Billing/accounts receivable/RCM systems

Part 1 of 6 See accompanying article on page 18 *See* captodayonline.com/productguides *for an interactive version of guide*	Cerner Corp. Jennifer Walker jennifer.walker@cerner.com 2800 Rockcreek Parkway Kansas City, MO 64117 816-201-2854 www.cerner.com/laboratory	Computer Service and Support James O'Neill jimjr@csslis.com 2106 New Rd., Building E6 Linwood, NJ 08221 609-653-6444 www.csslis.com	Cortex Medical Management Systems Carrie Scott cscott@cortexmed.com 2107 Elliott Ave., Suite 207 Seattle, WA 98121 206-812-6981 www.cortexmed.com
Name of billing/accounts receivable/revenue cycle management system	Cerner Patient Accounting†	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/May 2012 February 2012	1980/March 2011 December 2011	1983/May 2012 November 2011
No. of contracts for sites operating billing/AR/RCM system • Contracts signed since June 2011/Gone live since June 2011 No. of sites operating billing/AR/RCM system (HL/IL/PP/PO/OL/FI)****	70 44/20 578 (10/0/0/0/168 hospital nonlab and 396 clinics/4–in Egypt, United Arab Emirates, Aruba, Grand Cayman Islands)	76 6/6 76 (0/75/0/0/0/1–in United Arab Emirates)	33 2/1 27 (0/1/24/1/1 emergency room billing/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 (average, 750,000) 250,000–2,000,000 (average, 750,000) 60% 2–50 (average, 10)	— 2,000–100,000 (average, 67,500) 15% 1–26 (average, 6)
No. of employees in entire company • No. of employees dedicated to billing/AR/RCM system development, install, support	10,000 500	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 7, Linux LabBase, MySQL	Windows 2000 Windows Vista — Windows Vista Microsoft SQL server, Dynamics SL
Other vendors to which software has a lab system-related interface	MedAssets, Relay Health, Practice Insight, Emdeon, Oracle EBS, Lawson, others	Orchard, McKesson, Aspyra, ClinLab, Allscripts, GE Healthcare, Emdeon, ADSC	Sunquest, 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	installed	100%	98%
• 1500 claim form generation (paper version)	installed	100%	100%
• UB-04 (formerly UB-92) claim form generation (paper version)	—	—	0
• Client invoices	installed	100%	95%
• Patient invoices	installed	100%	100%
• Reprints of above on demand	installed	100%	100%
• Key indicator tracking (online view of site-assigned key indicators)	installed	100%	100%
• Test profile versus component billing	not available	100%	5%
• Medical-necessity screening for Medicare	installed	100%	0
• Professional component billing	installed	20%	75%
• Auto delete of nonbillable procedures	not available	100%	0
• Technical component only	installed	2%	75%
• Retain demographic data, repeating patients	installed	100%	100%
• Account and patient payment posting	installed	100%	100%
• Accounts receivable system	installed	100%	100%
• Management or marketing reports	installed	100%	100%
• Automatic balance billing to patients	installed	100%	100%
• Capitation billing plus billable tests	not available	25%	10%
• Utilization reports for managed care	—	100%	85%
• Global charges for lab tests	installed	100%	85%
• Unlimited user-defined fee schedules	installed	100%	100%
• Track financial classes	installed	100%	100%
• Allow open-item accounting (each line item on bill can be handled separately)	installed	100%	100%
• User report writer	installed	75%	100%
• User-defined collection system	installed	65%	100%
• Track profitability by test, payer, and client	—	100%	100%
• Client services or call tracking module	—	—	95%
• Rules-based processing/claims scrubbing/bundling/unbundling/72-hour rule	installed	100%	100%
• Multi-lab or multi-company processing	installed	100%	100%
• Support all HIPAA transaction sets	installed	100%	— (support ANSI 837, 835)
• Support electronic formats, including ASC X12 5010, IAIBC EDI guidelines	—	100%	—
• Support standardized coding systems, including ICD-9-CM, ICD-10, CPT, etc.	—	100%	— (support ICD-9)
Billing/AR/RCM system supports electronic data interchange with third-party payers and claims clearinghouses	yes	yes	yes
• Electronic functions offered	claims, payments, eligibility, referral/authorization	secure Web portal	electronic claims, electronic payments
Third-party rules and coding updates supported by system	will interface with any clearinghouse and payer	Capario	—
Complete ASP solution for billing/AR/RCM system	yes	no	yes
• Method of charging for ASP service	fixed fee	—	fixed fee
• Client software required	requires that software be installed on a client PC	—	requires that software be installed on a client PC
• ASP information conduit	operates over the Internet	—	operates over the Internet or requires use of a VPN or other dedicated connection
• 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	no
Provide LOINC dictionary for each new installation	no	no	no
Source code	yes	yes	escrow
Methods by which users can tailor billing/AR/RCM system in their own setting	—	ad hoc query tools, user-defined interfaces, dictionary settings	user programming, ad hoc query tools, user-defined interfaces, dictionary settings
Total cost for smallest standalone billing/AR/RCM system install*****	—	$20,000 (annual maintenance fee, $1,800)	$400/month (annual maintenance fee, $4,800)
Total cost for largest standalone billing/AR/RCM system install*****	—	$105,000 (annual maintenance fee, $18,000)	$200,000 (annual maintenance fee, $30,540)
Total incremental cost for smallest configuration of billing/AR/RCM*****	—	$20,000	$400/month (annual maintenance fee, $4,800)
Total incremental cost for largest configuration of billing/AR/RCM*****	—	$100,000	$100,000 (annual maintenance fee, $15,000)
Distinguishing features (supplied by company)	• improves cash flow and reduces claims denials • simplifies billing statements and improves customer service • streamlines business operations and reduces labor costs	• electronic Medicare claims ANSI v5010; transmission to over 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 patient-centric account can have multiple charges, multiple insurance carriers, and, if needed, multiple tax IDs • system design drives timely, accurate, and consistent revenue-collection processes; completely integrated with the Cortex Gold system—pathology software • flexibility within the client and patient statement process brings administrative efficiencies

