

Clinical Lab RCM
Transformed:
Smarter Systems.
Faster Revenue.
Stronger Results.

Introduction

RCM Transformation with the LEAP Difference

LEAP's process audit ensures strong RCM processes where no test goes unbilled, no claim goes unfiled, and no denial left unappealed.

Ordering Portal and LIS integrated system design closes the loop from order to cash, eliminating manual errors and maximizing clean claims up-front.

Eligibility Checks, Medical Necessity, and Prior Auth workflows at time of order entry speed up claim submissions and reduce denials.

Visibility into unbilled revenues and accelerated revenue recognition support more accurate forecasting, budget planning, and scalable growth.

Insightful analytics on RCM data reveals where denials swell and margin is gained or lost—by payer, panel, client, or provider—which empowers lab leaders to make profitable decisions.

Tighter coordination between lab ops and finance via shared dashboards helps align resources with revenue impact.

Modern cloud and iPaaS approaches to building your RCM system deployment will ensure it is reliable, supportable, and scales as needed.

Closed-Loop Feedback for Improvement. When the lab sees denials or underpayments early, they can fix workflows upstream—like collection protocols, labeling errors, or incomplete requisitions.

This creates a continuous improvement cycle that benefits every department.

*"In recent years, there has been the emergence of a more adversarial and uncertain reimbursement process that often requires more extensive documentation of the medical necessity of tests."*¹

— 360Dx (2024)

For labs, implementing a new Revenue Cycle Management (RCM) system isn't just a software project—it's a full-scale operational transformation or operational upgrade. From customization and data migration to user training and live billing, every stage demands precision, oversight, and lab-specific expertise.

That's where LEAP comes in. With deep expertise in laboratory systems and operational workflows, we partner with leading RCM solution specialists to transition systems, while minimizing disruption and maximizing efficiency.



~90% of lab billing Denials are preventable with a proper laboratory billing process supported by an advanced laboratory billing system."²

— Kaiser Family Foundation (2023)

Cited Sources:

¹ <https://www.360dx.com/business-news/molecular-testing-expands-labs-filing-reimbursement-process-becoming-herculean-task>

² <https://www.kff.org/private-insurance/issue-brief/claims-denials-and-appeals-in-aca-marketplace-plans-in-2023/>

Contents

- 01** Introduction
- 02** Table of Contents
- 03** Meet Leap
- 04** Our Approach
- 05** Service Offerings
- 06** Why LEAP

Meet Leap

Built for labs. Tuned for outcomes.

What sets LEAP apart:

- ✓ Comprehensive process, beginning with a deep dive into the existing billing approach and support to ensure each element of the business is optimized at each step of the billing process.
- ✓ LEAP's lab team brings decades of experience as leaders in national reference laboratories developing and operating across modalities and specialties.
- ✓ Hands-on collaboration with RCM technology providers to successfully deliver modern billing solutions.
- ✓ Collaboration with technology experts to map data flow, automate where possible, and build tight integrations across applications.
- ✓ Development of payloads, robust system connections, and proactive error handling between RCM and boundary systems.
- ✓ Get started on your project quickly. LEAP can start as soon as 2 weeks after signing!



The medical billing process is complex and tedious – yet it is critical that your lab follows through every step of the way – from pre-billing reviews all the way to collections.

At Leap, we understand the complexity of the RCM process and how critical each step is.

