 2010/Gone live since March 2010 No. of sites operating billing/AR/RCM system (HL/IL/PP/PO/OL/FI)****	50 24/10 320 (11/—/—/—/35/4—in Egypt, United Arab Emirates, Aruba, Grand Cayman Islands)	71 6/6 71 (0/71/0/0/0/0)	31 1/1 31 (1/1/28/1/0/0)
No. of inpatient invoices handled by installed sites annually No. of outpatient requisitions handled by installed sites annually Percentage of installations that have standalone billing/AR/RCM systems No. of user workstations in sites operating billing/AR/RCM system (average)	— — 0 —	250,000–2,000,000 (avg., 750,000) 250,000–2,000,000 (avg., 750,000) 60% 2–50 (avg., 10)	0 2,000–100,000 (avg., 67,500) 15% 1–26 (avg., 7)
No. of employees in entire company • No. of employees dedicated to software development, installation, support	7,600+ 600	15 12	13 4
Server platform PC or workstation platform Innovative peripherals Operating systems Databases and tools used	Compaq, IBM RS/6000 Intel Premium image storage Open VMS, AIX, Unix Oracle	IBM RS/6000 Windows — AIX 6.0, Linux LabBase, MySQL	Windows 2000 Windows Vista — Windows XP, Vista Microsoft SQL server, Dynamics SL
Pathology-related information system and software interfaces	MedAssets, Relay Health, Practice Insight, Emdeon, Lawson, others	Orchard, Allscripts, Aspyra, ClinLab, McKesson, GE Healthcare, Emdeon, ADSC	Cortex, Elekta Software, SCC Soft Computer, Aspyra, Cerner
Features (listed as a percentage of live installations or based on availability) • Patient demographics transferred via interface from LIS to billing/AR/RCM system • 1500 claim form generation (paper version) • UB-04 (formerly 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 versus 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	installed installed installed installed installed not available installed installed not available installed installed not available installed installed installed installed not available — installed installed installed installed installed not available — installed installed installed installed installed installed installed installed — installed installed installed	100% 100% — 100% 100% 100% 100% 100% 100% 100% 100% 100% 2% 100% 100% 100% 100% 25% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 75% 65% 100% — 100% 100% 100%	98% 100% 0 95% 100% 100% 100% 5% 0 75% 0 75% 100% 100% 100% 100% 10% 85% 85% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 5% — (support ANSI 837, 835)
Billing/AR/RCM system supports electronic data interchange with third-party payers and claims clearinghouses • Electronic functions offered Third-party rules and coding updates supported by system	yes claims, payments, eligibility, referral/authorization — (will interface with any clearinghouse and payer)	yes secure Web portal Capario	yes electronic claims, electronic payments —
Complete ASP solution for billing/AR/RCM 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 operates over the Internet — by vendor	no — — — — —	yes fixed fee terminal services requires use of a VPN or other dedicated connection 6 by a third party (Qwest)
Indexed field in each test definition for LOINC code Provide LOINC dictionary for each new installation	no no	yes no	no no
Journaling/Source code Methods by which users can tailor billing/AR/RCM system in their own setting 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 configuration of billing/AR/RCM Total incremental cost for largest configuration of billing/AR/RCM	—/yes — — — — —	yes/yes ad hoc query tools, user-defined interfaces, dictionary settings \$20,000 (monthly maintenance fee, \$150) \$105,000 (monthly maintenance fee, \$1,500) \$20,000 (monthly maintenance fee, \$150) \$100,000 (monthly maintenance fee, \$1,500)	yes/escrow user programming, ad hoc query tools, dictionary settings — (monthly maintenance fee, \$400) \$200,000 (monthly maintenance fee, \$3,600) 0 (ASP) (monthly maintenance fee, \$400) —
Distinguishing features (supplied by company)	<ul style="list-style-type: none"> improves cash flow and reduces claims denials simplifies billing statements and improves customer service streamlines business operations and reduces labor costs 	<ul style="list-style-type: none"> electronic Medicare claims; transmission to more than 2,100 commercial insurance carriers and each state's Medicare plan; electronic Medicare, Medicaid, and commercial payment posting, reconciliation multiple fee schedules and flexible automatic discounts by clients; optional nursing home and PPS part A subsystems available financial reporting suite with commission reports; full suite of statistical reports; pain-management billing 	<ul style="list-style-type: none"> one account per patient spanning multiple visits and multiple insurance carriers all detailed data, charges, payments, and adjustments kept online forever more than 130 Crystal Reports with Crystal source code provided for user-created modifications
