

Billing/accounts receivable systems

Part 1 of 6	Cerner Corp. Lance Yoder lyoder@cerner.com 2800 Rock Creek Parkway Kansas City, MO 64117 816-201-5936 www.cerner.com
See accompanying article on page 16	
Name of system	Cerner Millennium ProFit
First ever/most recent B/AR* system installation	2000/October 2006
Last major product release	October 2006
No. of contracts for sites operating B/AR system	52
• No. of contracts signed that are not yet live	25
• Contracts signed since June 2006/contracts gone live since June 2006	n/a/5
No. of sites where system is operational (HL/IL/PP/PO/OL/FL)**	38
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	4/—
Percentage of installations that are stand-alone B/AR systems	0
Staff to develop/install and support/other***	
• In entire company	7,300+ total
• In B/AR systems division only	—
No. of interactive terminals in sites operating system (min.-max.)	—
Avg. No. of interactive terminals in sites operating system	—
• Computer platform or service type	Compaq, IBM RS/6000
• PC platform	Intel Pentium
• Innovative peripherals	—
• Operating system(s)	Open VMS, AIX Unix
• Databases and tools used	Oracle
HIS interfaces	—
LIS interfaces	—
Features (listed as a percentage of live installations or based on availability)	
• Patient demographics moved via interface from LIS to B/AR system	installed
• 1500 claim form generation	100%
• UB-92 claim form generation	100%
• Client invoices	100%
• Patient invoices	100%
• Reprints of above on demand	100%
• Key indicator tracking	100%
• Test profile vs. component billing	100%
• Medical-necessity screening for Medicare	installed
• Professional component billing	100%
• Auto delete of nonbillable procedures	not available
• Technical component only	100%
• Retain demographic data, repeating patients	100%
• Accounts and patient payment posting	100%
• Accounts receivable system	100%
• Management/marketing reports	100% (management only)
• Automatic balance billing to patients	100%
• Capitation billing plus billable tests	not available
• Utilization reports for managed care	available but not installed
• Global charges for lab tests	100%
• Unlimited user-defined fee schedules	100%
• Track financial classes	100%
• Allow open-item accounting	100%
• User report writer	100%
• Collection agency system	—
• User-configurable dunning	100%
• Client services/call tracking module	not available
• Rules-based processing/claims scrubbing	100%
• Multi-lab/multi-company processing	installed
• Support all HIPAA transaction sets	100%
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses?	yes
• Functions offered	claims, payments, eligibility, referral/authorization
• Third-party payers and claims clearinghouses with which system is interfaced	will interface with any clearinghouse and payer per client requirements
Type of claim data generation	UB-92, 1500, UB-04
Third-party rules and coding updates supported by system	Medical Necessity, Info-X, CPT-4, ICD-9
Complete ASP solution for B/AR system?	yes
Method of charging for ASP service	fixed fee
Client software required	requires software be installed on a client PC
ASP information conduit	operates over the Internet
Client contracts supported from data center not operated by client	130+
How data center is operated	by vendor
Indexed field in each test definition for LOINC code?	no
Provide LOINC dictionary for each new installation?	no
Journaling?/source code?	—/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)	<ul style="list-style-type: none"> • improves cash flow and reduces claims denials • simplifies billing statements and improves customer service • streamlines business operations and reduces labor costs
* B/AR=billing/accounts receivable	
** HL=hospital labs, IL=independent labs, PP=pathology practices, PO=physician offices, OL=other U.S. locations, FL=foreign installations	
***other=sales, marketing, administration, other company functions	

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Survey editors: Raymond D. Aller, MD, Hal Weiner