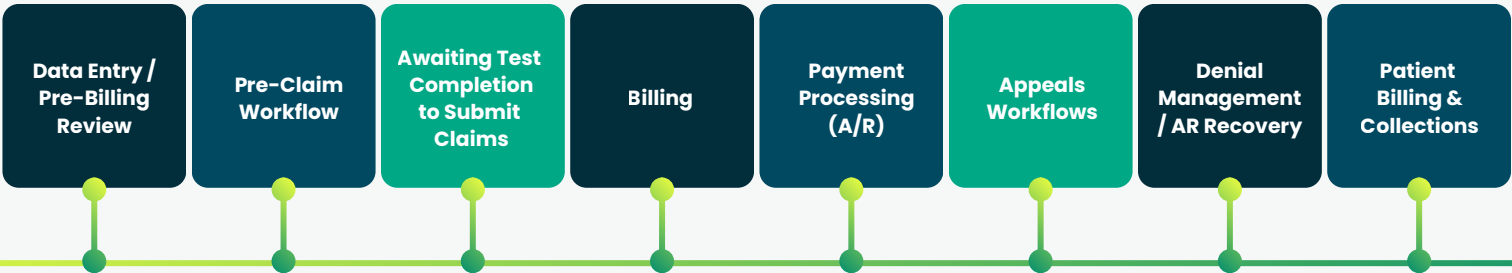
Which is why we don't just configure software—we guide labs through high-stakes transitions that impact clinical operations, financial performance, and compliance.

We don't stop at implementation: by uncovering reporting requirements and building custom analytics, we help labs maintain performance visibility and benchmark key trends to optimize operational results.

Process drives any successful RCM implementation.

LEAP's end-to-end revenue cycle process-driven approach to system implementation ensures revenue-cycle systems implementations deliver measurable results. Our focus on ensuring every stage of billing is streamlined, connected, and optimized to maximize efficiency, provide visibility, and reduces DSO.

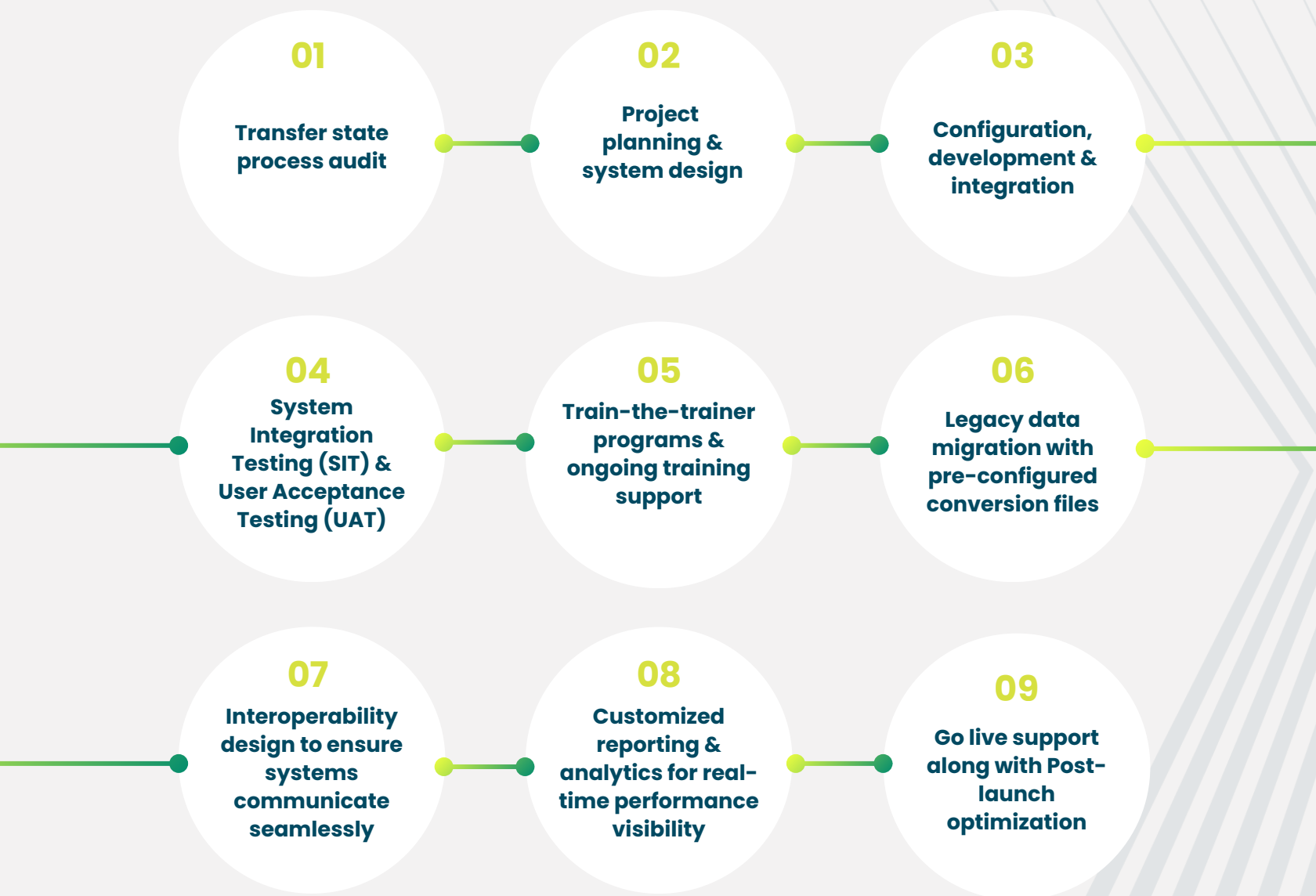
Ordering Portals
Prior Authorization
Adjudication Patient Bill
Payments Write-offs
Claim Submission Collections
Refunds Unbillables
Eligibility Capitation