*AR=accounts receivable/**RCM=revenue cycle management
*** based on June 2012 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
***** total cost includes hardware, software, installation, and training
Note: A dash in lieu of an answer means company did not answer question or question is not applicable.

†*formerly Cerner ProFit*

Product guide editors: Raymond D. Aller, MD, and Hal Weiner

Billing/accounts receivable/RCM systems

Part 2 of 6 *See* captodayonline.com/productguides *for an interactive version of guide*	Diamond Computing Matt Rosenberger matt@diamondcomputing.net 2345 4th St. Tucker, GA 30084 800-486-5980 www.diamondcomputing.net	Hex Laboratory Systems Susan Bollinger sbollinger@hexlab.com 1042 B El Camino Real, Suite 308 Encinitas, CA 92024 800-729-2085 www.hexlab.com	Lawson, an Infor Company healthcare@infor.com 380 Saint Peter St. Saint Paul, MN 55102 800-477-1357 www.infor.com
Name of billing/accounts receivable/revenue cycle management system	LabGem Billing	Lab/Hex Billing & Cash Management	Healthcare Revenue Management†
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 2012 March 2012	1983/May 2012 January 2012	1975/March 2012 December 2011
No. of contracts for sites operating billing/AR/RCM system • Contracts signed since June 2011/Gone live since June 2011 No. of sites operating billing/AR/RCM system (HL/IL/PP/PO/OL/FI)****	10 2/1 9 (1/7/1/0/0/0)	45 4/4 45 (0/40/1/0/3 veterinary, health department/ 1–in Lebanon)	47 1/0 240 (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 (average, 20,000) — (average, 20,000) 20% 3–10 (average, 5)	— 10,000–1,300,000 (average, 200,000) 10% 3–64 (average, 16)	1,500–145,000 (average, 40,000) 1,500–5,200,000 (average, 300,000) 75% 2–200+ (average, 25)
No. of employees in entire company • No. of employees dedicated to billing/AR/RCM system development, install, support	7 4	14 4	8,000 30
Server platform PC or workstation platform Innovative peripherals Operating systems Databases and tools used	Windows Windows — Windows Micronetics Standard Mumps, Caché, Visual Basic	Intel Open Platform Windows scanning Linux Thoroughbred Basic	any Windows or Unix-based server Windows 7, XP, NT, 2000, Vista bar-code readers, image scanners Unix, Linux, Windows Oracle, Oracle Tools
Other vendors to which software has a lab system-related interface	custom interfaces	Cerner, McKesson, PSI, Siemens, Sunquest, Emdeon, others	Cerner, Allscripts, McKesson, Orchard, Aspyra, Technidata, Meditech, 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)	100%	100%	100%
• UB-04 (formerly UB-92) claim form generation (paper version)	100%	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%
• Account 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%
• User-defined collection system	100%	100%	100%
• Track profitability by test, payer, and client	100%	100%	100%
• Client services or call tracking module	100%	100%	100%
• Rules-based processing/claims scrubbing/bundling/unbundling/72-hour rule	100%	100%	100%
• Multi-lab or multi-company processing	100%	100%	100%
• Support all HIPAA transaction sets	100%	100%	100%
• Support electronic formats, including ASC X12 5010, IAIBC EDI guidelines	100%	100%	100%
• Support standardized coding systems, including ICD-9-CM, ICD-10, CPT, etc.	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, eligibility, 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 Provide LOINC dictionary for each new installation	yes no	yes no	yes no
Source code Methods by which users can tailor billing/AR/RCM system in their own setting	yes user programming, ad hoc query tools, user-defined interfaces, dictionary settings	escrow ad hoc query tools, user-defined interfaces, dictionary settings, others	escrow ad hoc query tools, user-defined interfaces, dictionary settings, client custom reports using Crystal
Total cost for smallest standalone billing/AR/RCM system install*****	$18,000	$17,500 (annual maintenance fee, $2,400)	—
Total cost for largest standalone billing/AR/RCM system install*****	—	$100,000 (annual maintenance fee, $15,000)	—
Total incremental cost for smallest configuration of billing/AR/RCM*****	—	$5,000 (annual maintenance fee, $1,200)	—
Total incremental cost for largest configuration of billing/AR/RCM*****	—	$35,000 (annual maintenance fee, $6,000)	—
Distinguishing features (supplied by company)	• customization • support • experience	• fully integrated billing with Lab/Hex LIS or can be interfaced to any LIS, HIS, PMS, or other system • extensive flexibility with custom invoices and statements; alternate pricing schedules; excellent medical necessity module • electronic billing and remittance to all carriers; ANSI 5010 in production	• 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 June 2012 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
***** total cost includes hardware, software, installation, and training
Note: A dash in lieu of an answer means company did not answer question or question is not applicable.

†*formerly MediAR*

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Billing/accounts receivable/RCM systems

