Billing/accounts receivable systems

Part 1 of 8	Cerner Corp.	Computer Service & Support (CSS)
	Laura Anderson laura.anderson@cerner.com	Jim O'Neill jimjr@csslis.com
	2800 Rockcreek Parkway	2106 New Rd., E6
	Kansas City, MO 64117	Linwood, NJ 08221
	816-201-7189	609-653-6444/800-336-4277
See accompanying article on page 12	www.cerner.com	www.csslis.com
Name of system	Cerner Millennium ProFit	A/R-2000 version 8.0
First ever/most recent B/AR* system installation (based on March 2008 survey deadline)	2000/October 2007	1980/September 2007
Last major product release	May 2007	February 2008
No. of contracts for sites operating B/AR system	52	67
• Contracts signed since March 2007	10	3
• Contracts gone live since March 2007	7	2
No. of sites where system is operational (HL/IL/PP/PO/OL/FI)**	61	67 (0/60/6/0/0/1)
No. of inpatient invoices handled by installed sites annually	—	1,500–1,500,000 (avg., 750,000)
No. of outpatient requisitions handled by installed sites annually	—	1,500–1,500,000 (avg., 750,000)
Largest No. of hospitals/pathologists serviced by one B/AR system	—	—/30
Percentage of installations that are stand-alone B/AR systems	—	40%
Staff to develop/install and support/other***		
• In entire company	7,300+ total	6/8/5
• In B/AR systems division only	—	—
No. of user workstations in sites operating system	—	2–50
• Average No. of user workstations in sites operating system	—	10
Computer platform or service type	Compaq, IBM RS/6000	IBM RS/6000
PC platform	Intel Pentium	Windows 2000, XP, Millennium
Innovative peripherals		—
Operating system(s)	Open VMS, AIX, Unix	AIX 6.0
Databases and tools used	Oracle	LabBase
Information systems interfaces	—	McKesson, Medic, SCC Soft Computer, PCN, Advanced Data Systems, Aspyra, Misys
Features (listed as a percentage of live installations or based on availability)		
• Patient demographics transferred via interface from LIS to B/AR system	installed	100%
• 1500 claim form generation	100%	100%
• UB-92 claim form generation	100%	—
• Client invoices	100%	100%
• Patient invoices	100%	100%
• Reprints of above on demand	100%	100%
• Key indicator tracking	100%	100%
• Test profile vs. component billing	100%	100%
• Medical-necessity screening for Medicare	installed	100%
• Professional component billing	100%	20%
• Auto delete of nonbillable procedures	not available	100%
• Technical component only	100%	10%
• Retain demographic data, repeating patients	100%	100%
• Accounts and patient payment posting	100%	100%
• Accounts receivable system	100%	100%
• Management/marketing reports	100%	100%
• Automatic balance billing to patients	100%	100%
• Capitation billing plus billable tests	not available	10%
• Utilization reports for managed care	available but not installed	20%
• Global charges for lab tests	100%	100%
• Unlimited user-defined fee schedules	100%	—
• Track financial classes	100%	100%
• Allow open-item accounting	100%	100%
• User report writer	100%	75%
• Collection agency system	100%	25%
• User-configurable dunning	100%	100%
• Client services/call tracking module	not available	100%
• Rules-based processing/claims scrubbing	100%	100%
• Multi-lab/multi-company processing	installed	100%
• Support all HIPAA transaction sets	100%	100%
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses?	yes	yes
• Functions offered	claims, payments, eligibility, referral/authorization	claims ANSI 410-835 and 837 eligibility
• Third-party payers and claims clearinghouses with which system is interfaced	— (will interface with any clearinghouse and payer)	MedAvant, Emdeon
• Type of claim data generation	UB-92, 1500, UB-04	1500
Third-party rules and coding updates supported by system	Medical Necessity, Info-X, CPT-4, ICD-9	Ingenix
Complete ASP solution for B/AR system?	yes	yes
• Method of charging for ASP service	fixed fee	transaction based
• Client software required	requires that software be installed on a client PC	browser based
• ASP information conduit	operates over the Internet	requires use of a VPN or other dedicated connection
• Client contracts supported from data center not operated by client	130+	—
• How data center is operated	by vendor	by vendor
Indexed field in each test definition for LOINC code?	no	yes
Provide LOINC dictionary for each new installation?	no	no
JOURNALING?/SOURCE CODE?	YES/—	YES/YES
COST (HARDWARE/SOFTWARE/INSTALLATION & TRAINING/MONTHLY MAINTENANCE)		
• SMALLEST STAND-ALONE B/AR SYSTEM	—	$4K/10%/$5K/$0.25K
• LARGEST STAND-ALONE B/AR SYSTEM	—	$20K/$50K/$10K/$1.5K
• SMALLEST B/AR CONFIGURATION FOR INTEGRATED LAB SYSTEM	—	$5K/$10K/$5K/$0.25K
• LARGEST B/AR CONFIGURATION FOR INTEGRATED LAB SYSTEM	—	$20K/$50K/$10K/$1.5K
Distinguishing features (supplied by vendor)	• improves cash flow and reduces claims denials	• all billing applications are ANSI 4010 compliant
	• simplifies billing statements and improves customer service	• integrated PPS module for long-term care facility
	• streamlines business operations and reduces labor costs	• U.S.-based support staff

* B/AR=billing/accounts receivable
** HL=hospital labs, IL=independent labs, PP=pathology practices, PO=physician offices, OL=other U.S. locations, FI=foreign installations
*** other=sales, marketing, administration, other company functions

