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|  |   | _   |   |
|--|---|---|---|
| Part 1 of 6  | Cerner Corp. Jenna Halvorson jenna.halvorson@cerner.com 2800 Rockcreek Parkway Kansas City, M0 64117 816-201-7740   | Computer Service and Support James O'Neill jimjr@csslis.com 2106 New Rd., Building E6 Linwood, NJ 08221 609-653-6444  | Cortex Medical Management Systems Chris Kramer ckramer@cortexmed.com 2107 Elliott Ave., Suite 207 Seattle, WA 98121 206-812-6981  |
| See accompanying article on page 63  Name of billing/accounts receivable/revenue cycle management system   | www.cerner.com  Cerner Millennium Profit  | www.csslis.com  AR-2000 Lab and Billing System  | www.cortexmed.com  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<br>January 2011   | 1980/February 2011<br>December 2010   | 1983/January 2011<br>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<br>24/10<br>320 (11/—/—/—/35/4—in Egypt, United Arab<br>Emirates, Aruba, Grand Cayman Islands)   | 71<br>6/6<br>71 (0/71/0/0/0/0)  | 31<br>1/1<br>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)   |   | 250,000-2,000,000 (avg., 750,000)<br>250,000-2,000,000 (avg., 750,000)<br>60%<br>2-50 (avg., 10)  | 0<br>2,000–100,000 (avg., 67,500)<br>15%<br>1–26 (avg., 7)  |
| No. of employees in entire company  • No. of employees dedicated to software development, installation, support  | 7,600+<br>600   | 15<br>12  | 13<br>4   |
| Server platform PC or workstation platform Innovative peripherals Operating systems Databases and tools used   | Compaq, IBM RS/6000<br>Intel Premium<br>image storage<br>Open VMS, AIX, Unix<br>Oracle  | IBM RS/6000<br>Windows<br>—<br>AIX 6.0, Linux<br>LabBase, MySQL   | Windows 2000<br>Windows Vista<br>—<br>Windows XP, Vista<br>Microsoft SQL server, Dynamics SL  |
| Pathology-related information system and software interfaces   | MedAssets, Relay Health, Practice Insight,<br>Emdeon, Lawson, others  | Orchard, Allscripts, Aspyra, ClinLab,<br>McKesson, GE Healthcare, Emdeon, ADSC  | Cortex, Elekta Software, SCC Soft Computer,<br>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                                | installed<br>installed<br>installed<br>installed  | 100%<br>100%<br>—<br>100%   | 98%<br>100%<br>0<br>95%   |
| 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   | installed<br>installed<br>installed<br>not available<br>installed<br>installed  | 100%<br>100%<br>100%<br>100%<br>100%<br>20%   | 100%<br>100%<br>100%<br>5%<br>0<br>75%  |
| Auto delete of nonbillable procedures     Technical component only     Retain demographic data, repeating patients     Accounts and patient payment posting     Accounts receivable system   | not available<br>installed<br>installed<br>installed<br>installed   | 100%<br>2%<br>100%<br>100%<br>100%  | 0<br>75%<br>100%<br>100%<br>100%  |
| Management or marketing reports     Automatic balance billing to patients     Capitation billing plus billable tests     Utilization reports for managed care     Global charges for lab tests   | installed<br>installed<br>not available<br>—<br>installed   | 100%<br>100%<br>25%<br>100%<br>100%   | 100%<br>100%<br>10%<br>85%  |
| 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   | installed<br>installed<br>installed<br>installed<br>installed<br>installed  | 100%<br>100%<br>100%<br>75%<br>65%<br>100%  | 100%<br>100%<br>100%<br>100%<br>100%<br>100%  |
| Client services or call tracking module     Rules-based processing or claims scrubbing     Multi-lab or multi-company processing     Support all HIPAA transaction sets  | installed<br>installed<br>installed   | 100%<br>100%<br>100%  | 0<br>100%<br>5%<br>— (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<br>secure Web portal<br>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   | yes<br>fixed fee<br>requires that software be installed on a client PC<br>operates over the Internet<br>—   | no<br>  | yes<br>fixed fee<br>terminal services<br>requires use of a VPN or other dedicated<br>connection<br>6  |
| How data center is operated  Indexed field in each test definition for LOINC code  | by vendor no  | yes   | by a third party (Qwest)  |
| Provide LOINC dictionary for each new installation  Journaling/Source code   | no —/yes  | no<br>yes/yes   | no<br>yes/escrow  |
| 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 | _<br>_<br>_<br>_  | 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)  | 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)  —  |
| *AR=accounts receivable/**RCM=revenue cycle management  ***********************************  | improves cash flow and reduces claims denials     simplifies billing statements and improves customer service     streamlines business operations and reduces labor costs | 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 | 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 |

<sup>\*</sup>AR=accounts receivable/\*\*RCM=revenue cycle management

<sup>\*\*\*</sup> based on March 2011 survey deadline

 $<sup>{}^{\</sup>star\star\star\star} \text{HL=hospital labs, IL=independent labs, PP=pathology practices (only surgical pathology/cytology)}$ services), P0=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.

