

Part 1 of 3	Advanced Data Systems Corp. Marc Klar marc.klar@adsc.com Paramus, NJ 800-899-4237 ext. 2264 www.adsc.com	CompuGroup Medical Patrick Hall patrick.hall@cgm.com Austin, TX 877-564-4414 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†	Cortex Medical Billing RCM
How billing/AR/RCM functionality is deployed	remote hosting or local server and software (client option)	local server and software	remote hosting or local server and software (client option)
Configuration of billing/AR/RCM system	available as a standalone product designed to interface with any company's LIS and EHR	available as an integrated component of CompuGroup Medical's clinical LIS	available as a standalone product designed to interface with any company's LIS and EHR
How updates to billing/AR/RCM system are covered	via standard software maintenance fee	via standard software maintenance fee	via standard software maintenance fee
Year company began selling billing/AR/RCM systems	1977 (began selling MedicsPremier in 1998)	1990 (began selling CGM SCHUYLAB in 2020)	1983 (began selling Cortex Medical Billing RCM in 1983)
Most recent billing/AR/RCM system client go-live (based on Feb. 2024 survey deadline)	January 2024	January 2024	—
Last product release or update of featured billing/AR/RCM system	September 2023 (version 10.0)	July 2023 (version 4.0)	October 2023 (version 10.2.18)
No. of contracts for sites using billing/AR/RCM system	251	110	44
• No. of sales of billing/AR/RCM system between Feb. 2023–Jan. 2024	31	4	2
• No. of clients that went live with billing/AR/RCM system, Feb. 2023–Jan. 2024	20	4	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 sites	0/251 (85 AP labs + 46 molecular or NGS labs + 74 clinical reference labs + 14 physician office labs + 32 other U.S. sites—toxicology, esoteric labs)/0	4/75 (5 AP labs + 5 molecular or NGS labs + 45 clinical reference labs + 10 physician office labs + 10 other U.S. sites—veterinary, independent reference labs)/31— independent reference labs, physician office labs, hospitals	0/43 (42 AP labs + 1 other U.S. site—hospital ER)/0
Company actively 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, South East Asia	—
Human languages (other than English) supported by system	none	Spanish, Portuguese, Chinese, Italian, Japanese, French German, Dutch	—
No. of invoices handled by installed sites annually	—	100–1,000,000+	—
No. of requisitions handled by installed sites annually	—	100–1,000,000+	—
No. of users who have access to system in smallest site/in largest site	6/148	1/65	1/30
Approximate No. of employees in entire company	300	1,650	10
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 (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, Caché	C++	.Net
Operating systems	Microsoft Windows	Microsoft Windows	—
Databases	Caché, SQL	FairCom C-Tree	Microsoft 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	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	—	—
• 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	not available for this software	available via a third party
• 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	installed at laboratory sites	installed at laboratory sites	—
• Generates global charges for lab tests	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• 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 the 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	not available for this software	—
• Benefit eligibility checking with auto-update	installed at laboratory sites	not available for this software	available via a third party
• User-defined patient dunning cycles/User-defined patient collections 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
• Client control of software edits for preferences and configurations	installed at laboratory sites	installed at laboratory sites	—
• Client control of payer-specific rules and configurations	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to audit activity per user/Ability to measure productivity per user	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Storage and management of supporting documentation for claims and appeals	installed at laboratory sites	not available for this software	—
• 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)	not available for this software (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	—
Portals provided on billing/AR/RCM system	client/physician Web portal, patient service center Web portal, patient Web portal, sales 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)	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, 72-hour rule, 14-day rule	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule, 14-day rule
Voluntary coding systems, standards, or formats supported	ICD-10, CPT, HCPCS level II	ICD-10, CPT, HIPAA transaction sets, X12 5010A1	ICD-10, CPT, HCPCS level II
System supports EDI with third-party payers and claims clearinghouses	yes (with Change Healthcare; 100% of data exchange via direct electronic connection)	yes (with eMedix, Office Ally, ProxyMed, Ontario Health Insurance Plan; 100% of data exchange via direct electronic connection)	yes (99% of data exchange via direct electronic connection)
Code changes automatically accepted by billing/AR/RCM system via interfaces	yes (if codes provided in CSV format)	yes (using CodeMap)	—