Our Approach

RCM in the lab isn't plug-and-play.

We start with a process audit of your revenue cycle performance to surface insights and define what "best-in-class" looks like. Next, we design your target model—efficient, compliant, and digitally enabled—then run an automation and AI opportunity assessment to pinpoint where advanced tools cut manual work, accelerate reimbursements, and improve accuracy. **The result: an ROI-driven roadmap that bridges today's state to tomorrow's performance.**



A Snapshot of the Process

Our comprehensive audit spans the full RCM lifecycle, starting with pre-billing accuracy like eligibility and authorizations, moving through billing efficiency with coding, scrubbing, and submission, and ending with post-billing performance in denials, collections, and underpayments.



AUDIT PROCESS



IDENTIFY THE TARGET



APPLY AUTOMATION AND AI FOR IMPLEMENTATION

01 MINIMIZE DISRUPTION AND MAXIMIZE EFFICIENCY.	06 COLLABORATE WITH TECHNOLOGY EXPERTS TO MAP DATA FLOW ACROSS APPLICATIONS.
02 FACILITATE STRUCTURED DISCOVERY WORKSHOPS ALIGNING TEAMS AND OBJECTIVES.	07 ENSURE A SEAMLESS MIGRATION BY IDENTIFYING AND TRANSFORMING LEGACY DATA SOURCES USING PRECONFIGURED CONVERSION FILES.
03 MANAGE SCHEDULES AND INTEGRATE ESSENTIAL PROJECT TOOLS.	08 DEVELOP PAYLOADS, AND ESTABLISH ROBUST CONNECTIONS BETWEEN THE REVENUE CYCLE MANAGEMENT (RCM) SYSTEM AND KEY BOUNDARY SYSTEMS.
04 EMPOWER LABS TO FULLY LEVERAGE ITS NEW PLATFORM.	09 ENSURE INTEROPERABILITY ACROSS ALL CONNECTED SYSTEMS.
05 UNCOVER REPORTING REQUIREMENTS AND BUILD ANALYTICS FRAMEWORKS FOR ONGOING VISIBILITY.	

How do we do it?