Billing/accounts receivable systems

Part 2 of 6	Computer Service & Support James T. O'Neill jimjr@csslis.com 2106 New Rd., E6 Linwood, NJ 08221 800-366-4277 www.csslis.com	Cortex Medical Management Systems Stanley C. Gordon sgordon@cortexmed.com 2107 Elliott Ave., Ste. 201 Seattle, WA 98121 206-812-6981 www.cortexmed.com	Hex Laboratory Systems Susan Bollinger sbollinger@hexlab.com 1042B El Camino Real, Ste. 308 Encinitas, CA 92024 800-729-2085 www.hexlab.com
See accompanying article on page 16			
Name of system	A/R 2000 version 8.0	Cortex Medical Billing System	Lab/Hex Billing & Cash Management
First ever/most recent B/AR* system installation	1980/2005	1987/March 2007	1983/April 2007
Last major product release	January 2007	February 2007	April 2007
No. of contracts for sites operating B/AR system	67	23	32
• No. of contracts signed that are not yet live	6	0	1
• Contracts signed since June 2006/contracts gone live since June 2006	3/3	3/3	2/1
No. of sites where system is operational (HL/IL/PP/PO/OL/Fl)**	67 (60/7/0/0/0)	46 (0/21/21/2 ¹ /2/0)	32 (0/27/2/0/3 ¹ /0)
No. of inpatient invoices handled by installed sites annually	1,500–1,500,000 (avg., 750,000)	0	10,000–1,300,000 (avg., 200,000)
No. of outpatient requisitions handled by installed sites annually	1,500–1,500,000 (avg., 750,000)	25,000–2,000,000 (avg., 200,000)	n/a
Largest No. of hospitals/pathologists serviced by one B/AR system	—/30	1/20	n/a/20
Percentage of installations that are stand-alone B/AR systems	40%	25%	—
Staff to develop/install and support/other***			
• In entire company	6/8/5	4/4/4	4/9/2
• In B/AR systems division only	—	2/2/2	—
No. of interactive terminals in sites operating system (min.–max.)	3–50	2–17	3–64
Avg. No. of interactive terminals in sites operating system	10	8	16
• Computer platform or service type	IBM RS/6000	Windows client, Windows terminal server, ASP	Intel open platform
• PC platform	XP Client	Windows compatible	Windows
• Innovative peripherals	—	—	image input/output, scan requisitions, storage and retrieval, e-billing, e-remittance
• Operating system(s)	AIX 5.3	Windows	Linux
• Databases and tools used	LabBase	Windows SQL server	Thoroughbred Basic, 4GL, SQL
HIS interfaces	McKesson, Medic, SCC, PCN, Advanced Data Systems, Aspyra, Misys	Cerner, McKesson, Meditech	Siemens, McKesson, Misys, Cerner, Exporior, Millbrook, PMSI, others
LIS interfaces	Aspyra, Misys, McKesson, SCC	Cerner, SCC, Impac, McKesson	Lab/Hex, AP Easy, CPSI, Cerner, Misys
Features (listed as a percentage of live installations or based on availability)			
• Patient demographics moved via interface from LIS to B/AR system	100%	50%	100%
• 1500 claim form generation	100%	100%	100%
• UB-92 claim form generation	—	0	100%
• Client invoices	100%	100%	100%
• Patient invoices	100%	100%	100%
• Reprints of above on demand	100%	100%	100%
• Key indicator tracking	100%	100%	100%
• Test profile vs. component billing	100%	100%	100%
• Medical-necessity screening for Medicare	100%	0	100%
• Professional component billing	20%	100%	100%
• Auto delete of nonbillable procedures	100%	0	100%
• Technical component only	10%	50%	100%
• Retain demographic data, repeating patients	100%	100%	100%
• Accounts and patient payment posting	100%	100%	100%
• Accounts receivable system	100%	100%	100%
• Management/marketing reports	100%	100%	100%
• Automatic balance billing to patients	100%	100%	100%