Tabulation does not represent an endorsement by the College of American Pathologists.   Survey editors: Raymond D. Aller, MD, and Hal Weiner

Billing/accounts receivable systems

Part 2 of 8	Cortex Medical Management Systems	Hex Laboratory Systems
	Stan Gordon sgordon@cortexmed.com	**Susan Bollinger** sbollinger@hexlab.com
	2107 Elliott Ave., Suite 201	1042B El Camino Real, Suite 308
	Seattle, WA 98121	Encinitas, CA 92024
	206-812-6981	800-729-2085
See accompanying article on page 12	www.cortexmed.com	www.hexlab.com
Name of system	**Cortex Medical Billing**	**Lab/Hex Billing & Cash Management**
First ever/most recent B/AR* system installation (based on March 2008 survey deadline)	1987/October 2007	1983/January 2008
Last major product release	September 2007	February 2008
No. of contracts for sites operating B/AR system	23	35
• Contracts signed since March 2007	2	3
• Contracts gone live since March 2007	3	3
No. of sites where system is operational (HL/IL/PP/PO/OL/FI)**	23 (1/2/18/1/1 ER billing service/0)	35 (0/30/2/0/3 veterinary, health department/0)
No. of inpatient invoices handled by installed sites annually	0	n/a
No. of outpatient requisitions handled by installed sites annually	2,000–100,000+ (avg., 67,500)	10,000–1,300,000 (avg., 200,000)
Largest No. of hospitals/pathologists serviced by one B/AR system	1/15	n/a/20
Percentage of installations that are stand-alone B/AR systems	15%	2%
Staff to develop/install and support/other***		
• In entire company	4+/3+/3+	4/9/2
• In B/AR systems division only	4+/2+/1+	—
No. of user workstations in sites operating system	1–26	3–64
• Average No. of user workstations in sites operating system	9	16
Computer platform or service type	client server, ASP	Intel open platform
PC platform	Windows 2000, XP, 2003, Vista	Windows
Innovative peripherals	—	image input/output, document scanning
Operating system(s)	Windows 2000, XP, 2003	Linux
Databases and tools used	Microsoft SQL server, Dynamics SL	Thoroughbred Basic, 4GL, SQL
Information system interfaces	Epic, Meditech, Cortex, Impac, SCC Soft Computer, Cerner, Aspyra	Siemens, CPSI, McKesson, Sunquest, Cerner, Misys, Experior, GE (Millbrook), PMSI, Hearts, Medic, other HL7
Features (listed as a percentage of live installations or based on availability)		
• Patient demographics transferred via interface from LIS to B/AR system	100%	100%
• 1500 claim form generation	100%	100%
• UB-92 claim form generation	0	100%
• Client invoices	75%	100%
• Patient invoices	100%	100%
• Reprints of above on demand	100%	100%
• Key indicator tracking	100%	100%
• Test profile vs. component billing	100%	100%
• Medical-necessity screening for Medicare	10%	100%
• Professional component billing	20%	100%
• Auto delete of nonbillable procedures	10%	100%
• Technical component only	20%	100%
• Retain demographic data, repeating patients	100%	100%
• Accounts and patient payment posting	100%	100%
• Accounts receivable system	100%	100%
• Management/marketing reports	100%	100%
• Automatic balance billing to patients	100%	100%
• Capitation billing plus billable tests	30%	100%
• Utilization reports for managed care	100%	100%
• Global charges for lab tests	100%	100%
• Unlimited user-defined fee schedules	100%	100%
• Track financial classes	100%	100%
• Allow open-item accounting	100%	100%
• User report writer	100%	100%
• Collection agency system	20% (interfaced)	100%
• User-configurable dunning	100%	100%
• Client services/call tracking module	10%	100%
• Rules-based processing/claims scrubbing	100%	100%
• Multi-lab/multi-company processing	20%	100%
• Support all HIPAA transaction sets	—	100%
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses?	yes	yes
• Functions offered	claims, statements, payments	claims, remittance, rebill, medical necessity, financial reports, others
• Third-party payers and claims clearinghouses with which system is interfaced	Zirmed, McKesson, PSC Info Group, others	MedAvant, THIN, Anthem, RealMed, Availity, Medicare, Medicaid in various states
• Type of claim data generation	1500	UB-92, 1500, ANSI 4010
Third-party rules and coding updates supported by system	—	MCF compliance, Info-X, ADP, Ingenix, any tab-delimited file
Complete ASP solution for B/AR system?	yes	no
• Method of charging for ASP service	fixed fee	—
• Client software required	requires software be installed on a client PC, terminal services	—
• ASP information conduit	requires use of a VPN or other dedicated connection	—
• Client contracts supported from data center not operated by client	3	—
• How data center is operated	by a third party (Ad Host)	—
Indexed field in each test definition for LOINC code?	no	yes
Provide LOINC dictionary for each new installation?	no	no
Journaling?/source code?	yes/escrow	yes/escrow
Cost (hardware/software/installation & training/monthly maintenance)		
• Smallest stand-alone B/AR system	n/a/0 (ASP)/$7k/$0.4k	$5k/$9.5k/$5k/$0.2k
• Largest stand-alone B/AR system	n/a/$200k/$42k/$3.6k	$25k/$65k/$25k/$1.25k
• Smallest B/AR configuration for integrated lab system	n/a/0 (ASP)/$7k/$0.4k	$1k/$5k/$2.5k/$0.1k
• Largest B/AR configuration for integrated lab system	n/a/$200k/$42k/$3.6k	$10k/$35k/$5k/$0.5k
Distinguishing features (supplied by vendor)	• one account per patient spanning multiple visits and multiple insurances • all detailed data—charges, payments, and adjustments—kept online forever • over 130 Crystal Reports with source code	• extensive flexibility with custom invoices and statements for clients and patients • no limitation to number of bill types, payers, providers, tests, pricing schedules, other user-definable files • experience in all lab areas, such as nursing homes, independent labs, clinics, hospitals

