

## TOP MANAGEMENT SERVICES VENDORS

# Medical Coding Outsourcing Inpatient and Ambulatory Solutions

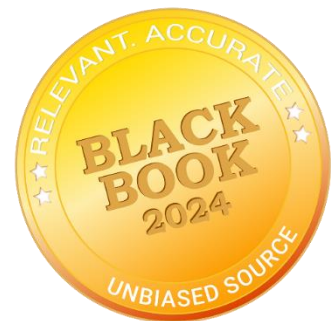
Comparative Performance Result Set of  
Clinical Coding Transformation Support Vendors

**Small and Community Hospitals**

**Large Hospitals and Academic Medical Centers**

**Health Systems, Corporations and Clinical Networks**

**Physician Practices, Groups, Clinics and Organizations**





Survey Period: Q4 2023 – Q3 2024

Black Book™ annually evaluates leading health care/medical software and outsourcing service providers across 18 operational excellence key performance indicators completely from the perspective of the client experience. Independent and unbiased from vendor influence, more than 2,500,000 healthcare IT users are invited to contribute to various annual customer satisfaction polls. Suppliers also encourage their clients to participate in producing current and objective customer service data for buyers, analysts, investors, consultants, competitive suppliers, and the media. For more information or to order customized research results, please contact the **Client Resource Center** at **+1 800 863 7590** or **info@blackbookmarketresearch.com**

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## SURVEY PARTICIPATION: MEDICAL CODING OUTSOURCING

This segment of the Black Book™ Medical Coding Outsourcing survey for providers included insights from 1,821 users from 1,607 hospitals, physician groups, ambulatory centers, long term care facilities and healthcare delivery networks.

Respondent Title	Respondents
Medical Records Management, Supervisor, Coordinator	240
Medical Records Staff	277
Health Information Management Director, VP	131
Coding Management, Supervisor, Coordinator	176
Medical Coding or Medical Billing Specialist	816
Health Information Analyst	31
Hospital Vice President, Administrator, C-Level	114
Other	36
<b>TOTAL</b>	<b>1,821</b>

Source: Black Book™



## 2024 BLACK BOOK™ METHODOLOGY

### How the data sets are collected

Black Book collects ballot results on 18 performance areas of operational excellence to rank vendors by coding services and product lines. The gathered data are subjected immediately to an internal and external audit to verify completeness and accuracy and to make sure the respondent is valid while ensuring that the anonymity of the client company is maintained. During the audit, each data set is reviewed by a Black Book executive and at least two other people. In this way, Black Book's clients can clearly see how a vendor is truly performing. The 18 criteria on operational excellence are subdivided by the client's industry, market size, geography, software and technology niche, and functions outsourced, and are reported accordingly.

Situational and market studies are conducted on areas of high interest such as e-Prescribing, Health information Exchange, Accountable Care organization, hospital software, services providers, educational providers in e-health, bench markers and advisors. These specific survey areas range from four to 20 questions of criteria each.

### Understanding the statistical confidence of Black Book data

Statistical confidence for each performance rating is based upon the number of organizations scoring the electronic medical and health records service. Black Book identifies data confidence by one of several means:

- Top-10-ranked vendors must have a minimum of 10 unique clients represented. Broad categories require a minimum of 20 unique client ballots. Data that are asterisked (\*) represent a sample size below required limits and are intended to be used for tracking purposes only, not ranking purposes. Performance data for an asterisked vendor's services can vary widely until a larger sample size is achieved. The margin of error can be very large, and the reader is responsible for considering the possible current and future variation (margin of error) in the Black Book performance score reported.
- Vendors with more than 20 unique client votes are eligible for top 10 rankings and are assured to have highest confidence and lowest variation. Confidence increases as more organizations report on their vendor. Data reported in this form are shown with a 95% confidence level (within a margin of 0.25, 0.20 or 0.15, respectively).
- Raw numbers include the quantity of completed surveys and the number of unique organizations contributing the data for the survey pool of interest.



## Who participates in the Black Book Ranking process?

More than 2,500,000 hospital leaders and other users ranking from system executives, clinicians, IT specialists and front-line implementation veterans are invited to participate in the 2024 healthcare technology and services satisfaction surveys. Non-invitation receiving participants must complete a verifiable profile, utilize a valid corporate email address, and are then included as well. The Black Book survey web instrument is open to respondents and new participants periodically for several surveys at <http://blackbookrankings.com>, <http://blackbookmarketresearch.com> and <http://blackbookpolls.com> Only one ballot per corporate email address is permitted and changes of ballots during the open polling period require a formal email request process to ensure integrity. Follow up surveys were conducted from February 1 to March 31 to analyze the replacement market phenomenon within the financial solutions marketplace. Additionally, from January 15 to May 15 to collect data on Financial Management solution satisfaction.

## Provider Financial Management software and outsourcing vendor rankings and results – 2024

1,821 qualified users of systems with validated corporate/valid email addresses ranked 109 medical coding managed services and outsourcers, and SaaS suppliers offering individual or bundled arrangements as part of the Black Book annual survey, which was conducted via web and mobile app survey instruments. Additionally, 197 users answered questions about budgeting, vendor familiarity and vendor selection processes. The four most highly utilized systems of financial solutions are included as subsets. 216 participants identified themselves as replacement market prospective buyers.