• Capitation billing plus billable tests	10%	100%	100%
• Utilization reports for managed care	20%	100%	100%
• Global charges for lab tests	100%	100%	100%
• Unlimited user-defined fee schedules	—	100%	100%
• Track financial classes	100%	100%	100%
• Allow open-item accounting	100%	100%	100%
• User report writer	75%	100%	100%
• Collection agency system	25%	100%	100%
• User-configurable dunning	100%	100%	100%
• Client services/call tracking module	100%	0	100%
• Rules-based processing/claims scrubbing	100%	100%	100%
• Multi-lab/multi-company processing	100%	100%	100%
• Support all HIPAA transaction sets	100%	75%	100%
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses?	yes	yes	—
• Functions offered	claims ANSI 410–835 and 837 eligibility	claims, statements, rebills, payments	claims, remittance, rebill, acknowledgements, medical necessity, management reports
• Third-party payers and claims clearinghouses with which system is interfaced	MedAvant, WebMD, Emdeon	Zirmed, McKesson	MedAvant, THIN, Anthem, Medicare and Medicaid
Type of claim data generation	1500	1500	UB-92, 1500, ANSI 4010
Third-party rules and coding updates supported by system	Ingenix	none	MCF Compliance, Info-X, ADP, Ingenix, and with tab-delimited files
Complete ASP solution for B/AR system?	—	yes	—
Method of charging for ASP service	transaction based	fixed fee	—
Client software required	browser based	requires software be installed on a client PC	—
ASP information conduit	requires use of a VPN or other dedicated connection	operates over the Internet	—
Client contracts supported from data center not operated by client	—	10	—
How data center is operated	by vendor	by a third party (Ad Host)	—
Indexed field in each test definition for LOINC code?	yes	no	yes
Provide LOINC dictionary for each new installation?	no	no	no
Journaling?/source code?	yes/yes	yes/escrow	yes/escrow
Cost (hardware/software/installation & training/monthly maintenance)			
• Smallest stand-alone B/AR system	\$5k/\$10k/\$5k/\$0.25k	\$5k/\$25k/\$10k/\$0.4k	\$5k/\$9.5k/\$5k/\$0.2k
• Largest stand-alone B/AR system	\$20k/\$50k/\$10k/\$1.5k	\$50k/\$250k/\$50k/\$4k	\$25k/\$65k/\$25k/\$1.25k
• Smallest B/AR configuration for integrated lab system	\$5k/\$10k/\$5k/\$0.25k	\$5k/\$25k/\$10k/\$0.4k	\$1k/\$5k/\$2.5k/\$0.1k
• Largest B/AR configuration for integrated lab system	\$20k/\$50k/\$10k/\$1.5k	\$50k/\$250k/\$50k/\$4k	\$10k/\$35k/\$5k/\$0.5k
Distinguishing features (supplied by vendor)	<ul style="list-style-type: none"> all billing applications are ANSI 4010 compliant integrated PPS module for long-term care facility U.S.-based support staff 	<ul style="list-style-type: none"> fully integrated with Cortex anatomic pathology system use own software in medical billing service (www.bluetango.biz) fast, efficient implementations; one account per patient with multiple insurances 	<ul style="list-style-type: none"> extensive flexibility no limitations to number of bill types, provider, tests, pricing schedules, etc. experience in all lab arenas, including nursing homes, independent labs, clinics, and hospitals
* B/AR=billing/accounts receivable			
** HL=hospital labs, IL=independent labs, PP=pathology practices, PO=physician offices, OL=other U.S. locations, Fl=foreign installations			
***other=sales, marketing, administration, other company functions		¹ emergency room physicians, physician billing service	¹ veterinary, health department

