

Medical Claim Billing Software Feature Comparison

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Use this comparison to grade or compare software system features you are considering - or as a checklist. This is not an all inclusive list but intended to include a lot of the common features offered by many medical billing and practice management software systems.

Feature	Vendor A	Vendor B	Vendor C	Vendor D	Comments
Initial Cost					Upfront cost of software and setup.
Reoccurring Cost					Annual maintenance cost for technical support, upgrades and releases, patches, etc.
Training					Included in initial purchase?
User limitations & Licensing					Number of users allowed.
5010 Ready					Health Insurance Portability and Accountability Act (HIPAA) X12 version 5010 standards (referred to as ANSI 5010).
Platform					Does application run on a personal Computer, Server, or Online.
Billing & Collections Features					
Fee schedules					Set fees for provider services. Build a fee schedule unique to the practice.
Electronic claims					Create an electronic claim file for uploading to payer or clearinghouse via current or proposed Electronic Data Interchange protocols.
Claim scrubbing					Reviews claims for missing or invalid info. Some online medical billing services may offer this feature but its not usually available on PC or server systems.
Claim status					Check the status of a claim sent to the clearinghouse or directly to payer.
Batch posting					Post a large batch of insurance payments from one screen.

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Electronic ERA posting					Posting of Electronic Remittance Advice (ERA) automatically.
Posting by treatment code					Post payments by code showing the breakdown of insurance payments for each treatment code.
ICD-10					Accepts new 7 digit ICD-10 diagnosis codes.
Clearinghouse					Can electronic claims be submitted to payers via a clearinghouse of your choosing?
Consents & authorizations					Manage and track patient authorizations.
Custom payment options					Capability to set up custom payment plans for a patient who has worked out special payment arrangements with the practice.
Collections					Ability to create reports, collection letters, and manage past due accounts.
Credit Cards					Integrated credit card processing feature allowing patient payment processing through the practice management/billing software.
Superbills					Ability to customize and print superbills.
Encounter Forms					Customize and print patient encounter forms.
Patient statements					Customize and print individual on-demand patient statements.
Third party patient statements					Send a batch of patient statements to third party processor for mailing.

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Paper Claims					Print claims in CMS-1500 format.
Security & Maintenance					
Database backup					Allows regular scheduled backup of database.
Customizable user accounts					Allow you to customize the level of access for each individual user.
Import/Export					Capability to import or export practice data into a neutral format. Valuable feature for converting or upgrading to another practice management system. This is very important for online or SaaS billing systems allowing the practice to obtain a copy of the database.
Reporting					
Diagnosis and Procedure Code analysis					View trends by treatment and diagnosis.
Export Reports to PDF or Excel formats					PDF format is useful for printing or emailing reports.
Practice specific reports					Determine what information is important to your practice and if the software has the capability to be easily configured to provide these reports.
ICD-9 (or ICD-10) Diagnosis codes					Ability to import codes for your specialty. This saves time and reduces errors.
CPT Codes					Ability to import codes for your specialty. This saves time and reduces errors.
Referrals & Letters					Create absence, permission, or return-to-work letters for patients.

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Claim processing & status					Outstanding claims status and tracking.
Practice Management Features					
Appointment Scheduling					Schedule, move, or cancel patient appointments.
Alerts					Alerts staff of copays or patient balance due.
Verification of eligibility					Verify insurance coverage prior to patient visit electronically in real time.
Patient demographics					Enter patient demographics, insurance info, family info, and alerts from one place.

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