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** HL=hospital labs, IL=independent labs, PP=pathology practices, PO=physician offices, OL=other U.S. locations, FI=foreign installations
*** other=sales, marketing, administration, other company functions

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Billing/accounts receivable systems

Part 3 of 8	McKesson	Medical Information Technology (Meditech)
	Joseph R. Stabile joseph.stabile@mckesson.com	**Paul Berthiaume** pberthiaume@meditech.com
	5995 Windward Parkway	**Meditech Circle**
	Alpharetta, GA 30005	**Westwood, MA 02090**
	404-338-6000	**781-821-3000**
See accompanying article on page 12	www.mckesson.com	www.meditech.com
Name of system	**Horizon Lab Financials**	**Meditech Revenue Cycle–client/server**
First ever/most recent B/AR* system installation (based on March 2008 survey deadline)	**2006/October 2007**	**1977/March 2008**
Last major product release	**October 2007**	**January 2008**
No. of contracts for sites operating B/AR system	**0**	**332**
• Contracts signed since March 2007	3	49
• Contracts gone live since March 2007	0	38
No. of sites where system is operational (HL/IL/PP/PO/OL/FI)**	0	do not track†
No. of inpatient invoices handled by installed sites annually	—	do not track
No. of outpatient requisitions handled by installed sites annually	—	do not track
Largest No. of hospitals/pathologists serviced by one B/AR system	—	do not track
Percentage of installations that are stand-alone B/AR systems	0	do not track
Staff to develop/install and support/other*		
• In entire company	32,000 total	623+/1,598+/536+
• In B/AR systems division only	—	25+/106+/10+
No. of user workstations in sites operating system	—	do not track
• Average No. of user workstations in sites operating system	—	do not track
Computer platform or service type	Intel, Windows	Hewlett-Packard, Dell, EMC, IBM
PC platform	any standard Windows	Hewlett-Packard, Dell, EMC, IBM
Innovative peripherals	—	speech recognition, PACS scanning, identity management, patient monitoring
Operating system(s)	Windows	Windows 2000 Professional, XP on PCs, Windows 2000, 2003 on server
Databases and tools used	SQL server, Crystal Developer	SQL server, ODBC tools
Information system interfaces	McKesson	Lawson, Lynx, Cerner, McKesson, Siemens, others
Features (listed as a percentage of live installations or based on availability)		
• Patient demographics transferred via interface from LIS to B/AR system	available but not installed	installed
• 1500 claim form generation	available but not installed	installed
• UB-92 claim form generation	available but not installed	installed
• Client invoices	available but not installed	installed
• Patient invoices	available but not installed	installed
• Reprints of above on demand	available but not installed	installed
• Key indicator tracking	available but not installed	installed
• Test profile vs. component billing	available but not installed	installed
• Medical-necessity screening for Medicare	available but not installed	installed
• Professional component billing	available but not installed	installed
• Auto delete of nonbillable procedures	available but not installed	not available
• Technical component only	available but not installed	installed
• Retain demographic data, repeating patients	available but not installed	installed
• Accounts and patient payment posting	available but not installed	installed
• Accounts receivable system	available but not installed	100%
• Management/marketing reports	available but not installed	installed
• Automatic balance billing to patients	available but not installed	installed
• Capitation billing plus billable tests	available but not installed	not available
• Utilization reports for managed care	available but not installed	installed
• Global charges for lab tests	available but not installed	installed
• Unlimited user-defined fee schedules	available but not installed	installed
• Track financial classes	available but not installed	installed
• Allow open-item accounting	available but not installed	installed
• User report writer	available but not installed	installed
• Collection agency system	not available	not available
• User-configurable dunning	available but not installed	installed
• Client services/call tracking module	available but not installed	installed
• Rules-based processing/claims scrubbing	available but not installed	installed
• Multi-lab/multi-company processing	available but not installed	installed
• Support all HIPAA transaction sets	available but not installed	installed
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses?	yes	yes
• Functions offered	paper and electronic claims submission, payments, eligibility, automatic reprints and rebills, customizable invoices	ANSI 278 for authorization requests, ANSI 837 for institutional claims, ANSI 837 for professional claims, ANSI 835 for electronic payment
• Third-party payers and claims clearinghouses with which system is interfaced	— (can interface with any clearinghouse)	HDX, NEHEN, Veriquest, SSI, WebMD, MedUnite, Quovadx, Provider Advantage
• Type of claim data generation	UB-92, 1500	UB-92, 1500
Third-party rules and coding updates supported by system	ICD-9	3M, Hanys, HSS, IRP, QuadraMed
Complete ASP solution for B/AR system?	yes	no
• Method of charging for ASP service	transaction based	—
• Client software required	browser based	—
• ASP information conduit	operates over the Internet	—
• Client contracts supported from data center not operated by client	—	—
• How data center is operated	by vendor	—
Indexed field in each test definition for LOINC code?	yes	yes
Provide LOINC dictionary for each new installation?	no	yes
Journaling?/source code?	yes/escrow	yes/yes
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)	• **designed exclusively for workflow of outreach programs** • **extensive outreach business management tools—profitability analysis, utilization inquiry** • **advanced rules and pricing logic; uses latest technology**	• **38 years of experience in developing and implementing health care software** • **maximum revenue efficiency through an integrated revenue cycle and laboratory information system** • **accurate, up-to-the-minute patient data and charge information**