Billing/accounts receivable systems

Part 3 of 6	McKesson Provider Technologies Joseph Stabile joseph.stabile@mckesson.com 5995 Windward Parkway Alpharetta, GA 30005 800-981-8601 www.mckesson.com	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
See accompanying article on page 16			
Name of system	Horizon Lab Financials†	Meditech Revenue Cycle–client/server	Meditech Revenue Cycle–Magic
First ever/most recent B/AR* system installation	January 2006/January 2006	1977/April 2007	1977/April 2007
Last major product release	January 2007	April 2007	slated for August 2007
No. of contracts for sites operating B/AR system	0	321	1,315
• No. of contracts signed that are not yet live	1	—†	—†
• Contracts signed since June 2006/contracts gone live since June 2006	1/0	—†	—†
No. of sites where system is operational (HL/IL/PP/PO/OL/FI)**	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	—	60/—	32/—
Percentage of installations that are stand-alone B/AR systems	0	2%	5%
Staff to develop/install and support/other***			
• In entire company	6,000 total	596/1,532/283	596/1,532/283
• In B/AR systems division only	—	—†	—†
No. of interactive terminals in sites operating system (min.–max.)	—	—†	—†
Avg. No. of interactive terminals in sites operating system	—	—†	—†
• Computer platform or service type	Intel/Windows	Hewlett-Packard, Dell, EMC, IBM	Hewlett-Packard, Dell, EMC, IBM
• PC platform	any standard Windows	Hewlett-Packard, Dell, EMC, IBM	Hewlett-Packard, Dell, EMC, IBM
• Innovative peripherals	—	speech recognition, PACS, scanning, identity management, patient monitoring	speech recognition, PACS, scanning, identity management, patient monitoring
• Operating system(s)	Windows	Windows 2000 Professional, XP on PCs; Windows 2000 and 2003 on server	Windows 2000 Professional, XP on PCs; Windows 2000 and 2003 on server
• Databases and tools used	SQL server, Crystal Developer	SQL server, ODBC tools	SQL server, ODBC tools
HIS interfaces	—	Cerner, Epic, McKesson, Siemens	Cerner, Epic, McKesson, Siemens
LIS interfaces	Horizon Lab	Cerner, McKesson, Siemens, others	Cerner, McKesson, Siemens, others
Features (listed as a percentage of live installations or based on availability)			
• Patient demographics moved via interface from LIS to B/AR system	available but not installed	installed	installed
• 1500 claim form generation	available but not installed	installed	installed
• UB-92 claim form generation	available but not installed	installed	installed
• Client invoices	available but not installed	installed	installed
• Patient invoices	available but not installed	installed	installed
• Reprints of above on demand	available but not installed	installed	installed
• Key indicator tracking	available but not installed	installed	installed
• Test profile vs. component billing	available but not installed	installed	installed
• Medical-necessity screening for Medicare	available but not installed	installed	installed
• Professional component billing	available but not installed	installed	installed
• Auto delete of nonbillable procedures	available but not installed	not available	not available
• Technical component only	available but not installed	installed	installed
• Retain demographic data, repeating patients	available but not installed	installed	installed
• Accounts and patient payment posting	available but not installed	installed	installed
• Accounts receivable system	available but not installed	100%	installed
• Management/marketing reports	available but not installed	installed	installed
• Automatic balance billing to patients	available but not installed	installed	installed
• Capitation billing plus billable tests	available but not installed	not available	not available
• Utilization reports for managed care	available but not installed	installed	installed
• Global charges for lab tests	available but not installed	installed	installed
• Unlimited user-defined fee schedules	available but not installed	installed	installed
• Track financial classes	available but not installed	installed	installed
• Allow open-item accounting	available but not installed	installed	installed
• User report writer	available but not installed	installed	installed
• Collection agency system	not available	not available	not available
• User-configurable dunning	available but not installed	installed	installed
• Client services/call tracking module	available but not installed	installed	installed
• Rules-based processing/claims scrubbing	available but not installed	installed	installed
• Multi-lab/multi-company processing	available but not installed	installed	installed
• Support all HIPAA transaction sets	available but not installed	installed	installed
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses?	yes	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 837P for professional claims, ANSI 835 for electronic payments for ANSI 270 and 271: interfaces to HDX, Nehen, Veriquest, SSI, WebMD, MedUnite, Quovadx, Provider Advantage	ANSI 278 for authorization requests, ANSI 837 for institutional claims, ANSI 837P for professional claims, ANSI 835 for electronic payments for ANSI 270 and 271: interfaces to HDX, Nehen, Veriquest, SSI, WebMD, MedUnite, Quovadx, Provider Advantage
• Third-party payers and claims clearinghouses with which system is interfaced	can interface with any clearinghouse	UB-92, 1500	UB-92, 1500
Type of claim data generation	UB-92, 1500	3M (Encoder and Grouper Plus), 3M HDM, Hanys, HSS, IRP, QuadraMed	3M (Encoder and Grouper Plus), 3M HDM, Hanys, HSS, IRP, QuadraMed
Third-party rules and coding updates supported by system	ICD codes		
Complete ASP solution for B/AR system?	yes	no	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	no	no
Provide LOINC dictionary for each new installation?	no	no	no
Journaling?/source code?	—/escrow	yes/yes	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)	<ul style="list-style-type: none"> • advanced, robust Microsoft .Net; user-friendly point-and-click application • predicts, monitors, and manages profitability • advanced rules and pricing logic 	<ul style="list-style-type: none"> • 38 years of experience in developing and implementing health care software • maximum revenue efficiency through integrated revenue cycle and lab/microbiology products • accurate, up-to-the-minute patient data and charge information 	<ul style="list-style-type: none"> • 38 years of experience in developing and implementing health care software • maximum revenue efficiency through integrated revenue cycle and lab/microbiology products • 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			
	†system recently introduced commercially and not yet live at an installed site	†company does not track this information	†company does not track this information

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Billing/accounts receivable systems

