



Contact: Julia Gardial
Dodge Communications
678-879-1929

jgardial@dodgecommunications.com

Navicare Ranks #1 in Two End-to-End RCM Categories by Black Book™

Recognition in two RCM categories for second year in a row demonstrates Navicare's dedication to delivering unmatched client service and integrated technology to improve billing processes

Atlanta, September 20, 2017—[Navicare](#)®, a provider of integrated cloud-based medical claims management, patient payment and healthcare data analytics solutions, has again received number one rankings in client satisfaction and client loyalty across two revenue cycle management (RCM) categories in the [2017 Black Book™ RCM survey](#):

- **RCM for hospitals under 100 beds**
- **RCM for physician practices and groups**

2017 marks the second consecutive year Navicare has been awarded top honors in both categories.

"Another year of top marks with Black Book validates that our integrated revenue cycle solutions and support are exceeding client expectations by improving their financial outcomes and making their jobs easier," said [Jim Denny](#), founder and CEO of Navicare. "We're really pleased to have ranked first among end-to-end RCM solutions in the physician practice, ASC and small hospital segments. We have designed our solutions to add value to healthcare organizations of all sizes and our practice management system partners who serve them."

Black Book conducts polls and surveys with healthcare executives and front-line users about their current technology and service partners, and awards top-performing vendors based on 21 key performance indicators related to client experience, loyalty and customer satisfaction. Black Book surveyed more than 6,000 hospital and health system chief financial officers, vice presidents of finance and RCM, controllers, business office managers, staff and directors to determine the top performing vendors among in-demand financial software, systems and outsourcing services, and assess the gaps and urgencies of RCM financial administration.

Additionally, 4,569 physician office business office managers and 1,107 outpatient, alternative care, clinics, IDN physician practices and ancillary facilities also submitted ballots.

"Revenue cycle management has become a crucial component for success across care settings," said Doug Brown, president and CEO of Black Book. "In fact, our survey found that 74 percent of struggling hospitals are putting other initiatives such as population health, analytics and patient engagement on the backburner in order to focus on RCM through the rest of 2017. This focus, paired with the continued industry trend toward provider consolidation, puts more pressure than ever on RCM vendors to create better, more client-oriented products. This lineup of RCM solutions represents the best of the best in customer service and satisfaction, according to the healthcare organizations surveyed earlier this year."

Navicure's® Total RCM Platform™ integrates payer and patient billing with an advanced analytics dashboard utilizing real-time data to continually optimize operational workflow and financial results. It enables healthcare organizations of all sizes to increase revenue, accelerate cash flow, and reduce the cost and effort of managing insurance claims, patient billing and payments, and analytics, and is supported by Navicure's award-winning 3-Ring® Policy. This ensures every call is answered in three rings or less by a trained, experienced analyst. To learn more, visit www.navicure.com.

About Navicure

Navicure® is a provider of integrated cloud-based medical claims management and patient payment solutions that enable healthcare organizations of all sizes to increase revenue, accelerate cash flow, and reduce the cost and effort of managing claims, patient billing and payments, and healthcare data analytics. Serving more than 100,000 providers nationwide, Navicure's solutions integrate with industry-leading practice management systems and open software as a service (SaaS) companies. Navicure's complete healthcare revenue cycle management platform, Navicure® Total RCM Platform™, combines payer medical claims processing and patient billing with an advanced healthcare business intelligence dashboard utilizing real-time data to continually optimize operational workflow and financial results.

Navicure's unique 3-Ring® service supports every client with trained, experienced analysts who guarantee that every call will be answered within three rings. Navicure is the exclusive claims clearinghouse and patient payments solution of the MGMA Executive Partner network. The company received the 2017 Best in KLAS® ranking for the claims and clearinghouse (over 20 physician) segment. Navicure was also the top-ranked end-to-end revenue cycle leader in multiple categories in the 2016 and 2017 Black Book™ RCM Surveys. For more information, please visit www.navicure.com or follow [@Navicure](https://twitter.com/Navicure) on Twitter.

About Black Book

Black Book™, its founders, management and staff do not own or hold any financial interest in any of the vendors covered and encompassed in the surveys it conducts. Black Book reports the results of the collected satisfaction and client experience rankings in publication and to media prior to vendor notification of rating results and does not solicit vendor participation fees, review fees, inclusion or briefing charges, consultation requirements, and/or vendor collaboration as Black Book polls vendors' clients.

Since 2000, Black Book™ has polled the vendor satisfaction across over thirty industries in the software/technology and managed services sectors around the globe. In 2009, Black Book began polling the client experience of now over 590,000 healthcare software and services users. Black Book expanded its survey prowess and reputation of independent, unbiased crowd-sourced surveying to IT and health records professionals, physician practice administrators, nurses, financial leaders, executives and hospital information technology managers. For methodology, auditing, resources, comprehensive research and Outsourced Revenue Cycle vendor ranking data, see www.blackbookmarketresearch.com.