

KEY FUNCTIONS	RATING SCALE*	QA TOOL BUILT INTO ADT SYSTEM	QA TOOL ADD-ON TO NON-QA VENDOR SOLUTION	QA SOLUTION BY DEDICATED QA VENDOR
AUDITING				
Number of Business Rules (Edits)	#			
Integrated Address Verification Auditing on 100% of Addresses	Y/N			
Integrated Eligibility (271) Auditing	Y/N			
Field-level MSPQ and Duplicate MRN Auditing	1 to 10 Scale			
REPORTING				
KPI Accuracy and Error Rate Reporting by Employee, Location, Supervisor and Facility	Y/N			
Accuracy Rate at Bill-Drop and Errors Corrected Reporting	1 to 10 Scale			
Productivity and Performance Reporting by Employee	1 to 10 Scale			
WORKFLOW				
Ability to Dispute, Ignore, Re-assign and Delegate Errors	Y/N			
Real-time Alerts and Work Queues with Errors Assigned to Individual Registrars	Y/N			
PROFESSIONAL DEVELOPMENT				
Highly Specific Error Descriptions with Error-Specific Coaching Tips	1 to 10 Scale			
Integrated Learning and Testing Tools and in the Moment Coaching	Y/N			
SUPPORT				
Ease and Availability of Vendor-Maintained Rule Changes/Addds	1 to 10 Scale			
Rule Adds or Change Requests Rurned Around within 72 Hours	Y/N			
Vendor Proactively Maintains, Recommends and Updates Rules	1 to 10 Scale			

*Rating Scale - 1 = Lowest; 10 = Highest