



# 3 Reasons RCM Services Help Providers Improve Billing Workflow

There are some things in life that make sense to do yourself. Change a tire. Mow the lawn. Vacuum the house. You can't get in much trouble having a strong do-it-yourself ethic when it comes to these simple, everyday tasks. But when it comes to revenue cycle management services (RCMS), it's better left to the experts.

RCMS, especially medical billing, often falls to provider office staff, but the expertise often isn't built-in to the business. Providers frequently assign billing as the second or third task of office staff, whose expertise lies in other areas. External RCMS experts aid practices by improving billing processes: to ensure accurate coverage, payer denials and revenue recovery the RCMS workflow by increasing the accuracy of the information sent to payers.

External RCMS specialists help providers:

- check patient eligibility;
- verify insurance coverage;
- manage coding;
- respond to denied claims; and
- send patient statements.

### Increasing Insurance Costs Impact Patients

Providers need the support of RCMS billing specialists because patient premiums, deductibles and co-pays continue to increase, making it more difficult for patients to pay their treatment bills, which negatively impacts practices their revenue. Patients have significant challenges making premium payments and by the time they receive treatment may have even more difficulty making an in-office payment, or simply may not make any payment at all before leaving the office.

These are the growing financial pressures on today's patients:

- 33 percent have difficulty paying premiums.
- 43 percent of adults with health insurance say they have trouble paying deductibles.
- 29 percent report problems paying medical bills.
- 30 percent of patients leave the office without paying their bill.

Utilizing external RCMS experts can help practices manage billing more efficiently and effectively. The process is designed to improve practice efficiencies—which are then transferred to providers—through a number of functions, including eligibility and insurance verification; determining patient financial responsibility; and improving coding practices.

In busy practices, there's a temptation to let billing grow as days pass and new patient charges demand attention. Even the most efficient in-house billers have difficulties keeping up with the flow of unpaid bills. When tackling billing issues seems insurmountable, it's time to call in assistance from outside billing experts and allow office staff to focus on other critical responsibilities that better align with practice growth.

### 3 Reasons Billing Experts Needed

Using U.S.-based consultants who understand the nuances of the billing process and how payers respond to requests is critical to the long-term financial success of the practice. External billing experts can work more efficiently and effectively than the existing billing team thanks to the undivided attention they give to the billing program, which allows the provider's staff to focus on other responsibilities aligned with growing the practice.

Our experience has shown us there are usually three reasons a provider needs to outsourcing patient billing. An experienced external RCMS partner benefits practices by reducing the occurrence of these billing issues and others.

# By the Numbers

Patients face financial hardships, which trickle down to providers

**33%** describe difficulty paying premiums

**43%** of adults with health insurance say they have trouble paying deductibles

**29%** report problems paying medical bills

**30%** of patients leave the office without paying the bill

## The practice typically is:

1. overwhelmed by ongoing and increasing medical billing challenges;
2. inundated by identifying and appealing denied claims; and
3. plagued by an ongoing difficulty of securing insurer payments.

Without the help of an external RCMS expert, the practice's billing process will

continue to deteriorate as the unmanaged billing workflow continues to cause provider and staff stress to grow along with unpaid patient bills. The best way to control, regulate and eventually eliminate many billing challenges is by employing an expert team of RCMS specialists whose complete focus revolves around securing the payments you've already earned.

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For more information on how TriZetto Provider Solutions can help you, call **1-800-969-3666** or visit **[www.trizettoprovider.com](http://www.trizettoprovider.com)**

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