

Revenue cycle outsourcing

Checklist

Are you thinking of outsourcing your revenue cycle functions, or are you currently outsourcing for all or part of your revenue cycle? Here are some items to consider to provide perspective and accountability for your initiatives. This revenue cycle outsourcing checklist is broken down into two sections: considerations for your organization, and considerations for your vendor relationship. If you have questions or would like to discuss your results, please reach out to Denny Roberge at droberge@berrydunn.com.

Considerations for your organization

Y N Did you clearly define the problem(s) you are looking to solve?

Y N Were alternatives to outsourcing fully considered?

Y N Internal training

Y N Staff realignment

Y N Short-term vs. long-term options

Y N Do you use fully loaded costs to determine ROI?

Y N Saved FTEs

Y N Technology costs/savings

Y N Opportunity costs

Y N Who currently/historically manages(ed) the function?

Y N Can/are they effectively managing the outsource/vendor relationship?

Y N Difficult conversations are often required; do you have the right person on point?

Y N Have you fully vetted the organizational implications of the outsource relationship?

Y N Community perceptions

Y N Staff perceptions

Y N Ability/willingness of staff to work with or undermined the success of the outsource relationship

Considerations for your vendor relationship

- Y N Have you defined the metrics you will use/are using to define success of the relationship?
- Y N Is the vendor using the same metrics?
- Y N Is the data easy to obtain?
- Y N Do you have contingency plans/options for long-term flexibility included in your plans/contracts?
- Y N Bring the service back-in house?
- Y N Changing vendors?
- Y N Are the vendor requirements for changing vendors/insourcing clearly defined?
- Y N Do you perform reference checks?
- Y N Did the vendor select the references for you?
- Y N Where you able to speak to clients that left the vendor?
- Y N Are service level agreements clearly defined?
- Y N Are metrics clearly defined, easy to obtain, and not open to interpretation?
- Y N Are remedies sufficient?
- Y N If the vendor fails to perform, do they have risk sufficient to meet the agreed performance?
- Y N Does your vendor agreement provide the appropriate level of accountability in the case of vendor nonperformance or abandonment of the project?
- (For example, if the arrangement is not as lucrative as the vendor expected or if their service is sub-par, and the relationship is terminated, is the vendor at risk for your organization's costs and/or losses?)
- Y N Do you have protections if the vendor changes ownership (goes public, is sold, and/or acquired)?
- Y N Does the vendor have relationships/provide services to your competitors?
- Y N Could conflict of interest arise?
- Y N Are there any competitive advantages or disadvantages to using a vendor or not?
- Y N Did you/will you have metrics/goals for the staff currently/historically performing the function?
- Y N Will they become employees (rebadged) to the outsource vendor?
- Y N Will they have more time to do other functions? If so, are the goals and expectations defined?
- Y N Are there any competitive advantages or disadvantages to using a vendor or not?
- Y N If you decided to insource, have you:
- Y N Lost valuable skills and resources?
- Y N Failed to maintain patient accounting system and revenue cycle tools and relied on the vendors?
- Y N Created a co-dependency on the vendor that is difficult to unwind?



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