The RCM Technology Adoption Model

Mission Critical or High Value Technology in use by **more than 80%** of respondents	Mission Critical or High Value Technology in use by **70% to 80%** of respondents	Mission Critical or High Value Technology in use by **60% to 70%** of respondents	Mission Critical or High Value Technology in use by **less than 60%** of respondents
Broad Industry Adoption	**High Adoption**	**Moderate Adoption**	**Emerging Adoption**

Broad Industry Adoption

Eligibility & benefits verification	**Patient Access**
Patient registration / pre-registration	
Medical necessity/ABN	
Charge capture	**Mid-Cycle**
Chargemaster technology	
Discharge planning	
Claims manager	**Back Office**
• Claims edits	
• Claims clearinghouse	
• Claims status	
Paper patient statements	
Collections management	
Bad debt collections	
A/R analytics	**Analytics**
Claims analytics	
Collections analytics	
Coding analytics	
Patient volume analytics	

High Adoption

Referral management	**Patient Access**
Patient portal / mobile app	
Patient identify and address verification	
Pricing transparency (shoppable services + MRFs)	
Patient OOP payment estimation	
Patient financial clearance	
POS payment capture	
Charity care evaluation	
Clinical documentation integrity (CDI)	**Mid-Cycle**
Clinical documentation - transcription/NLP	
Utilization Review	
Denials management	**Back Office**
Underpayment recovery	
Consolidated patient statements	
Remittance management	
Complex claims	
Encounters clearinghouse	
Contract management	
Third-party liability	
Medicare bad debt	
Call center automation/IVR	
Contract analytics	**Analytics**
Denials analytics	
Patient access analytics	

Moderate Adoption

Patient self- scheduling	**Patient Access**
Prior authorization/certification	
Patient appointment reminders	
Pre-visit Propensity to pay	
Pre-visit payment plan enrollment	
Self-service patient payments (pre-visit)	
Registration quality management	
Physician CDI/Coder querying technology	**Mid-Cycle**
Predictive CDI Worklist prioritization	
Post-visit insurance discovery	**Back Office**
Disproportionate share reporting	
Transfer DRG	
Post-visit payment plan enrollment	
Self-service patient payment (post-visit)	
Automated remittance matching	
Data extraction capabilities	**Analytics**
Drill-down to transaction level capabilities	
Contract modelling	
Physician practice operations analytics	
Uncompensated care analytics	

Emerging Adoption

Pre-visit insurance discovery	**Patient Access**
Prior authorization automation	
• Automated determination	
• Automated data extraction and submission	
• Prior authorization status monitoring	
Virtual front desk	
Self-triage / care navigation	
Clinical documentation - ambient clinical intelligence (ACI)	**Mid-Cycle**
Computer assisted physician documentation (CAPD)	
Computer assisted coding	
• ML-based ICD & CPT coding	
• ML-based DRG assignment	
Case management	
• SDOH risk analytics	
• SDOH referral management	
Predictive denials warnings	**Back Office**
Automated appeals workflows	
End-to-End RCM analytics	**Analytics**
Real-time, near real-time refresh capabilities	
Patient matching / deduplication capabilities	
Intelligent denials and underpayment root cause analysis	