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/—	escrow/no	—/yes (in person and via webinar)
Methods by which users can tailor billing/AR/RCM system in their own setting	ad hoc query tools, user-defined interfaces, workflow configuration, tailored worklists	user-defined interfaces, workflow configuration	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)	yes (client users)	no (all modifications made by vendor)
Distinguishing product features (supplied by company)	<ul style="list-style-type: none"> • supports an option for insurance discovery for patients who don't have insurance coverage listed • supports a built-in sales portal that allows a lab's sales team to self-serve on needed information 	<ul style="list-style-type: none"> • direct Medicare and Medicaid billing, including claims and remittance, in all regions of United States • not third-party software; fully integrated with CGM SCHUYLAB laboratory information system 	<ul style="list-style-type: none"> • balancing hub feature makes daily processes and procedures easy with one place to view and run all queries and reports • unlimited fee schedules
* 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	

Part 2 of 3	LigoLab Information Systems Suren Avunjian suren@ligolab.com Glendale, CA 818-395-4659 www.ligolab.com	Medical Information Technology (MEDITECH) Andrea Quinn aquinn@meditech.com Canton, MA 781-821-3000 www.meditech.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	LigoLab LIS & RCM Informatics Platform	MEDITECH Expanse Revenue Cycle	Soft A/R†
How billing/AR/RCM functionality is deployed	remote hosting or local server and software (client option)	remote hosting or local server and software (client option)	remote hosting or local server and software (client option)
Configuration of billing/AR/RCM system	billing functionality available as an integrated component of LigoLab LIS & RCM Informatics Platform	available as a standalone product designed to interface with any company's LIS and EHR	available as an integrated component of SCC Soft Computer's LIS and as a standalone product designed to interface with any company's LIS
How updates to billing/AR/RCM system are covered	via standard software maintenance fee	via standard software maintenance fee	via standard software maintenance fee
Year company began selling billing/AR/RCM systems	2018 (began selling LigoLab LIS & RCM Informatics Platform in 2018)	1977 (began selling Expanse in 2016)	1993 (began selling Soft A/R in 1993)
Most recent billing/AR/RCM system client go-live (based on Feb. 2024 survey deadline)	December 2023	January 2024	January 2024
Last product release or update of featured billing/AR/RCM system	January 2024 (version 2023.1.77)	January 2024 (Expanse version 2.2.47)	May 2022 (version 4.5.10.1)
No. of contracts for sites using billing/AR/RCM system	not tracked by contract (tracked by net collection)	233	111
• No. of sales of billing/AR/RCM system between Feb. 2023–Jan. 2024	7	41	5
• No. of clients that went live with billing/AR/RCM system, Feb. 2023–Jan. 2024	5	42	5
No. of sites operating billing/AR/RCM system that are hospital labs in U.S./commercial medical (nonhospital) sites in U.S.*/foreign medical sites	0/100+ (>75 AP labs + 8 molecular or NGS labs + 17 clinical reference labs)/0	412/commercial medical (nonhospital) sites not tracked/71–long-term care, short-term acute care	388/145 (4 AP labs + 16 molecular or NGS labs + 18 clinical reference labs + 107 other U.S. sites–outpatient, clinics)/46–public health system, commercial labs
Company actively markets billing/AR/RCM system outside the U.S.	no	yes (worldwide)	yes (worldwide)
• Foreign locations in which billing/AR/RCM system is installed	—	Australia, Bahamas, Canada, England, Ireland, Kenya, Pakistan, Singapore, British Virgin Islands	Australia, Bermuda, Jamaica, United Kingdom
Human languages (other than English) supported by system	—	none	—
No. of invoices handled by installed sites annually	5,000–5,000,000 (average, 250,000)	not tracked	—
No. of requisitions handled by installed sites annually	5,000–5,000,000 (average, 400,000)	not tracked	100,000–10,000,000 (average, 4,000,000)
No. of users who have access to system in smallest site/in largest site	12/300+	not tracked	4/60
Approximate No. of employees in entire company	75	3,360	2,000
Company provides list of client sites to potential customers on request	yes (complete list but prospective client must sign a nondisclosure agreement)	yes (partial list of comparable sites with no restrictions)	yes (partial list of comparable sites but prospective client must sign a nondisclosure agreement)
Programming languages and development applications or environments	Java, JavaScript, SQL, others	self-developed programming languages	C, Java, Oracle
Operating systems	any operating system that supports Java virtual machine	Microsoft Windows 7, 8, 10; others	server: AIX, Linux, cloud; workstation: Microsoft Windows, thin-client supported
Databases	Oracle, Microsoft SQL (database agnostic)	proprietary (data repository runs on Microsoft SQL Server 2012 or higher)	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 (all three features)	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	available via MEDITECH General Financials suite	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 (both features)
