Medical Billing Vendor Scorecard

Score each finalist 1 to 5 on every criterion, multiply by the weight, then total. The highest weighted total wins.
From: How to Choose a Medical Billing Company: The 2026 Buyer's Guide - netixmedicalbilling.com

How to use this scorecard

List your 2-3 finalist vendors across the top. Score each 1 (poor) to 5 (excellent) on every row. Multiply each score by the weight, then add each vendor's weighted column for the total. Specialty experience and SLA-committed KPIs count triple because they determine whether the vendor can perform.

Criteria	Weight	Vendor A	Vendor B	Vendor C
Specialty experience (clients in your specialty)	x3			
KPI benchmarks committed in SLA	x3			
Denial management process (dedicated staff, appeal rates)	x2			
Reporting transparency (samples provided, frequency)	x2			
Contract flexibility (term, exit, performance clauses)	x2			
Fee transparency (full schedule in writing)	x2			
References (two specialty clients contacted)	x2			
EHR compatibility (works in your system)	x1			
Onboarding speed (under 30 days to first claim)	x1			
Account management (named contact, response SLA)	x1			
Weighted total				

Scoring guide

5 = Excellent, documented proof. **4** = Strong, minor gaps. **3** = Average, acceptable. **2** = Weak, concerns remain. **1** = Poor or refused to answer. Any vendor scoring 1 or 2 on a x3-weighted row is a serious concern regardless of the total.