Part 3 of 6 *See* captodayonline.com/productguides *for an interactive version of guide*	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†	Meditech Revenue Cycle Management–6.0	Meditech Revenue Cycle Management–client/server
First ever billing/AR*/RCM** system install/Most recent billing/AR/RCM system install***	2006/December 2011	1986/June 2012	1986/June 2012
Last major product release for featured billing/AR/RCM system	March 2011	July 2011	November 2009
No. of contracts for sites operating billing/AR/RCM system	6	106	361
• Contracts signed since June 2011/Gone live since June 2011	0/1	26/53	1/9
No. of sites operating billing/AR/RCM system (HL/IL/PP/PO/OL/FI)****	12 (12/0/0/0/0/0)	140 (0/—/—/0/125 behavioral health, long-term care, rehabilitation, others/15–in Canada)	635 (0/—/—/0/432 behavioral health, long-term care, rehabilitation, others/203–in Bahamas, 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	0	0	<1%
No. of user workstations in sites operating billing/AR/RCM system (average)	4–50 (average, 20)	—	—
No. of employees in entire company	43,000	3,808	3,808
• No. of employees dedicated to billing/AR/RCM system development, install, support	32	249	249
Server platform	Intel-based Windows server	Dell, Hewlett-Packard, IBM	Dell, Hewlett-Packard, IBM
PC or workstation platform	Windows 7	Windows 7, XP Professional, XP Tablet, others	Windows 7, XP Professional, Vista, XP Tablet
Innovative peripherals	integrated fax, PDF, e-mail, Excel export, COLD feed	image scanners, EDI interfaces	image scanners, EDI interfaces
Operating systems	Windows server 2008	Windows Server 2003 Enterprise of Datacenter x64 Edition, Server 2008 Service Pack 1 Standard Edition (x86 or x64) for patient database, others	Windows 2003 or Server 2008 Service Pack 1 Standard Edition (x86 or x64) for patient database, others
Databases and tools used	Microsoft SQL 2008, .Net 3.5 platform, Crystal Reports 2008, Excel, Adobe PDF reader	Meditech database management system	Meditech database management system
Other vendors to which software has a lab system-related interface	—	—	—
Features (listed as a percentage of live installations or based on availability)			
• Patient demographics transferred via interface from LIS to billing/AR/RCM system	installed	installed	installed
• 1500 claim form generation (paper version)	installed	installed	installed
• UB-04 (formerly UB-92) claim form generation (paper version)	installed	installed	installed
• Client invoices	installed	installed	installed
• Patient invoices	installed	installed	installed
• Reprints of above on demand	installed	installed	installed
• Key indicator tracking (online view of site-assigned key indicators)	installed	installed	installed
• Test profile versus component billing	installed	installed	installed
• Medical-necessity screening for Medicare	installed	installed	installed
• Professional component billing	installed	installed	installed
• Auto delete of nonbillable procedures	installed	installed	installed
• Technical component only	installed	installed	installed
• Retain demographic data, repeating patients	installed	installed	installed
• Account and patient payment posting	installed	installed	installed
• Accounts receivable system	installed	100%	100%
• Management or marketing reports	installed	installed	installed
• Automatic balance billing to patients	installed	installed	installed
• Capitation billing plus billable tests	installed	installed	installed
