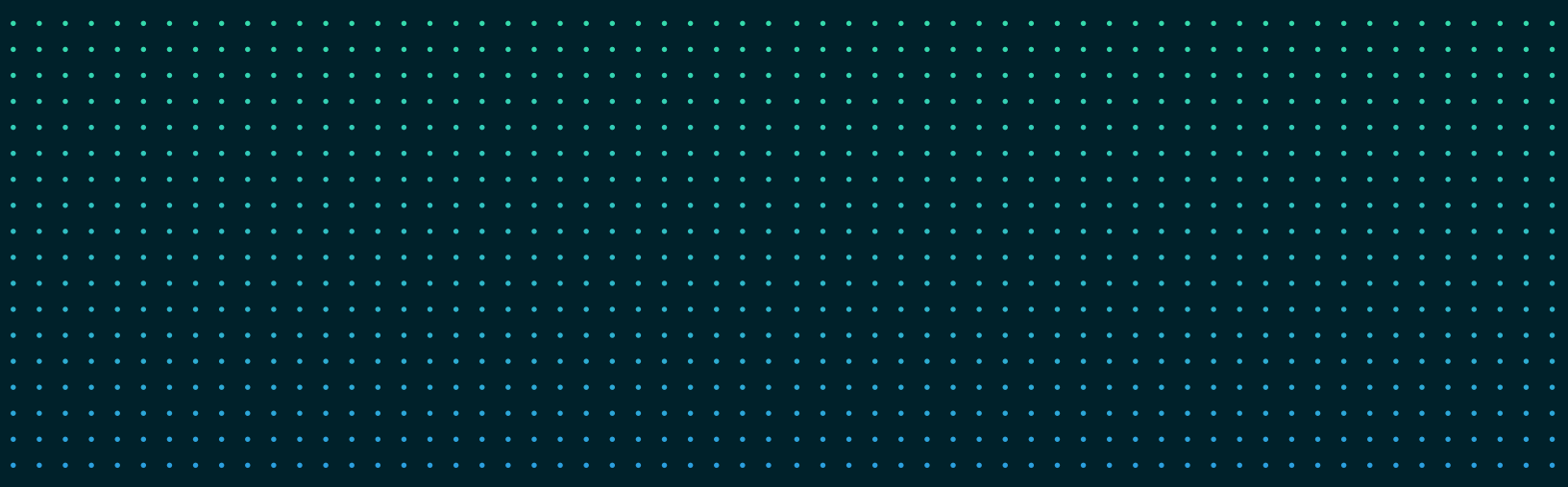# Self-Assessment: Heads of Revenue Cycle

As a Head of Revenue Cycle, your ability to modernize operations and drive results is more critical than ever. Use this quick self-assessment to gauge whether your RCM operation is prepared to compete in today's increasingly AI-driven billing landscape.

Instructions:

Tic the box for each statement that is fully true for you as head of RCM.

Denial Prevention

- ☐ We regularly track and analyze denial rates by payer, code, and location.

- ☐ We use pre-submission claim validation to catch documentation or coding issues before submission.

Prior Authorization & Eligibility

- ☐ We have real-time tools in place to track prior authorization status and expiration dates.

- ☐ Insurance verification is performed automatically for every scheduled patient, including frequency limits and COB data.

A/R and Follow-Up

- ☐ Our A/R aging reports show a consistent decline in >90 day balances.

- ☐ We use automated follow-up workflows for both payers and patients, reducing manual calls.

Staffing & Scalability

- ☐ Our team can handle increasing claim volumes without proportional headcount growth.

- ☐ Tasks like payment posting, denial appeals, and statement generation are mostly automated.

Data Visibility & Reporting

- ☐ We have dashboards with real-time access to KPIs like denial rate, net collections, and first-pass resolution.

- ☐ We can compare performance across clinics, payers, and services with just a few clicks.

Technology Readiness

- ☐ Our practice management and billing systems are modern enough to support API integration and automation layers.

Scoring

9-11 boxes checked:

- You're leading the way in modern RCM. Consider targeted AI to scale further.

6–8 boxes checked:

- You're on the right track, but gaps exist.

Fewer than 6 boxes checked:

- High risk of falling behind. It's time to act now.

Final Thought

Payers are already automating aggressively. Without your own AI-enabled strategy, your team risks burnout, cash delays, and missed revenue. Use this checklist to identify your blind spots—and build your roadmap to resilient, intelligent RCM.

Want a full AI-readiness audit of your revenue cycle?
Book a demo or strategy call today.