| Doub Claff   | Diamond Computing  | Hoy Laboratory Customs  | Laurean Healtheans   |
|--|--|---|--|
| Part 2 of 6  | Diamond Computing<br>matt@diamondcomputing.net                     | Hex Laboratory Systems Susan Bollinger sbollinger@hexlab.com                          | Lawson Healthcare Jim Schroeder jim.schroeder@us.lawson.com                              |
|  | 2345 4th St.   | 1042B El Camino Real  | 380 Saint Peter St.  |
|  | Tucker, GA 30084   | Encinitas, CA 92024   | Saint Paul, MN 55102   |
|  | 770-496-0286   | 800-729-2085  | 602-363-4451   |
|  | www.diamondcomputing.net   | www.hexlab.com  | www.lawsonhealthcare.com   |
| Name of billing/accounts receivable/revenue cycle management system  | LabGem Billing   | Lab/Hex Billing and CM System   | MediAR <sup>†</sup>  |
| First ever billing/AR*/RCM** system install/Most recent billing/AR/RCM system install***   | 1984/February 2011   | 1983/June 2010  | 1975/October 2010  |
| Last major product release for featured billing/AR/RCM system  | January 2011   | February 2011   | October 2010   |
| Last major product rocase for readured bining/Art/Hom system   |  |   |  |
| No. of contracts for sites operating billing/AR/RCM system   | 8  | 41  | 43   |
| Contracts signed since March 2010/Gone live since March 2010   | 2/1  | 1/1   | 1/1  |
| No. of sites operating billing/AR/RCM system (HL/IL/PP/PO/OL/FI)****   | 7 (1/5/1/0/0/0)  | 41 (0/37/1/0/3 veterinary, health dept./1 in  | 240 (0/7/0/2/4 hospital nonlab/227 in Canada)  |
|  |  | Lebanon)  |  |
| No. of inpatient invoices handled by installed sites annually  | 5,000-70,000 (avg., 20,000)  | _   | 1,500–145,000 (avg., 40,000)   |
| No. of outpatient requisitions handled by installed sites annually   | — (avg., 20,000)   | 10,000-1,300,000 (avg., 200,000)  | 1,500–5,200,000 (avg., 300,000)  |
| Percentage of installations that have standalone billing/AR/RCM systems  | 20%  | 10%   | 75%  |
| No. of user workstations in sites operating billing/AR/RCM system (average)  | 3–10 (avg., 5)   | 3–64 (avg., 16)   | 2-200+ (avg., 25)  |
| No. of employees in entire company   | 5  | 14  | 4,200+   |
| No. of employees in entire company     No. of employees dedicated to software development, installation, support   | ე<br>1   | 4   | 4,200+<br>11   |
| 100 St. Compression and an action printing and action printing and action printing and action printing action and action printing action action action action printing action act | •  | •   |  |
| Server platform  | Windows server   | Intel Open Platform   | any Windows or Unix-based server   |
| PC or workstation platform   | Windows  | Windows   | Windows 7, XP, NT, 2000, Vista   |
| Innovative peripherals   | —<br>Windows 0000 0000   | image input/output  | bar-code readers, image scanners   |
| Operating systems Databases and tools used   | Windows 2003, 2008 Micronetics Standard Mumps, Caché, Visual Basic | Linux, Windows<br>Thoroughbred Business Basic, 4GL                                    | Unix, Linux, Windows<br>Oracle, Oracle Tools   |
| วนสมของรอ สาเม เบบเอ นอธิน   | พาเอเอเเอนอง อเลเเนสเน เพนเทมร, อสติเซ, Visual Basic               | ากงางนฎาเมเซน อนอกเซออ อสอีเซ, 4นิโ   | UIAUG, UIAUG IUUIS   |
| Pathology-related information system and software interfaces   | custom interfaces  | Cerner, McKesson, PSI, Siemens, Sunquest,   | Cerner, Allscripts, McKesson, Wyndgate   |
|  |  | Emdeon, Elekta Software, others   | Technologies, Orchard, Aspyra, Technidata,   |
|  |  |   | Meditech, Healthvision, proprietary, others  |
| Footure (licted as a paymentage of live installations or based on confightity)   |  |   |  |
| 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%   |
| Pauent demographics transferred via interface from Lis to billing/Ar/Now system     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)  The profile record of the control of      | 100%   | 100%  | 5%   |
| Test profile versus component billing     Medical-necessity screening for Medicare   | 100%<br>100%   | 100%<br>100%  | 80%<br>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     Management or modulating reports  | 100%   | 100%  | 100%   |
| Management or marketing reports     Automatic balance billing to patients  | 100%<br>100%   | 100%<br>100%  | installed<br>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     Allow once item accounting (cook line item on hill con he handled concerteb)   | 100%<br>available but not installed                                | 100%  | 100%   |
