

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 documents	Review and Process Clearinghouse and Payer Denials
Front end collections of co-pays and prior balances	Follow-up on Patient Eligibility
Check-out functions	Processes Mail & Payer Correspondence
Reminder Calls/Re-Calls	Remittance Advice & Payment Posting
Front-Office Reconciliation: Charges, Payments, Credit Cards	Reconciliation of ERA and EFT
Authorizations	Processes Patient Statements
End-of-Day Reports (Charges & Payments)	Follow-up on Insurance Account Receivables
Follow-up on Bad Addresses	Follow-up on the Patient Account Receivables
SBIRT	Runs Daily and Monthly Reports
Monitors Revenue Cycle & Staff	EOM Reconciliation
	Monitors Payer Trends
CLINICAL / PROVIDERS	ADMINISTRATORS
Charge entry	Review & Maintain Fee Schedule
Documentation of Services	Payer Contracting
Coding of Services	Provider Credentialing
Internal Coding Audits	Creates, monitors & updates Policy & Procedures
	Billing Compliance Plan
	HIPAA Privacy & Security Compliance
	KPI Reports
	Software Updates & Back-ups
	EOM Reconciliation of PMS to Bank Statement