<p>*AR=accounts receivable/**RCM=revenue cycle management *** based on March 2011 survey deadline **** 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.</p>			

Billing/accounts receivable/RCM systems

Part 2 of 6	Diamond Computing matt@diamondcomputing.net 2345 4th St. Tucker, GA 30084 770-496-0286 www.diamondcomputing.net	Hex Laboratory Systems Susan Bollinger sbollinger@hexlab.com 1042B El Camino Real Encinitas, CA 92024 800-729-2085 www.hexlab.com	Lawson Healthcare Jim Schroeder jim.schroeder@us.lawson.com 380 Saint Peter St. Saint Paul, MN 55102 602-363-4451 www.lawsonhealthcare.com
Name of billing/accounts receivable/revenue cycle management system	LabGem Billing	Lab/Hex Billing and CM System	MediAR†
First ever billing/AR*/RCM** system install/Most recent billing/AR/RCM system install*** Last major product release for featured billing/AR/RCM system	1984/February 2011 January 2011	1983/June 2010 February 2011	1975/October 2010 October 2010
No. of contracts for sites operating billing/AR/RCM system • Contracts signed since March 2010/Gone live since March 2010 No. of sites operating billing/AR/RCM system (HL/IL/PP/PO/OL/FI)****	8 2/1 7 (1/5/1/0/0/0)	41 1/1 41 (0/37/1/0/3 veterinary, health dept./1 in Lebanon)	43 1/1 240 (0/7/0/2/4 hospital nonlab/227 in Canada)
No. of inpatient invoices handled by installed sites annually No. of outpatient requisitions handled by installed sites annually Percentage of installations that have standalone billing/AR/RCM systems No. of user workstations in sites operating billing/AR/RCM system (average)	5,000–70,000 (avg., 20,000) — (avg., 20,000) 20% 3–10 (avg., 5)	— 10,000–1,300,000 (avg., 200,000) 10% 3–64 (avg., 16)	1,500–145,000 (avg., 40,000) 1,500–5,200,000 (avg., 300,000) 75% 2–200+ (avg., 25)
No. of employees in entire company • No. of employees dedicated to software development, installation, support	5 1	14 4	4,200+ 11
Server platform PC or workstation platform Innovative peripherals Operating systems Databases and tools used	Windows server Windows — Windows 2003, 2008 Micronetics Standard Mumps, Caché, Visual Basic	Intel Open Platform Windows image input/output Linux, Windows Thoroughbred Business Basic, 4GL	any Windows or Unix-based server Windows 7, XP, NT, 2000, Vista bar-code readers, image scanners Unix, Linux, Windows Oracle, Oracle Tools
Pathology-related information system and software interfaces	custom interfaces	Cerner, McKesson, PSI, Siemens, Sunquest, Emdeon, Elekta Software, others	Cerner, Allscripts, McKesson, Wyndgate Technologies, Orchard, Asprra, Technidata, Meditech, Healthvision, proprietary, others
Features (listed as a percentage of live installations or based on availability)	100%	100%	100%
• Patient demographics transferred via interface from LIS to billing/AR/RCM system	100%	100%	100%
• 1500 claim form generation (paper version)	100%	100%	100%
• UB-04 (formerly UB-92) claim form generation (paper version)	installed	100%	20%
• Client invoices	100%	100%	100%
• Patient invoices	100%	100%	100%
• Reprints of above on demand	100%	100%	100%
• Key indicator tracking (online view of site-assigned key indicators)	100%	100%	5%
• Test profile versus component billing	100%	100%	80%
• Medical-necessity screening for Medicare	100%	100%	40%
• Professional component billing	100%	100%	100%
• Auto delete of nonbillable procedures	100%	100%	100%
• Technical component only	100%	100%	installed
• Retain demographic data, repeating patients	100%	100%	100%
• Accounts and patient payment posting	100%	100%	100%
• Accounts receivable system	100%	100%	100%
• Management or marketing reports	100%	100%	installed
• Automatic balance billing to patients	100%	100%	100%
• Capitation billing plus billable tests	100%	100%	60%
• Utilization reports for managed care	100%	100%	installed
• Global charges for lab tests	100%	100%	100%
• Unlimited user-defined fee schedules	100%	100%	100%
• Track financial classes	100%	100%	100%
• Allow open-item accounting (each line item on bill can be handled separately)	available but not installed	100%	100%
• User report writer	100%	100%	100%
• Collection agency system	100%	100%	100%
• User-configurable dunning	100%	100%	100%
• Client services or call tracking module	installed	100%	100%
