

Part 1 of 5	Advanced Data Systems Jim O'Neill jim.o@adsc.com Paramus, NJ 800-899-4237 ext. 2061 www.adsc.com	CompuGroup Medical Gene Williamson gene.williamson@cgm.com Owings Mills, MD 800-359-0911 www.cgm.com/us	Cortex Medical Management Systems Carrie Cohen ccohen@cortexmed.com Seattle, WA 206-812-6981 www.cortexmed.com
Name of billing/accounts receivable/revenue cycle management system	MedicsPremier	CGM SCHUYLAB Billing†	Cortex RCM Medical Billing
Configuration of billing/AR/RCM system	available as a dedicated module for Advanced Data Systems' EHR and as a standalone product designed to interface with any company's LIS and EHR	available as a dedicated module for CompuGroup Medical's clinical LIS	available as a dedicated module for Cortex's AP LIS and as a standalone product designed to interface with any company's LIS and EHR
How billing/AR/RCM functionality is deployed	avail. as a local server and a cloud-based offering; for the latter, \$0.30-\$0.50 per transaction/per patient based on volume, \$3,500 implementation/training	available as a local server	available as a local server and as an ASP and a cloud-based offering; for the latter, installation, training, and subscription fees
Cost of smallest install of customer-managed billing/AR/RCM server/software*	\$15,000 (annual maintenance fee, \$1,200)	\$20,000 (annual maintenance fee, \$1,920)	\$35,000 (annual maintenance fee, \$12,000)
Cost of largest install of customer-managed billing/AR/RCM server/software*	\$265,000 (annual maintenance fee, \$35,000)	\$304,123 (annual maintenance fee, \$32,316)	\$250,000 (annual maintenance fee, \$45,000)
Year company began selling billing/AR/RCM systems (any brand or model)	1977	1990	1983
Most recent billing/AR/RCM system client go-live (based on Feb. 2022 survey deadline)	February 2022	October 2021	October 2021
Last major release or update of featured billing/AR/RCM system	November 2021 (version 12.2)	February 2022 (version 3.3.14E)	September 2021 (version V10.2.15)
No. of contracts for sites using billing/AR/RCM system	615	101	43
• No. of sales of billing/AR/RCM system between Feb. 2021-Jan. 2022	53	3	2
• No. of clients that went live with billing/AR/RCM system, Feb. 2021-Jan. 2022	41	3	2
No. of sites operating billing/AR/RCM system that are hospital labs in U.S./commercial medical (nonhospital) sites in U.S.**/foreign medical labs	0/621 (153 AP labs + 58 molecular or NGS labs + 268 clinical reference labs + 142 physician office labs)/0	4/72 (5 AP labs + 5 molecular or NGS labs + 42 clinical reference labs + 10 physician office labs + 10 other U.S. locations—veterinary, independent reference labs)/25— independent reference labs, physician office labs, hospitals	0/42 (AP labs)/0
Company markets billing/AR/RCM system outside the U.S.	no	yes (in Guam, Caribbean, Canada, Africa, Pacific Rim, South East Asia)	no
• Foreign locations in which billing/AR/RCM system is installed	none	Guam, Caribbean, Canada, Africa, Pacific Rim, S.E. Asia	—
Human languages (other than English) offered on system	none	Spanish, Portuguese, Chinese, German, French, Italian	—
No. of invoices handled by installed sites annually	2,000–4,425,000 (average, 2,213,500)	100–1,000,000+	—
No. of requisitions handled by installed sites annually	3,500–3,900,000 (average, 1,951,750)	100–1,000,000+	—
Range in No. of users who access billing/AR/RCM system	5–725 (average, 25)	1–65 (average, 4)	2–30 (average, 12)
Approximate No. of employees in entire company	350	1,650	12
Company provides list of client sites to potential customers on request	yes (partial list of comparable sites but prospective client must sign a nondisclosure agreement)	yes (provide a list of customers who have agreed to speak with prospective clients)	yes (with permission from existing clients)
Programming languages and development applications or environments	C++, SQL	C	.Net, SQL, C#
Operating systems	Microsoft Windows	Microsoft Windows 7, 8, 10, Vista	Microsoft Windows
Databases	InterSystems Caché, Microsoft SQL	FairCom C-Tree, Pervasive Btrieve	SQL
Functionality incorporated in product:			
• Generates CMS 1500 (HCFA-1500) claim form (paper version)	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Generates UB-04 (CMS 1450) claim form (paper version)	installed at laboratory sites	not available for this software	not available for this software
• Generates client invoices/Generates patient invoices/Generates family invoices	installed at laboratory sites (all three features)	installed at laboratory sites/installed at laboratory sites/ not available for this software	installed at laboratory sites (all three features)
• Guarantor billing	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to produce a GAAP, FASB, and SOX-compliant end-of-month financial package with referential integrity	installed at laboratory sites	not available for this software	—
• Billing by test profile/Component billing	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Medical-necessity screening for Medicare	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to split technical component and professional component and bill separately	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Prevents billing for nonbillable procedures	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Patient demographic data transferred via interface from LIS or EHR to billing system	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Retains demographic data for repeating patients	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Account and patient payment posting/Full accounts receivable functionality	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites/—
