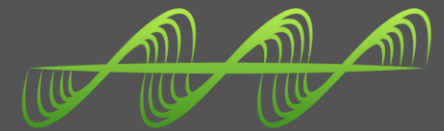


Revenue Cycle Panel

What Top RCM Leaders Are Focused on Now:
Current Trends, Regulations, Technology, & Challenges



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Denial Trends

Claim Denials significantly increase the cost to collect on any service; providers dedicate significant analytic and personnel resources to identifying denial trends and adjusting workflows, EHR edits or training to reduce any cause. These denial trends generate significant dialog with business partners; payers, technology vendors, outsourcing, colleagues who may be seeing similar trends, etc.

- What are some of the most notable denial trends you and your team have identified in the past 6 months? How were the issues able to be resolved, or what is being done to work toward resolution? What were the lessons learned?

Staffing & Outsourcing Trends

Staffing has been a significant challenge, both locally and nationally, since 2020. Organizations have responded to this challenge in a variety of ways, from increasing pay, shifting roles to a permanent remote status, expanding their target hiring pool, and a number of other creative options.

- How have the healthcare staffing challenges impacted your departments and what are some of the strategies you and your leaders have employed to attract and retain employees needed to maintain service levels?

AI and Machine Learning

There is a lot of BUZZ in the industry about the possibilities presented by Artificial Intelligence and Machine Learning. The Think Tank Panel at the Western Region Symposium in January generated a lot of conversation among Revenue Cycle and Finance leaders alike who are experimenting with these technologies in their own shops.

- Please tell us about how you are currently utilizing any AI and Machine Learning technologies in your departments? Are there areas in which you are exploring the use of these technologies? What are the most significant benefits you are expecting or experiencing?

CMS 2026: Interoperability & PA Rules

The new CMS Interoperability and Prior Auth Rules that will go into effect in 2026 will bring significant changes to workflows and data exchange between payers and providers. Some have raised concerns about industry readiness and compliance.

- How is your organization preparing for these updated regulations and in what ways do you anticipate collaborating with various business partners?

Increases In Healthcare Cyber Attacks

Over the past 24 months, the volume of cyber attack incidents has increased significantly; Change Health being the most recent breach and possibly one of the largest. Others that come to mind are Cellnetix, Kaye-Smith, and even Virginia Mason.

- As a leader in Revenue Cycle for a healthcare provider, how is this impacting your daily operations? How does it impact your relationships with Business Partners, IT implementations and even patient communications?

Questions For Panelists

Please raise your hand, a mic runner will come to you. Stand to speak.

