20 / CAP TODAY April 2005

Be software savvy: Buy wisely to bill accurately

Hal Weiner

lean claims are the name of the game for laboratory billing departments, and it's up to billing software vendors to make them shine.

With payers denying an average of 10 percent to 15 percent of all claims, it is more important than ever for laboratories to produce error-free bills. Laboratories can work toward this goal by first determining how many denials they receive, for what types of services, and from whom. They should verify that their billing system offers tools to produce reports that identify denial rates by payer and to help track those denials to their source, whether it be registration, coding, the billing office, or the payer.

The most cost-effective way to reduce denials is to use claims-scrubbing software tools that automatically perform edits using rule sets, such as the correct coding initiative, local medical review policy, payer-specific tools, and eligibility edits. Determine who must update these rules—is it the user or the vendor? Or does the vendor support such third-party vendors as Info-X? If your billing system vendor does not offer this capability, make sure that your system interfaces to any of the many claims-processing intermediary services available. Using the new Health Insurance Portability and Accountability Act, or HIPAA, standard transaction sets should reduce interface costs.

To be successful, laboratories obviously must also focus on the profitability of their operations. Billing/accounts receivable software should provide management reports to track collection ratios, profitability by client/payer and by courier route,

and other laboratory-defined parameters. It is also imperative that such software be able to perform database queries, such as what clients are sending your laboratory only Medicare patients while sending other patients to a competitor, or which facilities are sending your lab only low-margin tests. Furthermore, such software should allow users to create trend analyses to compare client activity to prior periods in order to spot problem areas early and manage the lab's revenue cycle, as well as allow users to extract data to import to decision support, cost accounting, and other thirdparty products.

Consider your level of need for the aforementioned functionality, as well as software vendors' financial stability, when shopping for a billing/accounts receivable system. Ask for a list of references before making a purchase. After you have that list, and only then, ask the vendor for a complete list of customers and contact several of them. Be wary of vendors that provide only a partial client list. It is also important to request return-on-investment analyses to compare products.

Featured on pages 21-27 are 14 billing/accounts receivable systems. The data presented are based entirely on vendors' responses to a questionnaire. We urge readers to verify the information provided before purchasing a system.

Hal Weiner is president of Weiner Consulting Services, LLC, Florence, Ore. He can be reached at hal@weinerconsulting. April 2005 CAP TODAY / **21** 