| Allow open-item accounting (each line item on bill can be handled separately)     User report writer   | 100%   | 100%<br>100%  | 100%<br>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     Support all HIPAA transaction sets   | 100%<br>100%   | 100%<br>100%  | 100%<br>100%   |
| - Support all till An Italisacion Scis   | 100/0  | 100/0   | 100/0  |
| Billing/AR/RCM system supports electronic data interchange with third-party payers and   | yes  | yes   | yes  |
| claims clearinghouses  |  |   |  |
| Electronic functions offered   | claims, payments, rebill   | claims, remittance, rebill, acknowledgement,  | insurance inquiry/response (270/271), primary  |
|  |  | medical necessity, eligibility, financial reports                                     | and secondary claims (837 I/P), claims inquiry/<br>response (276/277), remittances (835) |
| Third-party rules and coding updates supported by system   | _  | CodeMap, 3M, ADP, Ingenix,  | 3M, CodeMap  |
|  |  | any tab-delimited file  |  |
| Complete ASP solution for billing/AR/RCM system  | no   | no  | VPS  |
| Method of charging for ASP service   | <u>no</u>  | <u>no</u>   | yes<br>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   |
| a Client contracts cumperted from data contoured annualization of anti-  | _  | _   | connection   |
| Client contracts supported from data center not operated by client     How data center is operated   |  |   | u<br>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  | ves/escrow  | ves/escrow   |
| Journaling/source code  Methods by which users can tailor billing/AR/RCM system in their own setting   | yes/yes<br>user programming, ad hoc query tools,                   | ad hoc query tools, user-defined interfaces,  | yes/escrow<br>ad hoc query tools, user-defined interfaces,                               |
| , and the state of | user-defined interfaces, dictionary settings                       | dictionary settings, others   | 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 Total incremental cost for largest configuration of billing/AR/RCM   | Ξ  | \$5,000 (monthly maintenance fee, \$100)<br>\$35,000 (monthly maintenance fee, \$500) | _  |
| ioun moromonum vost for largest configuration of billing/An/north  |  | φου,σου (monthly maintenance ice, \$300)  |  |
| Distinguishing features (supplied by company)  | • customization  | • extensive experience in laboratory billing since                                    | user-configurable rules-based system design  |
|  | • support  | 1983  | <ul> <li>exception-based processing integrated with</li> </ul>                           |
|  | • experience   | flexibility with custom invoices and statements;                                      | online workflow management   |
|  |  | alternate pricing schedules and many other  | automated denial management integrated with<br>applica workflow                          |
|  |  | user-definable features; medical necessity with<br>ABNs                               | online workflow  |
| *AP_coccupto receivable ##DOM  |  | <ul> <li>electronic billing and remittance to all carriers;</li> </ul>                |  |
| *AR=accounts receivable/**RCM=revenue cycle management  *** based on March 2011 survey deadline  |  | ANSI 5010 and ICD-10 in testing   |  |
| **** 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   |
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|  | counts receivable/   |  |  |
|--|--|--|--|
| Part 3 of 6  | 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  | 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/revenue cycle management system  | Horizon Lab Financials <sup>†</sup>  | Meditech Revenue Cycle-6.0   | Meditech Revenue Cycle-client/server   |
| First ever billing/AR*/RCM** system install/Most recent billing/AR/RCM system install***  Last major product release for featured billing/AR/RCM system  | 2006/October 2010<br>March 2011  | 1977/March 2011<br>July 2009   | 1977/February 2011<br>November 2009  |
| 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)****   | 5<br>3/3<br>11 (11/0/0/0/0/0)  | 39<br>26/29<br>62 (—/—/—/49 <sup>†</sup> /13 in Canada)  | 277<br>8/8<br>644 (—/—/—/422 <sup>†</sup> /222–in Canada,<br>Bahamas, Puerto Rico, Virgin Islands)   |
