

VPs of Revenue Cycle Panel

Key Takeaways

- In general denials are up and cash is down for the first part of the year. Most of these denials are generally being overturned and might be attributed to staffing issues on the payer side.
- Technology and innovative ways to connect with patients are helping with the staffing shortage, particularly in patient access roles.
- VPs of Revenue Cycle are being asked to “find cash” to offset the increased staffing costs and they are using automation, charge capture initiatives, and focusing on collecting self-pay after insurance payments by providing accurate estimates as early as possible.
- Key metrics the panelists are focusing on are cash, DNFB, and staffing vacancies.
- Recommendations for future Revenue Cycle VPs include creating a succession plan, stepping outside your comfort zone, and helping front-line leaders to become great leaders.