• Credit card processing	installed at laboratory sites	not available for this software	installed at laboratory sites
• Automatic balance billing to patient after receiving remittance that satisfies CPT codes on insurance	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to fee-for-service bill tests and codes carved out of capitated plans	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Generates utilization reports for managed care/Generates global charges for lab tests	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Ability to set an unlimited No. of user-defined fee schedules	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to separate payers into lab-defined groups and report on groups	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Displays expected reimbursement by payer	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Allows open-item accounting	installed at laboratory sites	not available for this software	installed at laboratory sites
• Client services or call tracking module	installed at laboratory sites	not available for this software	installed at laboratory sites
• Benefit eligibility checking with auto-update	installed at laboratory sites	under development	available via a third party
• User-defined patient dunning cycles/User-defined patient collection process	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• User report writer	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to audit user activity/Ability to measure user productivity	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Storage and management of supporting documentation on claims and appeals	installed at laboratory sites	not available for this software	installed at laboratory sites
• Automated workflow for identifying errors up front and addressing them prior to claim submission	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Appeals tracking/Appeals success metrics	installed at laboratory sites (both features)	under development (both features)	—
• Underpayment tracking/Key indicator tracking	installed at laboratory sites (both features)	installed at laboratory sites/not available for this software	installed at laboratory sites (both features)
• Generates financial reports/Generates operational reports	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Reports client performance in terms of payment rates, denials, similar metrics	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• AI-enabled analytics that support workflow automation and configuration	installed at laboratory sites	not available for this software	available via a third party
Portals provided on billing/AR/RCM system	client/physician Web portal, patient service center Web portal, patient Web portal	client/physician Web portal, patient service center Web portal, patient Web portal	none
Means by which billing/AR/RCM system tracks profitability	test, payer, client (user's choice); sales rep portal	functionality not provided	test, payer, client (user's choice)
Advanced system capabilities	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule, 14-day rule	rules-based processing, claims scrubbing, bundling/unbundling	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule, 14-day rule
Standards and coding systems supported	HIPAA transaction sets, X12 5010A1, ICD-10, CPT, HCPCS level II	HIPAA transaction sets, X12 5010A1, ICD-10, CPT	HIPAA transaction sets, ICD-10, CPT, HCPCS level II
System supports EDI with third-party payers and claims clearinghouses	yes (with Change Healthcare)	yes (with eMEDIX, Office Ally, ProxyMed, Ontario Health Insurance Plan)	yes
Code changes automatically accepted by billing/AR/RCM system via interfaces	yes (using CMS functionality)	yes (using CodeMap)	yes (using CMS functionality)
Billing/AR/RCM system provides indexed field in each test definition for LOINC code	yes	yes	no
Client gets copy of source code/User group that meets on established schedule	escrow/yes (via webinar)	escrow/no	escrow/yes (in person [on hold during COVID])
Methods by which users can tailor billing/AR/RCM system in their own setting	ad hoc query tools	user-defined interfaces	user-defined interfaces, dictionary settings, user programming against LIS database
Qualified users or third parties can modify or augment standard billing/AR/RCM system functionality or features	yes (client users)	yes (client users)	no (all modifications made by vendor)
Distinguishing product features (supplied by company)	<ul style="list-style-type: none"> proprietary laboratory billing workflow specially customized to meet each lab's billing needs denial-preventer functionality alerts to likely denials before claims are submitted 	<ul style="list-style-type: none"> direct Medicare and Medicaid billing, including claims and remittance, in all regions of the United States not third-party software; fully integrated with CGM SCHUYLAB laboratory information system 	<ul style="list-style-type: none"> product-management tools increase the speed with which customers get paid more than 40 years of experience assisting laboratories with revenue collection