| 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)   | <br><br>0<br>4–50 (avg., 20)   | not tracked<br>not tracked<br>O<br>not tracked   | not tracked<br>not tracked<br>O<br>not tracked   |
| No. of employees in entire company • No. of employees dedicated to software development, installation, support   | 43,000<br>32   | 3,353<br>160   | 3,353<br>160   |
| Server platform PC or workstation platform Innovative peripherals Operating systems  Databases and tools used  | Intel-based Windows server Windows 7 integrated fax, PDF, e-mail, Excel export, others Windows Server 2008  Microsoft SQL 2005, .Net 3.5 platform, Crystal   | Dell, Hewlett-Packard, IBM, others<br>Windows 2000, XP, Vista, XP Tablet, others<br>image scanners, EDI interfaces<br>Windows Server 2003 Enterprise of Datacenter<br>x64 Edition, Server 2008 Service Pack 1 Standard<br>Edition (x86 or x64) for patient database, others<br>Meditech database management system | Dell, Hewlett-Packard, IBM, others<br>Windows 2000, XP, Vista, XP Tablet, others<br>image scanners, EDI interfaces<br>Windows Server 2003 Enterprise of Datacenter<br>x64 Edition, Server 2008 Service Pack 1 Standard<br>Edition (x86 or x64) for patient database, others<br>Meditech database management system |
|  | Reports 2008, Excel, Adobe PDF reader  |  |  |
| Pathology-related information system and software interfaces   | McKesson   | Meditech   | Meditech   |
| 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 | installed<br>installed<br>installed<br>installed<br>installed<br>installed   | installed<br>installed<br>installed<br>installed<br>installed<br>installed   | installed<br>installed<br>installed<br>installed<br>installed<br>installed   |
| 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   | installed<br>installed<br>installed<br>installed<br>installed  | installed<br>installed<br>installed<br>installed<br>installed  | installed installed installed installed installed installed installed  |
| 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   | installed<br>installed<br>installed<br>installed<br>installed<br>installed   | installed<br>installed<br>installed<br>100%<br>installed<br>installed  | installed installed installed 100% installed installed   |
| Capitation billing plus billable tests     Utilization reports for managed care     Global charges for lab tests     Unlimited user-defined fee schedules     Track financial classes  | installed<br>installed<br>installed<br>installed<br>installed  | installed<br>installed<br>installed<br>installed<br>installed  | installed installed installed installed installed installed installed  |
| 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   | installed installed installed installed installed not available installed  | installed<br>installed<br>installed<br>installed<br>installed<br>installed   | installed<br>installed<br>installed<br>installed<br>installed<br>installed   |
| Multi-lab or multi-company processing     Support all HIPAA transaction sets   | installed<br>installed   | installed<br>installed   | installed<br>installed   |
| Billing/AR/RCM system supports electronic data interchange with third-party payers and   | yes  | yes  | yes  |
| claims clearinghouses • Electronic functions offered   | electronic (ANSI X12 5010 and 4010) claims<br>submission, payments, eligibility, automatic   | ANSI 837, 835, 270, 271, 278, others   | ANSI 837, 835, 270, 271, 278, others   |
| Third-party rules and coding updates supported by system   | reprints and rebills, customizable invoice import from CMS files—CCI, NCD/LCD rules, CPT, diagnosis  | 3M, Med2020, QuadraMed   | 3M, Med2020, QuadraMed   |
| Complete ASP solution for billing/AR/RCM system  • Method of charging for ASP service  • Client software required  • ASP information conduit   | yes<br>fixed fee<br>requires that software be installed on a client PC<br>requires use of a VPN or other dedicated<br>connection   | no<br><br>   | no<br><br>   |
| Client contracts supported from data center not operated by client     How data center is operated   | 0<br>by vendor   | Ξ  | =  |
| Indexed field in each test definition for LOINC code Provide LOINC dictionary for each new installation  | yes<br>no  | yes<br>yes   | yes<br>yes   |