*   B/AR=billing/accounts receivable
** HL=hospital labs, IL=independent labs, PP=pathology practices, PO=physician offices, OL=other U.S. locations, FI=foreign installations
*** other=sales, marketing, administration, other company functions

†*42 sites in Canada, Bahamas, Puerto Rico*

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Billing/accounts receivable systems

	Medical Information Technology (Meditech)	MediSolution Ltd.
Part 4 of 8	Paul Berthiaume pberthiaume@meditech.com	Dawn Pyle dawn.pyle@medisolution.com
	Meditech Circle	3 World Financial Center
	Westwood, MA 02090	200 Vesey St.
	781-821-3000	New York, NY 10281-1021
See accompanying article on page 12	www.meditech.com	905-673-4100 www.medisolution.com
Name of system	**Meditech Revenue Cycle–Magic**	**Revenue Cycle Management**
First ever/most recent B/AR* system installation (based on March 2008 survey deadline)	1977/September 2007	1975/January 2008
Last major product release	February 2008	January 2008
No. of contracts for sites operating B/AR system	581	85
• Contracts signed since March 2007	8	3
• Contracts gone live since March 2007	9	3
No. of sites where system is operational (HL/IL/PP/PO/OL/FI)**	do not track†	85 (0/7/0/3/0/75–in Canada)
No. of inpatient invoices handled by installed sites annually	do not track	1,500–90,000 (avg., 40,000)
No. of outpatient requisitions handled by installed sites annually	do not track	10,000–1,000,000 (avg., 300,000)
Largest No. of hospitals/pathologists serviced by one B/AR system	do not track	23/0
Percentage of installations that are stand-alone B/AR systems	do not track	—
Staff to develop/install and support/other***		
• In entire company	623+/1,598+/536+	125/200/300
• In B/AR systems division only	25+/106+/10+	3/9/5
No. of user workstations in sites operating system	do not track	2–200
• Average No. of user workstations in sites operating system	do not track	25
Computer platform or service type	Hewlett-Packard, Dell, EMC, IBM	any Windows or UNIX-based servers
PC platform	Hewlett-Packard, Dell, EMC, IBM	Windows 2000, NT, XP
Innovative peripherals	speech recognition, PACS scanning, identity management, patient monitoring	bar-code readers, image scanners
Operating system(s)	Windows 2000 Professional, XP on PCs, Windows 2000, 2003 on server	UNIX, Linux, Windows
Databases and tools used	SQL server, ODBC tools	Oracle, Oracle Tools
Information system interfaces	Lawson, Lynx, Cerner, McKesson, Siemens, others	Cerner, MediSolution, Misys, Eclipsys, Clinibase, McKesson, Wyndgate Technologies, Orchard, proprietary, Aspyra, Technidata, others
Features (listed as a percentage of live installations or based on availability)		
• Patient demographics transferred via interface from LIS to B/AR system	installed	100%
• 1500 claim form generation	installed	100%
• UB-92 claim form generation	installed	100%
• Client invoices	installed	100%
• Patient invoices	installed	100%
• Reprints of above on demand	installed	100%
• Key indicator tracking	installed	available but not installed
• Test profile vs. component billing	installed	80%
• Medical-necessity screening for Medicare	installed	available but not installed
• Professional component billing	installed	100%
• Auto delete of nonbillable procedures	not available	100%
• Technical component only	installed	installed
• Retain demographic data, repeating patients	installed	100%
• Accounts and patient payment posting	installed	100%
• Accounts receivable system	100%	100%
• Management/marketing reports	installed	installed
• Automatic balance billing to patients	installed	100%
• Capitation billing plus billable tests	not available	installed
• Utilization reports for managed care	installed	installed
• Global charges for lab tests	installed	100%
• Unlimited user-defined fee schedules	installed	100%
• Track financial classes	installed	100%
• Allow open-item accounting	installed	100%
• User report writer	installed	installed
• Collection agency system	not available	100%
• User-configurable dunning	installed	100%
• Client services/call tracking module	installed	100%
• Rules-based processing/claims scrubbing	installed	100%
• Multi-lab/multi-company processing	installed	100%
• Support all HIPAA transaction sets	installed	100%
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses?	yes	yes
• Functions offered	ANSI 278 for authorization requests, ANSI 837 for institutional claims, ANSI 837 for professional claims, ANSI 835 for electronic payment	insurance inquiry/response (270/271), claims (837 I/P), claims inquiry/response (276/277), remittances (835)
• Third-party payers and claims clearinghouses with which system is interfaced	HDX, NEHEN, Veriquest, SSI, WebMD, MedUnite, Quovadx, Provider Advantage	Medicares, Medicaids (California), Highmark Blue Cross Blue Shield, WebMD, NEIC, Cydata, ProxyMed
• Type of claim data generation	UB-92, 1500	UB-92, 1500
Third-party rules and coding updates supported by system	3M, Hanys, HSS, IRP, QuadraMed	3M
Complete ASP solution for B/AR system?	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
Provide LOINC dictionary for each new installation?	yes	no
Journaling?/source code?	yes/yes	yes/escrow
Cost (hardware/software/installation & training/monthly maintenance)		
• Smallest stand-alone B/AR system	—	n/a/$30k/$66k/$0.5k
• Largest stand-alone B/AR system	—	n/a/$163k/$124.5k/$2.717k
• Smallest B/AR configuration for integrated lab system	—	n/a/$30k/$66k/$0.5k
• Largest B/AR configuration for integrated lab system	—	n/a/$163k/$124.5k/$2.717k
Distinguishing features (supplied by vendor)	• 38 years of experience in developing and implementing health care software	• rules-based system design
	• maximum revenue efficiency through an integrated revenue cycle and laboratory information system	• exception-based processing
	• accurate, up-to-the-minute patient data and charge information	• online workflow management

