



## Hayes MDaudit:

### Aiding Organizations with Revenue Optimization and Compliance

#### Why This First Look?

Healthcare organizations are under pressure on many fronts, including their financial viability. Amid this pressure, revenue optimization, integrity, and total compliance are crucial. MDaudit from Hayes addresses these concerns by bringing multiple teams into a single enterprise platform to mitigate compliance and revenue risks. The solution addresses key areas such as continuous risk monitoring, anomaly detection, and workflow automation.

#### What Does MDaudit Do?

(A Customer Explains)

*"The product creates ease in auditing and coding for our physicians and hospital by allowing our billing systems to communicate with other systems. MDaudit pulls in demographic information [automatically]. It gives us ease in creating an audit or a review. We analyze each provider, their bell curves, and the risk scores and compare with their peers. Then we can assess the risk of physicians based on our facility." —Analyst*

#### Bottom Line

MDaudit is a cloud-based platform that provides technology to improve revenue, mitigate compliance risk, and streamline operations. Clients report a robust system, which includes capabilities for averting billing errors, auditing workflows, and doing analytics and reporting. They also describe a proactive partnership with the firm and appreciate the thorough training and expertise that Hayes brings to implementations and upgrades. Areas for improvement include more customization and enhanced reporting.

#### Key Competitors (as reported by Hayes)

GeBBS, Healthicity, MRO (Cobius), Nektar Analytics, Streamline Health

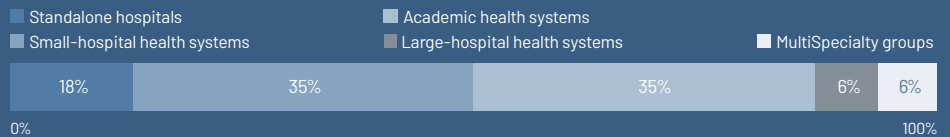
#### Number of Customers Interviewed by KLAS

19 individuals from 17 unique organizations (out of 91 unique organizations provided to KLAS)

#### Top Reasons Selected

Vendor relationship and partnership, product functionality, and analytics

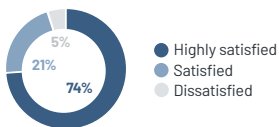
#### Survey Respondents—by Organization Type (n=19)



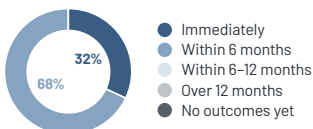
## Hayes MDaudit

### Customer Experience: An Initial Look

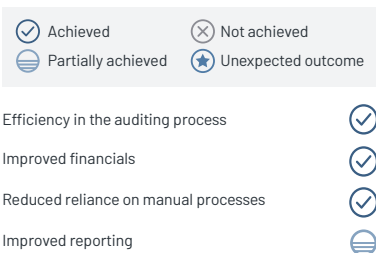
#### Overall Customer Satisfaction (n=19)



#### Time to See Outcomes (n=19)



#### Outcomes Expected by Customers

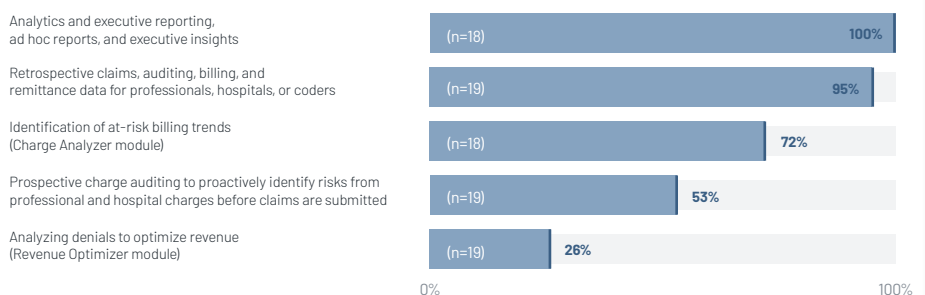


#### Key Performance Indicators (1-9 scale)



#### Adoption of Key Functionality

Percentage of respondents achieving/validating



## Strengths

Vendor fosters collaborative partnerships and open communication



*"The people with Hayes are all great. I have even been on the phone with C-suite members. I have never worked with a vendor that has cared more about their customers' needs than Hayes does, and it is refreshing. . . . They make sure to keep us involved. We get together, talk about product development, help them formulate updates, and give our opinions." —Manager*