All information is supplied by the companies listed. The tabulation does not represent an endorsement by the CAP.

Product guide editors: Raymond D. Aller, MD, and Dennis Winsten

* total cost includes hardware, software, installation, and training
 ** breakdown of commercial medical (nonhospital) sites generalized
 Note: A dash in lieu of an answer means company did not answer question or question is not applicable

†formerly Schuyler House SchuyLab Billing

Part 2 of 5	Diamond Computing Matt Rosenberger matt@diamondcomputing.net Johns Creek, GA 800-486-5980 www.diamondcomputing.net	Epic Nick Trentadue ntrentad@epic.com Verona, WI 608-271-9000 www.epic.com	LigoLab Suren Avunjian suren@ligolab.com Glendale, CA 818-395-4659 www.ligolab.com
Name of billing/accounts receivable/revenue cycle management system	LabGEM Billing	Resolute	LigoLab LIS & RCM Operating Platform
Configuration of billing/AR/RCM system	available as a standalone product designed to interface with any company's LIS and EHR	available as a dedicated module for Epic's clinical LIS and EHR and as a standalone product designed to interface with any company's LIS and EHR	available as a standalone product designed to interface with any company's LIS and EHR
How billing/AR/RCM functionality is deployed	available as a local server	available as a local server and as an ASP and a cloud-based offering	available as a local server and a cloud-based offering
Cost of smallest install of customer-managed billing/AR/RCM server/software*	\$10,000 (annual maintenance fee, \$1,800)	—	\$60,000 (annual maintenance fee included)
Cost of largest install of customer-managed billing/AR/RCM server/software*	\$20,000 (annual maintenance fee, \$3,600)	—	\$8,500,000 (annual maintenance fee included)
Year company began selling billing/AR/RCM systems (any brand or model)	1984	2002	2018
Most recent billing/AR/RCM system client go-live (based on Feb. 2022 survey deadline)	December 2020	February 2022	January 2022
Last major release or update of featured billing/AR/RCM system	August 2021 (version 3.13)	November 2021 (version Epic November 2021)	January 2022 (version 2021.4.12)
No. of contracts for sites using billing/AR/RCM system	9	467	not tracked by contract
• No. of sales of billing/AR/RCM system between Feb. 2021–Jan. 2022	0 (2 prospective sales postponed due to COVID)	—	—
• No. of clients that went live with billing/AR/RCM system, Feb. 2021–Jan. 2022	0	—	—
No. of sites operating billing/AR/RCM system that are hospital labs in U.S./commercial medical (nonhospital) sites in U.S.**/foreign medical labs	0/9 (1 AP lab + 8 clinical reference labs)/0	286/2 (1 molecular or NGS lab + 1 other U.S. location–public health)/26	0/100+ (>75 AP labs + 8 molecular or NGS labs + 17 clinical reference labs)/0
Company markets billing/AR/RCM system outside the U.S.	no	yes (in Canada, Denmark, Finland, Saudi Arabia, United Arab Emirates, Netherlands, UK)	no
• Foreign locations in which billing/AR/RCM system is installed	—	—	—
Human languages (other than English) offered on system	—	—	—
No. of invoices handled by installed sites annually	5,000–70,000 (average, 20,000)	—	—
No. of requisitions handled by installed sites annually	—	—	—
Range in No. of users who access billing/AR/RCM system	3–25 (average, 6)	—	12–300+ (average, 30)
Approximate No. of employees in entire company	6	11,000	64
Company provides list of client sites to potential customers on request	yes (partial list of comparable sites with no restrictions)	yes (complete list with no restrictions)	yes (complete list but prospective client must sign a nondisclosure agreement)
Programming languages and development applications or environments	Visual Studio, Visual Basic	—	Java, JavaScript, SQL, others
Operating systems	Microsoft Windows	—	any operating system that supports Java virtual machine
Databases	MSM, Caché	—	Oracle, Microsoft SQL (database agnostic)
Functionality incorporated in product:			
• Generates CMS 1500 (HCFA-1500) claim form (paper version)	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Generates UB-04 (CMS 1450) claim form (paper version)	installed at laboratory sites	installed at laboratory sites	available but not installed
• Generates client invoices/Generates patient invoices/Generates family invoices	installed at laboratory sites (all three features)	installed at laboratory sites (all three features)	installed at laboratory sites/—/available but not installed
• Guarantor billing	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to produce a GAAP, FASB, and SOX-compliant end-of-month financial package with referential integrity	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Billing by test profile/Component billing	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Medical-necessity screening for Medicare	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to split technical component and professional component and bill separately	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Prevents billing for nonbillable procedures	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Patient demographic data transferred via interface from LIS or EHR to billing system	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Retains demographic data for repeating patients	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Account and patient payment posting/Full accounts receivable functionality	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Credit card processing	available via a third party	installed at laboratory sites	installed at laboratory sites
• Automatic balance billing to patient after receiving remittance that satisfies CPT codes on insurance	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to fee-for-service bill tests and codes carved out of capitated plans	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Generates utilization reports for managed care/Generates global charges for lab tests	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Ability to set an unlimited No. of user-defined fee schedules	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to separate payers into lab-defined groups and report on groups	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Displays expected reimbursement by payer	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Allows open-item accounting	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Client services or call tracking module	installed at laboratory sites	available via Epic Cheers CRM	installed at laboratory sites
• Benefit eligibility checking with auto-update	available via a third party	installed at laboratory sites	installed at laboratory sites
• User-defined patient dunning cycles/User-defined patient collection process	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• User report writer	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to audit user activity/Ability to measure user productivity	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Storage and management of supporting documentation on claims and appeals	installed at laboratory sites	available via a third party	installed at laboratory sites
• Automated workflow for identifying errors up front and addressing them prior to claim submission	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Appeals tracking/Appeals success metrics	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Underpayment tracking/Key indicator tracking	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Generates financial reports/Generates operational reports	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Reports client performance in terms of payment rates, denials, similar metrics	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• AI-enabled analytics that support workflow automation and configuration	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
Portals provided on billing/AR/RCM system	none	client/physician Web portal, patient service center Web portal, patient Web portal	client/physician Web portal, patient service center Web portal, patient Web portal
Means by which billing/AR/RCM system tracks profitability	test, payer	test, payer, client	test, payer, client (user's choice)
Advanced system capabilities	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule, 14-day rule	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule, 14-day rule	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule, 14-day rule
Standards and coding systems supported	HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-10, CPT, HCPCS level II	HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-10, CPT, HCPCS level II	HIPAA transaction sets, X12 5010A1, ICD-10, CPT, HCPCS level II
System supports EDI with third-party payers and claims clearinghouses	yes (with Ability, Availity)	yes	yes (with FrontRunner, Availity, others)
Code changes automatically accepted by billing/AR/RCM system via interfaces	programmed as needed	—	yes (using CMS functionality or any other that is requested)
Billing/AR/RCM system provides indexed field in each test definition for LOINC code	yes	yes	yes
Client gets copy of source code/User group that meets on established schedule	yes/—	yes/yes (in person, via webinar and conference call)	escrow/yes (in person, via webinar and conference call)
Methods by which users can tailor billing/AR/RCM system in their own setting	ad hoc query tools, user-defined interfaces, dictionary settings	ad hoc query tools, user-defined interfaces, dictionary settings, read/write privileges	ad hoc query tools, user-defined interfaces, dictionary settings, read/write privileges
Qualified users or third parties can modify or augment standard billing/AR/RCM system functionality or features	yes (client users through custom-programmed interfaces)	yes (client users)	yes (client users and designated third parties)
Distinguishing product features (supplied by company)	• customization • support	• fully integrated revenue cycle, managing order-to-cash process for laboratories • integrated directly with Epic's Beaker LIS without interface requirements	• fully integrated LIS and RCM platform with powerful automation, third-party integration, and interwoven billing logic • powerful automated clean claim scrubbing; automated CPT/ICD coding; complete transparency and control of billing workflow