• Rules-based processing or claims scrubbing	100%	100%	100%
• Multi-lab or multi-company processing	100%	100%	100%
• Support all HIPAA transaction sets	100%	100%	100%
Billing/AR/RCM system supports electronic data interchange with third-party payers and claims clearinghouses	yes	yes	yes
• Electronic functions offered	claims, payments, rebill	claims, remittance, rebill, acknowledgement, medical necessity, eligibility, financial reports	insurance inquiry/response (270/271), primary and secondary claims (837 I/P), claims inquiry/response (276/277), remittances (835)
Third-party rules and coding updates supported by system	—	CodeMap, 3M, ADP, Ingenix, any tab-delimited file	3M, CodeMap
Complete ASP solution for billing/AR/RCM system	no	no	yes
• 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	yes
Provide LOINC dictionary for each new installation	no	no	no
Journaling/Source code	yes/yes	yes/escrow	yes/escrow
Methods by which users can tailor billing/AR/RCM system in their own setting	user programming, ad hoc query tools, user-defined interfaces, dictionary settings	ad hoc query tools, user-defined interfaces, dictionary settings, others	ad hoc query tools, user-defined interfaces, dictionary settings
Total cost for smallest standalone billing/AR/RCM system install	\$18,000	\$17,500 (monthly maintenance fee, \$200)	—
Total cost for largest standalone billing/AR/RCM system install	—	\$100,000 (monthly maintenance fee, \$1,250)	—
Total incremental cost for smallest configuration of billing/AR/RCM	—	\$5,000 (monthly maintenance fee, \$100)	—
Total incremental cost for largest configuration of billing/AR/RCM	—	\$35,000 (monthly maintenance fee, \$500)	—
Distinguishing features (supplied by company)	<ul style="list-style-type: none"> • customization • support • experience 	<ul style="list-style-type: none"> • extensive experience in laboratory billing since 1983 • flexibility with custom invoices and statements; alternate pricing schedules and many other user-definable features; medical necessity with ABNs • electronic billing and remittance to all carriers; ANSI 5010 and ICD-10 in testing 	<ul style="list-style-type: none"> • user-configurable rules-based system design • exception-based processing integrated with online workflow management • automated denial management integrated with online workflow
*AR=accounts receivable/**RCM=revenue cycle management			
*** based on March 2011 survey deadline			
**** 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.			

† formerly Healthvision Solutions' MediAR

Billing/accounts receivable/RCM systems

Part 5 of 6	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, Suite 8 Valencia, CA 91355 800-707-0266 www.schuylerlab.com	Sunquest Information Systems Chris Fraker chris.fraker@sunquestinfo.com 250 S. Williams Blvd. Tucson, AZ 85711 877-239-6337 www.sunquestinfo.com
Name of billing/accounts receivable/revenue cycle management system	SoftA/R	SchuyLab	Sunquest Clinical Financial [†]
First ever billing/AR*/RCM** system install/Most recent billing/AR/RCM system install*** Last major product release for featured billing/AR/RCM system	1993/January 2011 December 2010	1994/March 2011 January 2010	1985/2011 2011
No. of contracts for sites operating billing/AR/RCM system • Contracts signed since March 2010/Gone live since March 2010 No. of sites operating billing/AR/RCM system (HL/IL/PP/PO/OL/FI)****	70 3/2 221 (178/20/— [†] /0/23 clinics/0)	199 7/7 199 (13/140/0/22/18 veterinary/6—in Guam, Caribbean)	84 3/3 230 (46/153/31/0/0/0)
No. of inpatient invoices handled by installed sites annually No. of outpatient requisitions handled by installed sites annually Percentage of installations that have standalone billing/AR/RCM systems No. of user workstations in sites operating billing/AR/RCM system (average)	— 1,000,000–6,500,000 (avg., 4,300,000) — 3–50 (avg., 10)	100–1,000,000+ 100–1,000,000+ 0 1–60 (avg., 3)	up to 12,000 (avg., 8,000) 5,000–4,000,000 (avg., 250,000) 10% 5–125 (avg., 35)
No. of employees in entire company • No. of employees dedicated to software development, installation, support	1,500+ 54	22 3	600 —
Server platform PC or workstation platform Innovative peripherals Operating systems Databases and tools used	IBM System p Microsoft Windows workstations SoftMedia (integrated document management) server: IBM AIX (Unix); workstation: Microsoft Windows Oracle	PC Dell recommended; any standard PC voice input Windows 7, Vista, XP Pervasive	IBM, Hewlett-Packard Dell, Hewlett-Packard — AIX, HP-UX Caché
