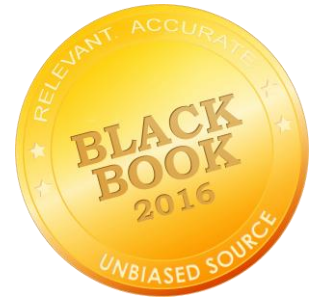


BLACK BOOK MARKET RESEARCH  
2016 USER SURVEY SUPPLEMENT



# Patient Payment Systems Top Rated Vendors

## Revenue Cycle Management Software & Services

Survey Period: Q1 2016 – Q3 2016

## About the Report

Each year, Black Book™ compiles and evaluates a list of the leading medical and healthcare software providers, rating these vendors using a scale of 18 key performance indicators (KPIs), evaluating these KPIs from the perspective of the end user. This evaluation of the 18 KPIs allows Black Book to rank healthcare solutions vendors based wholly on customer satisfaction, without the bias and influence of the software providers.

In 2016, Black Book invited more than 428,000 healthcare IT users to participate in multiple customer satisfaction polls, including the Revenue Cycle Management Software and Outsourcing survey. The survey includes insights from 189 hospitals and 44 healthcare delivery networks, as well as 1,117 physician practices that provided feedback on ambulatory settings.

Data from this survey, collected from three separate polls distributed in March and September 2016, found that Navicure's® patient payments solution, Navicure® Payments™, ranked highest in overall user satisfaction and client experience, and received top rankings across many other KPIs from the 2016 study.

*In this report, you will find information from the 2016 Black Book Patient Payment Solutions Survey, highlighting Navicure Payments' top placements across multiple categories and KPIs.*

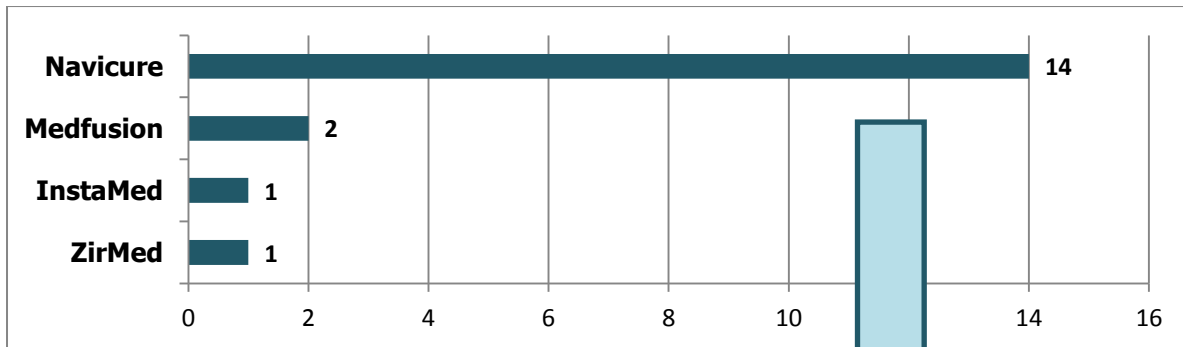
## 2016 rankings of overall user satisfaction and client experience with patient payment systems technology vendors

2016 Rank by User Satisfaction/ Client Experience		Patient Payment Systems Technology Vendors
1		NAVICURE
2		MEDFUSION
3		INSTAMED
4		REVSPRING
5		PATIENTCO
6		ZIRMED
7		BANK OF AMERICA ML
8		FIFTH THIRD
9		PATIENT PAYMENT SOLUTIONS
10		CHANGE HEALTHCARE
11		CLEARGAGE
12		KAREO
13		ATHENACOLLECT
14		WELLS FARGO
15		MCKESSON
16		MEDCLARITY
17		EXPERIAN PASSPORT
18		TRANSUNION
19		PROPAY
20		GREENWAY