| 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  | yes/escrow<br>user-defined interfaces  | no/escrow<br>ad hoc query tools; dictionary settings;<br>customer-defined screens, parameters, reports,<br>rules   | no/escrow<br>ad hoc query tools; dictionary settings;<br>customer-defined screens, reports, rules,<br>parameters   |
| 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   | <del>_</del>   |  |  |
| Distinguishing features (supplied by company)  *AR=accounts receivable/**RCM=revenue cycle management *** based on March 2011 survey deadline  | designed for the workflow and business of outreach and reference labs, such as collecting payments at time of service from patients at patient service centers     online payment module allows patients to pay bills online | supports centralized and decentralized billing, conflict checking, denial management, and integrated charge capture     provides quick access to all patient account and billing details from a single desktop     allows organizations to electronically submit   | accommodates multi-entity accounting with centralized and decentralized billing     provides real-time account inquiries with instantaneous updates of patient demographic data     provides patient-friendly bills, statements,   |
| **** 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  | • ICD-10 and 5010 compliant  †formerly Telcor Billing Information System; software   | claims and receive remittances via ANSI 837/835  | claim forms, and logs  |
| Note: A dash in lieu of an answer means company did not answer question or question is not applicable.   | for Horizon Lab Financials supplied by Telcor  | †types of U.S. sites not broken down   | †types of U.S. sites not broken down   |

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| Part 4 of 6   | Medical Information Technology (Meditech) Paul Berthiaume pberthiaume@meditech.com Meditech Circle Westwood, MA 02090 781-821-3000 www.meditech.com   | Netlims NJ, LLC<br>Eram Malinovitz eram@netlims.com<br>111 Town Square Place, Suite 700<br>Jersey City, NJ 07310<br>201-894-5300<br>www.netlims.com  | NovoPath Richard Callahan rcallahan@novopath.com 301 N. Harrison St., Suite 384 Princeton, NJ 08540 877-668-6123 www.novopath.com   |
|---|---|--|---|
| Name of billing/accounts receivable/revenue cycle management system   | Meditech Revenue Cycle-Magic  | AutoBilling  | NovoBilling   |
| First ever billing/AR*/RCM** system install/Most recent billing/AR/RCM system install***  Last major product release for featured billing/AR/RCM system   | 1977/October 2010<br>October 2009   | 2003/August 2010<br>January 2010   | 2004/January 2011<br>July 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)****  | 444<br>14/2<br>659 (—/—/—/548 <sup>†</sup> /111-in Canada, Ireland,<br>Puerto Rico, United Kingdom, Honduras)   | 6<br>0/1<br>6 (0/5/0/0/0/1 in India)   | 7<br>2/1<br>7 (0/7 reference labs/0/0/0/0)  |
| 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)  | not tracked<br>not tracked<br>O<br>not tracked  |  |   |
| No. of employees in entire company  • No. of employees dedicated to software development, installation, support   | 3,353<br>160  | 104<br>17  | 42  |
| Server platform PC or workstation platform Innovative peripherals Operating systems  Databases and tools used   | Dell, Hewlett-Packard, IBM, others Windows 2000, XP, Vista, XP Tablet, others image scanners, EDI interfaces Windows Server 2003 Enterprise of Datacenter x64 Edition, Server 2008 Service Pack 1 Standard Edition (x86 or x64) for patient database, others Meditech database management system  | open platform<br>Windows<br>image attachment, management<br>Windows, Unix<br>any RDBMS   | Microsoft SQL, browser Microsoft Windows automatic document scanning Microsoft Windows, Web browser based Microsoft SQL, Oracle   |
| Pathology-related information system and software interfaces  | Meditech  | Siemens, Cerner, GE Healthcare, Allscripts,<br>SCC Soft Computer   | NovoPath  |
| 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  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  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 | installed | 100% 100% available but not installed 100% 100% 100% 100% 100% 100% 100% 100   | 100% 100% 100% 100% 100% 100% 100% 100%   |
| 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   | no<br><br><br>  | no<br><br><br>   | 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 2 by vendor |
| Indexed field in each test definition for LOINC code Provide LOINC dictionary for each new installation   | yes<br>yes  | yes<br>no  | no<br>no  |