## Billing/accounts receivable systems

Part 1 of 5	Antek HealthWare Alan Peltzerapeltzer@antekhealthware.com 228 Business Center Drive Reisterstown, MD 21136 410-517-0330 www.daqbilling.com	Cerner Corp. Angela Betts abetts@cerner.com 2800 Rockcreek Parkway Kansas City, M0 64117 816-201-2771 www.cerner.com	Computer Service and Support James T. O'Neill jimjr@csslis.com 2106 New Rd., Bldg. E-6 Linwood, NJ 08221 609-653-6444/800-336-4277 www.csslis.com
Name of system	Daqbilling	Cerner Millennium ProFit	AR-2000 version 8.0
First/most recent B/AR* system installation	2001/2005	2000/2005	1980/2004
No. of contracts signed between Feb. 1, 2004–Feb. 1, 2005 Last major product release	38 Nov. 2004	14 Oct. 2004	12 Nov. 2004
No. of contracts for sites operating B/AR system No. of sites where system is operational (HL/IL/PP/PO/OL)**	250 250 (0/20/9/209/12†)	27 32 (2/4/0/6/20†)	66 66 (0/60/6/0/0)
No. of inpatient invoices handled by installed sites annually No. of outpatient requisitions handled by installed sites annually	100-11,000 (ave., 580)	_	25k-1.5m (ave., 750k)
Largest No. of hospitals/pathologists serviced by one B/AR system Percentage of installations that are stand-alone B/AR systems		0	25k-1.5m (ave., 750k) —/20 15%
Staff to develop/install/support/other*** • In entire company • In B/AR systems division	9/16/12/22 3/4/4/4	800+/1,900+/800+/1,300+ 40+/10+/10+/10+	6/4/4/5 —
No. of user workstations in sites operating system (min.–max.) Ave. No. of user workstations in sites operating system	1–25 4	=	3–50 10
Computer platform or service type	ASP	Compaq, IBM RS/6000	IBM RISC/6000
PC platform     Innovative peripherals	Windows 98 or higher imaging and scanning capabilities	Intel Pentium —	XP —
Operating system(s)     Databases and tools used	Windows 98 or higher	Open VMS, AIX Unix	AIX 5.2 LabBase
	Oracle	Oracle	
HIS interfaces	none	_	McKesson, Medic, SCC, PCN, Advanced, CCA, Misys
LIS interfaces	LabDaq	-	CCA, Misys, McKesson, SCC
Features (listed as a percentage of live installations or based on availability)  • Patient demographic data transferred via interface from LIS to billing system	15%	installed	100%
1500 claim form generation	100% 5%	100% 100%	100%
UB-92 claim form generation     Client invoices	100%	100%	
Patient invoices     Reprints of above on demand	100% 100%	100% 100%	100% 100%
Key indicator tracking	100%	100%	100%
Test profile vs. component billing     Medical-necessity screening for Medicare	available in June 2005	100% available but not installed	100% 100%
Professional component billing     Auto delete of nonbillable procedures	100%	100% not available	20% 100%
Technical component only	Ξ	100%	10%
Retain demographic data, repeating patients     Accounts and patient payment posting	100% 100%	100% 100%	100% 100%
Accounts receivable system	100%	100%	100%
<ul> <li>Management/marketing reports</li> <li>Automatic balance billing to patients</li> </ul>	100% 100%	100% for management (marketing not avail.) 100%	100% 60%
Capitation billing plus billable tests     Utilization reports for managed care	100% 100%	not available available but not installed	10% 15%
Services per diem/per discharge	_	not available	15%
<ul> <li>Global charges for lab tests</li> <li>Unlimited user-defined fee schedules</li> </ul>		100% 100%	100% —
Track financial classes     Allow open-item accounting	_	100% 100%	100% 100%
User report writer	available in July 2005	100%	60%
Collection agency system     User-configurable dunning	not available 100%	100% 100%	25% 100%
Client services/call tracking module	100%	not available	100%
Rules-based processing     Multi-lab/multi-company processing	100% 100%	100% installed	100% 100%
Support all HIPAA transaction sets	100%	100%	100%
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses?  • Functions offered	yes claim submission, ERA eligibility verification,	yes claims, payments, eligibility, referral/	yes  Claims ANSI 4010 837, payment remittance,
	rebills	authorization	eligibility verification on selective carriers
<ul> <li>Third-party payers and claims clearinghouses with which system is interfaced</li> </ul>	ProxyMed, McKesson	will interface with any clearinghouse and payer per client requirements	ProxyMed
Type of claim data generation Third-party rules and coding updates supported by system	UB-92, 1500 Code Correct	UB-92, 1500 Medical Necessity, Info-X, CPT-4, ICD-9	1500 Ingenix
Complete ASP solution for B/AR system?	yes	yes	no
Method of charging for ASP service Client software required	fixed fee or transaction based (client's choice) requires software be installed on client PC	fixed fee requires software be installed on client PC	_
ASP information conduit	operates over Internet	operates over Internet or requires use of a	_
Client contracts supported from data center not operated by client How data center is operated	250 by vendor	VPN or other dedicated connection 120 by vendor	
Indexed field in each test definition for LOINC code? Provide LOINC dictionary for each new installation?	no no	no no	yes no
Journaling?/source code?	yes/escrow	yes/escrow	yes/yes
Cost (hardware/software/installation & training/monthly maintenance) • Smallest stand-alone B/AR system	\$.6k/—/\$.8k/\$.1k	_	\$5k/\$10k/\$5k/\$.25k
• Largest stand-alone B/AR system	\$4k/—/\$3.5k/\$3k	-	\$20k/\$50k/\$10k/\$1.5k
<ul> <li>Smallest B/AR configuration for integrated lab system</li> <li>Largest B/AR configuration for integrated lab system</li> </ul>	\$.5k/—//\$.1k \$.5k/—//\$1.5k	_	\$5k/\$10k/\$5k/\$.25k \$20k/\$50k/\$10k/\$1.5k
Distinguishing features (supplied by vendor)	ASP, imaging capabilities, low cost, very	• improves cash flow and reduces claims	dedicated to servicing the billing needs of
* B/AR=billing/accounts receivable  ** HL=hospital labs, IL=independent labs, PP=pathology practices, P0=physician offices, OL=other locations  *** Ather-cells medicating administration of the company functions	intuitive	denials • simplifies billing statements and improves customer service • streamlines business operations and reduces labor costs	laboratories for over two decades • technical support personnel are cross-trained on all issues relating to the laboratory and billing
***other=sales, marketing, administration, other company functions	† billing services	† hospital-wide	
Tabulation door not conceent an endorsement by the College of American Dath			Survey aditor: Daymond Aller MD