* total cost includes hardware, software, installation, and training
** breakdown of commercial medical (nonhospital) sites generalized

Note: A dash in lieu of an answer means company did not answer question or question is not applicable

Part 3 of 5	Medical Information Technology (MEDITECH) Andrea Quinn aquinn@meditech.com Westwood, MA 781-821-3000 www.meditech.com	NovoPath, LLC Dayna Carlin dcarlin@novopath.com Bridgewater, NJ 734-658-0973 www.novopath.com	SCC Soft Computer Ellie Vahman ellie@softcomputer.com Clearwater, FL 727-789-0100 www.softcomputer.com
Name of billing/accounts receivable/revenue cycle management system	MEDITECH Revenue Cycle Management†	NovoPath AB—Advanced Billing	Soft A/R†
Configuration of billing/AR/RCM system	available as a standalone product designed to interface with any company's LIS and EHR	available as a dedicated module for NovoPath's clinical LIS and as a standalone product designed to interface with any company's LIS and EHR	available as a dedicated module for SCC Soft Computer's clinical LIS and as a standalone product designed to interface with any company's LIS
How billing/AR/RCM functionality is deployed	available as an ASP and a cloud-based offering	available as a local server and as an ASP offering; for the latter, initial down payment, monthly subscription	available as a local server and as an ASP and a cloud-based offering; for the latter, monthly or transaction based
Cost of smallest install of customer-managed billing/AR/RCM server/software*	—	—	—
Cost of largest install of customer-managed billing/AR/RCM server/software*	—	—	—
Year company began selling billing/AR/RCM systems (any brand or model)	1977	2004	1993
Most recent billing/AR/RCM system client go-live (based on Feb. 2022 survey deadline)	January 2022	—	January 2022
Last major release or update of featured billing/AR/RCM system	Expand: January 2022 (version 2.2.23)	—	November 2021 (version 4.5.10)
No. of contracts for sites using billing/AR/RCM system	498 (Expand, 173; 6.1, 17; 6.0, 75; C/S, 116; Magic, 117)††	3	98
• No. of sales of billing/AR/RCM system between Feb. 2021–Jan. 2022	Expand, 47; 6.1, 2; C/S, 1	1	8
• No. of clients that went live with billing/AR/RCM system, Feb. 2021–Jan. 2022	Expand, 26; 6.1, 1	1	15
No. of sites operating billing/AR/RCM system that are hospital labs in U.S./commercial medical (nonhospital) sites in U.S.**/foreign medical labs	Expand, 311; 6.1, 24; 6.0, 102; C/S, 189; Magic, 126/0/Expand, 66; 6.1, 1; 6.0, 6; C/S, 125; Magic, 77—long-term care, short-term care, psychiatric, others	0/5 (AP labs)/0	388/139 (3 AP labs + 15 molecular or NGS labs + 14 clinical reference labs + 107 other sites—outpatient clinics [multi-disciplinary, oncology])/46—public health system, commercial laboratories
Company markets billing/AR/RCM system outside the U.S. • Foreign locations in which billing/AR/RCM system is installed	yes (worldwide) Canada, Ireland, Honduras, UAE, Botswana, UK, Bahamas, Australia, Nigeria, Singapore, South Africa	no —	yes (worldwide) Australia, Bermuda, Jamaica, UK
Human languages (other than English) offered on system	—	Latin/Romance languages	—
No. of invoices handled by installed sites annually	not tracked	8,967–40,901 (average, 27,449)	—
No. of requisitions handled by installed sites annually	not tracked	38,759–139,163 (average, 73,240)	100,000–10,000,000 (average, 4,000,000)
Range in No. of users who access billing/AR/RCM system	not tracked	1–10 (average, 4)	4–60 (average, 10)
Approximate No. of employees in entire company	—	—	1,800+
Company provides list of client sites to potential customers on request	yes (partial list of comparable sites with no restrictions)	yes (complete list but prospective client must sign a nondisclosure agreement)	yes (partial list of comparable sites with no restrictions)
Programming languages and development applications or environments	self-developed programming languages Windows, Chrome, others	—	C, Java, Oracle
Operating systems	—	—	server: AIX, Linux, cloud; workstation: Microsoft Windows, thin-client supported
Databases	proprietary (data repository runs on Microsoft SQL)	—	Oracle, PostgreSQL
Functionality incorporated in product:			
• Generates CMS 1500 (HCFA-1500) claim form (paper version)	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Generates UB-04 (CMS 1450) claim form (paper version)	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Generates client invoices/Generates patient invoices/Generates family invoices	installed at laboratory sites (all three features)	installed at laboratory sites/installed at laboratory sites/ not available for this software	installed at laboratory sites/installed at laboratory sites/ not available for this software
• Guarantor billing	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to produce a GAAP, FASB, and SOX-compliant end-of-month financial package with referential integrity	installed at laboratory sites	not available for this software	not available for this software
• Billing by test profile/Component billing	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Medical-necessity screening for Medicare	installed at laboratory sites	available via a third party	installed at laboratory sites
• Ability to split technical component and professional component and bill separately	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Prevents billing for nonbillable procedures	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Patient demographic data transferred via interface from LIS or EHR to billing system	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Retains demographic data for repeating patients	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Account and patient payment posting/Full accounts receivable functionality	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Credit card processing	available via a third party	available via a third party	installed at laboratory sites