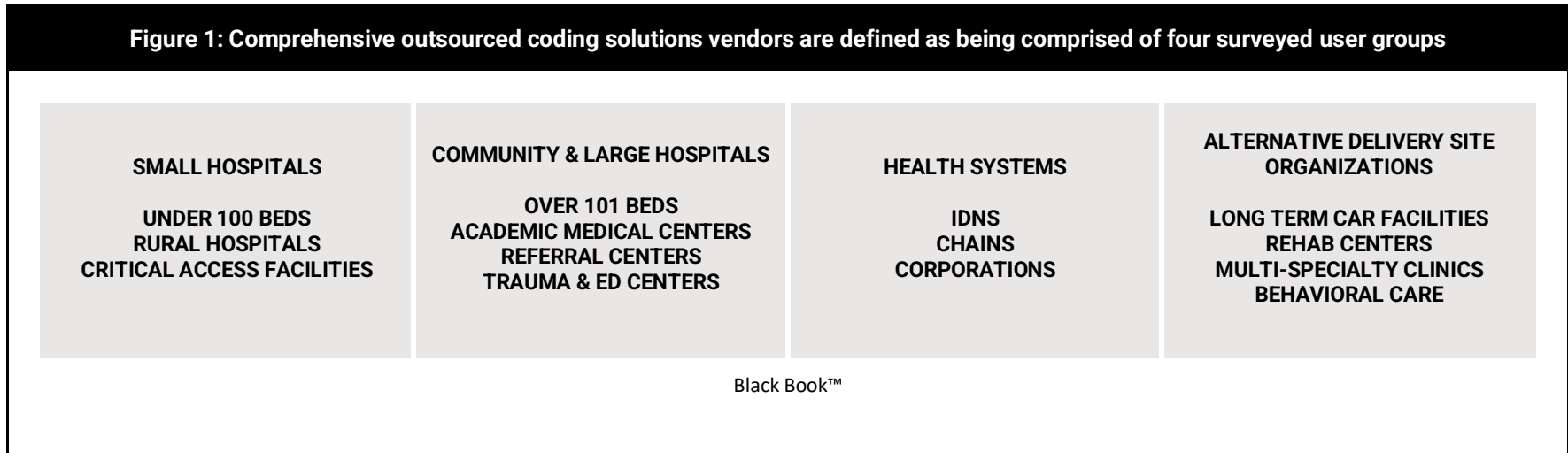
1,377 Physician Practices, Groups and Clinics (staffers and clinicians) also submitted satisfaction ballots to rank and report client experience among practice management and revenue cycle management software and services vendors. physician practices were employed or affiliated with IDNs, and health systems reported in the separated ambulatory and outpatient markets report.





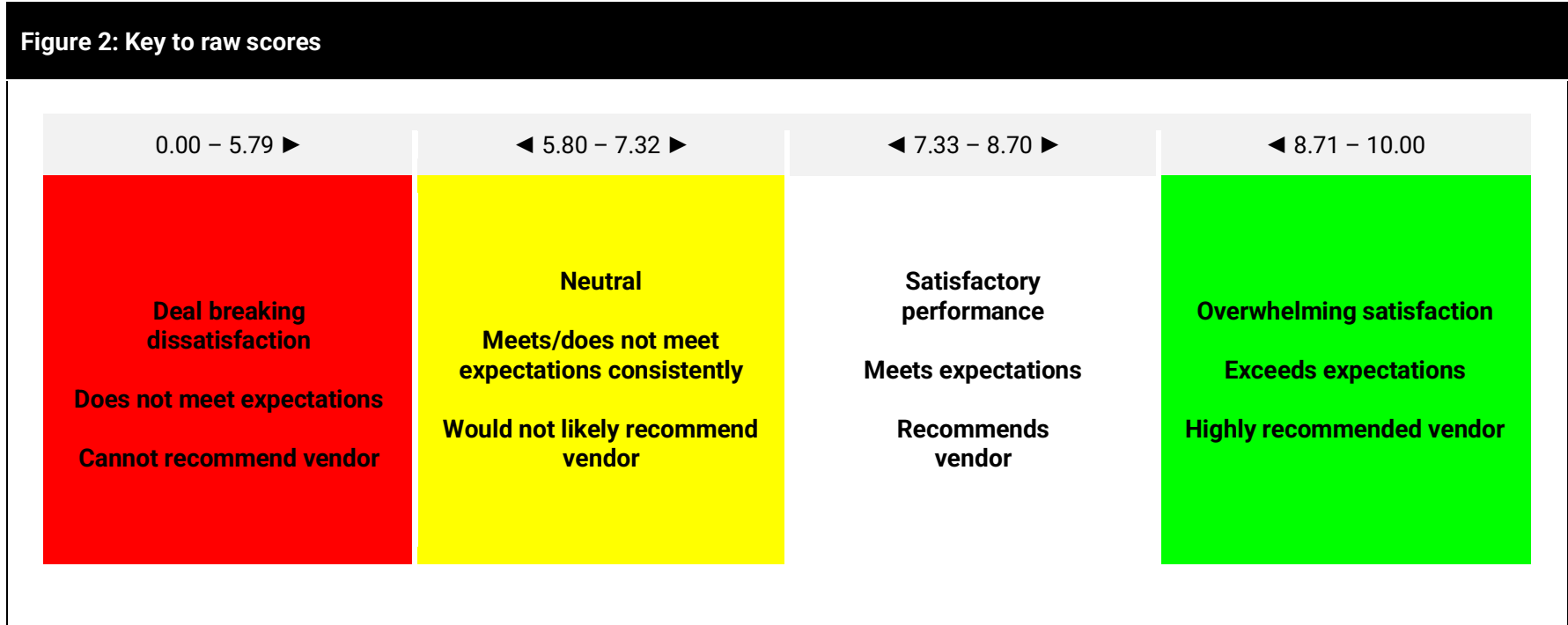
## STOP LIGHT SCORING KEY

**Figure 1: Comprehensive outsourced coding solutions vendors are defined as being comprised of four surveyed user groups**





## STOP LIGHT SCORING KEY



Source: Black Book Research



## STOP LIGHT SCORING KEY

**Figure 3: Color-coded stop light dashboard scoring key**

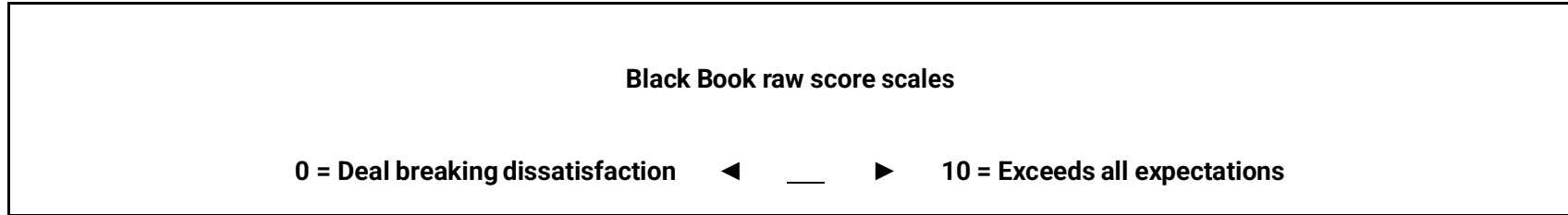
<b>Green</b>	(top 10%) scores better than 90% of vendors. Green coded vendors have received constantly highest client satisfaction scores.	<b>8.71 +</b>
<b>Clear</b>	(top 33%) scores better than 67% of vendors. Well-scored vendor which have middle of the pack results.	<b>7.33 to 8.70</b>
<b>Yellow</b>	Scores better than half of vendors. Cautionary performance scores, areas of improvement required.	<b>5.80 to 7.32</b>
<b>Red</b>	Scores worse than 66% of vendors. Poor performances reported potential cause for service and contractual cancellations.	<b>Less than 5.79</b>

Source: Black Book Market Research



## STOP LIGHT SCORING KEY

**Figure 4: Raw score compilation and scale of reference**



Source: Black Book Market Research

Individual vendors can be examined by specific indicators on each of the main functions of Medical Coding Management as well as grouped and summarized subsets. Detail of each subset is contained so that each vendor may be analyzed by function and software services collectively.