**22** / CAP TODAY April 2005

## Billing/accounts receivable systems

	, accounts root		
Part 2 of 5  See accompanying	Cortex Medical Management Systems Stan Gordon sgordon@cortexmed.com 2001 Western Ave., Ste. 410 Seattle, WA 98121 206-812-6981	GE Healthcare Information Technologies Cathy Harris cathleen.harris@med.ge.com 3100 Steeles Ave. East, Ste. 600 Markham, Ontario, L3R 8T3 Canada 905-305-0041	Hex Laboratory Systems Susan Bollinger sbollinger@hexlab.com 1042B El Camino Real, Ste. 308 Encinitas, CA 92024 800-729-2085
article on page 20	www.cortexmed.com	www.gehealthcare.com	www.hexlab.com
Name of system	Medical Billing System	Centricity Ultra AR	Lab/Hex Billing & Cash Management
First/most recent B/AR* system installation  No. of contracts signed between Feb. 1, 2004–Feb. 1, 2005  Last major product release	1986/2005 4 Jan. 2005	1993/2004 1 2003	1983/2004 4 Dec. 2004
No. of contracts for sites operating B/AR system No. of sites where system is operational (HL/IL/PP/PO/OL)**		27 209 (35/154/0/0/20†)	31 31 (0/26/2/0/3†)
No. of inpatient invoices handled by installed sites annually No. of outpatient requisitions handled by installed sites annually Largest No. of hospitals/pathologists serviced by one B/AR system	0 	10k–100k (ave., 25k) 25k–12m (ave., 2m) 20/25	— 10k–750k (ave., 200k) n/a/20
Percentage of installations that are stand-alone B/AR systems  Staff to develop/install/support/other***	33%	4%	5%
In entire company     In B/AR systems division	3/2/4/4 2/1/1/4	45/42/12/12 4/2/1/0	5/5/5/3 5/5/5/3††
No. of user workstations in sites operating system (minmax.)  Ave. No. of user workstations in sites operating system	3–26 5	100-1,000+ 260	3–45 10
Computer platform or service type     PC platform     Innovative peripherals	any hardware that supports current Windows any hardware that supports current Windows —	Unix servers, IBM RS/6000, HP 9000, Sun Solaris Windows NT, 2000, XP voice input, image capture, optical storage, bar-code input, retrieval interfaces	Intel server/open platform Windows voice recognition, image capture, e-billing and remittance, HIPAA-compliant
Operating system(s)     Databases and tools used	Windows current version MS SQL server	Unix Unify DataServer database, Unify developer tool kit	Red Hat Linux Tbred IDOL IV, 4GL, SQL
HIS interfaces	Cerner, McKesson	Siemens, McKesson, Epic, IDX, Meditech, CompuCare	Siemens, CPSI, McKesson, Misys, Cerner, Experior, Millbrook, PMSI, others
LIS interfaces	Tamtron, Cerner	Centricity Ultra, Rubicon	Lab/Hex, AP Easy, CPSI, Cerner
Features (listed as a percentage of live installations or based on availability)  • Patient demographic data transferred via interface from LIS to billing system	100%	100%	100%
1500 claim form generation     UB-92 claim form generation	100% 0	33% 33%	100% 100%
Client invoices     Patient invoices	100% 100%	100% 100%	100% 100%
Reprints of above on demand	100%	100%	100%
Key indicator tracking     Test profile vs. component billing	100% 10%	100% 100%	100% 100%
Medical-necessity screening for Medicare	not available	33%	90%
Professional component billing	100%	33%	100%
Auto delete of nonbillable procedures     Technical component only	10% 100%	100% —	100% 100%
Retain demographic data, repeating patients	100%	100%	100%
Accounts and patient payment posting	100%	100%	100%
Accounts receivable system     Management/marketing reports	100% 100%	50% 100%	100% 100%
Automatic balance billing to patients	100%	100%	100%
Capitation billing plus billable tests	100%	33%	100%
Utilization reports for managed care     Sorvices pay displayers	100%	100%	100%
Services per diem/per discharge     Global charges for lab tests	100% 100%	100% 100%	available but not installed 100%
Unlimited user-defined fee schedules	100%	100%	100%
Track financial classes	100%	100%	100%
Allow open-item accounting     User report writer	100% 100%	100% 100%	100% available but not installed
Collection agency system	10%	80%	100%
User-configurable dunning	100%	100%	100%
Client services/call tracking module     Rules-based processing	not available installed	5% 100%	available but not installed 100%
Multi-lab/multi-company processing	20%	50%	100%
Support all HIPAA transaction sets	available in Dec. 2005	100%	100%
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses?  • Functions offered	yes claims, statements, payments, rebill	yes claims, rebill, payments	yes claims, payments, rebill, statements, invoices
Third-party payers and claims clearinghouses with which system is interfaced  Type of claim data generation	McKesson, ZirMed, THIN, Medicare, ProxyMed 1500, ANSI 837, NSF	ProxyMed UB-92, 1500	ProxyMed UB-82, UB-92, 1500, ANSI 4010
Third-party rules and coding updates supported by system	none	LMRP, ICD-9, CPT	MCF compliance, Info-X, ADP, Ingenix, others
Complete ASP solution for B/AR system? Method of charging for ASP service Client software required	no 	no 	no 
ASP information conduit  Client contracts supported from data center not operated by client	Ξ	_	_
How data center is operated		_	_
Indexed field in each test definition for LOINC code? Provide LOINC dictionary for each new installation?	no no	yes no	yes no
Journaling?/source code? Cost (hardware/software/installation & training/monthly maintenance)	yes/escrow	yes/escrow \$25k/\$50k/\$50k/\$.75k	yes/escrow
Smallest stand-alone B/AR system     Largest stand-alone B/AR system	/\$35k//\$1k /\$500k//\$7k	\$25K/\$5UK/\$5UK/\$.75K \$1m+/\$1m+/\$1m+/18% of software cost per yr.	\$5k/\$9.5k/\$5k/\$.2k \$25k/\$65k/\$25k/\$1.25k
Smallest B/AR configuration for integrated lab system     Largest B/AR configuration for integrated lab system	/\$3500//\$7k /\$35k//\$1k /\$500k//\$7k	\$25k/\$50k/\$50k/\$.75k \$1m+/\$1m+/\$1m+/18% of software cost	\$0/\$5k/\$2.5k/\$.1k \$10k/\$35k/\$5k/\$.5k
Distinguishing features (supplied by vendor)	• integrated with The Gold Standard anatomic	designed for multi-laboratory, IDNs	• fully integrated or standalone
* B/AR=billing/accounts receivable  ** HL=hospital labs, IL=independent labs, PP=pathology practices, P0=physician offices, 0L=other locations	pathology module  • billing service for pathology available  • detailed data kept on file forever for reporting	fully integrated into LIS, single database     proven in high-volume laboratories	HIPAA-compliant e-bill and e-remit     experience in lab billing: pathology, nursing homes, client and patient     tveterinary; health department
***other=sales, marketing, administration, other company functions	† billing services	† veterinary	† not a separate division