Source: Black Book™

## Summary of criteria ranking:

### Top number one criteria



### Top score per individual criteria

Questions	Criteria	RCM Vendor	Overall Rank
1	Strategic Alignment	NAVICURE	1
2	Innovation, Risk Models	NAVICURE	1
3	Training	NAVICURE	1
4	Client relationships and cultural fit	NAVICURE	1
5	Trust, Transparency, Ethics & Accountability	NAVICURE	1
6	Breadth of offerings, client types, delivery excellence	NAVICURE	1
7	Deployment and implementation	ZIRMED	6
8	Customization	NAVICURE	1
9	Integration and interfaces	NAVICURE	1
10	Scalability, client adaptability, flexible pricing	NAVICURE	1
11	Compensation and employee performance	INSTAMED	3
12	Reliability	MEDFUSION	2
13	Brand image and marketing communications	NAVICURE	1
14	Marginal value adds	MEDFUSION	2
15	Viability, Managerial Stability	NAVICURE	1
16	Data security and backup services	NAVICURE	1
17	Support and customer care	NAVICURE	1
18	Best of breed technology and process improvement	NAVICURE	1

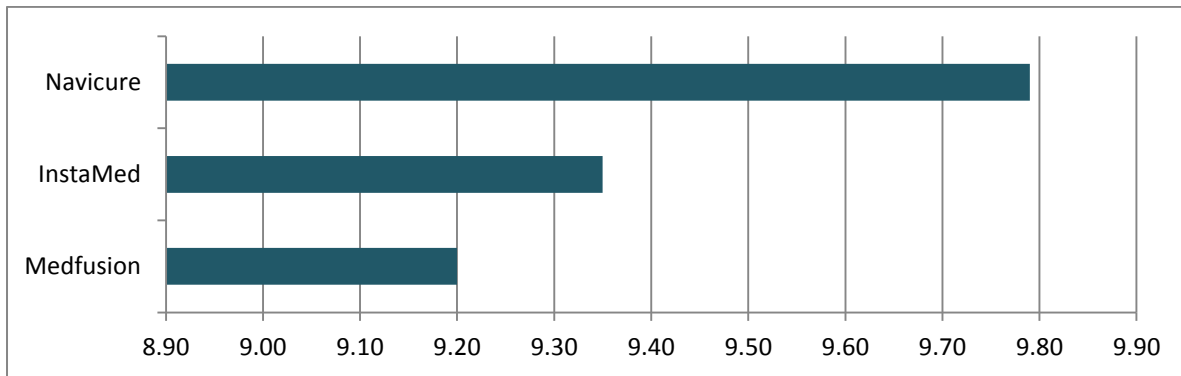
Source: Black Book™

### Individual Key Performance Criteria

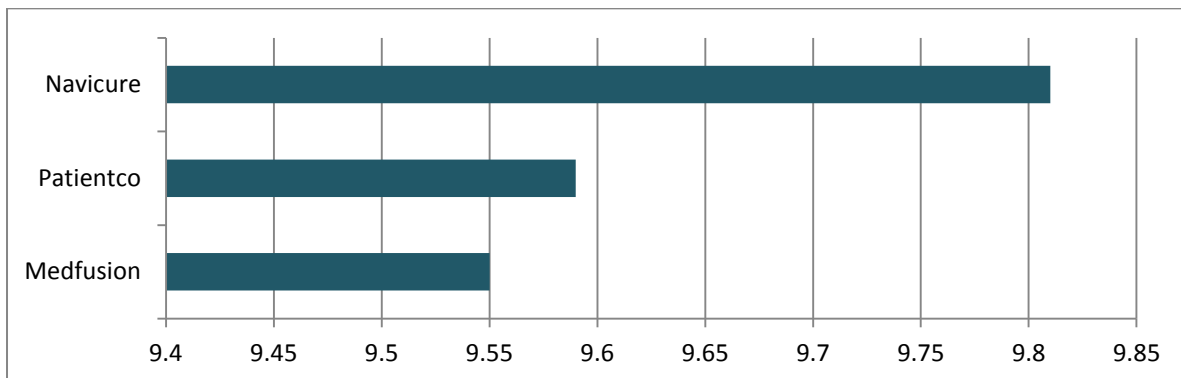
The following charts represent the average scores of respondents ranking solutions for various criteria on a 1-10 scale, including rankings of satisfaction with:

- Payment acceleration and processing products
- Payment responsibility estimation and collection
- Eligibility, coinsurance and balance collection
- Integrated practice management and point-of-service collections