## OVERALL KPI LEADERS

Figure 5: Scoring key

OVERALL RANK	Q6 CRITERIA RANK	VENDOR	SMALL HOSPITALS	COMMUNITY & LARGE HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
	1	HOSPITAL CODING CORPORATION	9.02	7.56	5.59	5.59	7.00

Source: Black Book Market Research

- **Overall rank** – this rank references the final position of all 18 criteria averaged by the mean score collectively. This vendor ranked fifth of the 20 competitors.
- **Criteria rank** – refers to the number of questions or criteria surveyed. This is the sixth question of the 18 criteria of which this vendor ranked first of the 20 vendors analyzed positioned only on this criteria or question.
- **Company** – name of the Financial Management Technology Solutions vendor (sample name).
- **Subsections** – each subset comprises one-fourth of the total vendor mean at the end of this row and includes all buyers and users who indicate that they contract each respective service subsection with the supplier, specific to their enterprise.
- **Mean** – congruent with the criteria rank, the mean is a calculation of all four subsets of functions surveyed. As a final ranking reference, it includes all vertical industries, market sizes and geographies.



## OVERALL KEY PERFORMANCE INDICATOR LEADERS

### SUMMARY OF CRITERIA OUTCOMES

<b>Table 1: Summary of criteria outcomes</b>		
<b>OUTSOURCED CODING SOLUTIONS VENDORS</b>		
<b>Total number one criteria ratings</b>	<b>Vendor</b>	<b>Overall rank</b>
<b>9</b>	<b>IKS HEALTH</b>	<b>1</b>
<b>3</b>	<b>AVIACODE</b>	<b>2</b>
<b>2</b>	<b>OPTUM</b>	<b>13</b>
<b>1</b>	<b>DATAVANT</b>	<b>3</b>
<b>1</b>	<b>AMN HEALTHCARE</b>	<b>4</b>
<b>1</b>	<b>MEDUSIND</b>	<b>10</b>
<b>1</b>	<b>AGS HEALTH</b>	<b>19</b>



## TOP SCORE PER INDIVIDUAL CRITERIA:

### MEDICAL CODING OUTSOURCING SOLUTIONS

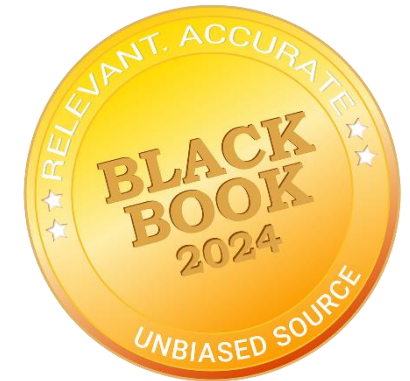
#### Top score per individual criteria

Table 2: Top score per individual criteria			
Questions	Criteria	Vendor	Overall Rank
1	Strategic Alignment of Client Goals: ONC, MACRA, MIPS, VBC, Growth Initiatives	IKS HEALTH	1
2	Innovation	IKS HEALTH	1
3	Training	MEDUSIND	10
4	Client relationships and cultural fit	IKS HEALTH	1
5	Trust, Transparency, Accountability, Ethics	IKS HEALTH	1
6	Breadth of offerings, client types, delivery excellence	OPTUM	13
7	Deployment and implementation	IKS HEALTH	1
8	Customization	AVIACODE	2
9	Integration and interfaces	IKS HEALTH	1
10	Scalability, client adaptability, flexible pricing	AVIACODE	2
11	Compensation and employee performance	AVIACODE	2
12	Reliability	IKS HEALTH	1
13	Brand image and marketing communications	OPTUM	13
14	Marginal value adds	AMN HEALTHCARE	4
15	Viability, Managerial Stability	AGS HEALTH	19
16	Data security, privacy and backup services	DATAVANT	3
17	Support and customer care	IKS HEALTH	1
18	Best of breed technology and process improvement	IKS HEALTH	1