• Utilization reports for managed care	installed	installed	installed
• Global charges for lab tests	installed	installed	installed
• Unlimited user-defined fee schedules	installed	installed	installed
• Track financial classes	installed	installed	installed
• Allow open-item accounting (each line item on bill can be handled separately)	installed	installed	installed
• User report writer	installed	installed	installed
• User-defined collection system	installed	installed	installed
• Track profitability by test, payer, and client	installed	installed	installed
• Client services or call tracking module	not available	installed	installed
• Rules-based processing/claims scrubbing/bundling/unbundling/72-hour rule	installed	installed	installed
• Multi-lab or multi-company processing	installed	installed	installed
• Support all HIPAA transaction sets	installed	installed	installed
• Support electronic formats, including ASC X12 5010, IAIBC EDI guidelines	installed	not available	not available
• Support standardized coding systems, including ICD-9-CM, ICD-10, CPT, etc.	installed	installed	installed
Billing/AR/RCM system supports electronic data interchange with third-party payers and claims clearinghouses	yes	yes	yes
• Electronic functions offered	ANSI X12 5010 and 4010 claims submission, payments, eligibility, automatic reprints and rebills, customizable invoice	claims, eligibility/benefit inquiry, others	claims, eligibility/benefit inquiry, others
Third-party rules and coding updates supported by system	import from CMS files—CCI, NCD/LCD rules, CPT, diagnosis	3M, Med2020, QuadraMed	3M, Med2020, QuadraMed
Complete ASP solution for billing/AR/RCM system	yes	no	no
• Method of charging for ASP service	fixed fee	—	—
• 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	yes	yes
Source code	escrow	escrow	escrow
Methods by which users can tailor billing/AR/RCM system in their own setting	user-defined interfaces	customer-defined screens, parameters, reports, rules; ad hoc query tools; dictionary settings	customer-defined screens, parameters, reports, rules; ad hoc query tools; dictionary settings
Total cost for smallest standalone billing/AR/RCM system install*****	—	0	$655,900 (annual maintenance fee, $65,442)
Total cost for largest standalone billing/AR/RCM system install*****	—	0	$655,900 (annual maintenance fee, $65,442)
Total incremental cost for smallest configuration of billing/AR/RCM*****	—	$450,015 (annual maintenance fee, $55,872)	$11,040 (annual maintenance fee, $1,176)
Total incremental cost for largest configuration of billing/AR/RCM*****	—	$207,165 (annual maintenance fee, $26,028)	$229,930 (annual maintenance fee, $47,940)
Distinguishing features (supplied by company)	• designed for the workflow and business of outreach and reference labs, including the ability to collect payments at time of service from patients at patient service centers • online payment module • ICD-10 and 5010 compliant	• 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 claims and receive remittances via ANSI 837/835	• 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 claims and receive remittances via ANSI 837/835

*AR=accounts receivable/**RCM=revenue cycle management
*** based on June 2012 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
***** total cost includes hardware, software, installation, and training
Note: A dash in lieu of an answer means company did not answer question or question is not applicable.