Part 4 of 6	MediSolution Jim Schroeder jim.schroeder@medisolution.com 1904 E. Fairfield St. Mesa, AZ 85203 480-834-0936 www.medisolution.com	Multidata Computer Systems Michael Slater mrslater@mul.com 55 Broad St., 10th floor New York, NY 10004 212-967-6700 ext. 8118 www.mul.com	Netlims Co. LLC avi@netlims.com 96 Engle St., 2nd floor Englewood, NJ 07631 201-894-5300 www.netlims.com
See accompanying article on page 16			
Name of system	Virtuo Revenue Cycle Management	MultiTech A/R	AutoBilling
First ever/most recent B/AR* system installation	1975/March 2007	1984/2003	2003/August 2006
Last major product release	January 2007	October 2006	April 2007
No. of contracts for sites operating B/AR system	57	36	4
• No. of contracts signed that are not yet live	5	0	2
• Contracts signed since June 2006/contracts gone live since June 2006	12/7	0/0	2/1
No. of sites where system is operational (HL/IL/PP/PO/OL/FI)**	57 (1/6/0/4/2/44)	36 (2/34/0/0/0/0)	4 (0/4/0/0/0/0)
No. of inpatient invoices handled by installed sites annually	1,500–90,000 (avg., 40,000)	0	—
No. of outpatient requisitions handled by installed sites annually	10,000–1,000,000 (avg., 300,000)	15,000–4,500,000 (avg., 350,000)	120,000–1,200,000 (avg., 580,000)
Largest No. of hospitals/pathologists serviced by one B/AR system	15/10	1/n/a	n/a
Percentage of installations that are stand-alone B/AR systems	43%	20%	0
Staff to develop/install and support/other***			
• In entire company	90/160/70	4/5/2	55/35/12
• In B/AR systems division only	4/10/5	2/2.5/1	11/5/0
No. of interactive terminals in sites operating system (min.–max.)	2–200	4–100+	4–30
Avg. No. of interactive terminals in sites operating system	25	15–20	10
• Computer platform or service type	any Windows- or UNIX-based servers	Intel x86 compatible, most Unix/Linux, HP Alpha	open platform
• PC platform	Windows 2000, NT, XP	Intel x86 compatible	Windows compatible
• Innovative peripherals	bar-code readers, image scanners	optional image input/output management	images attachment and management
• Operating system(s)	Unix, Linux, Windows	Windows Vista, XP, 2003; Unix/Linux; HP VMS	Windows/Unix
• Databases and tools used	Oracle, Oracle Tools	Caché, Kofax, VSI-Fax	any RDBMS
HIS interfaces	Cerner, Misys, Eclipsys, Orchard, proprietary, others	Siemens, IDX, Epic, others	Siemens, Cerner, IDX
LIS interfaces	Cerner, SCC, Aspyra, proprietary, Orchard, others	Cerner, Psyche, SCC, Aspyra	Misys, SCC
Features (listed as a percentage of live installations or based on availability)			
• Patient demographics moved via interface from LIS to B/AR system	100%	75%	100%
• 1500 claim form generation	100%	100%	100%
• UB-92 claim form generation	100%	10%	available but not installed
• Client invoices	100%	100%	100%
• Patient invoices	100%	100%	100%
• Reprints of above on demand	100%	100%	100%
• Key indicator tracking	available but not installed	100%	100%
• Test profile vs. component billing	80%	100%	100%
• Medical-necessity screening for Medicare	available but not installed	100%	100%
• Professional component billing	100%	40%	100%
• Auto delete of nonbillable procedures	100%	100%	100%
• Technical component only	installed	20%	100%
• Retain demographic data, repeating patients	100%	100%	100%
• Accounts and patient payment posting	100%	100%	100%
• Accounts receivable system	100%	100%	100%
• Management/marketing reports	installed	100%	100%
• Automatic balance billing to patients	100%	100%	100%
• Capitation billing plus billable tests	installed	100%	100%
• Utilization reports for managed care	installed	100%	100%
• Global charges for lab tests	100%	80%	100%
• Unlimited user-defined fee schedules	100%	100%	100%
• Track financial classes	100%	100%	100%
• Allow open-item accounting	100%	100%	100%
• User report writer	installed	25%	100%
• Collection agency system	—	100%	100%
• User-configurable dunning	100%	100%	100%
• Client services/call tracking module	100%	100%	100%
• Rules-based processing/claims scrubbing	100%	100%	100%
• Multi-lab/multi-company processing	100%	25%	available but not installed
• 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	insurance inquiry/response (270/271), claims (837 I/P), claims inquiry/response (276/277), remittances (835)	claims, payments, eligibility	claims, payments, eligibility, rebill, authorization
• Third-party payers and claims clearinghouses with which system is interfaced	Medicare, Medicaid (California), Blue Cross, Highmark, WebMD, others	Emdeon	Emdeon (WebMD), NEIC, Express Bill, Zirmed, ProxyMed, others
Type of claim data generation	UB-92, 1500	UB-92, 1500	1500, client bill
Third-party rules and coding updates supported by system	3M	n/a	3M, CodeMap, AMA
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?	no	no	no
Journaling?/source code?	yes/yes	optional/escrow	yes/escrow
Cost (hardware/software/installation & training/monthly maintenance)			
• Smallest stand-alone B/AR system	\$25k/\$30k/\$65.24k/\$0.5k	\$10k/\$50k/included/\$0.75k	—
• Largest stand-alone B/AR system	\$80k/\$163k/\$124.14k/\$2.717k	\$100k/\$200k/included/\$3k	—
• Smallest B/AR configuration for integrated lab system	\$25k/\$30k/\$65.24k/\$0.5k	\$5k/\$25k/included/\$0.5k	\$28k/\$100k/\$20k/\$1.5k
• Largest B/AR configuration for integrated lab system	\$80k/\$163k/\$124.14k/\$2.717k	\$50k/\$200k/included/\$3k	—
Distinguishing features (supplied by vendor)	<ul style="list-style-type: none"> rules-based system design exception-based processing online workflow management; embedded work queues ensure efficient followup and collections procedures 	<ul style="list-style-type: none"> designed for commercial labs optional integrated imaging/management module for requisitions and other related documents system can be customized for special requirements 	<ul style="list-style-type: none"> exceptions and denials automatic tools allows easy tracing and handling automation—travel algorithm, reinvoice, 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, OL=other U.S. locations, FI=foreign installations			
***other=sales, marketing, administration, other company functions			