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*** other=sales, marketing, administration, other company functions

†122 sites in Canada, Puerto Rico, Panama, United Kingdom, Australia

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Billing/accounts receivable systems

Part 5 of 8	Multidata Computer Systems	Netlims NJ, LLC
	Michael Slater mrslater@mul.com	Avi Allerhand avi@netlims.com
	160 Broadway, Suite 1010	111 Town Square Place, Suite 700
	New York, NY 10038	Jersey City, NJ 07310
	212-967-6700	201-894-5300
See accompanying article on page 12	www.mul.com	www.netlims.com
Name of system	**MultiTech A/R**	**AutoBilling**
First ever/most recent B/AR* system installation (based on March 2008 survey deadline)	1984/2003	2003/2008
Last major product release	November 2007	March 2008
No. of contracts for sites operating B/AR system	36	3
• Contracts signed since March 2007	0	—
• Contracts gone live since March 2007	0	—
No. of sites where system is operational (HL/IL/PP/PO/OL/FI)**	36 (2/34/0/0/0/0)	3 (0/3/0/0/0/0)
No. of inpatient invoices handled by installed sites annually	0	—
No. of outpatient requisitions handled by installed sites annually	15,000– 5,000,000 (avg., 400,000)	120,000–1,200,000 (avg., 580,000)
Largest No. of hospitals/pathologists serviced by one B/AR system	1/n/a	—
Percentage of installations that are stand-alone B/AR systems	20%	—
Staff to develop/install and support/other***		
• In entire company	4/5/2	55/37/13
• In B/AR systems division only	2/2.5/1	11/5/0
No. of user workstations in sites operating system	4–100+	4–30
• Average No. of user workstations in sites operating system	15–20	10
Computer platform or service type	Intel x86 compatible, most Unix/Linux, HP Alpha	open platform
PC platform	Intel x86 compatible	Windows compatible
Innovative peripherals	optional image input/output management	images attachment, management
Operating system(s)	Windows Vista, XP, 2003, Unix/Linux, HP VMS	Windows, Unix
Databases and tools used	Caché, Kofax, VSI-Fax	any RDBMS
Information system interfaces	Siemens, Netsmart/CSM, IDX, Epic, Cerner, Psyche Systems, SCC Soft Computer, others	Siemens, Cerner, IDX, Misys, SCC Soft Computer
Features (listed as a percentage of live installations or based on availability)		
• Patient demographics transferred via interface from LIS to B/AR system	75%	100%
• 1500 claim form generation	100%	100%
• UB-92 claim form generation	10%	available but not installed
• Client invoices	100%	100%
• Patient invoices	100%	100%
• Reprints of above on demand	100%	100%
• Key indicator tracking	100%	100%
• Test profile vs. component billing	100%	100%
• Medical-necessity screening for Medicare	100%	100%
• Professional component billing	40%	100%
• Auto delete of nonbillable procedures	100%	100%
• Technical component only	20%	100%
• Retain demographic data, repeating patients	100%	100%
• Accounts and patient payment posting	100%	100%
• Accounts receivable system	100%	100%
• Management/marketing reports	100%	100%
• Automatic balance billing to patients	100%	100%
• Capitation billing plus billable tests	100%	100%
• Utilization reports for managed care	100%	100%
• Global charges for lab tests	80%	100%
• Unlimited user-defined fee schedules	100%	100%
• Track financial classes	100%	100%
• Allow open-item accounting	100%	100%
• User report writer	25%	100%
• Collection agency system	100%	100%
• User-configurable dunning	100%	100%
• Client services/call tracking module	100%	100%
• Rules-based processing/claims scrubbing	100%	100%
• Multi-lab/multi-company processing	25%	available but not installed
• Support all HIPAA transaction sets	100%	100%
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses?	yes	yes
• Functions offered	claims, payments, eligibility, service authorization	claims, payments, eligibility, rebill, authorization
• Third-party payers and claims clearinghouses with which system is interfaced	Emdeon	Emdeon (WebMD), NEIC, Express Bill, Zirmed, ProxyMed, others
• Type of claim data generation	UB-92, 1500	1500, client bill, ANSI 837
Third-party rules and coding updates supported by system	n/a	3M, CodeMap, AMA
Complete ASP solution for B/AR system?	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
Provide LOINC dictionary for each new installation?	yes	no
Journaling?/source code?	optional/escrow	yes/escrow
Cost (hardware/software/installation & training/monthly maintenance)		
• Smallest stand-alone B/AR system	$10k/$50k/included/$0.75k	—
• Largest stand-alone B/AR system	$100k/$200k/included/$3k	—
• Smallest B/AR configuration for integrated lab system	$5k/$25k/included/$0.5k	$28k/$100k/$20k/$1.5k
• Largest B/AR configuration for integrated lab system	$50k/$200k/included/$3k	—
Distinguishing features (supplied by vendor)	• designed for commercial labs, with tools to address payer determination and patient eligibility • optional integrated imaging/management module for requisitions and other related source documents • can be customized for special requirements	• exceptions and denials automatic tools allow easy tracing and handling • automation—travel algorithm, re-invoice, colliding panels • advanced service to tests logic allows accurate billing