Tabulation does not represent an endorsement by the College of American Pathologists

24 / CAP TODAY April 2005

## Billing/accounts receivable systems

Part 3 of 5	Medical Information Technology (Meditech)	MediSolution	Misys Healthcare Systems
	Paul Berthiaume Meditech Circle	Mark Kirby 2999 N. 44th St., Ste. 308	Donna Urmston donna.urmston@misyshealthcare.com
See accompanying article on page 20	Westwood, MA 02090 781-821-3000 www.meditech.com	Phoenix, AZ 85018 602-269-8373 www.medisolution.com	8529 Six Forks Rd., Raleigh, NC 27615 866-647-9787 www.misyshealthcare.com
Name of system	Billing/Accounts Receivable (B/AR)†	MediAR+	Misys Clinical Financial
First/most recent B/AR* system installation No. of contracts signed between Feb. 1, 2004–Feb. 1, 2005	1977/2005 60 (23 Magic/37 C/S)	1973/2005 7	1985/2004 5
Last major product release	May 2004	Feb. 2005	June 2004
No. of contracts for sites operating B/AR system No. of sites where system is operational (HL/IL/PP/PO/OL)**	1,549 —	42 54 (6/7/4/8/29†)	75 200+ (41/153/31/0/0)
No. of inpatient invoices handled by installed sites annually	_	1k-400k (ave., 100k)	Fig. 4m (out. 050k)
No. of outpatient requisitions handled by installed sites annually Largest No. of hospitals/pathologists serviced by one B/AR system Percentage of installations that are stand-alone B/AR systems	none	10k–300k (ave., 150k) 12/9 70%	5k–4m (ave., 250k) 8/45 20%
Staff to develop/install/support/other*** • In entire company	421/205/050/405	227 total	400/40E/90E/47E
In B/AR systems division	421/385/859/405 44/43/94/0	337 total 5/7/7/7	400/185/265/175 15/5/10/4
No. of user workstations in sites operating system (minmax.) Ave. No. of user workstations in sites operating system	=	3–300 10	8–128 35
Computer platform or service type     PC platform	Dell, EMC, IBM, JJWild Dell, EMC, IBM, JJWild	client/server, Linux, Unix, others Windows 95, 98, NT, 2000, XP	IBM RS/6000, Compaq Alpha Dell Optiplex or similar
Innovative peripherals     Operating system(s)	scanning and archiving available in third qtr. Windows 98, 2000, 2000 Pro, ME, XP	— Linux, Unix, Windows	— AIX Unix, VMS
Databases and tools used	<u> </u>	Oracle, Oracle Tools	Caché (M), Intersystems M/SQL, Intersystems DSM
HIS interfaces	Cerner, McKesson, IDX, Picis, Misys, others	McKesson, Cerner, Meditech, CCA,	Cerner, Siemens, McKesson, others
LIS interfaces	_	MediSolution, Eclipsys, others Cerner, CCA, MediSolution, others	Misys, Cerner, Siemens, McKesson, SCC,
		,,	Triple G, LabCorp, LabGem, Tamtron, Meditech, others
Feeburg (listed as a newspaters of the test to the			mountoon, others
Features (listed as a percentage of live installations or based on availability)  • Patient demographic data transferred via interface from LIS to billing system	100%	100%	100%
1500 claim form generation	100%	100%	95%
UB-92 claim form generation     Client invoices	100% 100%	100% 100%	10% 100%
Patient invoices	100%	100%	95%
<ul> <li>Reprints of above on demand</li> <li>Key indicator tracking</li> </ul>	100% 100%	100% 100%	100% 100%
Test profile vs. component billing	100%	100%	100%
Medical-necessity screening for Medicare     Professional component billing	100% 100%	installed 75%	95% 95%
Auto delete of nonbillable procedures	100%	100%	100%
Technical component only	100%		90%
Retain demographic data, repeating patients     Accounts and patient payment posting	100% 100%	100% 100%	100% 100%
Accounts and patient payment posting     Accounts receivable system	100%	100%	100%
Management/marketing reports     Automobile haloman hillion to making to	100%	100%	100%
Automatic balance billing to patients     Capitation billing plus billable tests	installed 100%	100% 100%	90% 20%
Utilization reports for managed care	not available	installed	100%
<ul> <li>Services per diem/per discharge</li> <li>Global charges for lab tests</li> </ul>	installed 100%	installed installed	95% 90%
Unlimited user-defined fee schedules	100%	100%	100%
Track financial classes	100%	100%	100%
Allow open-item accounting     User report writer	not available 100%	100% 100%	100% 100%
Collection agency system	100%	100%	100%
User-configurable dunning     Client configuration (cell the client configuration)	100%	100%	100%
Client services/call tracking module     Rules-based processing	100% 100%	100% 100%	handled by LIS 100%
Multi-lab/multi-company processing	100%	100%	100%
Support all HIPAA transaction sets	100%	100%	100%
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses?	yes	yes	yes
• Functions offered	claims, payments, eligibility, rebill	claims 837 IP, payments 835, claim inquiry	submission, remittance
		276, claim response 277, eligibility verification 270, eligibility response 271, others	
Third-party payers and claims clearinghouses with which system	Premis, NDC, SSI, Companion, others	NEIC, Cydata, Medicare carriers, BCBS,	Per-Sé, WebMD, Cydata, NEIC, Quadex,
is interfaced Type of claim data generation	UB-82 (customized), UB-92, 1500	WebMD, ProxyMed, others UB-92, 1500, client billing	Regence, Medical Manager of Ohio, others UB-92, 1500, custom
Third-party rules and coding updates supported by system	3M, Med2020, IRP, Info-X, others	Info-X, HealthWorks	Info-X
Complete ASP solution for B/AR system?	no	no	no
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			
Indexed field in each test definition for LOINC code?	yes	yes	no no
Provide LOINC dictionary for each new installation?  Journaling?/source code?	yes/yes	yes/yes	yes/yes
Cost (hardware/software/installation & training/monthly maintenance)			
Smallest stand-alone B/AR system     Largest stand-alone B/AR system	_	\$20k/\$25k/\$25k/\$.42k \$80k/\$130k/\$90k/\$2.2k	_
Smallest B/AR configuration for integrated lab system     Largest B/AR configuration for integrated lab system	_	\$20k/\$25k/\$25k/\$.42k \$100k/\$155k/\$90k/\$2.4k	_
Distinguishing features (supplied by vendor)	• integration throughout the HCIS	workflow-driven technology	• proven high-volume testing with client-
	<ul> <li>over three decades of product and</li> </ul>	<ul> <li>rules-based, exception-driven prebilling</li> </ul>	specific logic
* B/AR=billing/accounts receivable	technology innovation • 98 percent customer retention rate	edits • customizable solution	<ul> <li>integrated medical necessity and procedure code consolidation tools</li> </ul>
** HL=hospital labs, IL=independent labs,	- F Section Control (uto		<ul> <li>automated processes to reduce errors and</li> </ul>
PP=pathology practices, P0=physician offices, OL=other locations	† answers reflect Meditech's Magic and client/server		operational costs, improve days sales outstanding
***other=sales, marketing, administration, other company functions	products combined	† non-lab clients	