PART TWO: RANKED VENDOR PERFORMANCE

# 2024 INDIVIDUAL KEY PERFORMANCE: MEDICAL CODING OUTSOURCING SOLUTIONS







## Individual Key Performance

### MEDICAL CODING OUTSOURCING SOLUTIONS

**Table 3 : Top Ranked Vendors – raw scores 2024**

Rank	Outsourced Coding Vendor	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Mean
1	IKS HEALTH	9.80	9.65	9.15	9.73	9.56	9.40	9.65	9.54	9.52	9.63	9.57	9.85	9.75	9.54	9.61	9.81	9.78	9.83	<b>9.63</b>
2	AVIACODE	9.64	9.12	9.54	9.61	9.28	9.16	9.44	9.59	9.45	9.83	9.65	9.24	6.75	9.40	7.21	9.22	9.60	9.70	<b>9.19</b>
3	DATAVANT	9.30	8.53	9.43	9.43	9.08	4.26	9.21	9.44	9.19	9.81	9.59	9.15	4.44	9.24	9.38	9.83	8.13	8.87	<b>8.68</b>
4	AMN HEALTHCARE	9.11	8.45	8.96	9.49	9.44	8.78	9.14	8.28	9.44	8.25	8.03	3.56	9.42	9.75	8.47	9.07	9.75	8.57	<b>8.66</b>
5	GUIDEHOUSE	8.37	8.86	9.02	9.38	6.47	8.39	9.38	8.59	9.20	9.17	8.23	8.30	3.77	8.00	8.55	9.24	8.61	9.66	<b>8.40</b>
6	LEXICODE	8.61	9.08	8.12	7.20	8.53	7.25	7.90	8.69	9.34	8.39	8.76	8.10	6.24	9.48	8.44	9.11	8.52	9.19	<b>8.39</b>
7	OMEGA HEALTHCARE	8.83	7.37	8.31	8.03	8.38	9.02	7.75	7.99	8.68	7.83	7.95	8.87	7.77	8.29	8.26	9.21	8.34	8.66	<b>8.31</b>
8	OXFORD	8.48	7.05	8.42	7.24	9.30	9.42	9.36	7.09	9.30	8.34	7.77	8.88	5.76	6.52	8.13	9.10	8.29	9.70	<b>8.23</b>
9	UASI	8.47	7.35	6.00	7.57	8.40	9.57	7.44	8.12	9.29	7.15	7.40	8.33	9.82	8.00	8.62	9.08	8.22	8.50	<b>8.19</b>
10	MEDUSIND	8.13	6.50	9.59	8.16	8.22	8.71	8.84	6.96	9.16	9.28	6.12	7.11	6.54	8.23	5.69	8.24	8.86	9.65	<b>8.00</b>
11	3M	7.77	6.93	7.15	7.05	8.54	7.55	7.90	8.85	7.33	7.03	5.96	9.22	3.10	7.42	7.21	8.45	8.01	7.47	<b>7.33</b>
12	ATOS	7.40	5.72	5.69	7.20	8.44	7.75	6.83	6.19	8.72	6.17	5.64	6.00	9.77	8.55	8.60	8.14	6.22	8.27	<b>7.29</b>
13	OPTUM	7.40	5.70	5.89	7.50	5.76	9.40	7.85	8.20	8.10	5.70	7.38	4.32	9.90	8.32	6.59	9.18	6.89	6.99	<b>7.29</b>
14	GHR	7.25	6.51	6.30	7.77	8.21	9.02	6.25	7.77	7.08	8.10	6.66	5.35	7.90	5.58	8.82	8.37	4.75	9.38	<b>7.28</b>
15	CORROHEALTH	7.36	5.88	5.60	7.21	8.58	6.95	7.83	9.23	7.00	5.43	6.16	5.88	2.44	5.91	5.39	8.01	6.27	6.54	<b>6.54</b>
16	TRUBRIDGE	7.75	7.02	6.02	6.01	3.15	7.92	6.19	9.16	7.17	4.97	4.93	6.60	2.26	6.20	7.44	7.83	5.65	6.71	<b>6.28</b>
17	GEBBS	7.41	6.21	5.78	8.07	2.80	4.90	5.59	8.16	5.75	6.12	5.17	5.90	9.34	5.89	8.07	8.18	5.81	6.28	<b>6.41</b>
18	SAVISTA	6.97	6.44	5.98	7.99	3.72	7.823	5.16	5.10	7.89	5.37	4.87	7.34	2.94	8.47	5.04	8.29	5.01	6.75	<b>6.18</b>
19	AGS HEALTH	6.66	5.70	6.02	8.09	2.64	6.04	4.99	5.95	7.06	5.97	5.61	6.06	1.65	5.92	9.66	6.92	5.09	5.69	<b>5.87</b>
20	CUREMD	5.99	4.85	5.41	7.64	6.26	5.05	6.38	5.67	6.19	4.83	5.75	5.52	6.69	4.99	5.65	7.93	5.27	5.12	<b>5.84</b>

Source: Black Book Market Research

BLACK BOOK™ TOP OUTSOURCED CODING SOLUTIONS VENDORS

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## Individual Key Performance: MEDICAL CODING OUTSOURCING SOLUTIONS

### 1. Strategic Alignment between vendor and provider client goals

Table 4: Organizational structure meets the needs of stakeholders or customers, and stakeholder satisfaction is the most important priority. Coding digital transformation solutions client is likely to recommend the vendor to similar sized provider organizations within the same geography, specialty, or delivery setting.

OVERALL RANK	Q1 CRITERIA RANK	OUTSOURCED CODING VENDOR	SMALL HOSPITALS	COMMUNITY HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.84	9.67	9.81	9.85	<b>9.80</b>
2	2	AVIACODE	9.91	9.71	9.30	9.62	<b>9.64</b>
3	3	DATAVANT	9.41	9.20	9.48	9.11	<b>9.30</b>
4	4	AMN HEALTHCARE	8.91	9.28	9.30	8.94	<b>9.11</b>
7	5	OMEGA HEALTHCARE	8.41	8.80	9.41	8.71	<b>8.83</b>
6	6	LEXICODEF	8.80	8.30	8.90	8.43	<b>8.61</b>
8	7	OXFORD	8.58	8.32	9.01	8.01	<b>8.48</b>
9	8	UASI	8.63	8.13	8.13	9.00	<b>8.47</b>
5	9	GUIDEHOUSE	7.51	8.13	7.94	9.88	<b>8.37</b>
10	10	MEDUSIND	7.80	7.90	8.91	7.89	<b>8.13</b>

Source: Black Book Market Research



## Individual Key Performance: MEDICAL CODING OUTSOURCING SOLUTIONS

### 2. Innovation

Table 5: Customers are also continuing to push the envelope for further enhancements to which the vendor is responsive. Financial solutions clients also believe that their vendors' technology is helping them manage business and care units more effectively, generate accurate records and reimbursement billings and cut their overhead in ways that were difficult or impossible to accomplish before innovation solutions were implemented. Vendors are responsive to make client recommendations with cutting edge improvements.

OVERALL RANK	Q2 CRITERIA RANK	OUTSOURCED CODING VENDOR	SMALL HOSPITALS	COMMUNITY HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.28	9.66	9.84	9.82	<b>9.65</b>
2	2	AVIACODE	9.73	9.00	8.67	9.06	<b>9.12</b>
6	3	LEXICODEF	9.09	8.90	9.20	9.12	<b>9.08</b>
5	4	GUIDEHOUSE	8.51	9.51	9.09	8.31	<b>8.86</b>
3	5	DATAVANT	8.18	8.95	8.21	8.78	<b>8.53</b>
4	6	AMN HEALTHCARE	8.20	8.51	8.05	9.05	<b>8.45</b>
9	7	UASI	6.41	8.01	7.32	7.64	<b>7.35</b>
16	8	TRUBRIDGE	7.50	7.12	7.81	6.75	<b>7.30</b>
19	9	AGS HEALTH	8.53	5.47	8.51	6.66	<b>7.29</b>
8	10	OXFORD	7.03	8.13	6.41	6.62	<b>7.05</b>

Source: Black Book Market Research



## Individual Key Performance: MEDICAL CODING OUTSOURCING SOLUTIONS

### 3. Training

Table 6: Outsourced coding vendor leadership provides significant and meaningful training opportunities for internal employees and client staff. Leadership strives to develop technology staff, client service and customer servicing consultant employees. Training modules are effective and practical so that minimal post-implementation training is required on or off site. Regular updates are timely and require minimal additional training to implement.