### Strategic Alignment of Revenue Cycle Management vendor with goals for the client organization

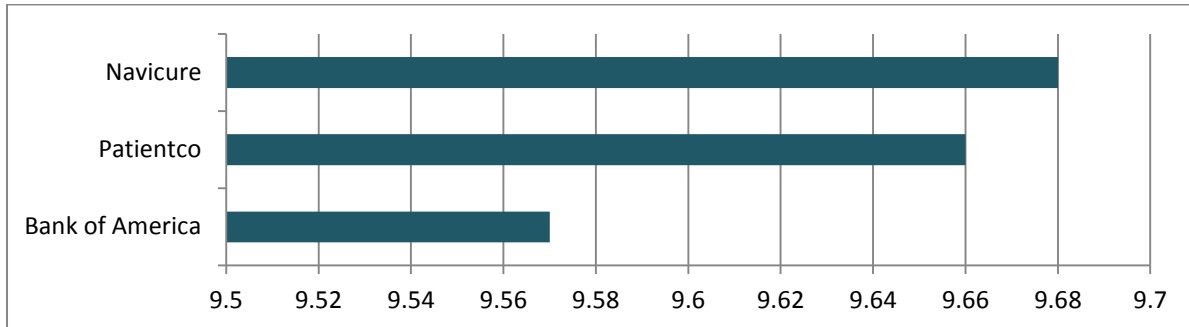


### Individual Key Performance – Innovation

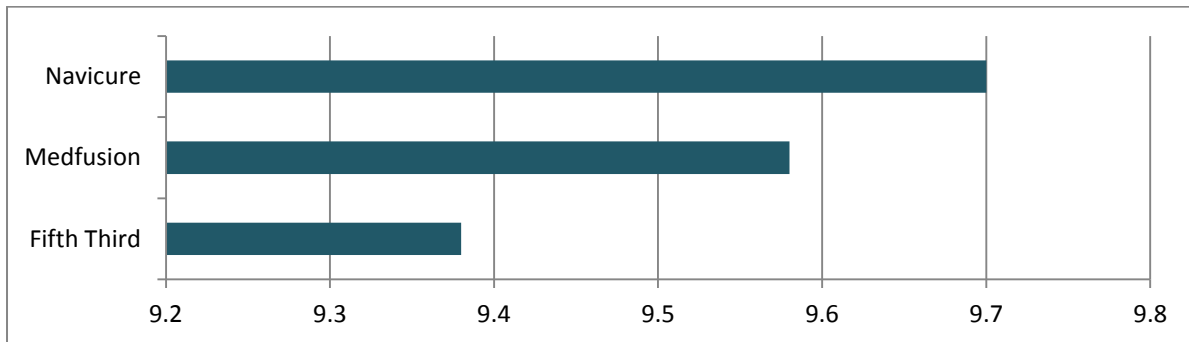


Source: Black Book™

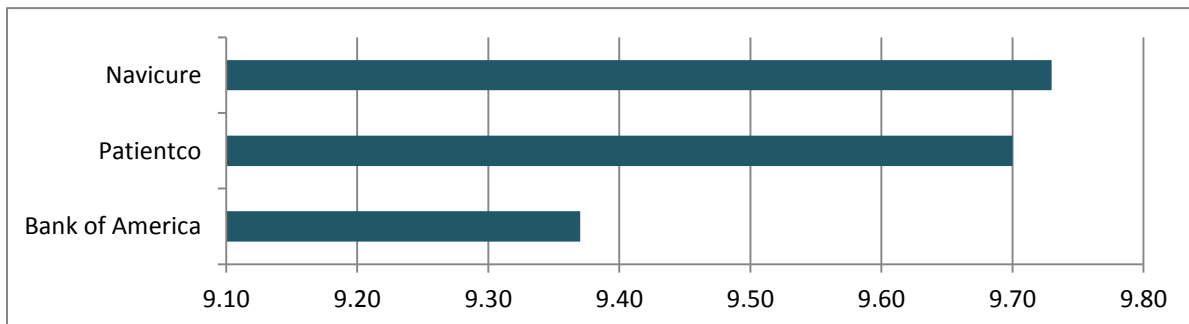
### Individual Key Performance – Training



### Individual Key Performance – Breadth of offerings, varied client settings, delivery excellence across all user types



### Individual Key Performance – Customization



Source: Black Book™