Tabulation does not represent an endorsement by the College of American Pathologists

26 / CAP TODAY April 2005

## Billing/accounts receivable systems

Part 4 of 5	Multidata Computer Systems	NetLims, NJ, LLC	SCC Soft Computer
	Michael Slater mrslater@mul.com	Brian Davis	Ellie Vahman ellie@softcomputer.com
Con annual state of the state o	330 Seventh Ave.	96 Engle St.	34350 U.S. Highway 19N
See accompanying article on page 20	New York, NY 10001 212-967-6700 www.mul.com	Englewood, NJ 07631 201-894-5300 www.netlims.com	Palm Harbor, FL 34684 727-789-0100 www.softcomputer.com
ai uoie oii paye 20	212-307-0700 www.mui.com	201-034-3300 www.netiinis.com	727-769-0100 www.sortcomputer.com
Name of system	MultiTech A/R	AutoBilling	Soft A/R
First/most recent B/AR* system installation No. of contracts signed between Feb. 1, 2004–Feb. 1, 2005	1984/2003 0	2003/2003	1993/2005
Last major product release	Oct. 2004	Jan. 2005	Nov. 2004
No. of contracts for sites operating B/AR system	36	2	40
No. of sites where system is operational (HL/IL/PP/PO/OL)**	36 (2/34/0/0/0)	2 (0/2†/0/0/0)	59 (47/11/0/1/0)
No. of inpatient invoices handled by installed sites annually	_	_	n/a
No. of outpatient requisitions handled by installed sites annually	15k-4m (ave., 300k)	146k-730k (ave., 438k)	1m-6.5m (ave., 4.3m)
Largest No. of hospitals/pathologists serviced by one B/AR system	1/n/a	0/20	3/7
Percentage of installations that are stand-alone B/AR systems	20%	0	0
Staff to develop/install/support/other***			
• In entire company	4/2/3/2	56/22/18/12	573/80/169/139
In B/AR systems division	2/1/1.5/1	14/6/3/0	45/6/13/11
No. of user workstations in sites operating system (minmax.)	4-100+	5–50	5–80
Ave. No. of user workstations in sites operating system	15–20	27	20
Computer platform or service type	Intel x86 compatible, HP Alpha, most Unix/	open platform	IBM pSeries (RS/6000), HP 9000 series
Company plantom of outlier type	Linux	Spon planoim	position (110/0000/); III 0000 actica
PC platform	Intel x86 compatible	Windows	Windows XP, 2000, NT, 98
• Innovative peripherals	optional image input/output, management	Windows University	imaging document control
Operating system(s)     Databases and tools used	Windows XP, 2000, 2003, HP VMS, Unix, Linux Caché (M)	Windows, Unix on servers any RDBMS	IBM AIX, HP-UX Oracle
Databacco una teole adea	casho (m)	any modific	5.4010
HIS interfaces	Siemens, CSM	IDX	Siemens Unity and MedSeries 4, Meditech,
LIC interference	Corner Develo Cierron COC COA	Autolima	McKesson, Eclipsys, others
LIS interfaces	Cerner, Psyche, Siemens, SCC, CCA	AutoLims	SCC SoftLab, Tamtron, Wyndgate, Misys, Cerner, Meditech
			Jonnor, mountoon
Features (listed as a percentage of live installations or based on availability)			
Patient demographic data transferred via interface from LIS     to billing quetom.	75%	100%	100%
to billing system • 1500 claim form generation	100%	100%	50%
UB-92 claim form generation	10%	available but not installed	2%
Client invoices	100%	100%	78%
Patient invoices     Reprints of above on demand	100% 100%	100% 100%	50% 50%
Key indicator tracking	100%	100%	<del></del>
Test profile vs. component billing	100%	100%	100%
Medical-necessity screening for Medicare      Description of the second se	100%	100%	100%
Professional component billing     Auto delete of nonbillable procedures	40% 100%	100% 100%	100% 100%
Technical component only	20%	100%	68%
Retain demographic data, repeating patients	100%	100%	100%
Accounts and patient payment posting	100%	100%	80%
Accounts receivable system     Management/marketing reports	100% 100%	100% 100%	50% 100%
Automatic balance billing to patients	100%	100%	50%