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Billing/accounts receivable systems

Part 5 of 6	SCC Soft Computer Ellie Vahman ellie@softcomputer.com 5400 Tech Data Drive Clearwater, FL 33760 727-789-0100 www.softcomputer.com	Schuyler House Janet L. Chennault schuylerlab@schuylerhouse.com 26027 Huntington Lane, Unit F Valencia, CA 91355 800-706-0266 www.schuylerlab.com	Seacoast Laboratory Data Systems Jim Whitehurst jim@sldsi.com 195 New Hampshire Ave., Ste. 140 Portsmouth, NH 03801 603-431-4114 www.sldsi.com
See accompanying article on page 16			
Name of system	Soft A/R	SchuyLab Billing	SurroundLab AR
First ever/most recent B/AR* system installation	1993/April 2007	1994/April 2007	2001/February 2007
Last major product release	January 2007	May 2007	February 2007
No. of contracts for sites operating B/AR system	53	177	41
• No. of contracts signed that are not yet live	10	2	3
• Contracts signed since June 2006/contracts gone live since June 2006	1/4	2/9	7/4
No. of sites where system is operational (HL/IL/PP/PO/OL/FI)**	61 (52/7/1/1/0/0)	177 (12/122/0/13/23/7)	38 (4/30/2/0/2 [†] /0)
No. of inpatient invoices handled by installed sites annually	n/a	100–2,000 claims [†]	—
No. of outpatient requisitions handled by installed sites annually	1,000,000–6,500,000 (avg., 4,300,000)	100–2,000 claims [†]	1,200–2,500,000 (avg., 900,000)
Largest No. of hospitals/pathologists serviced by one B/AR system	3/7	— ^{††}	—/8
Percentage of installations that are stand-alone B/AR systems	0	0	70%
Staff to develop/install and support/other***			
• In entire company	692/45/430	2/3/1	15/10/10
• In B/AR systems division only	35/10/6	—	—
No. of interactive terminals in sites operating system (min.–max.)	5–80	1–20	4–60
Avg. No. of interactive terminals in sites operating system	20	5	20
• Computer platform or service type	IBM pSeries	PC	—
• PC platform	Windows XP, 2000, NT, 98	recommend Dell—can use any standard PC	—
• Innovative peripherals	imaging document control	Vista OS: voice input	—
• Operating system(s)	IBM AIS, AIX	Windows 98, ME, XP, Vista	Windows, Linux
• Databases and tools used	Oracle	Pervasive Btrieve	Caché, M-21
HIS interfaces	Siemens, Meditech, McKesson, Eclipsys, CPSI, GE/IDX, QuadraMed, Keane, Cerner, others	GE, McKesson, Siemens, Misys, others	—
LIS interfaces	SCC SoftLab	integrated with SchuyLab	Misys, Meditech, Cerner, McKesson, Orchard
Features (listed as a percentage of live installations or based on availability)			
• Patient demographics moved via interface from LIS to B/AR system	100%	100%	100%
• 1500 claim form generation	50%	80%	100%
• UB-92 claim form generation	2%	0	30%
• Client invoices	80%	100%	100%
• Patient invoices	50%	100%	100%
• Reprints of above on demand	50%	100%	100%
• Key indicator tracking	100%	installed	100%
• Test profile vs. component billing	100%	100%	100%
• Medical-necessity screening for Medicare	100%	20%	100%
• Professional component billing	100%	100%	30%
• Auto delete of nonbillable procedures	100%	100%	100%
• Technical component only	30%	100%	30%
• Retain demographic data, repeating patients	100%	100%	100%
• Accounts and patient payment posting	80%	100%	100%
• Accounts receivable system	50%	100%	100%
• Management/marketing reports	100%	100%	100%
• Automatic balance billing to patients	50%	100%	100%
• Capitation billing plus billable tests	installed	0	20%
• Utilization reports for managed care	—	0	20%
• Global charges for lab tests	100%	—	100%
• Unlimited user-defined fee schedules	100%	100%	100%
• Track financial classes	50%	100%	100%
• Allow open-item accounting	100%	0	100%
• User report writer	100%	0	installed
• Collection agency system	—	0	installed
• User-configurable dunning	50%	0	100%
• Client services/call tracking module	available but not installed	0	100%
• Rules-based processing/claims scrubbing	100%	0	100%
• Multi-lab/multi-company processing	2%	0	100%
• Support all HIPAA transaction sets	50%	0	100%
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses?	yes	yes	yes
• Functions offered	claims, payments, secondary claims	claims, rebill, remittance	837 and 835 claims and remits, 270 eligibility, special eligibility
• Third-party payers and claims clearinghouses with which system is interfaced	Medicare, BCBS, Quadax, ProxyMed, MVP, NEIC, others	ProxyMed/MedAvant, Office Ally, Palmetto	—
Type of claim data generation	UB-92, 1500, 837 Professional and Institutional	1500	UB-92, 1500
Third-party rules and coding updates supported by system	Quadax	CodeMap	CodeMap
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?	no	no	no
Journaling?/source code?	yes/escrow	no/escrow	yes/escrow
Cost (hardware/software/installation & training/monthly maintenance)			
• Smallest stand-alone B/AR system	\$40k/\$30k/\$50k/—	n/a	\$10k/\$30k/\$20k/\$1k
• Largest stand-alone B/AR system	\$100k/\$275k/\$150k/—	n/a	\$30k/\$30k/\$50k/\$4k
• Smallest B/AR configuration for integrated lab system	\$15k/\$33k/\$40k/—	\$0 ^{†††} –\$5k/\$1k/1% of purchase price	—
• Largest B/AR configuration for integrated lab system	\$100k/\$275k/\$150k/—	\$7k ^{††††} –\$30k/\$2k/1% of purchase price	—
Distinguishing features (supplied by vendor)	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> direct Medicare and Medicaid billing in all regions of United States reasonable prices; on-site training; full integration with LIS 	<ul style="list-style-type: none"> systems designed exclusively for commercial and outreach labs real-time billing and accounts receivable data complete access via ODBC to all data elements