| Journaling/Source code Methods by which users can tailor billing/AR/RCM system in their own setting   | no/escrow<br>ad hoc query tools; dictionary settings;<br>customer-defined screens, rules, reports,<br>parameters  | yes/escrow<br>ad hoc query tools, dictionary settings,<br>ANSI 837 engine  | optional/escrow<br>ad hoc query tools, user-defined interfaces,<br>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   | <u>-</u>  | <br>\$135,000 (monthly maintenance fee, \$8,000)<br>\$255,000 (monthly maintenance fee, \$16,000)  | _<br>_<br>_   |
| Distinguishing features (supplied by company)   | 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 for claim submission  | exceptions and denials automatic tools allow<br>easy tracing and handling     automation—travel algorithm, reinvoice,<br>colliding panels     advanced service to tests logic allows<br>accurate billing | batch claims and batch electronic remittance (835 and 837)     rebill configurations based on insurer/payer     patient and individual case views available with detailed transaction activities                |
| *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.   | <sup>†</sup> types of U.S. sites not broken down  |  |   |

| 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.schuylab.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 <sup>†</sup>   |
| 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<br>December 2010  | 1994/March 2011<br>January 2010   | 1985/2011<br>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<br>3/2<br>221 (178/20/— <sup>†</sup> /0/23 clinics/0)  | 199<br>7/7<br>199 (13/140/0/22/18 veterinary/6–in Guam,<br>Caribbean)   | 84<br>3/3<br>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)  |   | 100-1,000,000+<br>100-1,000,000+<br>0<br>1-60 (avg., 3)   | up to 12,000 (avg., 8,000)<br>5,000–4,000,000 (avg., 250,000)<br>10%<br>5–125 (avg., 35)   |
| No. of employees in entire company  • No. of employees dedicated to software development, installation, support   | 1,500+<br>54  | 22<br>3   | 600<br>—   |
| 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<br>Dell, Hewlett-Packard<br>—<br>AIX, HP-UX<br>Caché  |
| Pathology-related information system and software interfaces  | SCC Soft Computer, Elekta Software, Cerner, EasyPath, custom  | Acer, Affinity, AMI, Allscripts, Healthland, Digital<br>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  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 | 100% 50% 10% 80% 50% 50% 100% 100% 100% 100% 100% 100%  | 100% 80% — 100% 100% 100% 100% installed 100% 20% 100% 100% 100% 100% 100% 100%   | 100% 95% 10% 100% 100% 100% 100% 95% 95% 95% 100% 100% 100% 100% 100% 100% 100% 10   |
| Rules-based processing or claims scrubbing     Multi-lab or multi-company processing     Support all HIPAA transaction sets   | available through vendor's LIS or via third party<br>100%<br>5%<br>50%  | not available<br>not available<br>not available<br>100%   | available through vendor's LIS or via third party<br>100%<br>100%<br>100%  |
| 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<br>claims, payments, secondary claims,<br>acknowledgements<br>Quadax, 3M  | yes claims, rebill, remittance CodeMap  | yes<br>submission, remittance<br>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<br><br><br>  | no<br><br><br>   |
| Indexed field in each test definition for LOINC code<br>Provide LOINC dictionary for each new installation  | yes<br>no   | yes<br>no   | no<br>no   |
| Journaling/Source code<br>Methods by which users can tailor billing/AR/RCM system in their own setting  | yes/escrow<br>dictionary settings   | no/escrow<br>numerous user-defined and selectable set-up<br>options   | optional/escrow<br>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)<br>\$800,000 (monthly maintenance fee, \$10,000)<br>\$35,000 (monthly maintenance fee, \$225)<br>\$600,000 (monthly maintenance fee, \$8,500)  | —<br>\$7,500 (monthly maintenance fee, 1% of purchase<br>price)<br>\$100,000 (monthly maintenance fee, 1% of<br>purchase price)   | _<br>_<br>_<br>_   |