• Automatic balance billing to patient after receiving remittance that satisfies CPT codes on insurance	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to fee-for-service bill tests and codes carved out of capitated plans	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Generates utilization reports for managed care/Generates global charges for lab tests	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Ability to set an unlimited No. of user-defined fee schedules	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to separate payers into lab-defined groups and report on groups	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Displays expected reimbursement by payer	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Allows open-item accounting	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Client services or call tracking module	installed at laboratory sites	installed at laboratory sites	available via SCC's SoftExpress
• Benefit eligibility checking with auto-update	installed at laboratory sites	available via a third party	available via a third party
• User-defined patient dunning cycles/User-defined patient collection process	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• User report writer	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to audit user activity/Ability to measure user productivity	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Storage and management of supporting documentation on claims and appeals	installed at laboratory sites	installed at laboratory sites	available via SCC's SoftMedia
• Automated workflow for identifying errors up front and addressing them prior to claim submission	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Appeals tracking/Appeals success metrics	installed at laboratory sites (both features)	installed at laboratory sites (both features)	not available for this software (both features)
• Underpayment tracking/Key indicator tracking	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Generates financial reports/Generates operational reports	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Reports client performance in terms of payment rates, denials, similar metrics	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• AI-enabled analytics that support workflow automation and configuration	installed at laboratory sites	not available for this software	available via SCC's SoftBI Business Intelligence
Portals provided on billing/AR/RCM system	client/physician Web portal, patient Web portal	client/physician Web portal	client/physician Web portal, patient Web portal
Means by which billing/AR/RCM system tracks profitability	test, payer, client (user's choice)	test, payer, client (user's choice)	test, payer, client
Advanced system capabilities	rules-based processing, bundling/unbundling, 72-hour rule, 14-day rule	claims scrubbing, bundling/unbundling	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule, 14-day rule
Standards and coding systems supported	HIPAA transaction sets, X12 5010A1, ICD-10, CPT, HCPCS level II	HIPAA transaction sets, X12 5010A1, ICD-10, CPT, HCPCS level II	HIPAA transaction sets, X12 5010A1, ICD-10, CPT
System supports EDI with third-party payers and claims clearinghouses	yes	yes (with Waystar, Change Healthcare, Claim.MD, others)	yes (with Change Healthcare, Waystar, others)
Code changes automatically accepted by billing/AR/RCM system via interfaces	no (provides standard routines to load code files)	no	yes (using MediQuant, CMS, AMA, 3M functionality)
Billing/AR/RCM system provides indexed field in each test definition for LOINC code	yes	yes	yes
Client gets copy of source code/User group that meets on established schedule	escrow/no	no/yes (in person and via webinar)	escrow/yes (in person, via webinar and conference call)
Methods by which users can tailor billing/AR/RCM system in their own setting	ad hoc query tools, dictionary settings, customer-defined screens, parameters, reports, rules	ad hoc query tools, dictionary settings	ad hoc query tools, user-defined interfaces, dictionary settings, rules engine
Qualified users or third parties can modify or augment standard billing/AR/RCM system functionality or features	yes (client users and designated third parties; authorized users can apply modifications via standard data dictionaries)	no (all modifications made by vendor)	—
Distinguishing product features (supplied by company)	<ul style="list-style-type: none"> centralized and decentralized billing with automated charge capture, claim generation, and denial management dashboard reporting of key financial performance indicators through an interactive financial status desktop 	<ul style="list-style-type: none"> multi-entity global split billing summary of activity reports for a birdseye view of the financial health of the lab 	<ul style="list-style-type: none"> modular product offering that can be tailored to most lab environments; on premises or cloud deployment unlimited multi-tiered pricing, unlimited payer rules, carve-outs, billing edits, centralized billing, outsourced RCM
* total cost includes hardware, software, installation, and training			
** breakdown of commercial medical (nonhospital) sites generalized			
Note: A dash in lieu of an answer means company did not answer question or question is not applicable			
	† answers apply to the MEDITECH RCM products Expand, 6.1, 6.0, C/S, and Magic, unless otherwise specified		
	†† customers, not contracts		
			† also marketed by RCM Enterprise Services

