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**Questions to Ask Vendors When Outsourcing RCM**

**Expertise, experience, and culture**

* How long have you been providing RCM services, and what specific services do you offer?
* Are you a member of any associations like the Healthcare Business Management Association (HBMA)?
* Who are your current clients? Can you provide us with references we can contact and any reviews?
* What is your experience with healthcare providers like our organization?
* Can you provide specific case studies that show how you helped providers like us improve their RCM?
* How do you stay up to date with regulations and payer changes?
* Are you prepared to follow up with our patients in the same manner and tone we use? How can we be sure our patients will be happy with their interactions and experience?
* Do you provide a dedicated account manager that will be dedicated to our account?

**Technology**

* Do you provide us with full access to your software?
* Is your system easy to use? How long will it take my staff to learn it?
* Does your technology integrate with our existing EHR and EMR systems?
* Does your technology include tools that patients appreciate, like appointment reminders or portals?

**Access**

* Will you provide full transparency to all the records?
* How much will my team have access to? How will we access and monitor the RCM data?
* Will you provide regular reports and updates on the RCM performance?
* Do you provide weekly calls to update us on our status and any issues?
* Will there be a representative we can contact at any time to ask questions?

**Denial management and coding**

* What is your denial management process?
* What is your average denial rate? What percentage of denials do you successfully appeal?
* Do your team members have medical coding credentials?
* How do you reduce coding errors?

**Reporting and analytics**

* Which KPIs do you track? How do you ensure that you are meeting our goals and setting us up to improve continually?
* What kinds of reports can you generate? Do they include forecasted revenue and expenses?

**Pricing structure**

* What is your pricing model? For example, do you utilize pay-per-use, subscription model, or percentage of revenue?
* Do you charge setup fees?
* How long is your contract?
* How do you try to reduce costs?
* Do you charge us for the technology on top of your service offering, or is the technology included? Will you train us in the technology if our relationship ends?

**Partnership goals**

* Do you want to outsource our RCM permanently, or do you want to collaborate to help us resolve our issues and train our internal team to become self-sufficient?
* Will you be able to scale with us if we grow?

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