*   B/AR=billing/accounts receivable
** HL=hospital labs, IL=independent labs, PP=pathology practices, PO=physician offices,
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*** other=sales, marketing, administration, other company functions

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Billing/accounts receivable systems

Part 6 of 8 See accompanying article on page 12	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** jan@schuylerhouse.com 26027 Huntington Lane, Unit F Valencia, CA 91355 800-706-0266 www.schuylab.com
Name of system	**Soft A/R**	**SchuyLab**
First ever/most recent B/AR* system installation (based on March 2008 survey deadline) Last major product release	1993/March 2008 December 2007	1994/March 2008 January 2008
No. of contracts for sites operating B/AR system • Contracts signed since March 2007 • Contracts gone live since March 2007 No. of sites where system is operational (HL/IL/PP/PO/OL/FI)**	60 6 7 68 (59/7/1/1/0/0)	183 6 6 183 (13/125/0/20/20 veterinary/5–in Guam, Aruba)
No. of inpatient invoices handled by installed sites annually No. of outpatient requisitions handled by installed sites annually Largest No. of hospitals/pathologists serviced by one B/AR system Percentage of installations that are stand-alone B/AR systems	n/a 1,000,000–6,500,000 (avg., 4,300,000) 3/7 —	100–2,000+ 25,000–500,000+ — 0
Staff to develop/install and support/other*** • In entire company • In B/AR systems division only	 725/304/224 35/10/6	 2/3/1 1/2/0
No. of user workstations in sites operating system • Average No. of user workstations in sites operating system	5–80 20	1–60 5
Computer platform or service type PC platform Innovative peripherals Operating system(s) Databases and tools used	IBM pSeries Intel-based PCs, Windows XP, 2000 imaging document control server: IBM AIX (Unix); workstation: Windows XP, 2000 Oracle	PC Dell recommended; can use any standard PC voice input, Vista OS Windows XP, Vista Pervasive, Btrieve
Information system interfaces	Cerner, Eclipsys, Epic, GE, Siemens, Meditech, McKesson, CPSI, QuadraMed, SCC Soft Computer, custom	A4, Acer, Affinity, AMI, Allscripts, Dairyland, Digital MD, GE, McKesson, Siemens, Misys, others
Features (listed as a percentage of live installations or based on availability) • Patient demographics transferred via interface from LIS to B/AR system • 1500 claim form generation • UB-92 claim form generation • Client invoices • Patient invoices • Reprints of above on demand • Key indicator tracking • Test profile vs. component billing • Medical-necessity screening for Medicare • Professional component billing • Auto delete of nonbillable procedures • Technical component only • Retain demographic data, repeating patients • Accounts and patient payment posting • Accounts receivable system • Management/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 • User report writer • Collection agency system • User-configurable dunning • Client services/call tracking module • Rules-based processing/claims scrubbing • Multi-lab/multi-company processing • Support all HIPAA transaction sets	 100% 50% 2% 80% 50% 50% 100% 100% 100% 100% 100% 30% 100% 80% 50% 100% 50% installed — 100% 100% 50% 100% 100% — 50% available but not installed 100% 2% 50%	 100% 80% 0 100% 100% 100% installed 100% 20% 100% 100% 100% 100% 100% 100% 100% 100% not available not available not available 100% 100% not available not available not available not available not available not available not available not available
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses? • Functions offered • Third-party payers and claims clearinghouses with which system is interfaced • Type of claim data generation Third-party rules and coding updates supported by system	yes claims, payments, secondary claims Medicare, BCBS, Quadax, ProxyMed, MVP, NEIC UB-92, 1500, 837 Professional and Institutional Quadax, Info-X	yes claims, rebill, remittance Office Ally, ProxyMed, Palmetto, MedAvant 1500 Code Map
Complete ASP solution for B/AR system? • Method of charging for ASP service • Client software required • ASP information conduit • Client contracts supported from data center not operated by client • How data center is operated	no — — — — —	no — — — — —
Indexed field in each test definition for LOINC code? Provide LOINC dictionary for each new installation?	yes no	yes no
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	yes/escrow $30k/$30k/$30k/— $55k/$275k/$150k/— 0/$30k/$30k/— 0/$275k/$150k/—	no/escrow n/a n/a $1k/$5k/$1.5k/1% of purchase price $2k/$30k/$1.5k/1% of purchase price
Distinguishing features (supplied by vendor)	• unlimited multi-tiered pricing, carve-outs, billing edits • HIS, commercial lab, SNF, ESRD, centralized billing for multi-site • modular product offering to meet individual site requirements	• direct Medicare and Medicaid billing in all regions of the United States • reasonable prices with on-site training • full integration with LIS

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*** other=sales, marketing, administration, other company functions

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Billing/accounts receivable systems

