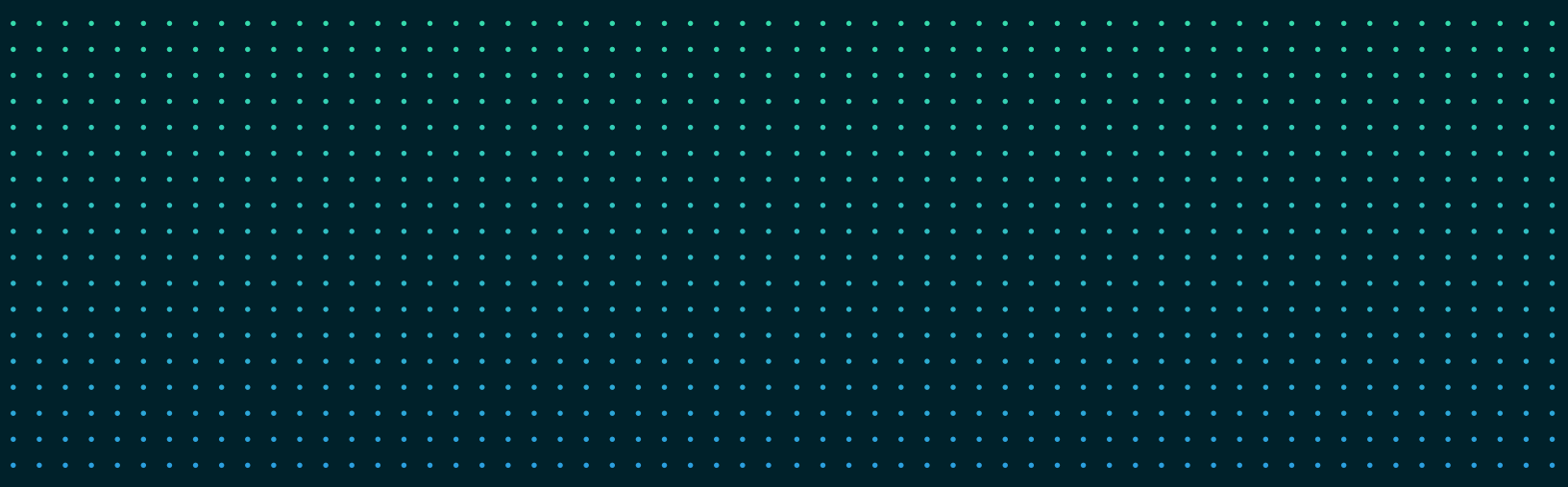


Your First 100 Days as a New RCM Leader

As the new leader of Revenue Cycle Management (RCM) at a healthcare provider, your first 100 days are critical. This period is your opportunity to diagnose performance gaps, build trust with staff and leadership, and begin reshaping your RCM operation into a strategic growth engine. This guide outlines a practical 3-phase plan to make your early impact count.



01

Assess (Days 1–30)

- ☐ **Meet with Stakeholders:** Introduce yourself to finance, operations, front office, and IT leaders.
- ☐ **Map the Revenue Cycle:** Understand how patient intake, billing, and collections operate across locations.
- ☐ **Inventory Systems & Vendors:** List PMS, clearinghouses, BPOs, and AI tools used at each site.
- ☐ **Pull the Metrics:** Get current data on A/R days, clean claim rate, denial rate, net collections, cost to collect.
- ☐ **Walk the Workflow:** Shadow front desk, billing, and AR follow-up staff.
- ☐ **Identify Quick Wins:** Look for low-effort issues to resolve that signal capability and build confidence.

02

Stabilize (Days 31–70)

- ☐ **Standardize Key Processes:** Begin creating SOPs for denials, payment posting, and aging A/R follow-up.
- ☐ **Initiate Weekly RCM Rhythm:** Launch KPI dashboards and 15–30 min weekly ops reviews with team leads.
- ☐ **Address Data Gaps:** Ensure claims are categorized properly for denial analysis.
- ☐ **Clarify Roles:** Resolve overlapping responsibilities among in-house, outsourced, and AI teams.
- ☐ **Engage Staff:** Hold 1-on-1s with key contributors. Ask what's broken, what's working.
- ☐ **Share Early Wins:** Report small improvements in collections or turnaround time to leadership.

03

Advance (Days 71–100)

- ☐ **Draft a 6–12 Month RCM Roadmap:** Identify priorities (e.g., AI agent rollout, contract review, staffing model).
- ☐ **Start an AI Readiness Assessment:** Identify which workflows could benefit from automation.
- ☐ **Secure Leadership Buy-In:** Use early data to pitch needed changes—new vendors, headcount, tech investments.
- ☐ **Benchmark Performance:** Compare your org to peers.)
- ☐ **Document & Communicate:** Share the roadmap with your team and execs.
- ☐ **Elevate RCM:** Position your team as an enabler of scale, not a back-office cost center.

Reach out to Tally for support with setting up your RCM organization for success.