†formerly Telcor Revenue Cycle Management; software for Horizon Lab Financials supplied by Telcor

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Billing/accounts receivable/RCM systems

Part 4 of 6 *See* captodayonline.com/productguides *for an interactive version of guide*	Medical Information Technology (Meditech) **Paul Berthiaume** pberthiaume@meditech.com Meditech Circle Westwood, MA 02090 781-821-3000 www.meditech.com	Netlims, LLC **Gerald Choder** gchoder@netlims.com 300 Frank W. Burr Blvd., Suite 70 Teaneck, NJ 07666 201-894-5300 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 Management–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	1986/June 2012 January 2012	2003/June 2011 January 2012	2004/March 2012 March 2012
No. of contracts for sites operating billing/AR/RCM system • Contracts signed since June 2011/Gone live since June 2011 No. of sites operating billing/AR/RCM system (HL/IL/PP/PO/OL/FI)****	448 1/0 585 (2/—/—/0/478 behavioral health, long-term care, rehabilitation, others/105–in United Arab Emirates, Canada, Honduras, Ireland, U.K.)	7 1/1 6 (0/5/0/0/0/1–in India)	8 1/1 8 (0/0/8/0/0/0)
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)	— — 0 —	— 120,000–1,200,000 (average, 580,000) 0 4–30 (average, 10)	— 1,000–200,000 (average, 200,000) 0 2–45 (average, 10)
No. of employees in entire company • No. of employees dedicated to billing/AR/RCM system development, install, support	3,808 249	125 17	42 42
Server platform PC or workstation platform Innovative peripherals Operating systems Databases and tools used	Dell, Hewlett-Packard, IBM Windows 7, XP Professional, Vista, XP Tablet image scanners, EDI interfaces Windows 2003 platform or Server 2008 Service Pack 1 Standard Edition (x86 or x64) for patient database, others Meditech database management system	open platform Windows voice, image management Windows, Unix any RDBMS	Dell, Hewlett-Packard Windows automatically detect multiple bar codes on a single EOB sheet Windows Microsoft SQL
Other vendors to which software has a lab system-related interface	—	Siemens, Cerner, GE Healthcare, Allscripts, SCC Soft Computer	—
Features (listed as a percentage of live installations or based on availability)			
• Patient demographics transferred via interface from LIS to billing/AR/RCM system	installed	100%	100%
• 1500 claim form generation (paper version)	installed	100%	100%
• UB-04 (formerly UB-92) claim form generation (paper version)	installed	100%	available but not installed
• Client invoices	installed	100%	100%
• Patient invoices	installed	100%	100%
• Reprints of above on demand	installed	100%	100%
• Key indicator tracking (online view of site-assigned key indicators)	installed	100%	100%
• Test profile versus component billing	installed	100%	100%
• Medical-necessity screening for Medicare	installed	100%	available fourth quarter 2012
• Professional component billing	installed	100%	100%
• Auto delete of nonbillable procedures	installed	100%	100%
• Technical component only	installed	100%	100%
• Retain demographic data, repeating patients	installed	100%	100%
• Account and patient payment posting	installed	100%	100%
• Accounts receivable system	100%	100%	100%
• Management or marketing reports	installed	100%	100%
• Automatic balance billing to patients	installed	100%	100%
• Capitation billing plus billable tests	installed	100%	100%
• Utilization reports for managed care	installed	100%	100%
• Global charges for lab tests	installed	100%	100%
• Unlimited user-defined fee schedules	installed	100%	100%
• Track financial classes	installed	100%	100%
• Allow open-item accounting (each line item on bill can be handled separately)	installed	100%	100%
• User report writer	installed	100%	100%
• User-defined collection system	installed	100%	not available
• Track profitability by test, payer, and client	installed	100%	100%
• Client services or call tracking module	installed	100%	100%
• Rules-based processing/claims scrubbing/bundling/unbundling/72-hour rule	installed	100%	100%
• Multi-lab or multi-company processing	installed	available but not installed	100%
• Support all HIPAA transaction sets	installed	100%	100%
• Support electronic formats, including ASC X12 5010, IAIBC EDI guidelines	not available	100%	100%
• Support standardized coding systems, including ICD-9-CM, ICD-10, CPT, etc.	installed	100%	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 claims, eligibility/benefit inquiry, others 3M, Med2020, QuadraMed	yes claims, payments, eligibility, rebill, authorization 3M, CodeMap, AMA	yes claims, posting of payments, rebills CodeMap
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 — — — — —	no fixed fee or transaction based–user's choice — — — —	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 — by vendor
Indexed field in each test definition for LOINC code Provide LOINC dictionary for each new installation	yes yes	yes no	no no
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*****	escrow customer-defined screens, parameters, reports, rules; ad hoc query tools; dictionary settings 0 0 $10,600 (annual maintenance fee, $792) $107,000 (annual maintenance fee, $10,800)	escrow ad hoc query tools, dictionary settings, ANSI 837 engine — — $135,000 (annual maintenance fee, $8,000) $300,000 (annual maintenance fee, $20,000)	escrow ad hoc query tools, dictionary settings — — — —
Distinguishing features (supplied by company)	• 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 claims and receive remittances via ANSI 837/835	• exceptions and denials automatic tools allow easy tracing and handling • automation—travel algorithm, reinvoice, colliding panels • advanced service to tests logic	• immediate or batch electronic eligibility checking • electronic secondary insurance billing • powerful accounts receivable management capabilities

