

6 RCM Automation Vendor Red Flags

“*The mandate to all RCM leaders right now: **do more with less**. Automation is key to this. While the industry is crowded with automation vendors, many overpromise and underdeliver. But if you know the red flags to look out for, you can weed out problematic partners and set your organization and revenue cycle goals up for success.*”

-AMY RAYMOND

VP of Revenue Cycle Operations at AKASA

1 Dated Technology

Basic robotic process automation (RPA) is commonly used for RCM automation. But without [advanced artificial intelligence](#), machine learning, or human expertise, this technology is incapable of handling the complexity of healthcare and revenue cycle.

2 Limited RCM Solutions

A vendor that only automates one or two RCM processes makes it impossible for you to [scale your efforts](#) in the future, limiting the relief you can provide your team, the time you can save, and the revenue you can drive.

3 Poor Post-Implementation Support

If a vendor [leaves the burden of updates to your team](#), you're looking at a significant cost and loss of time for your IT department, and potential interruptions to your workflows.

4 No RCM Expertise

An automation vendor without deep knowledge of the rev cycle can't advise you on solving your [unique pain points](#), scaling automation, or redeploying your staff after implementation.

5 Lack of Reporting

If a vendor won't commit to two-way data sharing and in-depth reporting on RCM and automation metrics and performance, it's impossible to [determine your return on investment](#). And this is critical for automation success.

6 Doesn't Prioritize Security

RCM automation requires access to protected health information (PHI). A vendor should be HIPAA-compliant and [built on industry-standard security](#).



Want more rev cycle automation insights?
Chat with one of our RCM experts today.

[Start the conversation](#)