Part 4 of 5	Seacoast Laboratory Data Systems Lisa M. Turgeon info@sldsi.com Dover, NH 603-431-4114 www.sldsi.com	Softactics Mark Orwig m.orwig@softactics.com Ottumwa, IA 800-765-1755 www.softactics.com	TELCOR Corey Wilbeck corey.wilbeck@telcor.com Lincoln, NE 855-489-1207 www.telcor.com
Name of billing/accounts receivable/revenue cycle management system	SurroundLab AR	Softactics Lab RCM 22.0†	TELCOR RCM
Configuration of billing/AR/RCM system	available as a standalone product designed to interface with any company's LIS and EHR	available as a standalone product designed to interface with any company's LIS	available as a standalone product designed to interface with any company's LIS and EHR
How billing/AR/RCM functionality is deployed	available as a local server and as an ASP offering	available as a local server	available as a cloud-based offering; fees based on scope, users, interfaces, modules; one-time install fee \$32,000–\$175,000 and monthly fees \$10,000–\$250,000
Cost of smallest install of customer-managed billing/AR/RCM server/software*	—	\$10,000 (annual maintenance fee, \$1,500)	—
Cost of largest install of customer-managed billing/AR/RCM server/software*	—	\$75,000 (annual maintenance fee, \$11,250)	—
Year company began selling billing/AR/RCM systems (any brand or model)	2001	1985	2004
Most recent billing/AR/RCM system client go-live (based on Feb. 2022 survey deadline)	October 2021	September 2021	January 2022
Last major release or update of featured billing/AR/RCM system	October 2021 (version 20211001)	January 2022 (version 22.0)	February 2022 (version 20.2.0)
No. of contracts for sites using billing/AR/RCM system	—	8	204
• No. of sales of billing/AR/RCM system between Feb. 2021–Jan. 2022	3	—	24
• No. of clients that went live with billing/AR/RCM system, Feb. 2021–Jan. 2022	2	2	14
No. of sites operating billing/AR/RCM system that are hospital labs in U.S./commercial medical (nonhospital) sites in U.S.**/foreign medical labs	3/81 (clinical reference labs)/0	1/8 (1 AP lab + 5 clinical reference labs + 2 physician office labs)/0	43/161 (35 AP labs + 38 molecular or NGS labs + 81 clinical reference labs + 7 other sites—public health, environmental, mobile radiology, sleep study, others)/0
Company markets billing/AR/RCM system outside the U.S.	no	no	no
• Foreign locations in which billing/AR/RCM system is installed	—	—	—
Human languages (other than English) offered on system	—	—	—
No. of invoices handled by installed sites annually	—	—	50–1,750,000 (average, 120,000)
No. of requisitions handled by installed sites annually	13,500–4,000,000 (average, 400,000)	5,000–1,600,000 (average, 300,000)	50–11,500,000 (average, 2,000,000)
Range in No. of users who access billing/AR/RCM system	6–275 (average, 25)	1–40 (average, 5)	2–700 (average, 40)
Approximate No. of employees in entire company	25	7	270
Company provides list of client sites to potential customers on request	yes (partial list of comparable sites but prospective client must sign a nondisclosure agreement)	yes (partial list of comparable sites with no restrictions)	yes (list of customers who have agreed to speak with prospective clients)
Programming languages and development applications or environments	MUMPS, Caché	DataFlex, C#	Microsoft .Net, C#, Visual Basic .Net
Operating systems	Microsoft Windows, Unix	Microsoft Windows	Microsoft Windows
Databases	Caché, GT.M	Microsoft SQL	Microsoft SQL server
Functionality incorporated in product:			
• Generates CMS 1500 (HCFA-1500) claim form (paper version)	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Generates UB-04 (CMS 1450) claim form (paper version)	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Generates client invoices/Generates patient invoices/Generates family invoices	installed at laboratory sites (all three features)	installed at laboratory sites (all three features)	installed at laboratory sites (all three features)
• Guarantor billing	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to produce a GAAP, FASB, and SOX-compliant end-of-month financial package with referential integrity	installed at laboratory sites	not available for this software	installed at laboratory sites
• Billing by test profile/Component billing	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Medical-necessity screening for Medicare	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to split technical component and professional component and bill separately	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Prevents billing for nonbillable procedures	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Patient demographic data transferred via interface from LIS or EHR to billing system	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Retains demographic data for repeating patients	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Account and patient payment posting/Full accounts receivable functionality	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Credit card processing	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Automatic balance billing to patient after receiving remittance that satisfies CPT codes on insurance	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to fee-for-service bill tests and codes carved out of capitated plans	installed at laboratory sites	available but not installed	installed at laboratory sites