Vendor provides a user-friendly, supportive training platform

*"Hayes' customer support is really good because our trainer helps us set everything up. . . . [The vendor has] an eLearning platform that they are constantly updating and building. The user support piece on the site gives us documents, step by step, in color. It is like having training, but we can read it and print it, and it tells us how to do things. The electronic side is not my forte in the sense of setting it up and building it. I had to learn it and understand it, but Hayes understands it, and they help explain it to us in layman's terms." —Manager*

Product drives tangible outcomes and delivers new technology

*"MDaudit helps us organize and process our audits more effectively. It also helps us to identify trends and risk areas for our claims submissions. . . . The expected outcomes of MDaudit are helping us identify different risk areas through the analysis. . . . There is new audit functionality that has some unexpected enhancements, and those have been beneficial to those who work in different areas. We can pinpoint the specific access that people need." —Director*

## Opportunities

Lack of customized functionality



*"I still have to do some manual processes because of certain functionalities that the system doesn't have. I need to be able to pull information from healthcare claims for our audit. Right now, the system doesn't pull that information, so we have to use a manual process for some fields. That isn't helpful." —CCO*

Perceived gaps in value

*"The system is too expensive. . . . We are definitely getting something for our investment, but given how much we pay for the system, I couldn't say that we are getting much of a return. The cost of the system is the leading reason we want to look at alternative systems because we are willing to accept less functionality for a better price." —CCO*

Reporting features could be enhanced

*"The vendor could improve the reporting mechanism. They should improve the running of reports, the ease of creating an audit, and the ease of setting up the weighted percentages and the weighted values of each and every aspect. The product does have a few shortcomings, but overall, the product is doing exactly what we want it to do." —Analyst*

## KLAS' Points to Ponder

The Positives: Hayes' MDaudit product provides a cloud-based solution for provider organizations to improve efficiencies in workflow processes related to professional and hospital billing analysis. MDaudit is a compelling solution for all providers to consider because of the ability to perform billing audits, compliance risk reviews, and prospective billing reviews that result in improved financial outcomes of less than six months. Hayes receives good marks for their customer service and training programs and provides a flexible analytics solution to effectively evaluate RCM operations.

Organizations should consider the following:

### The Solution's Long-Term Viability in Healthcare

An RCM environment supporting both fee-for-service and value-based care models requires focused, timely evaluations of billing practices and compliance risk for professional and hospital billing. Solutions such as MDaudit are well positioned to help healthcare organizations rapidly transform their billing audits and compliance-risk processes. The addition of benchmarking metrics drives organizational RCM comparisons and standardization. MDaudit provides flexible reporting options, including ad hoc reporting, an audit API module to extract data, customizable reporting, and self-service functions using natural language search.

### Impacts and Trade-Offs of the Underlying Technology

MDaudit has a well-designed cloud architecture. The cloud, database, and development environments are using solutions that are consistent with most healthcare IT products

we review. The system has achieved HITRUST certification, and the data is encrypted at rest and in transit. Data file uploads from the RCM systems drives the analytics. AI is used for analyzing billing and compliance risk monitoring using AI training models based on claims and remittance data. The AI model is trained daily. Customers need to evaluate their browser versions relative to potential usage disruptions from MDaudit upgrades.

### Preparation Considerations for RCM Audit Solutions

Audit solutions should provide support for both professional and hospital billing. Audits for professional billing and compliance risk assessments may vary widely relative to specialties and their billing data. A key component for driving adoption and expected outcomes is system flexibility for uploading and normalizing billing data from various RCM systems. Reporting and analytics also demand that these solutions provide high degrees of flexibility for data



### Mike Davis

HCIT market research and analysis expert with 40+ years of experience

comparisons. Training environments should support on-site training, virtual training, and online libraries of curriculums and documents.