Capitation billing plus billable tests	100%	100%	50%
Utilization reports for managed care	100%	100%	not available
Services per diem/per discharge     Global charges for lab tests	not available 80%	100% 100%	not available 100%
Unlimited user-defined fee schedules	100%	100%	100%
Track financial classes	100%	100%	50%
Allow open-item accounting	100%	100%	100%
User report writer     Collection agency system	25% 100%	100% 100%	100% 2%
User-configurable dunning	100%	100%	50%
Client services/call tracking module	100%	100%	not available
Rules-based processing     Nuclei Lab (multi-page page page page page page page page	100%	100%	100%
Multi-lab/multi-company processing     Support all HIPAA transaction sets	25% 100%	available but not installed 100%	2% installed
Support an iiii AA transastiii SClS	1.50/0	.5070	mounicu
B/AR system supports electronic data interchange with	yes	yes	yes
third-party payers and claims clearinghouses? • Functions offered	claime naymente eligibility	elaime naymente robill	claime naymente cocendary eleime
Functions offered     Third-party payers and claims clearinghouses with which system	claims, payments, eligibility WebMD, Envoy	claims, payments, rebill WebMD, NEIC, ExpressBill	claims, payments, secondary claims Medicare, NEIC, BCBS, Quadax, ProxyMed,
is interfaced	. , -,	, -, <del></del>	MVP, First Coast
Type of claim data generation	UB-92, 1500	1500, HIPAA, NSF	UB-92, 1500, 837 professional and institutional
Third-party rules and coding updates supported by system	_	Info-X medical necessity codes, insurance company fee schedule, city/state/zip code upload	Quadax
		oompany 100 oonouno, only/otale/21p coue upi0du	
Complete ASP solution for B/AR system?	no	no	no
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	_	_	_
Indexed field in each test definition for LOINC code?	yes	yes	yes
Provide LOINC dictionary for each new installation?	optional	no	no
<u> </u>			
Journaling?/source code? Cost (hardware/software/installation & training/monthly maintenance)	optional/escrow	no/escrow	yes/escrow
Smallest stand-alone B/AR system	\$10k/\$50k/incl./\$.75k	\$20k/\$30k/\$30k/\$1.5k	\$40k/\$30k/\$50k/—
Largest stand-alone B/AR system	\$100k/\$200k/incl./\$3k		\$100k/\$275k/\$150k/—
Smallest B/AR configuration for integrated lab system     Lorgest B/AR configuration for integrated lab system	\$5k/\$25k/incl./\$.5k	\$20k/\$30k/\$20k/\$1.5k	\$15k/\$33k/\$40k/—
Largest B/AR configuration for integrated lab system	\$50k/\$200k/incl./\$3k		\$100k/\$275k/\$150k/—
Distinguishing features (supplied by vendor)	designed for commercial labs; can be	flexible service logic—mapping test to	• unlimited multi-tiered pricing, carve-outs,
	customized for special needs	services allows accurate billing while keeping	billing edits
	optional imaging module for requisitions and other related documents	a clean catalog • exception and denial tools allow easy	<ul> <li>HIS, commercial lab, SNF, ESRD, centralized billing for multi-site</li> </ul>
* B/AR=billing/accounts receivable	extensive capabilities to manage	• exception and denial tools allow easy tracing and handling	modular product offering to meet individual
** HL=hospital labs, IL=independent labs,	incomplete/missing billing information	<ul> <li>automatic solutions—travel charges</li> </ul>	site requirements
PP=pathology practices, P0=physician offices, OL=other locations		algorithm, conflicting panel algorithm, more	
offices, UL=other locations  ***other=sales, marketing, administration, other company functions		† Nos. reflect U.S. customers; company has large customer base in Israel	
, , , , , , , , , , , , , , , , , , , ,			