• Credit card processing	available via a third party (on LigoLab platform)	under development	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	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Generates global charges for lab tests	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• 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 the 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	available via a third party (on LigoLab platform)	installed at laboratory sites	available via SCC's SoftExpress
• Benefit eligibility checking with auto-update	available via a third party (on LigoLab platform)	available via MEDITECH Authorization and Referral Mgmt.	available via a third party
• User-defined patient dunning cycles/User-defined patient collections 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
• Client control of software edits for preferences and configurations	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Client control of payer-specific rules and configurations	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to audit activity per user/Ability to measure productivity per user	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Storage and management of supporting documentation for claims and appeals	installed at laboratory sites	available via MEDITECH Scanning and Archiving	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	installed at laboratory sites	available via SCC's SoftBI Business Intelligence
Portals provided on billing/AR/RCM system	client/physician Web portal, patient service center Web portal, patient Web portal	integrated patient health portal (separate purchase/line item)	client/physician Web portal, patient service center 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 (user's choice)
Advanced system capabilities	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule, 14-day rule	rules-based processing, bundling/unbundling, 72-hour rule, 14-day rule	rules-based processing, claims scrubbing, bundling/unbundling, 72-hour rule, 14-day rule
Voluntary coding systems, standards, or formats supported	IAIABC EDI guidelines, ICD-10, CPT, HCPCS level II	ICD-10, CPT, HCPCS level II, others	IAIABC EDI guidelines, CPT
System supports EDI with third-party payers and claims clearinghouses	yes (with Waystar, FrontRunner, Availity, others; 100% of data exchange via direct electronic connection)	yes	yes (with CMS, Change Healthcare, Waystar, others)
Code changes automatically accepted by billing/AR/RCM system via interfaces	yes (using CMS functionality or any other that is requested)	no (provides standard routines to load code files)	yes (using MediQuant, CMS, AMA, 3M)
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/yes (in person, via webinar and conference call)	escrow/no	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, read/write privileges, workflow configuration, tailored worklists	ad hoc query tools; dictionary settings; workflow configuration; tailored worklists; customer-defined screens, parameters, reports, rules-based logic	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)	yes (client users)	—
Distinguishing product features (supplied by company)	<ul style="list-style-type: none"> integrated LIS and RCM platform with automation, third-party integration, interwoven billing logic automated clean claim scrubbing and CPT/ICD coding; complete transparency and control of billing workflow 	<ul style="list-style-type: none"> dashboard reporting of key financial performance indicators through an interactive financial status desktop centralized or decentralized billing with automated charge capture, claim generation, patient statement, collections, denial-management workflows 	<ul style="list-style-type: none"> modular product that can be tailored to most lab environments; on premises or cloud deployment unlimited multi-tiered pricing, unlimited payer rules, carve-outs, edits, centralized billing or outsourced RCM
* 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			†also marketed by RCM Enterprise Services

Part 3 of 3	Seacoast Laboratory Data Systems Lisa M. Turgeon info@sldsi.com Dover, NH 603-431-4114 www.sldsi.com	TELCOR Corey Wilbeck corey.wilbeck@telcor.com Lincoln, NE 855-489-1207 www.telcor.com	XiFin Kyle Fetter info@xifin.com San Diego, CA 866-934-6364 www.xifin.com
Name of billing/accounts receivable/revenue cycle management system	SurroundLab AR	TELCOR RCM	XiFin RPM
How billing/AR/RCM functionality is deployed	remote hosting or local server and software (client option)	remote hosting or local server and software (client option)	remote hosting
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 and EHR	available as a standalone product designed to interface with any company's LIS and EHR
How updates to billing/AR/RCM system are covered	some via standard software maintenance fee [†]	via standard software maintenance fee	via standard software maintenance fee
Year company began selling billing/AR/RCM systems	2001 (began selling SurroundLab AR in 2001)	2004 (began selling TELCOR RCM in 2004)	2001 (began selling XiFin RPM in 2002)
Most recent billing/AR/RCM system client go-live (based on Feb. 2024 survey deadline)	December 2023	February 2024	February 2024
Last product release or update of featured billing/AR/RCM system	October 2021 (version 2021001)	July 2023 (version 21.3)	November 2023 (version XiFin RPM 16)
