

Health IT Outcomes, U.S.: Cognizant's Director, Healthcare Consulting, Outlines How to Make the Move to Digital Revenue Cycle Management



"No matter the size of the organization, transforming legacy RCM operations to the machine-driven, human-augmented dRCM paradigm is no longer a matter of if, but when. And "when" is now," says **Srivaths Srinivasan**.

Excerpts from Health IT Outcomes' article:

"RCM is a critical business function that obtains reimbursements for all healthcare providers. Compared to advancements in some other critical functions, however, RCM has remained mired in manual processes that have negatively impacted the financial picture for providers. The change to the current state of RCM will be made through the adoption of digital RCM (dRCM). While dRCM is critical to long-term financial success for large and small healthcare organizations, its impact will help pave the way for years to come for both healthcare organizations and patients.

The process and transformation can be daunting and is certainly a complicated undertaking. Based on our experience, we've developed a handful of suggestions to improve the chances of a successful shift to dRCM:

- Take small steps, but start making the change now to improve RCM operations via dRCM.
- Start with existing data and keep adding data from outcomes to improve learning in AI solutions.
- Begin the transformation based on Systems-that-Do and use what's learned to progress toward the more technologically complex Systems-that-Act and then Systems-that-Think."

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