REVENUE CYCLE INSIGHT LAB
Practical insights for better revenue cycle performance.

FROM AUDIT TO ACTION

You found the friction. What do you fix first?

START WITH ONE RECURRING PROBLEM.

Weigh revenue at risk, staff effort and urgency. Validate before expanding.

FIND THE SIGNAL. CHECK THE EVIDENCE. CHOOSE THE NEXT MOVE.

IF THE AUDIT SHOWS...	CHECK FIRST	FIRST MOVE
FRONT END | Q1-4 **Coverage errors reach billing.**	Trace a recent eligibility, registration or authorization failure back to its source.	**Fix the upstream handoff; make exceptions visible.**
CLAIM PRODUCTION | Q5-7 **Clean claims require repairs.**	Check the metric definition, repeated edits and manual touches before submission.	**Remove one recurring defect; track repeat edits and touches.**
BILLING SPEED | Q8 **Claims age before submission.**	Break out unbilled inventory by age, hold reason and responsible step.	**Assign each hold reason an owner and a release path.**
DENIALS & VARIATION | Q9-11 **Averages hide repeat failures.**	Segment by payer; separate payer issues from internal workflow failures.	**Fix the cause or build a targeted payer escalation.**
RESILIENCE | Q12 **One person keeps it moving.**	Identify undocumented checks, workarounds and escalation knowledge.	**Simplify, document and cross-train what must remain.**

CHOOSE THE FIRST PRIORITY

What puts revenue at risk?
What repeats and consumes staff time?
What breaks when a key person is out?

LEAVE WITH AN ACTION RECORD

One problem. One accountable owner.
One workflow change. A review date.
A baseline and a measure of improvement.

Practical management guide; audit scores are directional, not validated benchmarks.

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