| *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), P0=physician offices, OL=other U.S. locations, Fl=foreign installations Note: A dash in lieu of an answer means company did not answer question or question is not applicable.   | 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  †total combined with independent lab sites | full integration with LIS     direct Medicare and Medicaid billing, including claims and remittance, throughout the United States     reasonable prices with on-site training | 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  † formerly Misys Clinical Financial |

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| Part 6 of 6  | Telcor Mark Thornton mark.thornton@telcor.com 7101 A St. Lincoln, NE 68510 402-489-1207 www.telcor.com  | 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. San Diego, CA 92121 858-436-2995 www.xifin.com  |
|--|---|--|--|
| Name of billing/accounts receivable/revenue cycle management system  | Outreach Business Pro†  | Telcor Revenue Cycle Management <sup>†</sup>   | Xifin Revenue Cycle Management   |
| First ever billing/AR*/RCM** system install/Most recent billing/AR/RCM system install***   | 2004/February 2011<br>December 2010   | 2004/February 2011<br>December 2010  | 2001/March 2011 (monthly updates)<br>February 2011   |
| Last major product release for featured billing/AR/RCM system  | December 2010   | December 2010  | rebluary 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)****   | 6<br>2/3<br>6 (6/0/0/0/0/0)   | —<br>16/5<br>49 (16/18/8/0/7 government, academic,<br>mobile radiology/0)  | 39<br>21/11<br>39 (8/27/4/0/0/0)   |
| 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)   | —<br>48,000–2,500,500 (avg., 1,000,000)<br>100%<br>2–8 (avg., 5)  |  |  |
| No. of employees in entire company  • No. of employees dedicated to software development, installation, support  | 86<br>32  | 86<br>32   | 125<br>100   |
| Server platform PC or workstation platform Innovative peripherals  | Intel-based Windows server<br>Windows XP, 2007<br>integrated fax, PDF, e-mail, Excel export   | Intel-based Windows server<br>Windows XP, 2007<br>integrated fax, PDF, e-mail, Excel export  | software-as-a-service, browser based<br>PC with Internet connection<br>bar-code printers, image management, OCR<br>readers, e-fax, fax, archived storage   |
| Operating systems Databases and tools used   | Windows 2003, 2008 server<br>Microsoft SQL 2008, .Net 3.5 platform, Crystal<br>Reports 2008, Excel, Adobe PDF reader  | Windows 2003, 2008 server<br>Microsoft SQL 2008, .Net 3.5 platform, Crystal<br>Reports 2008, Excel, Adobe PDF reader   | Windows 7, XP, Vista; Internet Explorer 6, 7, 8<br>Oracle 11g Enterprise Edition and Business<br>Objects Enterprise XI   |
| Pathology-related information system and software interfaces   | Cerner, McKesson  | Cerner, McKesson, Orchard, Sunquest, Aspyra,<br>Elekta, Siemens, GE Healthcare, others   | Allscripts, eTeleNext, Sunquest, McKesson, Epic,<br>Cerner, Netlims, Lawson, 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     1500 claim form generation (paper version)  | installed<br>not available  | installed<br>installed   | 100%<br>100%   |
| UB-04 (formerly UB-92) claim form generation (paper version)   | not available   | installed  | 100%   |
| Client invoices     Patient invoices   | installed<br>not available  | installed<br>installed   | 100%<br>100%   |
| Reprints of above on demand  | installed   | installed  | 100%   |
| Key indicator tracking (online view of site-assigned key indicators)     Test profile versus component billing   | installed<br>installed  | installed<br>installed   | 100%<br>100%   |
| Medical-necessity screening for Medicare     Defectional component hilling   | installed   | installed  | 100%   |
| Professional component billing     Auto delete of nonbillable procedures   | installed<br>installed  | installed<br>installed   | 100%<br>100%   |
| Technical component only     Patrix demonstration repeting nations.  | installed   | installed  | 100%<br>100%   |
| Retain demographic data, repeating patients     Accounts and patient payment posting   | installed<br>not available  | installed<br>installed   | 100%   |
| Accounts receivable system     Management or marketing specific  | not available<br>installed  | installed  | 100%   |
| Management or marketing reports     Automatic balance billing to patients  | not available   | installed<br>installed   | 100%<br>100%   |
| Capitation billing plus billable tests     Utilization reports for managed care  | installed   | installed  | 100%<br>100%   |
| Global charges for lab tests   | installed<br>installed  | installed<br>installed   | 100%   |