*AR=accounts receivable/**RCM=revenue cycle management
*** based on June 2012 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
***** total cost includes hardware, software, installation, and training
Note: A dash in lieu of an answer means company did not answer question or question is not applicable.

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Billing/accounts receivable/RCM systems

Part 5 of 6 *See* captodayonline.com/productguides *for an interactive version of guide*	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 800-706-0266 www.schuylab.com	Sunquest Information Systems **Auna Emery** auna.emery@sunquestinfo.com 250 S. Williams Blvd. Tucson, AZ 85711 520-570-2000 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/April 2012 April 2012	1994/February 2012 June 2012	1985/June 2012 August 2011
No. of contracts for sites operating billing/AR/RCM system • Contracts signed since June 2011/Gone live since June 2011 No. of sites operating billing/AR/RCM system (HL/IL/PP/PO/OL/FI)****	74 7/3 293 (271/21/—†/0/0/1–in Jamaica)	210 11/11 210 (13/148/0/25/18 veterinary/6–in Guam, Canada, Caribbean)	50+ 1/1 200+ (50+/150+/30+/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 (average, 4,300,000) 0 3–25 (average, 10)	100–1,000,000+ 100–1,000,000+ 0 1–60 (average, 3)	up to 12,000 (average, 8,000) 5,000–4,000,000 (average, 250,000) 10% 5–125 (average, 35)
No. of employees in entire company • No. of employees dedicated to billing/AR/RCM system development, install, support	1,500+ 60	26 3	620 — (included in LIS)
Server platform PC or workstation platform Innovative peripherals Operating systems Databases and tools used	IBM System p Windows workstations SoftMedia (integrated document management) server: IBM AIX (Unix); workstations: 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
Other vendors to which software has a lab system-related interface	Sunquest, Cerner, EasyPath, custom	Acer, Affinity, AMI, Allscripts, Healthland, McKesson, GE Healthcare, Siemens, others	Cerner, McKesson, Diamond Computing, 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%	installed	5%
• Client invoices	80%	100%	100%
• Patient invoices	50%	100%	90%
• 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%
• Account 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%
• User-defined collection system	50%	not available	100%
• Track profitability by test, payer, and client	100%	not available	100%
• Client services or call tracking module	available through vendor's LIS or via third party	not available	100%
• Rules-based processing/claims scrubbing/bundling/unbundling/72-hour rule	100%	not available	100%
• Multi-lab or multi-company processing	5%	not available	100%
• Support all HIPAA transaction sets	50%	100%	100%
• Support electronic formats, including ASC X12 5010, IAIBC EDI guidelines	50%	100%	100%
• Support standardized coding systems, including ICD-9-CM, ICD-10, CPT, etc.	100%	100%	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 claims, payments, secondary claims, acknowledgements Quadax, 3M	yes claims, rebill, remittance CodeMap	yes submission, remittance 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 — —	no — — — — —	no — — — — —
Indexed field in each test definition for LOINC code Provide LOINC dictionary for each new installation	yes no	yes no	no no
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*****	escrow dictionary settings $100,000 (annual maintenance fee, $6,500) $800,000 (annual maintenance fee, $90,000) $35,000 (annual maintenance fee, $6,500) $600,000 (annual maintenance fee, $90,000)	escrow numerous user-defined and selectable set-up options — — $7,500 (annual maintenance fee, 1% of purchase price) $100,000 (annual maintenance fee, 1% of purchase price)	escrow ad hoc query tools, user-defined interfaces, dictionary settings — — — —
Distinguishing features (supplied by company)	• 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 • SoftBI business intelligence portal expands reporting capability, providing real-time business performance metrics and advanced data-analysis tools	• full integration with laboratory information system • 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 • well positioned for upcoming regulatory requirements; already ICD-10 and 5010 compliant