01 Goals & Strategy Development	02 Detailed Requirements & Migration Planning	03 Implementation Acceleration & Optimization	04 Custom API Development & Optimization
05 CRM, LIS, ERP & other Integrations	06 Modern Cloud-based Deployment Models	07 Data Migration Mapping, Planning & Extraction	08 Data Conversion including Data Governance
09 System Testing, Data QA, Internal Audit Support			
10 SOP Development & Training Solutions	11 Dashboards & Business Reporting	12 Project Governance & Compliance	13 Rollout, Go-live, Hypercare, & more
			14 Ongoing Metrics-driven RCM Optimizations

Service Offerings

Our Lab-Centered RCM Offerings

LEAP provides end-to-end support designed to optimize billing systems for all laboratory medicine and pathology reference laboratories. Here are some deeper dives into the offerings.

RCM Project Planning & Strategy Development

Provide a structured approach to optimizing each step of the RCM process within an organization.

Key Services

- Development of RCM implementation roadmap
- Stakeholder engagement and alignment planning
- Resource allocation and budgeting strategies
- KPI definition and success measurement planning



Deliverables

- Customized RCM implementation strategy
- Implementation timeline
- Risk management framework

RCM Workshop Facilitation & Training

Educate teams and stakeholders on RCM optimization principles while ensuring effective collaboration in execution.

Key Services

- Discovery workshops to document RCM requirements
- Facilitation of hands-on exercises
- Case study analysis and best practices discussions
- Train-the-trainer approach and support



Deliverables

- Workshop materials
- Training Support Documents

Process Optimization & Implementation Support

Drive process optimization through design, implementation, and change management – embedding efficiencies your team can sustain to ensure long-term organizational success.

Key Services

- Workflow design and process optimization
- Change management and adoption strategies
- Related technical and functional documentation
- Continuous improvement plans and sustainability strategies



Deliverables

- Optimized maintenance processes
- Performance tracking framework
- Technical documentation

System Integration Strategy & Implementation

Seamlessly connect disparate systems to improve efficiency and reduce manual effort.

Key Services

- Assess system architecture and integration gaps
- Develop integration strategy aligned with business goals
- Implement middleware for seamless data flow
- Enable API connectivity with third-party systems
- Monitor and optimize integrated workflows

Deliverables

- System architecture blueprint
- Integration roadmap
- Data architecture blueprint

Custom API Development & Optimization

Build scalable, secure, and efficient APIs to enhance system functionality and data exchange.

Key Services

- Design and development of APIs and integration with vendor API tiers
- Optimize API performance
- Improve observability and supportability of API tiers
- Provide documentation and developer-friendly API guidelines
- Resiliency and Redundancy Design
- DevOps, CI/CD, Change Control

Deliverables

- API documentation
- API Endpoints & Integrations
- Operating Frameworks

Cloud & Enterprise Integration Solutions

Enable cloud-based and enterprise-wide connectivity for scalability and flexibility.

Key Services

- Integrate cloud platforms (AWS, Azure, Google Cloud)
- Synchronize ERP, CRM, and legacy systems
- Design data migration and transformation strategies
- Advise on hybrid cloud deployment and architecture

Deliverables

- Cloud integration strategy
- I-a-C and Integration Code
- Workflow automation design and implementations

Change Management & Continuous Improvement

Facilitate adaptation to evolving business needs and system enhancements.

Key Services

- Periodic system reviews and improvement recommendations
- New feature rollouts and strategies
- Change impact analysis and mitigation planning
- Stakeholder engagement for user feedback integration
- Training for updates and enhancements

Deliverables

- Change management frameworks
- Feature enhancements
- Vendor coordination on enhancements to platform

Data Migration & Format Standardization

Ensure smooth and accurate data migration across different platforms and formats.

Key Services

- Conversion of legacy data to modern formats (XML, JSON, CSV, etc.)
- Structured and unstructured data transformation
- Database migration and format adaptation (including unique identifiers)
- Cross-platform data compatibility analysis
- Error-checking and validation procedures for safety & accuracy



Deliverables

- Standardized data formats
- Structured migration guidelines

Compliance & Governance for Data Conversion

Ensure regulatory adherence and governance best practices in data transformation.