Part 7 of 8	Seacoast Laboratory Data Systems	Sunquest Information Systems
	Jim Whitehurst jim@sldsi.com	Sylvia Rothrock sylvia.rothrock@sunquestinfo.com
	195 New Hampshire Ave., Suite 140	250 S. Williams Blvd.
	Portsmouth, NH 03801	Tucson, AZ 85711
	603-431-4114 ext. 20	877-239-6337
See accompanying article on page 12	www.sldsi.com	www.sunquestinfo.com
Name of system	**SurroundLab AR**	**Sunquest Clinical Financial**
First ever/most recent B/AR* system installation (based on March 2008 survey deadline)	2001/March 2008	1985/2007
Last major product release	February 2008	2007
No. of contracts for sites operating B/AR system	51	81
• Contracts signed since March 2007	8	1
• Contracts gone live since March 2007	6	2
No. of sites where system is operational (HL/IL/PP/PO/OL/FI)**	53 (4/44/3/0/2 billing services/0)	225 (41/153/31/0/0/0)
No. of inpatient invoices handled by installed sites annually	—	12,000 maximum (avg., 8,000)
No. of outpatient requisitions handled by installed sites annually	1,200–2,500,000 (avg., 900,000)	5,000–4,000,000 (avg., 250,000)
Largest No. of hospitals/pathologists serviced by one B/AR system	—/8	8/45
Percentage of installations that are stand-alone B/AR systems	60%	—
Staff to develop/install and support/other***		
• In entire company	15/25/10	410/270/80
• In B/AR systems division only	8/15/5	230/250/80
No. of user workstations in sites operating system	4–100+	5–125
• Average No. of user workstations in sites operating system	20	35
Computer platform or service type	—	IBM, HP
PC platform	—	Dell, HP
Innovative peripherals	digital fax	—
Operating system(s)	Windows, Linux	AIX, HP-UX
Databases and tools used	Caché, M-21	Caché
Information system interfaces	Misys, Meditech, McKesson, Orchard, Cerner	McKesson, Cerner, Siemens, IDX, Epic, Eclypsis, Sunquest, SCC Soft Computer, GE, LabCorp, Impac, Meditech, others
Features (listed as a percentage of live installations or based on availability)		
• Patient demographics transferred via interface from LIS to B/AR system	100%	100%
• 1500 claim form generation	100%	95%
• UB-92 claim form generation	30%	10%
• Client invoices	100%	100%
• Patient invoices	100%	100%
• Reprints of above on demand	100%	100%
• Key indicator tracking	100%	100%
• Test profile vs. component billing	100%	100%
• Medical-necessity screening for Medicare	100%	95%
• Professional component billing	30%	95%
• Auto delete of nonbillable procedures	100%	100%
• Technical component only	30%	90%
• Retain demographic data, repeating patients	100%	100%
• Accounts and patient payment posting	100%	100%
• Accounts receivable system	100%	100%
• Management/marketing reports	100%	100%
• Automatic balance billing to patients	100%	90%
• Capitation billing plus billable tests	20%	20%
• Utilization reports for managed care	20%	100%
• Global charges for lab tests	100%	90%
• Unlimited user-defined fee schedules	100%	100%
• Track financial classes	100%	100%
• Allow open-item accounting	100%	100%
• User report writer	installed	100%
• Collection agency system	installed	100%
• User-configurable dunning	100%	100%
• Client services/call tracking module	100%	—
• Rules-based processing/claims scrubbing	100%	100%
• Multi-lab/multi-company processing	100%	100%
• Support all HIPAA transaction sets	100%	100%
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses?	yes	yes
• Functions offered	837 claims, 835 remit, 270/271 eligibility, custom files	submission, remittance
• Third-party payers and claims clearinghouses with which system is interfaced	— (can interface with any)	Per-Sé, WebMD, Cydata, NEIC, Quadex, Regence, Medical Manager of Ohio, others
• Type of claim data generation	UB-92, 1500	UB-92, 1500, custom
Third-party rules and coding updates supported by system	Code Map	3M
Complete ASP solution for B/AR system?	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	no
Provide LOINC dictionary for each new installation?	no	no
Journaling?/source code?	yes/escrow	yes/escrow
Cost (hardware/software/installation & training/monthly maintenance)		
• Smallest stand-alone B/AR system	$10k/$50k/$10k/$1k	—
• Largest stand-alone B/AR system	$40k/$300k/$50k/—	—
• Smallest B/AR configuration for integrated lab system	—	—
• Largest B/AR configuration for integrated lab system	—	—
Distinguishing features (supplied by vendor)	• designed exclusively for the commercial laboratory	• modular implementation scales from start-up client invoicing to full-scale insurance billing and accounts payable
	• real-time billing and accounts receivable data	• provides a seamless interface to leading LIS applications, with extensive management-analysis capabilities
	• complete access to data via any ODBC-capable report writer	• extensive validation prior to claims submission reduces claim rejection rate

*   B/AR=billing/accounts receivable
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Billing/accounts receivable systems