*AR=accounts receivable/**RCM=revenue cycle management
*** based on June 2012 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
***** total cost includes hardware, software, installation, and training
Note: A dash in lieu of an answer means company did not answer question or question is not applicable.

†*total combined with independent lab sites*

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Billing/accounts receivable/RCM systems

Part 6 of 6 *See* captodayonline.com/productguides *for an interactive version of guide*	Telcor **Amanda Stocks** amanda.stocks@telcor.com 7101 A St. Lincoln, NE 68510 866-489-1207 www.telcor.com	Telcor **Amanda Stocks** amanda.stocks@telcor.com 7101 A St. Lincoln, NE 68510 866-489-1207 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	Lab Outreach Business Pro†	Telcor Revenue Cycle Management†	Xifin Revenue Cycle Management
First ever billing/AR*/RCM** system install/Most recent billing/AR/RCM system install*** Last major product release for featured billing/AR/RCM system	2004/November 2011 June 2012	2004/May 2012 June 2012	2001/June 2012 June 2012
No. of contracts for sites operating billing/AR/RCM system • Contracts signed since June 2011/Gone live since June 2011 No. of sites operating billing/AR/RCM system (HL/IL/PP/PO/OL/FI)****	10 1/1 9 (9/0/0/0/0/0)	69 9/10 65 (20/19/12/0/14 molecular, mobile radiology, environmental, public health, service bureau/0)	66 16/19 66 (4/49/11/0/2 imaging/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)	— 18,250–365,000 (average, 191,625) 100% 2–8 (average, 5)	— 48,000–2,500,500 (average, 1,000,000) 100% 4–102 (average, 25)	— 500–7,000,000 (average, 1,000,000) 100% 10–210 (average, 80)
No. of employees in entire company • No. of employees dedicated to billing/AR/RCM system development, install, support	92 30	92 30	145 110
Server platform PC or workstation platform Innovative peripherals Operating systems Databases and tools used	Intel-based Windows server Windows XP, 2007 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	Intel-based Windows server Windows XP, 2007 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	software-as-a-service, browser based Windows XP or later bar-code printers, image management, OCR readers, e-fax, fax, archived storage Windows 7, XP, Vista; Internet Explorer 6+ Oracle 11g Enterprise Edition and SAP Business Objects Enterprise XI
Other vendors to which software has a lab system-related interface	Cerner, McKesson, Orchard, Siemens	Cerner, GE Healthcare, McKesson, Orchard, Sunquest, Aspyra, Siemens, others	Allscripts, PathCentral, Sunquest, McKesson, Epic, Cerner, Netlims, Lawson, Seacoast, 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	installed	installed	100%
• 1500 claim form generation (paper version)	not available	installed	100%
• UB-04 (formerly UB-92) claim form generation (paper version)	not available	installed	100%
• Client invoices	installed	installed	100%
• Patient invoices	not available	installed	100%
• Reprints of above on demand	installed	installed	100%
• Key indicator tracking (online view of site-assigned key indicators)	installed	installed	100%
• Test profile versus component billing	installed	installed	100%
• Medical-necessity screening for Medicare	installed	installed	100%
• Professional component billing	installed	installed	100%
• Auto delete of nonbillable procedures	installed	installed	100%
• Technical component only	installed	installed	100%
• Retain demographic data, repeating patients	installed	installed	100%
• Account and patient payment posting	not available	installed	100%
• Accounts receivable system	not available	installed	100%
• Management or marketing reports	installed	installed	100%
• Automatic balance billing to patients	not available	installed	100%
• Capitation billing plus billable tests	installed	installed	100%
• Utilization reports for managed care	installed	installed	100%
• Global charges for lab tests	installed	installed	100%
• Unlimited user-defined fee schedules	installed	installed	100%
• Track financial classes	installed	installed	100%