* 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

[†] company defines a claim as "all billable items in a single accession"^{††} system oriented toward independent labs^{†††} presumes use of shared stations^{††††} presumes use of dedicated billing stations[†] billing services

Billing/accounts receivable systems

Part 6 of 6	Telcor	WebPathLab	Xifin
See accompanying article on page 16	Mitch Fry mitch.fry@telcor.com 1560 S. 70th St. Lincoln, NE 68506 402-489-1207 www.telcor.com	Peter Williams peter@webpathlab.com 1004 River Rock Drive, Ste. 240 Folsom, CA 95630 800-984-1840 www.webpathlab.com	Steve Nielson snielson@xifin.com 12670 High Bluff Drive, Ste. 200 San Diego, CA 92130 858-793-5700 www.xifin.com
Name of system	Billing Information System	WebPathLab	Xifin AR
First ever/most recent B/AR* system installation	2004/May 2007	2005/2007	2001/April 2007
Last major product release	April 2007	2007	April 2007
No. of contracts for sites operating B/AR system	11	5	16
• No. of contracts signed that are not yet live	3	1	2
• Contracts signed since June 2006/contracts gone live since June 2006	7/4	3/2	5/4
No. of sites where system is operational (HL/IL/PP/PO/OL/Fl)**	11 (4/6/0/0/1/0)	5 (0/0/4/0/1/0)	17 (7/8/2/0/0/0)
No. of inpatient invoices handled by installed sites annually	0	0	n/a
No. of outpatient requisitions handled by installed sites annually	10–700,000 (avg., 1,500)	15,000	120,000–2,000,000 (avg., 640,000)
Largest No. of hospitals/pathologists serviced by one B/AR system	26/35	—/15	n/a
Percentage of installations that are stand-alone B/AR systems	70%	100%	100%
Staff to develop/install and support/other***			
• In entire company	14/16/18	4/6/2	22/22/6
• In B/AR systems division only	7/9/4	4/6/2	22/22/6
No. of interactive terminals in sites operating system (min.–max.)	4–50	2–20	10–56
Avg. No. of interactive terminals in sites operating system	20	11	30
• Computer platform or service type	Intel-based Windows server	ASP	ASP
• PC platform	Windows 2000, XP	any PC connected to the Internet	PC-Pentium with Internet connection
• Innovative peripherals	fax, PDF, e-mail, Excel export	imaging, scanning, secure faxing	interfaced to bar-code printers, image management, OCR readers, fax, archived storage
• Operating system(s)	Windows 2000, 2003 servers	Windows 2003 server	Windows 2000, XP with Internet Explorer
• Databases and tools used	MS SQL server, .Net platform	SQL DB, Internet Explorer	Oracle 9.2, Oracle data warehouse, Business Objects XI Report Writer, Veritas, Covalent, Quest
HIS interfaces	Invision, Tandem	WebPathLab	Cerner, McKesson
LIS interfaces	Siemens, Cerner, Misys, PowerPath, Orchard, GE	WebPathLab	Cerner, McKesson, Misys, SCC, Aspyra, CIS, Tamtron, Netlims, eTelexnext
Features (listed as a percentage of live installations or based on availability)			
• Patient demographics moved via interface from LIS to B/AR system	installed	100%	100%
• 1500 claim form generation	installed	100%	100%
• UB-92 claim form generation	installed	not available	100%
• Client invoices	installed	100%	100%
• Patient invoices	installed	available but not installed	100%
• Reprints of above on demand	installed	100%	100%
• Key indicator tracking	installed	100%	100%
• Test profile vs. component billing	installed	100%	100%
• Medical-necessity screening for Medicare	installed	available but not installed	100%
• Professional component billing	installed	100%	100%
• Auto delete of nonbillable procedures	installed	available but not installed	100%
• Technical component only	installed	100%	100%
• Retain demographic data, repeating patients	installed	100%	100%
• Accounts and patient payment posting	installed	100%	100%
• Accounts receivable system	installed	100%	100%