Tabulation does not represent an endorsement by the College of American Pathologists

CAP TODAY / 27

Billing/accounts receivable systems

Part 5 of 5	Telcor	Xifin
	Mitch Fry mitchf@telcor.com 1560 S. 70th St.	Lâle White 12670 High Bluff Drive, Ste. 200
	Lincoln, NE 68506	San Diego, CA 92104
See accompanying article on page 20	<b>402-489-1207</b> www.telcor.com	858-793-5700 www.xifin.com
Name of system	Billing Information System	Xifin AR
First/most recent B/AR* system installation	2004/2005	2001/2004
No. of contracts signed between Feb. 1, 2004–Feb. 1, 2005 Last major product release	2 (in process of going live) Feb. 2005	4 Feb. 2005
No. of contracts for sites operating B/AR system No. of sites where system is operational (HL/IL/PP/PO/OL)**	1 1 (0/1/0/0/0)	10 10 (4/4/1/0/1†)
		· '
No. of inpatient invoices handled by installed sites annually No. of outpatient requisitions handled by installed sites annually	n/a 700k	n/a 300k–1 m
Largest No. of hospitals/pathologists serviced by one B/AR system	4000/	8/hundreds
Percentage of installations that are stand-alone B/AR systems	100%	100%
Staff to develop/install/support/other*** • In entire company	10/11/11/8	20/4/13/4
In B/AR systems division	6/2/2/2	20/4/13/4††
No. of user workstations in sites operating system (minmax.)	4–50	26–60
Ave. No. of user workstations in sites operating system	<del>-</del>	36
Computer platform or service type	Intel-based Windows server	ASP
PC platform	Windows 2000, XP	PC Pentium class with Internet connection
Innovative peripherals	fax, PDF, e-mail	interfaced to bar-code printers, image management, credit/debit card readers, COLD storage
Operating system(s)	Windows 2000 or 2003 server	PC: MS Windows/Internet Explorer
Databases and tools used	MS SQL server 2000, .NET platform	Oracle 9i, Oracle Data Warehouse, Business Objects Report Writer, Veritas, Covalent, Quest
HIS interfaces	_	Cerner
LIS interfaces	— Novius Lab (Siemens)	Cerner, CCA, CIS, SCC, McKesson, Misys
Features (listed as a percentage of live installations or based on availability)		
Patient demographic data transferred via interface from LIS to billing system	available but not installed	100%
• 1500 claim form generation	100%	100%
UB-92 claim form generation     Client invoices	available but not installed 100%	100% 100%
• Patient invoices	100%	100%
Reprints of above on demand     May indicator tracking	100%	100%
Key indicator tracking     Test profile vs. component billing	100% 100%	100% 100%
Medical-necessity screening for Medicare	100%	100%
Professional component billing     Auto delete of nonbillable procedures	100% 100%	100% 100%
Technical component only	100%	100%
Retain demographic data, repeating patients     Accounts and patient payment posting	100% 100%	100% 100%
Accounts receivable system	100%	100%
Management/marketing reports     Automatic balance billing to patients	100% 100%	100% 100%
Capitation billing plus billable tests	100%	100%
Utilization reports for managed care     Services per diem/per discharge	100% not available	100% 100%
Global charges for lab tests	100%	100%
Unlimited user-defined fee schedules     Track financial classes	100% 100%	100% 100%
Allow open-item accounting	100%	100%
User report writer     Collection agency system	100% 100%	100% 100%
User-configurable dunning	100%	100%
Client services/call tracking module     Rules-based processing	available in 2006 100%	100% 100%
Multi-lab/multi-company processing	100%	100%
Support all HIPAA transaction sets	100%	100%
B/AR system supports electronic data interchange with	yes	yes
third-party payers and claims clearinghouses? • Functions offered	claims, remittance, client invoices, statements, rebill	interface creation/management to payers, clearinghouses,
		submission/remittance/eligibility/payer edits, fee schedules,
Third-party payers and claims clearinghouses with which system	ExpressBill, Claim.MD, Medicare, THIN	bank/credit card ProxyMed/NDC, Envoy, Per-Sé, PayerPath, Medicare, Medicaid,
is interfaced		BCBS, SoftRix, McKesson, GHN
Type of claim data generation	UB-92, 1500	UB-92, 1500, Medicaid (all states except CT, RI), NSF, ANSI (3041 3051, 4010)
Third-party rules and coding updates supported by system	none	ICD-9, CPT, LMRP, NCD, others
Complete ASP solution for B/AR system?  Method of charging for ASP service	no 	yes transaction based
Method of charging for ASP service Client software required	_ _	transaction based browser based
		21011001 22002
ASP information conduit	Ξ	operates over Internet
	_ _ _	
ASP information conduit Client contracts supported from data center not operated by client		operates over Internet 100%
ASP information conduit Client contracts supported from data center not operated by client How data center is operated		operates over Internet 100% by third party (SBC Communications)
ASP information conduit Client contracts supported from data center not operated by client How data center is operated  Indexed field in each test definition for LOINC code? Provide LOINC dictionary for each new installation?  Journaling?/source code?		operates over Internet 100% by third party (SBC Communications) yes
ASP information conduit Client contracts supported from data center not operated by client How data center is operated  Indexed field in each test definition for LOINC code? Provide LOINC dictionary for each new installation?  Journaling?/source code? Cost (hardware/software/installation & training/monthly maintenance)	no	operates over Internet 100% by third party (SBC Communications)  yes no  yes/escrow