• Allow open-item accounting (each line item on bill can be handled separately)	not available	installed	100%
• User report writer	installed	installed	100% (via third party)
• User-defined collection system	installed	installed	100% (via third party)
• Track profitability by test, payer, and client	installed	installed	100%
• Client services or call tracking module	not available	not available	100%
• Rules-based processing/claims scrubbing/bundling/unbundling/72-hour rule	installed	installed	100%
• Multi-lab or multi-company processing	installed	installed	100%
• Support all HIPAA transaction sets	installed	installed	100%
• Support electronic formats, including ASC X12 5010, IAIBC EDI guidelines	not available	installed	100%
• Support standardized coding systems, including ICD-9-CM, ICD-10, CPT, etc.	installed	installed	100%
Billing/AR/RCM system supports electronic data interchange with third-party payers and claims clearinghouses	no	yes	yes
• Electronic functions offered	sends clean transactions via HL7 to HIS patient accounting	claims, payments, rebill, automatic status update, eligibility, statement printing	systems integration, electronic submissions/remittance/eligibility/acknowledgement/status check, payer edits, others
Third-party rules and coding updates supported by system	import from CMS files–diagnosis, CPT, CCI edits, NCD/LCD rules	import from CMS files–diagnosis, CPT, CCI edits, NCD/LCD rules	—
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 based on number of user connections remote desktop operates over the Internet 7 by vendor	yes fixed fee or based on number of user connections remote desktop operates over the Internet 8 by vendor	yes transaction based or tiered/flat monthly fee 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	yes no
Source code Methods by which users can tailor billing/AR/RCM system in their own setting	optional ad hoc query tools, dictionary settings, Crystal Reports, any SQL 2008-compatible tool set for data extraction	optional ad hoc query tools, dictionary settings, Crystal Reports, any SQL 2008-compatible tool set for data extraction	no ad hoc query tools, business rules and workflow
Total cost for smallest standalone billing/AR/RCM system install*****	$80,000 (annual maintenance fee, $12,000)	$104,000 (annual maintenance fee, $12,000)	1.5%-2.5% of net revenue; $50,000 implementation/training (maintenance fee included)
Total cost for largest standalone billing/AR/RCM system install*****	$300,000 (annual maintenance fee, $54,000)	$599,000 (annual maintenance fee, $72,000)	1%-1.5% of net revenue; $80,000 implementation/training (maintenance fee included)
Total incremental cost for smallest configuration of billing/AR/RCM***** Total incremental cost for largest configuration of billing/AR/RCM*****	— —	— —	— —
Distinguishing features (supplied by company) *AR=accounts receivable/**RCM=revenue cycle management *** based on June 2012 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 ***** total cost includes hardware, software, installation, and training *Note: A dash in lieu of an answer means company did not answer question or question is not applicable.*	• reduces denials and improves collections to streamline workflow and optimize cash, with return on investment in less than a year • provides robust client pricing with customized invoicing by client • outreach business metrics and analysis functions *†formerly Telcor Outreach Middleware*	• improves cash flow with extensive rules and processing • designed for clinical pathology and molecular labs to improve workflow, lower operating costs • includes tools for business management, metrics, and analytics *†formerly Telcor Billing Information System*	• next-generation, Web service-based platform-as-a-service (PaaS) architecture • GAAP- and SOX-compliant accounting-based financial system with user-configurable, rules-driven workflow automation • weekly communications, monthly scorecard, and quarterly benchmarking with client

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