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The Power of Patterns: Turning Trends into Tactical Wins

November Revenue Cycle Seminar

Honolulu, HI

November 12, 2025



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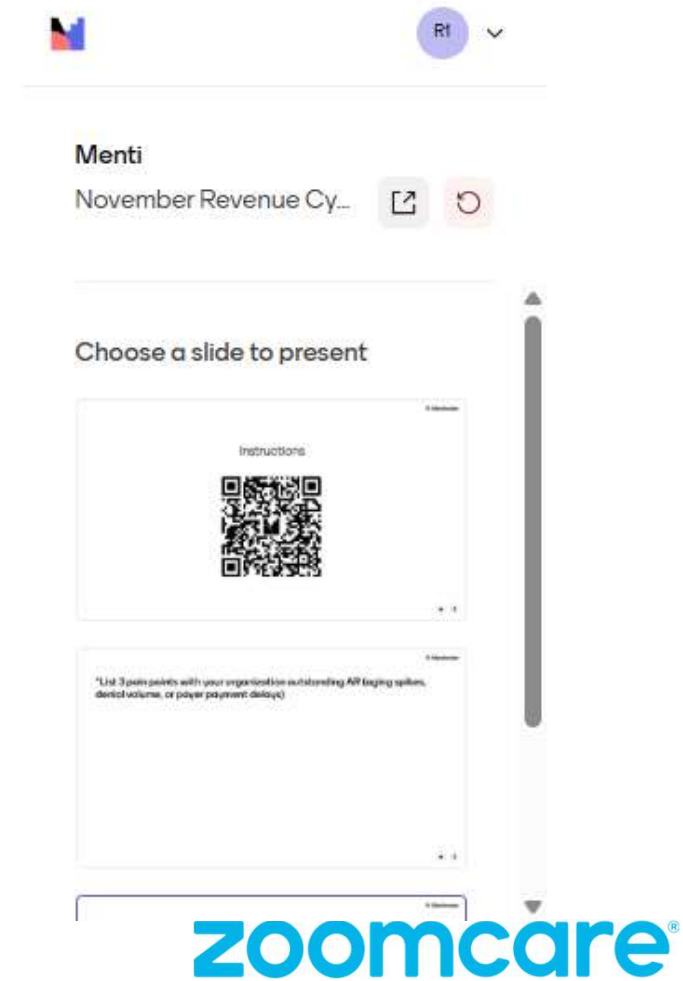
A screenshot of the Zoom Menti interface. At the top, there is a Zoom logo on the left and a user profile icon with the initials "RI" on the right. Below this, the word "Menti" is displayed in bold. Underneath "Menti" is the title "November Revenue Cy..." followed by two icons: a share icon and a refresh icon. The main area is titled "Choose a slide to present" and contains two large, light gray rectangular placeholders for slides. To the right of these placeholders is a vertical scrollbar with a dark gray track and a white slider. At the bottom of the interface, there is a thin horizontal bar with a white background and a gray border.

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Spotlights




Spotting Early Warning Signs



Red Flag Radar Matching Game: Attendees' Participation Rules

Welcome to the Red Flag Radar Matching Game!

-  Each table has a set of flashcards:
 - - One set = AR Red Flag Scenarios
 - - One set = HFMA MAP Keys

 Your mission: Match each scenario to the correct MAP Key!



Spotting Early Warning Signs



AR AGING SPIKE
>90 DAYS



INCREASE IN
DENIALS



REIMBURSEMENT
DELAYS



HIGH BAD DEBT
WRITE-OFFS



LOW 1ST PASS
RESOLUTION RATE



HIGH VOLUME OF
DFNB

Early detection = better control of cash flow



Improving Payer Relationships Through



Payor Policy Objections



Denial Overturn Trends



Using Payor's own letters



Contract Data



Escalation with confidence



Turning Insights Into Action



Internal Controls



Workflow Improvements



Alignment, Alignment, Alignment



Pro vs. Reactive



Power of Partnerships



Table Exercise

Role: You're the Director

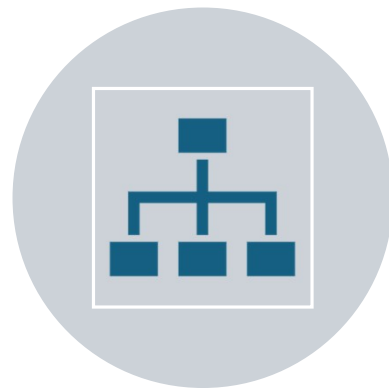
Your Billing Manager presents that No-Authorizations for radiology services has gone up with **“You're Not So favorite Health Plan”** by 25% in the last 90 days.

As a table outline 1) What factors could be contributing to this rise ? 2) What specific data, tools, or processes should be reviewed to address this issue ? 3) What immediate actions should be prioritized to reduce this rate ?

Pick a table spokes person



Driving Targeted Action Through Data Patterns



HOW DO YOU RANK
ISSUES?








WHAT TOOLS ARE YOU
USING?

Targeting action = faster wins



Data Detective: Attendees' Participation Rules

Welcome to 'Data Detective' – Your Mission:

-  Listen carefully to each scenario.
-  Think through the question based on the data presented.
-  Choose the BEST answer from the options provided.
-  Be ready to share your reasoning if called on!
-  Bonus points for creativity, collaboration, and courage.

Let's sharpen those revenue cycle instincts and have fun!



Scenario 1 – Denial Spike

You notice that authorization denials increased by 58% this month. The payer remains the same, but the procedure mix has shifted slightly.

- Question: What's your first step in investigating this trend?
- A) Call the payer for an update
- B) Review recent documentation workflows
- C) Check authorization submission processes
- D) Notify your provider reps



Scenario 2 – High AR in 181–365 Bucket

Your top 3 payers each have over 40% of their balances in the 181–365 day aging category.

- Question: What would you prioritize first?
- A) Escalate aged claims with payers
- B) Write off low-balance accounts
- C) Focus on staff productivity audits
- D) Review hold/rebill trends



Scenario 3 – Dashboard KPI Review

Dashboard shows:

- - Denials up 15%
 - - Cash collections down 10%
 - - Productivity steady
-
- Question: Which area would you audit first?
 - A) Denial trending
 - B) Payer payment turnaround
 - C) Work queue assignment logic
 - D) Revenue code mapping



Empowering Teams for Long-Term Wins



Data transparency =
team accountability



Building governance



Celebrating
progress



Surfacing barriers



Honor the past and
Celebrate the future



Questions?

“Trends are the compass — but action is the map that gets you to results.”



Contract Us:



Kelly Samuel
Executive Director
Annuity Health

ksamuel@annuityhealth.com

LinkedIn: <https://www.linkedin.com/in/kelly-samuel-2bb27b24/>

HFMA Chapter: Oregon



Evan Martin, MBA, CRCR, EHRC
Vice President Revenue Cycle Management
ZoomCare

emartin@zoomcare.com

LinkedIn: <https://www.linkedin.com/in/evan-martin-20861238/>

HFMA Chapter: Oregon

