Revenue Cycle Management Process (RCM)

The RCM process begins with the first patient contact and ends once their services have been paid. All administrative and clinical functions contribute to the capture, management, and collection of revenue. Tasks are assigned to the Front-end/reception area, billing, clinical/providers and administrators. The tables below display the typical duties found in each of these areas but can vary depending upon resources and staffing. These tables can be used as a guide to determine if these functions are being performed in your LHD.

FRONT-END/RECEPTION	BILLING/ACCOUNTS RECEIVABLE
Phones	Bank Deposit
Appointment Scheduling	Pre-Edit Claim Review
Pre-Registration	Charge Capture Review & Reconciliation
Eligibility Verification	Claim Submission (Electronic & Paper Claims)
Registration/Check-in	Processes Secondary Insurance Claims
Demographic Data Collection & Input	Follow-up on Claims
Proof of income, Sliding Fee Scale	Payer Denials/Appeals
Scan/copy photo ID, insurance card, & income	Review and Process Clearinghouse and Payer
documents	Denials
Front end collections of co-pays and prior	Follow-up on Patient Eligibility
balances	Processes Mail & Payer Correspondence
Check-out functions	Remittance Advice & Payment Posting
Reminder Calls/Re-Calls	Reconciliation of ERA and EFT
Front-Office Reconciliation: Charges,	Processes Patient Statements
Payments, Credit Cards	Follow-up on Insurance Account Receivables
Authorizations	Follow-up on the Patient Account Receivables
End-of-Day Reports (Charges & Payments)	Runs Daily and Monthly Reports
Follow-up on Bad Addresses	EOM Reconciliation
SBIRT	Monitors Payer Trends
Monitors Revenue Cycle & Staff	ADMINISTRATORS
CLINICAL / PROVIDERS	Review & Maintain Fee Schedule
Charge entry	Payer Contracting
Documentation of Services	Provider Credentialing
Coding of Services	Creates, monitors & updates Policy &
Internal Coding Audits	Procedures
internal county Addits	Billing Compliance Plan
	HIPAA Privacy & Security Compliance
	KPI Reports
	Software Updates & Back-ups
	EOM Reconciliation of PMS to Bank Statement
	LOW Reconciliation of Fivid to Dank Statement