

Your Guide to

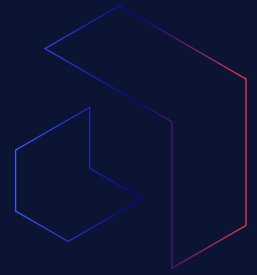
RCM

Automation

In this guide, you'll learn:

- Emerging trends reshaping RCM automation
- Proven best practices from industry leaders
- How to assess your organization's readiness

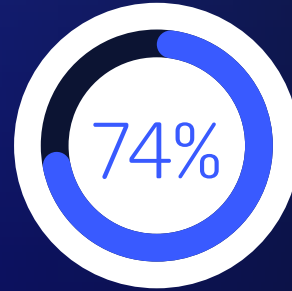
Key Trends in RCM Automation



Four Automation Trends Reshaping Healthcare Finance

1. From Point Solutions to Connected Workflows

RCM automation once solved isolated problems. Today, AI connects front-end, mid-cycle, and back-end workflows—reducing leakage and boosting collections. Leaders want flexible, modular solutions that deliver quick wins and scale seamlessly across the revenue cycle.



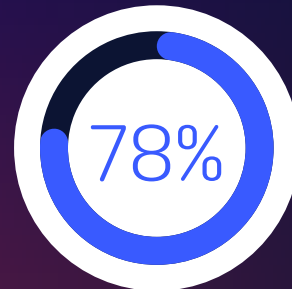
are adopting RCM automation, with nearly half already using AI.¹

2. Integration and Transparency

Automation must connect seamlessly with EHRs and clearinghouses. Real-time dashboards ensure it drives measurable results, not “black box” promises.

3. Patient Experience as a Financial Strategy

Clear bills, upfront cost estimates, and flexible payments turn billing into a competitive advantage. With automation that works for patients and providers alike, health systems can increase satisfaction while accelerating collections.



of patients seek clarity and accuracy in their financial interactions with healthcare providers.²

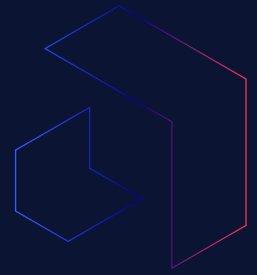
4. Automation as a Trust Builder

Reliable revenue cycle automation reduces errors, ensures compliance, and builds stakeholder confidence across the continuum of care.

Sources

- <https://www.aha.org/aha-center-health-innovation-market-scan/2024-06-04-3-ways-ai-can-improve-revenue-cycle-management>
- <https://www.thoughtful.ai/blog/revenue-cycle-management-statistics-a-data-driven-look-at-healthcare-finance>

Best Practices for RCM Leaders



Five Proven Approaches For Building Automation That Lasts

1. Adopt a Holistic Approach

People, processes, and technology must align. Siloed automation is outdated—modern RCM automation platforms enable unified workflows across the revenue cycle.

2. Build Resilient, Scalable Models

Plan for volume surges, regulatory shifts, and complexity. Resilient automation adapts with you.

3. Prioritize Transparency and Visibility

Invest in dashboards and analytics. With real-time insights, leaders can act today instead of waiting for end-of-month reports.



For **Exact Sciences**, Access Healthcare, part of Smarter Technologies, cut insurance verification volumes from 55,000 to 18,000 and reduced denials from 9,000 to 1,500. By shortening lag days from 30 to just two, the team unlocked \$2 million in collections. [Read the Full Case Study](#)

4. Elevate Staff and Improve Throughput With Smart Automation

Free teams from repetitive work so they can focus on strategic, complex tasks that add value.

5. Design Patient-Centric Automation

Reduce financial friction. Patients who understand their bill are more likely to pay on time.



With **Regional Acute Health Systems**, Access Healthcare provided 35 A/R and 15 coding FTEs to reduce overtime and backlogs while embedding Robotic Process Automation (RPA) for sustainable workflows. [Read the full case study](#)

Your RCM Automation Readiness Checklist



Audit automation coverage across the entire revenue cycle: front, mid, and back-end



Identify billing pain points from the patient perspective



Define KPIs for transparency, efficiency, and staff productivity



Assess scalability for growth and regulatory change

What's Next?

The future of RCM automation is here. The most prepared leaders are using automation not just to cut costs, but to improve efficiency, strengthen accuracy, protect revenue integrity, and seamlessly integrate across systems. By doing so, they're building trust, deepening relationships, and hard-wiring resilience into the financial health of their organizations.