

AI IN THE REVENUE CYCLE: A FIELD REPORT

Make It Prove Itself

The Cash Equation: a four-part test for any RCM AI vendor, before you sign.

Nobody knows yet what AI will do inside your operation. Not you, and not the vendor. That isn't a reason to wait. **It's your leverage.** You don't have to buy a transformation. You can make any tool earn its place on your own data, measured in cash.

THE CASH EQUATION



Every vendor promise lands on one of these four terms. Test each one.

1

The Need

What's actually at stake?

- ☐ The vendor names the exact step the tool touches and shows how that step connects to collections.
- ☐ You've sized that need in your own numbers (denials, rework cost, days in A/R) before you look at their projection.

Red flag: ROI measured in hours saved, not dollars collected.

2

The Tool

Does the cash come back, and stay back?

- ☐ Proof comes from organizations like yours (size, specialty, payer mix) running live for 6+ months on real data.
- ☐ Every coding and claim decision is auditable. Cash that returns as a payer clawback was never recovered.

Red flag: "Fully autonomous," with no way to see why it did what it did.

3

The Adoption

Will your team actually use it?

- ☐ It works inside the EHR and PM systems your staff already live in.
- ☐ The vendor shows you the math at 50% adoption, not just 100%.

Red flag: A separate portal someone has to remember to check.

4

The Cost

What does it really take?

- ☐ The price covers setup, data cleanup, maintenance and staff time, not just the license.
- ☐ They'll sign a BAA and tell you where your PHI goes and whether it trains their models.

Red flag: "Works out of the box," said before anyone has asked about your systems.

STEP TWO

Then Run the Trial

A vendor that passes the Cash Equation has earned a test, not a contract. Set these four terms before day one, and let your own data decide.

01

TARGET

Pick one need.

A narrow target keeps the result clean. If the tool touches everything at once, you can't tell what it actually moved.

02

MEASURE

Agree on one metric and your baseline.

Record the baseline before go-live. Without it, any improvement is the vendor's word against your gut.

03

WINDOW

Set a 60–90 day window.

Long enough for claims to pay or deny, short enough that a bad fit never turns into a sunk cost.

04

TERMS

Put in writing what earns a rollout, and what ends it.

Exit criteria agreed up front keep the trial a real test, not a slow-motion purchase.

A vendor confident in its product will agree to all four.

YOUR USE CASE

Let's Run the Equation on Your Numbers

Bring one need you're weighing AI for. We'll work through it together: what's at stake, what a tool could realistically recover, and what it would take to get there.

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