### Auditing the RCM Auditing Environment

Provider organizations that implement RCM auditing solutions need to provide governance for these systems to ensure ongoing audit value and compliance accuracy. Original build workflows and data sets are likely to change over time. As these changes occur, it will be necessary to review changes to the audit systems related to new data, RCM file uploads, and how often the uploads take place. Additionally, organizations will need to create the necessary data mapping to ensure accurate analytics. System upgrades may drive these governance review timelines, but reviews should take place annually.

# Hayes: Company Profile at a Glance

## Year founded

Consulting Services Company: 1993  
Software Solutions Company: 2000  
LLC: 2015

## Headquarters

Wellesley, MA

## Number of unique customer organizations

91

## Number of employees

75

## Revenue model

Subscription-based service with pricing dependent upon audit types and volumes; à la carte options available

## Target customer

Hospitals and health systems (including academic institutions)

## Healthcare Executive Interview



**Pete Butler,**  
President and CEO, Hayes | MDaudit

### How would customers describe your solution?

The majority of customers describe MDaudit as a robust platform that is intuitive and user friendly and meets their auditing needs. Customers view us as a technology provider and partner. The software aims to improve revenue, mitigate compliance risk, and streamline operations to succeed in an evolving healthcare landscape. MDaudit is a secure, cloud-based platform that helps reduce compliance risk and retain more revenue by providing auditing workflow automation, risk monitoring, and built-in analytics and benchmarking capabilities.

### What are Hayes MDaudit's biggest differentiators?

The platform is a standalone solution that offers professional billing, hospital billing, and coder auditing workflows (for inpatient and outpatient billing, both retrospective and prospective). The system includes advanced analytics and reporting for closed-loop feedback and optimization with billing and payments data.

### Is your solution integrated into a core system (such as the EHR), or is it standalone?

MDaudit is a standalone solution. Customers send their charge data to load into our platform through file-based integration (EDI and non-EDI).

## Solution Technical Specifications (provided by Hayes)

### Cloud environment

AWS

### Development platform

.NET core, Angular, React, Okta, and third-party AI software

### Database environment

SQL server (operational), Snowflake (analytics), DynamoDB (IAM and document management)

### Security platform

HITRUST certification

### Confidentiality

HIPAA & BAA

### Data encryption

TLS 1.2, AES-256

### Integration approach

File-based data transfer (EDI and non-EDI), outbound APIs for audit subject area

# Report Information

## Hayes Performance Overview

All Standard Software Performance Indicators

Culture		
Proactive service (1-9 scale)	(n=19)	<b>A</b>
Keeps all promises (Yes/no)	(n=19)	<b>A-</b>
Product works as promoted (1-9 scale)	(n=18)	<b>A</b>

Loyalty		
Would you buy again (Yes/no)	(n=18)	<b>A</b>
Part of long-term plans (Yes/no)	(n=19)	<b>A+</b>
Forecasted satisfaction (1-9 scale)	(n=19)	<b>A</b>
Overall satisfaction (1-9 scale)	(n=19)	<b>A</b>
Likely to recommend (1-9 scale)	(n=19)	<b>A</b>

Operations		
Quality of training (1-9 scale)	(n=19)	<b>B+</b>
Quality of implementation (1-9 scale)	(n=18)	<b>B+</b>
Ease of use (1-9 scale)	(n=19)	<b>B</b>

Grading scale				
A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84	
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48	

Product		
Product quality (1-9 scale)	(n=19)	<b>A</b>
Product has needed functionality (1-9 scale)	(n=19)	<b>B</b>
Supports integration goals (1-9 scale)	(n=16)	<b>A</b>
Delivery of new technology (1-9 scale)	(n=17)	<b>A</b>

Relationship		
Quality of phone/web support (1-9 scale)	(n=19)	<b>A</b>
Executive involvement (1-9 scale)	(n=19)	<b>B</b>

Value		
Money's worth (1-9 scale)	(n=18)	<b>A-</b>
Avoids nickel-and-diming (Yes/no)	(n=18)	<b>B</b>
Drives tangible outcomes (1-9 scale)	(n=19)	<b>A</b>

## Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare, payer, and employer organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS's best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to [klasresearch.com/faq](https://klasresearch.com/faq).

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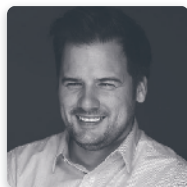
## Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.



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## Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

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