• Management/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	installed	available but not installed	100%
• User report writer	installed	available but not installed	100%
• Collection agency system	installed	not available	100%
• User-configurable dunning	installed	not available	100%
• Client services/call tracking module	available fourth quarter 2007	available but not installed	100%
• Rules-based processing/claims scrubbing	installed	available but not installed	100%
• Multi-lab/multi-company processing	installed	100%	100%
• Support all HIPAA transaction sets	installed	100%	100%
B/AR system supports electronic data interchange with third-party payers and claims clearinghouses?	yes	yes	yes
• Functions offered	claims, remittance, client invoices, statements, rebill	AP system interface, claims, payments, rebills, aging, ERA, others	systems integration, payer and clearinghouse management, electronic submissions/remittance, payer edits, secondary claims generation, fee schedule, others
• Third-party payers and claims clearinghouses with which system is interfaced	Express Bill, Claim.MD, THIN, ePremis, e-Gate, GHN, McKesson Transaction Hub, Medicare, UHIN	ENS, others	Medicare carriers and FIs, Medicaid, BC, UHC, Aetna, Cigna, MedAvant, Per-Sé, others
Type of claim data generation	UB-92, 1500, UB-04, state specific	1500	UB-92, 1500, non-standard Medicaid
Third-party rules and coding updates supported by system	allows import from CMS files	ICD-9, CPT, NPI, legacy numbers	LCD/NCDS, CCI, OCE, ICD-9, others
Complete ASP solution for B/AR system?	yes	yes	yes
Method of charging for ASP service	fixed fee	transaction based	transaction based
Client software required	requires software be installed on a client PC	browser based	browser based
ASP information conduit	requires use of a VPN or other dedicated connection	operates over the Internet	operates over the Internet
Client contracts supported from data center not operated by client	—	5	100%
How data center is operated	by vendor	by vendor or lab can choose billing company	by a third party (AT&T)
Indexed field in each test definition for LOINC code?	yes	no	yes
Provide LOINC dictionary for each new installation?	no	no	no
Journaling?/source code?	yes/escrow	yes/escrow	yes/escrow
Cost (hardware/software/installation & training/monthly maintenance)	—	—	—
• Smallest stand-alone B/AR system	—	\$0/\$20k/\$0/\$0.15k	n/a/\$1.25 per transaction/\$145k/included
• Largest stand-alone B/AR system	—	\$0/\$20k/\$0/\$0.15k	n/a/\$0.89 per transaction/\$300k/included
• Smallest B/AR configuration for integrated lab system	—	\$0/\$20k/\$0/\$0.15k	n/a/\$1.25 per transaction/\$145k/included
• Largest B/AR configuration for integrated lab system	—	\$0/\$20k/\$0/\$0.15k	n/a/\$0.89 per transaction/\$300k/included
Distinguishing features (supplied by vendor)	<ul style="list-style-type: none"> designed exclusively for workflow of outreach programs extensive outreach business management tools—profitability analysis, utilization inquiry uses latest technology—SQL server, exports to Excel, e-mail 	<ul style="list-style-type: none"> Web based and seamlessly integrated with WebPathLab's AP solution The CMS 1500 is ready for submittal immediately after report is signed out on-line, real-time resource management reporting 	<ul style="list-style-type: none"> services include ongoing programming, integration, and database maintenance user-configurable, rules-driven workflow automation facilitating incorporation of lab procedures and best practices comprehensive error/denial management resources and correspondence capabilities

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

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

¹ academic site

¹ anesthesia service provider