OVERALL RANK	Q3 CRITERIA RANK	OUTSOURCED CODING VENDOR	SMALL HOSPITALS	COMMUNITY HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
10	1	MEDUSIND	9.50	9.68	9.56	9.62	<b>9.59</b>
2	2	AVIACODE	9.38	9.75	9.54	9.58	<b>9.56</b>
3	3	DATAVANT	9.28	9.81	9.10	9.52	<b>9.43</b>
1	4	IKS HEALTH	9.02	9.28	9.30	8.98	<b>9.15</b>
5	5	GUIDEHOUSE	9.23	8.52	8.62	9.71	<b>9.02</b>
4	6	AMN HEALTHCARE	9.12	9.21	7.98	9.54	<b>8.96</b>
9	7	OXFORD	7.96	8.32	7.63	9.75	<b>8.42</b>
8	8	OMEGA HEALTHCARE	8.01	8.90	9.10	7.22	<b>8.31</b>
6	9	LEXICODEF	8.93	3.40	5.83	6.32	<b>6.12</b>
20	10	CUREMD	7.00	4.42	6.13	6.54	<b>6.02</b>

Source: Black\* Book Market Research



## Individual Key Performance: MEDICAL CODING OUTSOURCING SOLUTIONS

### 4. Client Relationships and Cultural Fit

Table 7: Coding solutions vendor leadership honors customer relationships highly. The relationship with the vendor elevates the customer's reputation. Improving practice and healthcare delivery efficiency and effectiveness is a priority of the supplier. Governance of engagement is neither complex for buyers nor does it require vendor management attention regularly. There is no regular transparency or quality issue. There are no culture clashes or misfits that threaten relationship's success or client's satisfaction.

OVERALL RANK	Q4 CRITERIA RANK	OUTSOURCED CODING VENDOR	SMALL HOSPITALS	COMMUNITY HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.75	9.73	9.72	9.70	<b>9.73</b>
4	2	AMN HEALTHCARE	9.72	9.51	9.52	9.70	<b>9.61</b>
3	3	DATAVANT	9.40	9.81	9.23	9.29	<b>9.43</b>
2	4	AVIACODE	9.93	9.53	9.11	9.06	<b>9.41</b>
5	5	GUIDEHOUSE	9.03	9.23	9.56	9.69	<b>9.38</b>
10	6	MEDUSIND	8.41	8.10	8.83	7.30	<b>8.16</b>
19	7	AGS HEALTH	7.62	8.00	8.52	8.20	<b>8.09</b>
17	8	GEBBS	9.00	7.80	7.92	7.54	<b>8.07</b>
7	9	OMEGA HEALTHCARE	8.12	9.00	8.44	6.54	<b>8.03</b>
18	10	SAVISTA	8.40	7.42	8.13	8.00	<b>7.99</b>

Source: Black Book Market Research



## Individual Key Performance: MEDICAL CODING OUTSOURCING SOLUTIONS

### 5. Trust, Accountability, Ethics and Transparency

Table 8: Trust in enterprise reputation is important to coding solutions clients as well as prospects. Client possesses an understanding that its vendor organization has the people, processes, and resources to effectively deliver the desired business and clinical results, based on its industry reputation and past performance. There are no disconnects between promises and delivery.

OVERALL RANK	Q5 CRITERIA RANK	OUTSOURCED CODING VENDOR	SMALL HOSPITALS	COMMUNITY HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.55	9.59	9.68	9.43	<b>9.56</b>
4	2	AMN HEALTHCARE	9.50	9.37	9.30	9.59	<b>9.44</b>
8	3	OXFORD	9.48	9.23	9.18	9.31	<b>9.30</b>
2	4	AVIACODE	9.59	9.02	9.13	9.28	<b>9.28</b>
3	5	DATAVANT	9.10	8.63	9.16	9.43	<b>9.08</b>
15	6	CORROHEALTH	8.23	8.30	8.63	9.14	<b>8.58</b>
17	7	GEBBS	8.71	8.13	9.11	8.31	<b>8.57</b>
11	8	3M	7.98	8.12	8.52	9.52	<b>8.54</b>
6	9	LEXICODEF	8.71	7.38	8.81	9.23	<b>8.53</b>
5	10	GUIDEHOUSE	6.23	5.77	6.84	7.02	<b>6.47</b>

Source: Black Book Market Research



## Individual Key Performance: MEDICAL CODING OUTSOURCING SOLUTIONS

### 6. Breadth of Offerings, Varied Client Settings, Delivery Excellence Across all user types

Table 9: Coding digital transformation solutions vendor offers industry recognized horizontal functionality and vertical industry applications and manage bundled services and developing new healthcare technology initiatives. Vendors routinely drive operational performance improvements and results in the areas they affect. Comprehensive offerings are constructed to meet the unique needs of the client's IT initiatives. The breadth of vendor contract management modules offers comprehensive system services and broad modules.

OVERALL RANK	Q6 CRITERIA RANK	OUTSOURCED CODING VENDOR	SMALL HOSPITALS	COMMUNITY HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
13	1	OPTUM	9.88	9.80	9.85	9.49	<b>9.76</b>
9	2	UASI	9.70	9.35	9.58	9.63	<b>9.57</b>
8	3	OXFORD	9.60	8.97	9.49	9.60	<b>9.42</b>
1	4	IKS HEALTH	9.56	9.50	9.36	9.18	<b>9.40</b>
2	5	AVIACODE	9.77	8.48	7.12	8.09	<b>8.37</b>
7	6	OMEGA HEALTHCARE	9.61	8.99	9.09	8.40	<b>9.02</b>
10	7	MEDUSIND	9.03	8.72	9.61	7.48	<b>8.71</b>
4	8	AMN HEALTHCARE	9.70	9.09	7.59	8.72	<b>8.78</b>
5	9	GUIDEHOUSE	9.19	6.20	8.78	9.37	<b>8.39</b>
18	10	SAVISTA	5.39	8.95	8.97	7.95	<b>7.82</b>

Source: Black Book Market Research



## Individual Key Performance: MEDICAL CODING OUTSOURCING SOLUTIONS

### 7. Deployment and Coding Solution Implementation & System-Wide Standardization

Table 10: Coding solutions client deploys at a pace acceptable to the client. Coding solutions eliminate excessive supervision over vendor implementations. Vendor overcomes client implementation obstacles and challenges effectively. Technical, organizational, and cultural implementation obstacles are handled professionally and punctually. Software implementation time meets standard expectations. Implementations are efficient and sensitive to users' specific situations which may cause delays.

