

5 Questions to Ask Before Replacing Your RCM System

Don't replace technology until you know whether technology is actually the problem.



1

“Do We Know What’s Actually Driving Our Cost to Collect?”

Before replacing technology, identify where your organization spends the most time and money getting claims paid. Is the problem your billing system, or inefficient workflows operating within it?

Calculate your true cost to collect

Include labor, technology, outsourced services, and other expenses associated with collecting revenue.

Identify high-cost workflows

Determine which activities consume the most staff time relative to the payments they generate.

Analyze recurring problems

Look for preventable denials, repeated follow-ups, and rework that increase collection costs.

Separate system limitations from process inefficiencies

Determine whether technology is preventing better performance, or existing workflows are inefficient.

Key takeaway: You can’t reduce costs you haven’t identified.

2

“What Percentage of Our Team’s Work Actually Moves Claims Toward Payment?”

Measure unnecessary touches, repeated follow-ups, preventable denials, and other activities that consume staff time without improving collections.

Measure touches per claim or visit

Understand how many times staff interact with an account before payment is received.

Identify nonproductive activities

Track work that doesn’t advance a claim toward payment or resolve a collection barrier.

Find repetitive work

Look for claims that require multiple follow-ups because underlying issues remain unresolved.

Measure work outcomes, not just volume

Evaluate how much staff activity results in payments, resolved denials, or meaningful claim progression.

Quantify the financial impact

Estimate how much labor expense is tied to unnecessary or avoidable work.

Key takeaway: More activity doesn’t necessarily mean more revenue.

3

“Can We Fix Our Existing Workflows Before Replacing the System?”

Determine whether better work prioritization, improved processes, or targeted automation could eliminate waste without the cost and disruption of a full system replacement.

Prioritize work by financial impact

Direct staff toward accounts with the greatest potential to improve collections.

Eliminate unnecessary touches

Identify activities that can be reduced, consolidated, or removed.

Address root causes

Correct recurring issues that generate denials, rework, and repeated follow-ups.

Evaluate targeted automation. Automate processes that demonstrably improve outcomes rather than simply accelerating existing workflows.

Test improvements using current technology

Determine whether workflow changes can improve efficiency before committing to a replacement.

Key takeaway: Improving RCM workflows may deliver greater value than changing the system they use.

4

“Can the Potential RCM Vendors Demonstrate Improved Financial Outcomes?”

Ask vendors to show documented improvements in cost to collect, labor efficiency, denial prevention, and collections—not simply faster task completion or increased automation.

Show measurable cost-to-collect reductions

Request documented results demonstrating lower collection expenses.

Demonstrate productivity improvements

Ask how the solution reduces unnecessary touches and improves staff capacity.

Quantify collection improvements

Look for evidence of increased collections, fewer avoidable write-offs, or faster payment resolution.

Distinguish automation from outcomes

Ask whether automated tasks actually contribute to improved financial performance.

Request comparable customer results

Evaluate outcomes from organizations with similar specialties, claim volumes, and revenue cycle challenges.

Key takeaway: More activity doesn't necessarily mean more revenue.

5

“How Will We Measure Success Against Our Current Performance?”

Establish a baseline before implementing new technology. Define the financial and operational metrics you'll use to verify that the investment delivers meaningful improvements.

Establish your current cost to collect

Document total collection expenses relative to revenue collected.

Measure productive versus unnecessary work

Capture baseline touches per claim, avoidable follow-ups, and staff productivity.

Track financial outcomes

Monitor net collection rate, avoidable write-offs, and other metrics tied directly to revenue.

Define specific improvement targets

Set measurable goals for reducing costs, improving efficiency, and increasing collections.

Validate ROI after implementation

Compare results against your baseline, accounting for technology costs and implementation expenses.

Key takeaway: Without a baseline, you can't prove your investment delivered a return.

Conclusion: Fix the Work Before You Replace the System

Better collection margins start with understanding what's driving your costs - not replacing your technology.

Before investing in a new RCM system, establish a clear picture of your current performance. Identify unnecessary work, address preventable problems, and determine whether your existing technology can deliver better results.

When you understand where your costs originate, you can make smarter investments, reduce operational waste, and improve financial outcomes.

**Find Out What's Really
Driving Your Cost to Collect**

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Cost-to-Collect
Assessment**

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