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| **Risks** | **Plans to Address Risk** |
| Overall data security  |  |
| Specific data security risk: protected patient health information |  |
| Specific data security risk: patient credit card and financial information |  |
| Specific data security risk: patient information that could enable identity theft |  |
| Offending business partners or patients by using AI in areas where they expect human communications |  |
| **Challenges** | **Plans To Address Challenge** |
| Convincing organization leaders that AI in RCM is worth the investment  |  |
| Building team trust in the information AI provides |  |
| Hiring IT and other staff needed to implement AI  |  |
| Training the staff |  |
| Integrating AI software with existing systems to allow AI to work best |  |
| Redeploying staff who performed tasks now done with AI |  |

**Artificial Intelligence in RCM: Potential Risks and Challenges**

[Discover how AI-powered revenue cycle management services can elevate your organization's revenue potential](https://www.plutushealthinc.com/rcm-solutions)