OVERALL RANK	Q7 CRITERIA RANK	OUTSOURCED CODING VENDOR	SMALL HOSPITALS	COMMUNITY HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.51	9.95	9.85	9.27	<b>9.65</b>
2	2	AVIACODE	9.77	9.20	9.29	9.50	<b>9.44</b>
5	3	GUIDEHOUSE	9.05	9.69	9.01	9.77	<b>9.38</b>
8	4	OXFORD	9.39	9.69	9.18	9.19	<b>9.36</b>
3	5	DATAVANT	9.19	9.08	8.98	9.60	<b>9.21</b>
4	6	AMN HEALTHCARE	8.17	9.60	9.17	9.60	<b>9.14</b>
10	7	MEDUSIND	8.97	7.95	8.95	9.47	<b>8.84</b>
11	8	3M	7.27	9.18	8.20	6.95	<b>7.90</b>
12	9	OPTUM	8.27	8.19	7.34	7.60	<b>7.85</b>
14	10	GHR	7.84	8.06	7.26	8.17	<b>7.83</b>

Source: Black Book Market Research





## Individual Key Performance: MEDICAL CODING OUTSOURCING SOLUTIONS

### 8. Customization

Table 11: Coding process services are customized to meet the unique needs of specific provider client purpose, processes, and care delivery models. Little resistance is encountered when changing performance measurements as clients' needs vary. Extraordinary efforts are made to adapt and convert client special needs into workable solutions with efficient cost and time considerations. Outsourced coding allows for modifications that are not costly or complex.

OVERALL RANK	Q8 CRITERIA RANK	OUTSOURCED CODING VENDOR	SMALL HOSPITALS	COMMUNITY HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
2	1	AVIACODE	9.83	9.60	9.84	9.10	<b>9.59</b>
1	2	IKS HEALTH	9.87	9.49	9.42	9.37	<b>9.54</b>
3	3	DATAVANT	9.50	9.83	9.04	9.40	<b>9.44</b>
15	4	CORROHEALTH	9.15	9.19	9.39	9.19	<b>9.23</b>
16	5	TRUBRIDGE	9.45	8.95	9.22	9.03	<b>9.16</b>
11	6	3M	8.78	9.49	8.60	8.54	<b>8.85</b>
6	7	LEXICODEF	8.97	9.61	8.98	7.20	<b>8.69</b>
5	8	GUIDEHOUSE	8.55	8.18	8.14	9.40	<b>8.59</b>
4	9	AMN HEALTHCARE	9.83	9.18	7.74	6.37	<b>8.28</b>
14	10	GHR	8.24	8.04	7.23	7.58	<b>7.77</b>

Source: Black Book Market Research



## Individual Key Performance: MEDICAL CODING OUTSOURCING SOLUTIONS

### 9. Integration and Interfaces

Table 12: Coding solutions vendor supports interfaces so information can be shared between necessary applications. Solutions are easily integrated to existing backend systems as needed and HIE feasible. Seamless interfaces to legacy applications are performed as required for optimal functioning. Human integration and interface activities are administered precisely. Systems communicate effectively among provider groups and ancillaries. True interoperability with other healthcare organizations is factored into implementation.

OVERALL RANK	Q9 CRITERIA RANK	OUTSOURCED CODING VENDOR	SMALL HOSPITALS	COMMUNITY HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.75	9.66	9.23	9.43	<b>9.52</b>
2	2	AVIACODE	9.79	9.15	9.77	9.10	<b>9.45</b>
4	3	AMN HEALTHCARE	9.67	9.38	9.03	9.68	<b>9.44</b>
6	4	LEXICODEF	9.49	9.55	8.84	9.49	<b>9.34</b>
8	5	OXFORD	9.55	9.12	9.15	9.39	<b>9.30</b>
9	6	IIII	8.88	9.14	9.76	9.38	<b>9.29</b>
5	7	GUIDEHOUSE	9.04	9.19	8.77	9.79	<b>9.20</b>
3	8	DATAVANT	9.02	9.13	8.95	9.66	<b>9.19</b>
10	9	MEDUSIND	9.06	9.21	9.22	9.13	<b>9.16</b>
7	10	OMEGA HEALTHCARE	7.93	8.97	8.73	9.07	<b>8.68</b>

Source: Black Book Market Research



## Individual Key Performance: MEDICAL CODING OUTSOURCING SOLUTIONS

### 10. Scalability, Client Adaptability, Flexible Pricing

Table 13: Coding solutions vendor provides flexible pricing allowing the client to choose and pay for the precise functionality and services needed. Vendor invests in significant infrastructure and can provide services to enterprise organizations. IT products and services meet the changing and varied needs of the respective customer. Pricing is not rigid or shifting and meets needs of client.

OVERALL RANK	Q10 CRITERIA RANK	OUTSOURCED CODING VENDOR	SMALL HOSPITALS	COMMUNITY HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
2	1	AVIACODE	9.87	9.77	9.85	9.83	<b>9.83</b>
3	2	DATAVANT	9.85	9.80	9.71	9.87	<b>9.81</b>
1	3	IKS HEALTH	9.52	9.69	9.56	9.75	<b>9.63</b>
10	4	MEDUSIND	9.38	8.97	9.60	9.15	<b>9.28</b>
5	5	GUIDEHOUSE	9.50	8.23	9.10	9.83	<b>9.17</b>
6	6	LEXICODEF	8.89	8.39	7.31	8.95	<b>8.39</b>
8	7	OXFORD	8.97	9.60	6.60	8.19	<b>8.34</b>
4	8	AMN HEALTHCARE	8.19	8.05	7.97	8.80	<b>8.25</b>
14	9	GHR	7.73	8.97	7.52	8.19	<b>8.10</b>
7	10	OMEGA HEALTHCARE	6.80	9.61	8.52	6.40	<b>7.83</b>

Source: Black Book Market Research



## Individual Key Performance: MEDICAL CODING OUTSOURCING SOLUTIONS

### 11. Vendor Staff Expertise, Compensation, and Employee Performance

Table 14: Coding solutions vendor team of employees is considered top in industry for professionalism and skill. Vendors attract and retains high performing staff. Vendors are focused on building and developing a strong employee team of producers. Employees act like owners/leaders. The company is moving towards leveraged pay at all levels. Vendors are using effective tools to tie performance metrics to compensation policy and compensating top leaders. Human resources-related criteria are scored from the client perspective on this indicator.

