

RCM Maturity Assessment™

1. RCM strategy...	1 ...enables the tactical running of RCM	2	3 ... focuses on making internal improvements to RCM using KPIs	4	5 ...centers on revenue maximization and business growth/ scale plans	→	Urgency to Close the Gap	L	M	M
2. Patient financial experience...	1 has limited billing transparency; is reactive to disputes	2	3 ...has digital options and some support, not integrated in overall experience	4	5 ...personalizes estimates; offers payment and self-service flexibility	→	Urgency to Close the Gap	L	M	M
3. RCM team management...	1 ...uses “warm body staffing” to mitigate hiring challenges	2	3 ...partners with BPOs or staffing firms to respond to shortages	4	5 ...builds staff productivity around managing AI agents	→	Urgency to Close the Gap	L	M	M
4. Operations...	1 ...relies on firefighting, tracks basic A/R	2	3 ...covers regular workflows with some basic automation or RPA (e.g., claim scrubbing)	4	5 ...uses continuous improvement with predictive analytics	→	Urgency to Close the Gap	L	M	M
5. Compliance management...	1 ...has few policies, minimal documentation	2	3 ...delivers baseline compliance, SOPs and training	4	5 ...is combined with overall improvement efforts	→	Urgency to Close the Gap	L	M	M
6. Tech & vendor management...	1 ...is ad hoc; manual activities and legacy tech drag down execution	2	3 ...uses SLAs for a patchwork of vendors	4	5 ...integrates strategic benefits of emerging tech, including AI	→	Urgency to Close the Gap	L	M	M
7. Internal stakeholder coordination...	1 ...happens in silos and in response to issues/problems	2	3 ...involves other leaders with some shared KPIs or joint initiatives exist.	4	5 ...co-designs workflows and goals to drive enterprise revenue performance	→	Urgency to Close the Gap	L	M	M

[Contact us](#) to receive more benchmarks and support growing your RCM capabilities.