| Unlimited user-defined fee schedules     Track financial classes.  | installed   | installed  | 100%   |
| Track financial classes     Allow open-item accounting (each line item on bill can be handled separately)  | installed<br>not available  | installed<br>installed   | 100%<br>100%   |
| User report writer     Collection accord autom   | installed<br>installed  | installed  | 100% (via third party)   |
| Collection agency system     User-configurable dunning   | installed   | installed<br>installed   | 100% (via third party)<br>100%   |
| Client services or call tracking module     Pulse based processing or delime combining   | not available   | not available  | 100%   |
| Rules-based processing or claims scrubbing     Multi-lab or multi-company processing   | installed<br>installed  | installed<br>installed   | 100%<br>100%   |
| Support all HIPAA transaction sets   | installed   | installed  | 100%   |
| Billing/AR/RCM system supports electronic data interchange with third-party payers and claims relating to the control of the c | no  | yes  | yes  |
| Electronic functions offered   | _   | 4010 and 5010 claims, remittance, rebill, automatic status update, eligibility   | systems integration, payer and clearinghouse<br>management, electronic submissions/<br>remittance/eligibility/acknowledgement/status   |
| Third-party rules and coding updates supported by system   | import from CMS files–diagnosis, CPT, CCI edits,<br>NCD/LCD rules   | import from CMS files-diagnosis, CPT, CCI edits, NCD/LCD rules   | check, payer edits, others<br>—  |
| Complete ASP solution for billing/AR/RCM system  | yes<br>fixed fee  | yes<br>fixed fee   | yes<br>transaction based   |
| Method of charging for ASP service     Client software required  | tixed tee<br>browser based  | fixed fee<br>browser based   | transaction based<br>browser based   |
| ASP information conduit  | operates over the Internet or requires use of a<br>VPN or other dedicated connection—user's choice  | operates over the Internet or requires use of a VPN or other dedicated connection-user's choice  | operates over the Internet   |
| Client contracts supported from data center not operated by client     How data center is operated   | 3 by vendor   | 3<br>by vendor   | 100%<br>by a third party (Savvis)  |
| Indexed field in each test definition for LOINC code<br>Provide LOINC dictionary for each new installation   | yes<br>no   | yes<br>no  | yes<br>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   | yes/yes<br>ad hoc query tools, dictionary settings<br>\$70,000 (monthly maintenance fee, \$1,000)   | yes/yes<br>ad hoc query tools, dictionary settings<br>\$104,000 (monthly maintenance fee, \$1,000)   | yes/no user-configurable business rules and workflow \$1.25 per accession/\$145,000 implementation (monthly maintenance fee included)  |
| Total cost for largest standalone billing/AR/RCM system install  | \$300,000 (monthly maintenance fee, \$4,500)  | \$700,000 (monthly maintenance fee, \$8,000)   | \$0.89 per accession/\$300,000 implementation  |
| Total incremental cost for smallest configuration of billing/AR/RCM Total incremental cost for largest configuration of billing/AR/RCM   | =   | =  | (monthly maintenance fee included) — — —   |
| Distinguishing features (supplied by company)  | performs rules processing on transactions for<br>lab correction of errors prior to transmission to<br>nations accounting.   | 5010 and ICD-10 compliant     designed for clinical pathology and molecular labe to improve worldflow client extrefaction.   | services include ongoing programming,<br>integration, database maintenance, and more     GAAP, and SOV compliant accounting based.   |
| *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.   | patient accounting • robust client pricing combined with customized invoicing by client • provides outreach business metrics and analysis functions  †formerly Telcor Outreach Middleware | labs to improve workflow, client satisfaction, and profitability  • significant investment in new versions, with ongoing input from the Telcor user group  †formerly Telcor Billing Information System | GAAP- and SOX-compliant accounting-based<br>financial system with user-configurable,<br>rules-driven workflow automation     weekly communications, monthly scorecard,<br>and quarterly benchmarking with client |
|  |   |  |  |