• Generates utilization reports for managed care/Generates global charges for lab tests	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Ability to set an unlimited No. of user-defined fee schedules	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to separate payers into lab-defined groups and report on groups	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Displays expected reimbursement by payer	installed at laboratory sites	available but not installed	installed at laboratory sites
• Allows open-item accounting	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Client services or call tracking module	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Benefit eligibility checking with auto-update	installed at laboratory sites	available via a third party	installed at laboratory sites
• User-defined patient dunning cycles/User-defined patient collection process	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• User report writer	installed at laboratory sites	available via a third party	installed at laboratory sites
• Ability to audit user activity/Ability to measure user productivity	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Storage and management of supporting documentation on claims and appeals	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Automated workflow for identifying errors up front and addressing them prior to claim submission	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Appeals tracking/Appeals success metrics	installed at laboratory sites (both features)	under development (both features)	installed at laboratory sites (both features)
• Underpayment tracking/Key indicator tracking	installed at laboratory sites (both features)	under development/in testing	installed at laboratory sites (both features)
• Generates financial reports/Generates operational reports	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Reports client performance in terms of payment rates, denials, similar metrics	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• AI-enabled analytics that support workflow automation and configuration	—	not available for this software	installed at laboratory sites
Portals provided on billing/AR/RCM system	client/physician Web portal, patient Web portal	client/physician Web portal, patient Web portal	client/physician Web portal, patient service center Web portal, patient Web portal
Means by which billing/AR/RCM system tracks profitability	test, payer, client (user's choice)	test, payer, client (user's choice); physical locations; client parent companies	test, payer, client (user's choice)
Advanced system capabilities	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule, 14-day rule	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule, 14-day rule	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule, 14-day rule
Standards and coding systems supported	HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-10, CPT, HCPCS level II	HIPAA transaction sets, X12 5010A1, IAIABC EDI guidelines, ICD-10, CPT, HCPCS level II	HIPAA transaction sets, X12 5010A1, ICD-10, CPT, HCPCS level II, RVU
System supports EDI with third-party payers and claims clearinghouses	yes (with Ability, Availity, CHC, others)	yes (with Claim.MD, Waystar, Availity, Ability, Change Healthcare)	yes (with Aetna, Anthem, Availity, BCBS, Change Healthcare, Claim.MD, Trizetto, Waystar, many others)
Code changes automatically accepted by billing/AR/RCM system via interfaces	yes (using CodeMap, Optum360)	yes (using CodeMap, CMS for medical necessity updates)	yes (using AMA, CMS functionality)
Billing/AR/RCM system provides indexed field in each test definition for LOINC code	yes	yes (using a field-labeled alias as an ID to input LOINC code)	yes
Client gets copy of source code/User group that meets on established schedule	no/no	escrow/no	optional/yes (in person, via webinar and conference call)
Methods by which users can tailor billing/AR/RCM system in their own setting	ad hoc query tools, dictionary settings	ad hoc query tools, dictionary settings	ad hoc query tools, user-defined interfaces, dictionary settings, others
Qualified users or third parties can modify or augment standard billing/AR/RCM system functionality or features	yes (client can make file definition support changes)	no (all modifications made by vendor)	yes (client users and designated third parties)
Distinguishing product features (supplied by company)	• commercial lab centric; scalable; fully customizable • complete product suite for commercial laboratory, including nursing home functions	• user-defined client and payer posting rules • client portal to report and queue missing billing information	• online, dynamic rules-based technology drives workflow efficiencies, cleaner claims submissions, and improved collections • unlimited real-time reporting to track payer reimbursement, sales trends, denials, appeals, AR, and user productivity