Part 8 of 8 See accompanying article on page 12	Telcor **Mitch Fry** mitch.fry@telcor.com **1560 S. 70th St.** **Lincoln, NE 68506** **402-489-1207** www.telcor.com	Xifin **Steve Nielson** snielson@xifin.com **12670 High Bluff Drive, Suite 200** **San Diego, CA 92130** **858-436-2914** www.xifin.com
Name of system	**Billing Information System**	**Xifin Revenue Cycle Management**
First ever/most recent B/AR* system installation (based on March 2008 survey deadline) **Last major product release**	**2004/February 2008** **March 2008**	**2001/September 2007** **March 2008**
No. of contracts for sites operating B/AR system **• Contracts signed since March 2007** **• Contracts gone live since March 2007** **No. of sites where system is operational (HL/IL/PP/PO/OL/FI)****	**17** **6** **4** **12 (4/7/0/0/1 academic/0)**	**16** **3** **4** **17 (8/7/2/0/0/0)**
No. of inpatient invoices handled by installed sites annually **No. of outpatient requisitions handled by installed sites annually** **Largest No. of hospitals/pathologists serviced by one B/AR system** **Percentage of installations that are stand-alone B/AR systems**	**n/a** **45,000– 2,125,000 (avg., 428,000)** **26/40** **70%**	**n/a** **84,000–6,250,000 (avg., 960,000)** **n/a** **100%**
Staff to develop/install and support/other*** **• In entire company** **• In B/AR systems division only**	 **16/18/21** **8/10/5**	 **22/24/6** **22/24/6**
No. of user workstations in sites operating system **• Average No. of user workstations in sites operating system**	**4–50** **20**	**19–209** **80**
Computer platform or service type **PC platform** **Innovative peripherals** **Operating system(s)** **Databases and tools used**	**Intel-based Windows server** **Windows 2000, XP** **integrated fax, PDF, e-mail, Excel export** **Windows 2000, 2003 server** **MS SQL server, .Net platform, Crystal Reports, Excel, PDF**	**SaaS (software as a service)–Web browser based** **PC–Intel with Internet connection** **bar-code printers, image management, OCR readers, fax, archived storage** **Windows 2000, XP, Vista with Internet Explorer 6 or 7** **Oracle 10g Enterprise Edition, Business Objects Enterprise XI**
Information system interfaces	**Siemens, Cerner, Sunquest, GE, Orchard, others**	**Cerner, McKesson, Misys, SCC Soft Computer, Aspyra, CIS, Impac, Netlims, eTeleNext**
Features (listed as a percentage of live installations or based on availability) **• Patient demographics transferred via interface from LIS to B/AR system** **• 1500 claim form generation** **• UB-92 claim form generation** **• Client invoices** **• Patient invoices** **• Reprints of above on demand** **• Key indicator tracking** **• Test profile vs. component billing** **• Medical-necessity screening for Medicare** **• Professional component billing** **• Auto delete of nonbillable procedures** **• Technical component only** **• Retain demographic data, repeating patients** **• Accounts and patient payment posting** **• Accounts receivable system** **• Management/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** **• User report writer** **• Collection agency system** **• User-configurable dunning** **• Client services/call tracking module** **• Rules-based processing/claims scrubbing** **• Multi-lab/multi-company processing** **• Support all HIPAA transaction sets**	 **installed** **available in December 2008** **installed** **installed** **installed**	 **100%**
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses? **• Functions offered** **• Third-party payers and claims clearinghouses with which system is interfaced** **• Type of claim data generation** **Third-party rules and coding updates supported by system**	**yes** **claims, remittance, client invoices, statements, rebill, eligibility, transaction scrubbing rules logic, payment statistics, remittance analysis, others** **Express Bill, Claim.MD, THIN, Epremis, e-Gate, GHN, McKesson, Medicare, Blue Cross, Medicaids, UHIN** **UB-92, 1500, UB-04, state specific** **allows import from CMS files—CCI LCD/NCDs, CPT, NPI, ICD-9**	**yes** **payer and clearinghouse management; electronic submissions, remittance, eligibility, acknowledgement, status check; payer edits; secondary claims generation; others** **Medicare carriers, Medicaids, Blue Cross, UHC, Aetna, Cigna, MedAvant, McKesson, others** **UB-92, 1500, others** **LCD/NCDs, CCI, OCE, ICD-9, procedure codes by payer and year, UPIN/NPI, payer edits**
Complete ASP solution for B/AR system? **• Method of charging for ASP service** **• Client software required** **• ASP information conduit** **• Client contracts supported from data center not operated by client** **• How data center is operated**	**yes** **fixed fee, service fee** **requires that software be installed on a client PC** **requires use of a VPN or other dedicated connection** **0** **by vendor**	**yes** **fixed fee, transaction based** **browser based** **operates over the Internet** **100%** **by a third party (AT&T)**
Indexed field in each test definition for LOINC code? **Provide LOINC dictionary for each new installation?**	**yes** **no**	**yes** **no**
Journaling?/source code? **Cost (hardware/software/installation & 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**	**yes/yes** **$15k/$48k/$20k/$1k** **$50k/$348k/$149k/$5k** **—** **—**	**yes/escrow** **n/a/$1.25 per accession/$145k/included** **n/a/$0.89 per accession/$300k/included** **n/a/$1.25 per accession/$145k/included** **n/a/$0.89 per accession/$300k/included**
Distinguishing features (supplied by vendor) *** B/AR=billing/accounts receivable** **** HL=hospital labs, IL=independent labs, PP=pathology practices, PO=physician offices,** ** OL=other U.S. locations, FI=foreign installations** ***** other=sales, marketing, administration, other company functions**	**• specifically designed for the workflow and business of outreach and reference laboratories** **• extensive decision support and business management tools, profitability analysis, utilization inquiry, revenue inquiry** **• uses the latest technology with unparalleled data access**	**• includes ongoing programming, integration, database maintenance** **• user-configurable, rules-driven workflow automation facilitating incorporation of lab procedures and best practices** **• comprehensive error/denial management resources and correspondence capabilities**

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