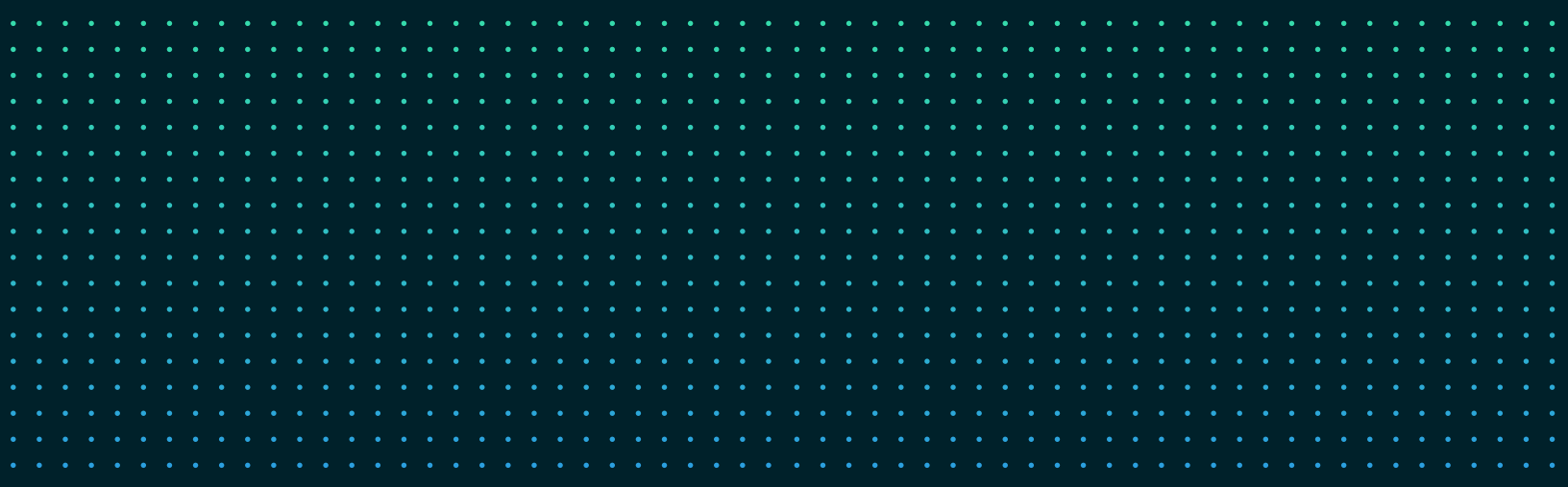# How to Build a World-Class RCM Team

Introduction

For CFOs and RCM leaders at multisite healthcare providers, building a high-performing revenue cycle management (RCM) team is no longer just about hiring skilled billers. It's about creating a flexible, data-driven engine that can scale with growth, adapt to payer complexity, and integrate with emerging technologies—particularly AI agents.

At Tally, we partner with providers who are rethinking their RCM strategy—not just to fix denials or post payments, but to build resilient, future-proof operations. This white paper offers a practical guide for assembling a world-class RCM team that combines human expertise, AI automation, and strategic vendor partnerships.

01 Core Roles in a Modern RCM Team

- Front-end Revenue Operations: Insurance verification, benefits coordination, pre-auth intake

- Coding & Charge Capture: Certified coding experts who collaborate with clinicians

- Claims & AR Management: Claims submission, payment posting, denial follow-up

- Analytics & Reporting: Data analysts who monitor payer behavior and team productivity

- Vendor & AI Oversight: Emerging role focused on managing outsourced RCM and AI agents

02 Must-Have Skills for 2025 and Beyond

- Data fluency: Staff must interpret dashboards, denial patterns, and agent outputs

- Process documentation: Critical for AI training, vendor handoffs, and compliance

- Change management: As agents and BPOs augment workflows, staff must adapt quickly

- Payer negotiation savvy: Especially for multisite providers navigating regional differences

- Tech + empathy: Teams must pair automation with patient and payer engagement

03   When and Where to Use AI Agents

World-class teams don't just use AI—they manage it strategically.
At Tally, we deploy AI agents across processes like insurance verification, denial management, payment posting, and AR follow-up. But success depends on clear human-AI boundaries:

- Use agents for high-volume, rules-based workflows (e.g., posting, aging AR)
- Use human teams for escalations, clinical nuance, or relationship-driven payers
- Build oversight loops: assign staff to review agent performance weekly

04   Should You Outsource or Augment?

Outsourcing can offer scale and cost advantages—but world-class RCM is not achieved by cost-cutting alone. Hybrid models—where BPO teams and AI agents work under your internal leadership—often strike the best balance:

- Use BPOs for overflow, weekend work, or specialized payers
- Keep high-impact RCM functions (e.g., denials, underpayments) internal or hybrid
- Ensure all third-party vendors follow your KPIs and process documentation

Conclusion: Build What Only You Can Own

As RCM automation matures, your team's job isn't disappearing—it's evolving. The best teams build not just claims, but systems: workflows that blend human insight with machine speed, and oversight models that scale.

At Tally, we help multisite providers run faster, leaner, and smarter RCM with a team that's built for the hybrid future.
Reach out for more on building your team.