



RCM ASSESSMENT

Your revenue cycle is the heartbeat of your healthcare organization’s financial health. Yet, operational gaps, whether in staff efficiency, outdated systems, or lack of visibility, can silently drain profitability and slow down reimbursement.

This assessment sheet is designed to help you evaluate the current state of your RCM operations, identify your most pressing challenges, and uncover actionable opportunities that can lead to immediate and lasting impact.

SCORE YOUR CORE RCM FUNCTIONS

For each area below, rate from 1–5.

● 1 = Critical Issue ● 5 = Best-in-Class

Categories	Key Indicators
Prior Authorization	% of delays due to incomplete or missing authorizations
1 2 3 4 5	Turnaround time for approvals
	Denied claims linked to authorization issues
Eligibility Verifications	% of verifications completed before date of service
1 2 3 4 5	Real-time eligibility check capability
	Manual vs. automated verification rate
Coding and Documentation	% of coding-related denials
1 2 3 4 5	Compliance audits passed/failed
	Use of automation tools for documentation capture
Claims Processing	% of clean claims on first submission
1 2 3 4 5	Turnaround time from charge entry to submission
	Claims rejection trends by payer
Denials Management	Denial rate (overall and by category)
1 2 3 4 5	Appeal success rate
	Time to resolution for top denial types
Payment Posting	Time from payment receipt to posting
1 2 3 4 5	% of manual vs. automated postings
	Accuracy of payment reconciliation

Scoring Method

Review your next strategic step by calculating the total of all categories, including key indicators.

48 AND BELOW: CRITICAL

Your score indicates significant gaps across multiple RCM functions that are likely costing you thousands in missed revenue, delayed reimbursements, and operational inefficiencies. Schedule a Discovery Call immediately to uncover where the breakdowns are occurring and what steps can reverse the trend.

49 - 72: AT-RISK

Your RCM processes show signs of strain and inconsistency. While some functions may be working, there are likely disconnected systems, or outdated workflows holding your team back. Gather your internal stakeholders to review current RCM performance with the next section of key metrics and operational goals.

73 AND ABOVE: OPTIMIZATION

You're managing your revenue cycle relatively well, but even strong systems can contain hidden inefficiencies. Proceed to the next section to identify key financial and operational bottlenecks where strategic improvements, automation, or technology upgrades could deliver exponential impact.

IDENTIFY OPERATIONAL CHALLENGES

Mark the challenges you experience most under each category. These are common roadblocks that contribute to revenue leakage.

STAFF AND RESOURCE CHALLENGES

High staff turnover or training gaps

Lack of cross-functional communication

Limited capacity for claim follow-up

Overdependence on manual workflows

Inadequate RCM leadership or oversight

Lack of system integration

PROCESS AND TECHNOLOGY CHALLENGES

Legacy systems that don't communicate

Lack of automation in front-end processes

Inability to scale current software

Manual data entry and fragmented tools

Inefficient workflows

SUPPORT AND VENDOR CHALLENGES

Limited onboarding or ongoing support

Generic system configuration

No structured access to continuing education

Lack of community, peer support, or vendor-partner engagement

Lack of RCM experience and/or knowledge to solve complex issues

Lack of industry or specialty experience

FINANCIAL AND PERFORMANCE CHALLENGES

Cash flow inconsistencies

High bad debt or write-offs

Low reimbursement rates from top payers

Missed benchmarks for A/R or denial targets

No visibility into true cost-to-collect

Poor reporting or data analytics tools

Inability to curate full spectrum, performance reporting

STRATEGIC CHALLENGES

No formal denial prevention strategy

Delayed decision-making due to data silos

Lack of revenue forecasting models

Resistance to operational change

Misalignment between billing and clinical workflows

Expense-to-revenue ratio is unsustainable

Inability to scale business

CALCULATE IMPACT OPPORTUNITIES

Use the metrics below to estimate your potential financial gain by resolving inefficiencies.

Metrics to Evaluate	Value	Industry Average or Goal
Current Denial Rate	<div></div> %	Avg. Industry Target: <5%
Days in A/R	<div></div>	Avg. Target: <40 days
Clean Claim Rate	<div></div> %	Goal: >97%
First Pass Resolution Rate	<div></div> %	Goal: >90%
Cost-to-Collect	<div></div> %	Goal: 2–5%
Automation Rate: Tasks automated vs. manual	<div></div> %	Front-end Goal: 90% & Back-end Goal: 60%* <small>*To reach these benchmarks, your RCM system must be configured for automation and powered through strategic integrations with PHIMED Technologies industry partners to maximize your results.</small>

Top 5 Financial Opportunity Areas

Small gaps between your current RCM metrics and industry benchmarks can translate into tens of thousands in lost revenue each month. These top five financial opportunity areas reveal where inefficiencies are quietly draining profitability and where strategic improvements can drive measurable impact fast.

REDUCING DENIALS

Each percentage point drop in denials can recover thousands in lost revenue.

IMPROVING A/R DAYS

Speeding up cash flow reduces dependency on lines of credit.

BOOSTING AUTOMATION

Reduces labor costs and increases consistency in claim handling.

INCREASING CLEAN CLAIM RATE

Fewer reworks mean faster payments and lower costs.

OPTIMIZING PAYMENT POSTING

Accurate, timely posting ensures better forecasting and reconciliation.

MATCH CHALLENGES WITH SOLUTIONS

Use your assessment findings to identify which areas to prioritize and what actions to take next using PhyGeneSys.

Issue	Solution	PhyGeneSys Overview
High Denial Rates	Denial Management Automation	PhyGeneSys offers built-in tracking and automated appeal workflows to recover lost revenue and prevent future denials.
Manual Processes Across Teams	Workflow Automation	Streamline end-to-end operations with customized rule sets for your specialty.
Delays in Eligibility Verification	Real-Time Verification Tools	Automated front-end checks reduce manual errors and eliminate surprises on the back end.
Inconsistent Payment Posting	Automated Payment Posting	Match remits with encounters automatically and reduce manual reconciliation errors.
Limited Visibility Into RCM Metrics	Centralized Reporting Dashboard	Gain access to real-time analytics and visual KPIs to track performance and staff productivity daily.

A Strong Relationship

Even the most advanced RCM software will fall short if it's not paired with reliable, real-time integrations like a clearinghouse.

These connections serve as the bridge between your internal workflows and external payers, and when they're delayed, inconsistent, or poorly configured, they create bottlenecks that undermine your entire revenue cycle. Sustainable revenue and operational excellence depend on flawless execution across all systems with an RCM platform built to address real-world, ongoing challenges and work in tandem with every integration point to deliver consistent, measurable outcomes.

NEXT STEPS



PHIMED TECHNOLOGIES IS ACCELERATING CONTINUOUS GROWTH AND INNOVATION THROUGH OUR TEAM, CLIENTS, AND MEDICAL BILLING SOLUTIONS FOR LONG-TERM IMPACT.

When you partner with PHIMED Technologies, you can trust us to deliver efficient, innovative, client-centric, and secure RCM solutions. PHIMED Technologies was founded with a singular vision: to be the catalyst for process efficiencies in medical billing and patient engagement. We've built our reputation on delivering software solutions that are data-rich, easy to use, and focused on streamlined efficiencies.

We don't just provide software — we collaborate closely with each client to ensure their business success and sustainability. This transparent partnership approach has made us a trusted name in revenue cycle management.

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