ASP information conduit Client contracts supported from data center not operated by client How data center is operated  Indexed field in each test definition for LOINC code? Provide LOINC dictionary for each new installation?  Journaling?/source code? Cost (hardware/software/installation & training/monthly maintenance)  • Smallest stand-alone B/AR system  • Largest stand-alone B/AR system	no	operates over Internet 100% by third party (SBC Communications)  yes no  yes/escrow  n/a/\$1.25 per accession/\$145k per site/included in transaction fen/a/\$.89 per accession/\$300k per site/included in transaction fee
ASP information conduit Client contracts supported from data center not operated by client How data center is operated  Indexed field in each test definition for LOINC code? Provide LOINC dictionary for each new installation?  Journaling?/source code? Cost (hardware/software/installation & training/monthly maintenance)  • Smallest stand-alone B/AR system	no	operates over Internet 100% by third party (SBC Communications)  yes no
ASP information conduit Client contracts supported from data center not operated by client How data center is operated  Indexed field in each test definition for LOINC code? Provide LOINC dictionary for each new installation?  Journaling?/source code? Cost (hardware/software/installation & training/monthly maintenance)  • Smallest stand-alone B/AR system  • Largest stand-alone B/AR system  • Smallest B/AR configuration for integrated lab system	no yes (use dual-server mirroring)/escrow  — — — — —	operates over Internet 100% by third party (SBC Communications)  yes no  yes/escrow  n/a/\$1.25 per accession/\$145k per site/included in transaction fen/a/\$.89 per accession/\$300k per site/included in transaction fen/a/\$1.25 per accession/\$300k per site/included in transaction fen/a/\$1.89 per accession/\$300k per site/included in transaction fen/a/\$.89 per accession/\$400k per site/included in transaction fen/a/\$.80 per site/included in transaction fen/a/\$.
ASP information conduit Client contracts supported from data center not operated by client How data center is operated  Indexed field in each test definition for LOINC code? Provide LOINC dictionary for each new installation?  Journaling?/source code? Cost (hardware/software/installation & training/monthly maintenance)  • Smallest stand-alone B/AR system  • Largest stand-alone B/AR system  • Smallest B/AR configuration for integrated lab system  • Largest B/AR configuration for integrated lab system  Distinguishing features (supplied by vendor)	no  yes (use dual-server mirroring)/escrow	operates over Internet 100% by third party (SBC Communications)  yes no  yes/escrow  n/a/\$1.25 per accession/\$145k per site/included in transaction for n/a/\$.89 per accession/\$300k per site/included in transaction for n/a/\$1.25 per accession/\$300k per site/included in transaction for n/a/\$.89 per accession/\$300k per site/included in transaction for variation-based infrastructure services  • transaction-based infrastructure services • user-configurable, rules-driven workflow automation facilitat-
ASP information conduit Client contracts supported from data center not operated by client How data center is operated  Indexed field in each test definition for LOINC code? Provide LOINC dictionary for each new installation?  Journaling?/source code? Cost (hardware/software/installation & training/monthly maintenance)  • Smallest stand-alone B/AR system  • Largest stand-alone B/AR system  • Smallest B/AR configuration for integrated lab system  • Largest B/AR configuration for integrated lab system	no yes (use dual-server mirroring)/escrow	operates over Internet 100% by third party (SBC Communications)  yes no  yes/escrow  n/a/\$1.25 per accession/\$145k per site/included in transaction for n/a/\$.89 per accession/\$300k per site/included in transaction for n/a/\$1.25 per accession/\$145k per site/included in transaction for n/a/\$.89 per accession/\$300k per site/included in transaction for n/a/\$.89 per accession/\$10k per site/included in transaction fer  • transaction-based infrastructure services • user-configurable, rules-driven workflow automation facilitating incorporation of lab procedures and best practices
ASP information conduit Client contracts supported from data center not operated by client How data center is operated  Indexed field in each test definition for LOINC code? Provide LOINC dictionary for each new installation?  Journaling?/source code? Cost (hardware/software/installation & training/monthly maintenance)  • Smallest stand-alone B/AR system • Largest stand-alone B/AR system • Smallest B/AR configuration for integrated lab system • Largest B/AR configuration for integrated lab system  Distinguishing features (supplied by vendor)  * B/AR=billing/accounts receivable	no  yes (use dual-server mirroring)/escrow	operates over Internet 100% by third party (SBC Communications)  yes no  yes/escrow  n/a/\$1.25 per accession/\$145k per site/included in transaction fen/a/\$.89 per accession/\$300k per site/included in transaction fen/a/\$1.25 per accession/\$145k per site/included in transaction fen/a/\$.89 per accession/\$300k per site/included in transaction fen/a/\$.89 per accession/\$145k per site/included in transaction fen/a/\$185k per site/included in transa

Tabulation does not represent an endorsement by the College of American Pathologists

April 2005