Key Services

- Compliance audits for regulatory data standards (GDPR, HIPAA, etc.)
- Secure encryption and anonymization for sensitive data
- Data accessibility and retention policies for long-term usage
- Documentation of governance frameworks for converted datasets
- Performance monitoring and validation metrics for efficiency and accuracy



Deliverables

- Compliance assurance reports and governance documentation
- Security best practices
- Risk management

Software Testing & QA

Ensure software applications function correctly, securely, and efficiently.

Key Services

- Functional and regression testing for software stability
- Automated testing solutions for continuous deployment
- Security testing, including vulnerability assessments
- Performance and load testing to optimize system efficiency
- Cross-platform compatibility testing



Deliverables

- Test reports
- Defect tracking logs
- Recommendations for software improvement

Online Training for Domestic and Global Remote Teams

Enable flexible, accessible learning options.

Key Services

- Virtual training sessions with expert-led instruction
- Interactive e-learning modules and video courses
- LMS (Learning Management System) integration for self-paced training
- AI-based learning recommendations for personalized training paths
- Continuous learning programs and knowledge retention strategies

Deliverables

- Access to online training portals
- Recorded webinars
- Progress tracking dashboards.

Business Intelligence & Data Visualization

Transform raw data into actionable insights through advanced reporting and visualization.

Key Services

- Interactive dashboard creation (Power BI, Tableau, etc.)
- Custom reporting for strategic business decisions
- Real-time data tracking, KPI monitoring, and alerting
- Predictive analytics for trend forecasting
- Automated report generation for operational efficiency

Deliverables

- Dynamic dashboards
- Custom reports

Governance & Compliance Frameworks

Ensure adherence to industry standards and regulatory requirements for system security and governance.

Key Services

- Compliance audits for frameworks such as SOC 2, ISO 27001, HIPAA, and GDPR
- IT governance strategy development and risk assessment
- Policy creation for data protection and system integrity
- Internal control frameworks for cybersecurity best practices
- Continuous compliance monitoring and remediation strategies

Deliverables

- Compliance assessment reports
- Security guidelines
- Risk management frameworks

Why Leap?

Our team of industry veterans and subject-matter experts bring decades of hands-on experience to every partnership to accelerate growth and maximize impact.

Drawing on a deep understanding of operational complexities and market demands, we'll position you for success, whether you're scaling up from current momentum or just starting to break ground.

50+

Professionals, led by
industry & domain experts

8

Full-time
Practice Leads

25

Full-time
Engineering Professionals

Leadership



JOSH
Managing Partner



ANTONY
Head of Delivery



RAINA
Practice Lead



STEVEN
Practice Principal



HEATHER
Practice Principal



YURIY
SME Consultant



SADE
Practice Principal



DEBRA
External Affairs

Our Expertise



Diagnostics &
Life Sciences



Telecom &
Mobile



Banking &
Insurance



SAAS &
Cloud ISV

LEAP In Genetics, Oncology, and Multiomics

- ✓ Combined cross-industry experience building, scaling, and digitizing clinical labs
- ✓ Specimen journey, bench process, instrument interfacing, and automation
- ✓ Practice focus on LIMS, lab automation, report related lab workflows
- ✓ From lab design, to workflow design, requirements gathering, through full implementation, training, launch, and post-launch refinements

GenPath®
ONCOLOGY

GeneLx

CARIS
LIFE SCIENCES

NEO
GENOMICS

natera™

BROAD
CLINICAL LABS

BAYLOR
GENETICS

BioReference®

When adopting
transformative technology,
the right expertise makes
all the difference.

With LEAP, you don't just get it right—you Get There Faster.
Let us guide your laboratory through a seamless, confident transition.

Contact us at starthere@leapcg.com or visit leapcg.com



We've partnered with a leading national laboratory scaling their precision medicine clinical diagnostics across the globe.

Scan to see their transformation story.

leapcg.com

LEAP CONSULTING
GROUP