OVERALL RANK	Q11 CRITERIA RANK	OUTSOURCED CODING VENDOR	SMALL HOSPITALS	COMMUNITY HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
2	1	AVIACODE	9.90	9.80	9.51	9.40	<b>9.65</b>
3	2	DATAVANT	9.07	9.80	9.74	9.75	<b>9.59</b>
1	3	IKS HEALTH	9.20	9.82	9.87	9.39	<b>9.57</b>
6	4	LEXICODEF	8.79	8.99	8.78	8.49	<b>8.76</b>
5	5	GUIDEHOUSE	7.04	8.09	8.08	9.69	<b>8.23</b>
4	6	AMN HEALTHCARE	7.69	7.21	8.60	8.62	<b>8.03</b>
7	7	OMEGA HEALTHCARE	8.56	7.81	7.95	7.49	<b>7.95</b>
8	8	OXFORD	8.16	7.45	7.51	7.97	<b>7.77</b>
9	9	UASI	7.39	7.74	7.86	6.60	<b>7.40</b>
13	10	OPTUM	8.09	6.32	6.90	8.20	<b>7.38</b>

Source: Black Book Market Research



## Individual Key Performance: MEDICAL CODING OUTSOURCING SOLUTIONS

### 12. Reliability

Table 15: Coding solutions supplier meets agreed terms as evidenced by routine, acceptable service level reporting and industry expectations. Depth and breadth of applications/solutions are acceptable in meeting client needs. Online reliability meets expectations, and outages/downtimes are minimized. Solid product and service capacities are demonstrated consistently. Service levels are consistently met as agreed. Services and support response is expedient and provided with appropriate resources by vendor team.

OVERALL RANK	Q12 CRITERIA RANK	OUTSOURCED CODING VENDOR	SMALL HOSPITALS	COMMUNITY HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.90	9.72	9.81	9.97	<b>9.85</b>
2	2	AVIACODE	9.62	9.08	9.11	9.15	<b>9.24</b>
11	3	3M	9.47	8.99	9.39	9.01	<b>9.22</b>
3	4	DATAVANT	9.45	9.12	9.62	8.40	<b>9.15</b>
5	5	GUIDEHOUSE	8.01	9.51	9.12	9.01	<b>8.91</b>
8	6	OXFORD	9.17	8.80	9.08	8.47	<b>8.88</b>
7	7	OMEGA HEALTHCARE	8.51	8.71	8.98	9.29	<b>8.87</b>
9	8	UASI	8.11	9.00	7.97	8.24	<b>8.33</b>
5	9	GUIDEHOUSE	9.11	7.31	7.97	9.80	<b>8.30</b>
4	10	AMN HEALTHCARE	5.80	6.22	6.52	6.35	<b>6.22</b>

Source: Black Book Market Research



## Individual Key Performance: MEDICAL CODING OUTSOURCING SOLUTIONS

### 13. Brand Image and Marketing Leadership and Communications

Table 16: Coding solutions vendor's marketing and sales statements/pitches are accurately and appropriately represented by actual product and service deliverables. The image is consistent with top software and services rankings. Sales presentations and proposals are delivered upon and corporate integrity/honesty in marketing and business development are highly valued. Company image and integrity are values upheld top-down consistently. An elevated level of relevant client communications enhances the vendor – customer/user relationship.

OVERALL RANK	Q13 CRITERIA RANK	OUTSOURCED CODING VENDOR	SMALL HOSPITALS	COMMUNITY HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
13	1	OPTUM	9.90	9.92	9.86	9.91	<b>9.90</b>
3	2	UASI	9.86	9.87	9.75	9.81	<b>9.82</b>
12	3	IBM	9.70	9.80	9.79	9.77	<b>9.77</b>
1	4	IKS HEALTH	9.42	9.93	9.79	9.86	<b>9.75</b>
4	5	AMN HEALTHCARE	9.52	8.99	9.72	9.45	<b>9.42</b>
17	6	GEBBS	9.57	9.37	9.40	9.00	<b>9.34</b>
14	7	GHR	8.49	8.07	8.12	6.93	<b>7.90</b>
19	8	AGS HEALTH	8.02	7.72	7.89	7.97	<b>7.90</b>
10	9	OMEGA HEALTHCARE	8.14	8.11	6.64	8.20	<b>7.77</b>
5	10	OXFORD	5.80	6.06	6.69	4.50	<b>5.76</b>

Source: Black Book Market Research



## Individual Key Performance: MEDICAL CODING OUTSOURCING SOLUTIONS

### 14. Marginal Value Adds

Table 17: Beyond stimulus achievement, the vendors' cost savings are realized as generally estimated and not over-positioned or over/underestimated in ways that effect major client satisfaction or costs. Vendor offers value-adds as a coding partner in cost savings and avoidance initiatives and creative programs through bundled product design. Provides true business transformation opportunities to physician practices, hospitals and other healthcare delivery settings utilizing outsourced coding solutions.

OVERALL RANK	Q14 CRITERIA RANK	OUTSOURCED CODING VENDOR	SMALL HOSPITALS	COMMUNITY HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
4	1	AMN HEALTHCARE	9.51	9.74	9.79	9.97	<b>9.75</b>
1	2	IKS HEALTH	9.10	9.89	9.67	9.49	<b>9.54</b>
6	3	LEXICODEF	9.17	9.63	9.72	9.41	<b>9.48</b>
2	4	AVIACODE	9.78	9.39	8.99	9.43	<b>9.40</b>
3	5	DATAVANT	8.80	8.57	9.75	9.82	<b>9.24</b>
15	6	GE HC	8.80	8.97	8.79	7.65	<b>8.55</b>
18	7	SAVISTA	9.12	8.86	8.59	7.32	<b>8.47</b>
13	8	OPTUM	9.01	7.65	8.12	8.50	<b>8.32</b>
10	9	MEDUSIND	7.62	9.02	8.20	8.06	<b>8.23</b>
5	10	GUIDEHOUSE	8.53	6.16	7.69	9.62	<b>8.00</b>

Source: Black Book Market Research



## Individual Key Performance: MEDICAL CODING OUTSOURCING SOLUTIONS

### 15. Financial Viability and Managerial Stability

Table 18: Vendor's viability, employee turnover, financial stability and/or cultural mismatches do not threaten relationship. Senior management and the board exemplify strong leadership principles to steward appropriate resources that impact buyers. Client is confident of long-term industry viability for this vendor based on investments, client adoption, exceptional outcomes, and service levels. Field management is notably competent, stable, and supportive of clients. The vendor demonstrates and provides evidence of competent fiscal management and leadership.