No. of contracts for sites using billing/AR/RCM system	—	229	not tracked by contract (tracked by facility)
• No. of sales of billing/AR/RCM system between Feb. 2023–Jan. 2024	3	12	14
• No. of clients that went live with billing/AR/RCM system, Feb. 2023–Jan. 2024	3	14	17
No. of sites operating billing/AR/RCM system that are hospital labs in U.S./commercial medical (nonhospital) sites in U.S.*/foreign medical sites	3/84 (clinical reference labs)/0	45/184 (46 AP labs + 41 molecular or NGS labs + 89 clinical reference labs + 8 other U.S. sites—mobile radiology, environmental, public health, sleep study, others)/0	72/297 (77 AP labs + 97 molecular or NGS labs + 60 clinical reference labs + 63 other U.S. sites—pain management, toxicology, radiology, remote patient monitoring, independent diagnostic testing facility)/0
Company actively 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) supported by 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)	50–11,500,000 (average, 2,000,000)	20,000,000 maximum (average, 5,000,000)
No. of users who have access to system in smallest site/in largest site	6/325	2/700	10/3,000
Approximate No. of employees in entire company	25	300	1,110
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 (list of customers who have agreed to speak with prospective clients)	yes (partial list of comparable sites with no restrictions)
Programming languages and development applications or environments	MUMPS, Caché	Microsoft .Net, C#, Visual Basic .Net	Java, JavaScript, SQL
Operating systems	Microsoft Windows, Unix	Microsoft Windows	Web-based application (client platform agnostic)
Databases	Caché, GT.M	Microsoft SQL server	Oracle
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/installed at laboratory sites/under development
• 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	installed at laboratory sites	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	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Generates global charges for lab tests	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• 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 the 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	installed at laboratory sites
• Benefit eligibility checking with auto-update	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• User-defined patient dunning cycles/User-defined patient collections 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
• Client control of software edits for preferences and configurations	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Client control of payer-specific rules and configurations	installed at laboratory sites	installed at laboratory sites	installed at laboratory sites
• Ability to audit activity per user/Ability to measure productivity per user	installed at laboratory sites (both features)	installed at laboratory sites (both features)	installed at laboratory sites (both features)
• Storage and management of supporting documentation for 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)	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
Portals provided on billing/AR/RCM system	client/physician Web portal, patient Web portal	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, client (user's choice)	test, payer, client (user's choice)	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
Voluntary coding systems, standards, or formats supported	IAIABC EDI guidelines, ICD-10, CPT, HCPCS level II	ICD-10, CPT, HCPCS level II	ICD-10, CPT, HCPCS level II
System supports EDI with third-party payers and claims clearinghouses	yes (with Ability, Availity, CHC, others; 99% of data exchange via direct electronic connection)	yes (with Aetna, Anthem, Availity, BCBS, Change Healthcare, Claim.MD, Trizetto, Waystar, many others; 100% of data exchange via direct electronic connection)	yes
Code changes automatically accepted by billing/AR/RCM system via interfaces	yes (using CodeMap, Optum360)	yes (using AMA, CMS)	yes (using AMA, CMS)
Billing/AR/RCM system provides indexed field in each test definition for LOINC code	yes	yes	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/no	optional/yes (in person and via webinar)	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, dictionary settings, tailored worklists	ad hoc query tools, user-defined interfaces, dictionary settings, others	ad hoc query tools, user-defined interfaces, dictionary settings, workflow configuration, many others
Qualified users or third parties can modify or augment standard billing/AR/RCM system functionality or features	yes (client users can change master file definitions)	yes (client users and designated third parties)	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"> commercial lab centric; scalable; fully customizable complete product suite for the commercial laboratory, including nursing home functions, AP billing 	<ul style="list-style-type: none"> 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, accounts receivable, and user productivity 	<ul style="list-style-type: none"> HITRUST-certified SaaS platform with patient and client portals, APIs, analytics, and patient responsibility estimator automated and configurable RCM workflow with AI embedded for payer translation and error processing prioritization
* 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	[†] annual updates to base software		