Pathology-related information system and software interfaces	SCC Soft Computer, Elekta Software, Cerner, EasyPath, custom	Acer, Affinity, AMI, Allscripts, Healthland, Digital MD, GE Healthcare, McKesson, Siemens, others	Sunquest, Cerner, Impac, Orchard, others
Features (listed as a percentage of live installations or based on availability)			
• Patient demographics transferred via interface from LIS to billing/AR/RCM system	100%	100%	100%
• 1500 claim form generation (paper version)	50%	80%	95%
• UB-04 (formerly UB-92) claim form generation (paper version)	10%	—	10%
• Client invoices	80%	100%	100%
• Patient invoices	50%	100%	100%
• Reprints of above on demand	50%	100%	100%
• Key indicator tracking (online view of site-assigned key indicators)	100%	installed	100%
• Test profile versus component billing	100%	100%	100%
• Medical-necessity screening for Medicare	100%	20%	95%
• Professional component billing	100%	100%	95%
• Auto delete of nonbillable procedures	100%	100%	100%
• Technical component only	100%	100%	90%
• Retain demographic data, repeating patients	100%	100%	100%
• Accounts and patient payment posting	80%	100%	100%
• Accounts receivable system	50%	100%	100%
• Management or marketing reports	100%	100%	100%
• Automatic balance billing to patients	50%	100%	90%
• Capitation billing plus billable tests	installed	not available	20%
• Utilization reports for managed care	—	not available	100%
• Global charges for lab tests	100%	not available	90%
• Unlimited user-defined fee schedules	100%	100%	100%
• Track financial classes	50%	100%	100%
• Allow open-item accounting (each line item on bill can be handled separately)	100%	not available	100%
• User report writer	100%	not available	100%
• Collection agency system	50%	not available	100%
• User-configurable dunning	50%	not available	100%
• Client services or call tracking module	available through vendor's LIS or via third party	not available	available through vendor's LIS or via third party
• Rules-based processing or claims scrubbing	100%	not available	100%
• Multi-lab or multi-company processing	5%	not available	100%
• Support all HIPAA transaction sets	50%	100%	100%
Billing/AR/RCM system supports electronic data interchange with third-party payers and claims clearinghouses • Electronic functions offered	yes claims, payments, secondary claims, acknowledgements	yes claims, rebill, remittance	yes submission, remittance
Third-party rules and coding updates supported by system	Quadax, 3M	CodeMap	3M
Complete ASP solution for billing/AR/RCM 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 — — — —	no — — — —
Indexed field in each test definition for LOINC code Provide LOINC dictionary for each new installation	yes no	yes no	no no
Journaling/Source code Methods by which users can tailor billing/AR/RCM system in their own setting	yes/escrow dictionary settings	no/escrow numerous user-defined and selectable set-up options	optional/escrow ad hoc query tools, dictionary settings
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 configuration of billing/AR/RCM Total incremental cost for largest configuration of billing/AR/RCM	\$100,000 (monthly maintenance fee, \$2,000) \$800,000 (monthly maintenance fee, \$10,000) \$35,000 (monthly maintenance fee, \$225) \$600,000 (monthly maintenance fee, \$8,500)	— — \$7,500 (monthly maintenance fee, 1% of purchase price) \$100,000 (monthly maintenance fee, 1% of purchase price)	— — — —
Distinguishing features (supplied by company)	<ul style="list-style-type: none"> unlimited multi-tiered pricing, unlimited payer rules, carve-outs, billing edits, centralized billing for multi-site/multi-company institutions modular product that can be tailored to many types of laboratories integrated with SCC SoftLab LIS and does not require additional servers; set-up/implementation/maintenance time required are greatly reduced 	<ul style="list-style-type: none"> full integration with LIS direct Medicare and Medicaid billing, including claims and remittance, throughout the United States reasonable prices with on-site training 	<ul style="list-style-type: none"> 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 4010/5010-compliant claims submission
<p>*AR=accounts receivable/**RCM=revenue cycle management</p> <p>*** based on March 2011 survey deadline</p> <p>**** 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</p> <p>Note: A dash in lieu of an answer means company did not answer question or question is not applicable.</p>	<p>[†]total combined with independent lab sites</p>		<p>[†]formerly Misys Clinical Financial</p>

