



What questions should I ask vendors? What will they ask me? How should I check references?

Questions to ask vendors

1. What costs are associated with installation and upgrades?
2. What's the charge to connect with each carrier?
3. How much do you charge per transaction?
4. How long will it take to recoup my investment?
5. What are your tech support hours or fees?
6. Is onsite customer service available in my area?
7. How much time is required for training?
8. How long does it take to install and/or test before we're operational?
9. Does vendor test systems before customer installation?
10. Which Oregon billers are you serving currently? [Use these as references]
11. What HIPAA transactions does your software/service support?
12. Who on your staff can answer HIPAA-related questions?
13. Do you support both medical and non-medical HIPAA code sets?
14. What new data will I have to start collecting?
15. If clearinghouse, how do we submit transactions?

Questions vendors might ask

1. What type of computer hardware and software are you using now?
2. How many carriers will you need to bill?
3. Will you be adding or losing practitioners any time soon?
4. How many claims do you typically submit in a month?
5. What kind of volume changes do you anticipate?

Questions to ask other customers/references

1. Is the vendor successfully transmitting your HIPAA-compliant transactions with OMAP?
2. Are you satisfied with the product or services?
3. How long have you been using this product or service?
4. Is the vendor responsive to troubleshooting?
5. How long did it take before you were successfully billing this way?
6. What do you like/dislike about this system?
7. What would you do differently if you were starting over?