OVERALL RANK	Q15 CRITERIA RANK	OUTSOURCED CODING VENDOR	SMALL HOSPITALS	COMMUNITY HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
19	1	AGS HEALTH	9.75	9.75	9.79	9.35	<b>9.66</b>
1	2	IKS HEALTH	9.74	9.24	9.77	9.68	<b>9.61</b>
3	3	DATAVANT	9.48	9.51	9.54	8.97	<b>9.38</b>
14	4	GHR	9.33	8.53	9.21	8.19	<b>8.82</b>
9	5	UASI	8.04	8.13	9.19	9.13	<b>8.62</b>
12	6	GE HC	9.01	8.38	7.82	9.20	<b>8.60</b>
5	7	GUIDEHOUSE	8.36	7.87	8.42	9.56	<b>8.55</b>
4	8	AMN HEALTHCARE	8.80	9.19	7.36	8.51	<b>8.47</b>
6	9	LEXICODEF	7.74	9.07	9.18	7.77	<b>8.44</b>
7	10	OMEGA HEALTHCARE	8.26	7.98	9.24	7.55	<b>8.26</b>

Source: Black Book Market Research





## Individual Key Performance: MEDICAL CODING OUTSOURCING SOLUTIONS

### 16. Data Security and Backup Services

Table 19: In order to provide secure and constantly dependable service offerings for affiliated business units and provider entities, a vendor has to provide the highest level of security and data back-up services. The vendor's service in these two areas is superior to the security and back-up system of past internal systems of the provider organization, Cybersecurity practices and protections meet or exceed industry standards and regulations.

OVERALL RANK	Q16 CRITERIA RANK	OUTSOURCED CODING VENDOR	SMALL HOSPITALS	COMMUNITY HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
3	1	DATAVANT	9.78	9.80	9.98	9.76	<b>9.83</b>
1	2	IKS HEALTH	9.91	9.56	9.87	9.88	<b>9.81</b>
5	3	GUIDEHOUSE	8.91	9.03	9.22	9.79	<b>9.24</b>
2	4	AVIACODE	9.92	9.24	9.32	8.41	<b>9.22</b>
7	5	OMEGA HEALTHCARE	9.99	9.53	8.21	9.09	<b>9.21</b>
13	6	OPTUM	9.03	9.42	9.12	9.14	<b>9.18</b>
6	7	LEXICODEF	8.88	9.31	9.39	8.85	<b>9.11</b>
10	8	OXFORD	9.35	9.20	9.54	8.32	<b>9.10</b>
11	9	UASI	9.14	9.04	8.94	9.21	<b>9.08</b>
4	10	AMN HEALTHCARE	9.56	9.07	8.64	9.01	<b>9.07</b>

Source: Black Book Market Research



## Individual Key Performance: MEDICAL CODING OUTSOURCING SOLUTIONS

### 17. Support and Customer Care

Table 20: Account management provides an adequate amount of onsite administration and support to clients. There exists a formal account management program that meets client needs. Media and clients reference this vendor as coding solutions and services leader and top vendor correctly. Customer services and relationship satisfaction is manifested through significant flagship clients as well as smaller and newest customers similarly. Vendor provides an appropriate number of accessible coding support and customer care personnel.

OVERALL RANK	Q17 CRITERIA RANK	OUTSOURCED CODING VENDOR	SMALL HOSPITALS	COMMUNITY HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.73	9.67	9.90	9.81	<b>9.78</b>
4	2	AMN HEALTHCARE	9.84	9.91	9.67	9.59	<b>9.75</b>
2	3	AVIACODE	9.89	9.59	9.64	9.28	<b>9.60</b>
10	4	MEDUSIND	9.26	8.82	8.04	9.33	<b>8.86</b>
5	5	GUIDEHOUSE	8.17	8.22	8.23	9.83	<b>8.61</b>
6	6	LEXICODEF	8.19	9.14	8.67	8.06	<b>8.52</b>
7	7	OMEGA HEALTHCARE	7.91	9.01	8.14	8.28	<b>8.34</b>
8	8	OXFORD	7.79	8.84	7.45	9.07	<b>8.29</b>
9	9	UASI	9.01	9.01	7.20	7.64	<b>8.22</b>
3	10	DATAVANT	7.74	7.91	8.31	8.56	<b>8.13</b>

Source: Black Book Market Research



## Individual Key Performance: MEDICAL CODING OUTSOURCING SOLUTIONS

### 18. Best of Breed Technology and Process Improvement

Table 21: Vendor management and related coding technology services are considered best of breed. The vendor technology elevates customers via capabilities, equipment, processes, deliverables, professional staff, leadership, quality assurance and innovative initiatives. Vendor services are delivered at or above current/former in-house coding service levels. Technology is current and relevant to exchanging health information among providers, as well as sufficiently offering patient access and interoperability.

OVERALL RANK	Q18 CRITERIA RANK	OUTSOURCED CODING VENDOR	SMALL HOSPITALS	COMMUNITY HOSPITALS	HEALTH SYSTEMS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.92	9.91	9.83	9.65	<b>9.83</b>
2	2	AVIACODE	9.93	9.40	9.86	9.61	<b>9.70</b>
8	3	OXFORD	9.78	9.71	9.74	9.57	<b>9.70</b>
5	4	GUIDEHOUSE	9.33	9.80	9.64	9.85	<b>9.66</b>
10	5	MEDUSIND	9.82	9.83	9.72	9.22	<b>9.65</b>
15	6	GHR	9.22	9.51	9.06	9.73	<b>9.38</b>
6	7	LEXICODEF	9.05	9.01	9.16	9.53	<b>9.19</b>
3	8	DATAVANT	9.23	9.21	8.19	9.25	<b>8.87</b>
7	9	OMEGA HEALTHCARE	8.29	9.14	9.01	8.19	<b>8.66</b>
4	10	AMN HEALTHCARE	7.73	8.90	8.93	8.73	<b>8.57</b>

Source: Black Book Market Research



## APPENDIX

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