* total cost includes hardware, software, installation, and training
** breakdown of commercial medical (nonhospital) sites generalized

Note: A dash in lieu of an answer means company did not answer question or question is not applicable

†formerly Softactics Medical Billing Solutions 4.0

BILLING/AR/RCM SYSTEMS

Part 5 of 5	XIFIN Kyle Fetter info@xifin.com San Diego, CA 866-934-6364 www.xifin.com
Name of billing/accounts receivable/revenue cycle management system	XIFIN RPM
Configuration of billing/AR/RCM system	available as a standalone product designed to interface with any company's LIS and EHR
How billing/AR/RCM functionality is deployed	available as a cloud-based offering; one-time set-up charge based on No. of sites plus subscription fee based on accession volume or percentage of net revenue
Cost of smallest install of customer-managed billing/AR/RCM server/software*	—
Cost of largest install of customer-managed billing/AR/RCM server/software*	—
Year company began selling billing/AR/RCM systems (any brand or model)	2001
Most recent billing/AR/RCM system client go-live (based on Feb. 2022 survey deadline)	February 2022
Last major release or update of featured billing/AR/RCM system	November 2021 (version XIFIN RPM 14)
No. of contracts for sites using billing/AR/RCM system	not tracked by contract
• No. of sales of billing/AR/RCM system between Feb. 2021–Jan. 2022	25
• No. of clients that went live with billing/AR/RCM system, Feb. 2021–Jan. 2022	28
No. of sites operating billing/AR/RCM system that are hospital labs in U.S./commercial medical (nonhospital) sites in U.S.**/foreign medical labs	28/295 (70 AP labs + 69 molecular or NGS labs + 138 clinical reference labs + 18 other sites—remote patient monitoring, radiology/imaging, independent diagnostic testing facility)/0
Company markets billing/AR/RCM system outside the U.S.	no
• Foreign locations in which billing/AR/RCM system is installed	—
Human languages (other than English) offered on system	—
No. of invoices handled by installed sites annually	—
No. of requisitions handled by installed sites annually	20,000,000 maximum (average, 5,000,000)
Range in No. of users who access billing/AR/RCM system	10–3,000 (average, 200)
Approximate No. of employees in entire company	800
Company provides list of client sites to potential customers on request	yes (partial list of comparable sites with no restrictions)
Programming languages and development applications or environments	Java, JavaScript, SQL
Operating systems	Web-based application (client platform agnostic)
Databases	Oracle
Functionality incorporated in product:	
• Generates CMS 1500 (HCFA-1500) claim form (paper version)	installed at laboratory sites
• Generates UB-04 (CMS 1450) claim form (paper version)	installed at laboratory sites
• Generates client invoices/Generates patient invoices/Generates family invoices	installed at laboratory sites/installed at laboratory sites/under development
• Guarantor billing	installed at laboratory sites
• Ability to produce a GAAP, FASB, and SOX-compliant end-of-month financial package with referential integrity	installed at laboratory sites
• Billing by test profile/Component billing	installed at laboratory sites (both features)
• Medical-necessity screening for Medicare	installed at laboratory sites
• Ability to split technical component and professional component and bill separately	installed at laboratory sites
• Prevents billing for nonbillable procedures	installed at laboratory sites
• Patient demographic data transferred via interface from LIS or EHR to billing system	installed at laboratory sites
• Retains demographic data for repeating patients	installed at laboratory sites
• Account and patient payment posting/Full accounts receivable functionality	installed at laboratory sites (both features)
• Credit card processing	installed at laboratory sites
• Automatic balance billing to patient after receiving remittance that satisfies CPT codes on insurance	installed at laboratory sites
• Ability to fee-for-service bill tests and codes carved out of capitated plans	installed at laboratory sites
• Generates utilization reports for managed care/Generates global charges for lab tests	installed at laboratory sites (both features)
• Ability to set an unlimited No. of user-defined fee schedules	installed at laboratory sites
• Ability to separate payers into lab-defined groups and report on groups	installed at laboratory sites
• Displays expected reimbursement by payer	installed at laboratory sites
• Allows open-item accounting	installed at laboratory sites
• Client services or call tracking module	installed at laboratory sites
• Benefit eligibility checking with auto-update	installed at laboratory sites
• User-defined patient dunning cycles/User-defined patient collection process	installed at laboratory sites (both features)
• User report writer	installed at laboratory sites
• Ability to audit user activity/Ability to measure user productivity	installed at laboratory sites (both features)
• Storage and management of supporting documentation on claims and appeals	installed at laboratory sites
• Automated workflow for identifying errors up front and addressing them prior to claim submission	installed at laboratory sites
• Appeals tracking/Appeals success metrics	installed at laboratory sites (both features)
• Underpayment tracking/Key indicator tracking	installed at laboratory sites (both features)
• Generates financial reports/Generates operational reports	installed at laboratory sites (both features)
• Reports client performance in terms of payment rates, denials, similar metrics	installed at laboratory sites
• AI-enabled analytics that support workflow automation and configuration	available but not installed
Portals provided on billing/AR/RCM system	client/physician Web portal, patient service center Web portal, patient Web portal
Means by which billing/AR/RCM system tracks profitability	test, payer, client (user's choice)
Advanced system capabilities	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule, 14-day rule
Standards and coding systems supported	HIPAA transaction sets, X12 5010A1, ICD-10, CPT, HCPCS level II
System supports EDI with third-party payers and claims clearinghouses	yes (XIFIN is a clearinghouse, directly connecting to payers when possible; also connects to Optum, Availity, others)
Code changes automatically accepted by billing/AR/RCM system via interfaces	yes (using AMA and CMS functionality) [†]
Billing/AR/RCM system provides indexed field in each test definition for LOINC code	no (ability to bring in LOINC codes passed from another system)
Client gets copy of source code/User group that meets on established schedule	no/yes (in person, via webinar and conference call)
Methods by which users can tailor billing/AR/RCM system in their own setting	ad hoc query tools, user-defined interfaces, dictionary settings, configurable workflow automation, others
Qualified users or third parties can modify or augment standard billing/AR/RCM system functionality or features	client users cannot modify software code but can configure workflow functionality, rules logic
Distinguishing product features (supplied by company)	<ul style="list-style-type: none"> • SaaS multi-tenant platform with patient/client/physician service center portals, configurable automation, robust Web services • advanced managed services and enterprise-grade business intelligence, KPIs, benchmarks, AI-enabled advanced analytics, data visualization

* total cost includes hardware, software, installation, and training
** breakdown of commercial medical (nonhospital) sites generalized

Note: A dash in lieu of an answer means company did not answer question or question is not applicable

[†]XIFIN manages maintenance of data logic



XIFIN Recognized #1 Client-Rated RCM

"XIFIN well exceeded ancillary customer expectations and notably is the highest client-rated RCM managed services solutions among physicians and support staff in diagnostic centers of excellence"

—Doug Brown
President, Black Book Research



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