



NAWA

ENHANCING PASSION FOR KNOWLEDGE

Revenue Cycle Management Healthcare Professional Training



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Revenue Cycle Management (RCM) is a critical process in healthcare organizations that involves managing the financial aspects of patient care. It encompasses all administrative and clinical functions that contribute to the capture, management, and collection of patient service revenue.

The Revenue Cycle Management (RCM) Training Program provides participants with a comprehensive understanding of effectively managing the financial aspects of patient care in the healthcare industry. This course focuses specifically on RCM practices and strategies relevant to the Kingdom of Saudi Arabia (KSA).

During this course, participants will explore the various stages of the revenue cycle, including patient registration, insurance verification, coding and documentation, claim submission, payment posting, denial management, and collections. They will learn about the roles and responsibilities of different stakeholders involved in the revenue cycle, such as front desk staff, medical coders, billers, and financial analysts.

The course will be delivered through a combination of lectures, discussions, and practical exercises tailored to the KSA context. Participants will have the opportunity to apply their knowledge to real-world scenarios and explore strategies for optimizing revenue cycle performance within the KSA healthcare system.

Objectives of the Revenue Cycle Management (RCM) training

- Understand the stages and processes of the healthcare revenue cycle.
- Gain familiarity with key RCM concepts, strategies, and best practices.
- Learn industry regulations and compliance requirements, including privacy, billing, coding, and fraud prevention.
- Acquire knowledge of coding systems (e.g., ICD-10) and reimbursement methodologies.
- Develop skills to enhance financial performance and optimize revenue.
- Recognize the importance of compliance and ethics in revenue cycle management.
- Utilize technology and software solutions for efficient RCM.
- Analyze performance using KPIs to identify areas for improvement.
- Foster collaboration and effective communication with stakeholders.
- Apply learned knowledge through practical exercises for real-world RCM scenarios.



Outcomes of the Revenue Cycle Management (RCM) training

1. Optimize revenue cycle processes for improved financial performance.
2. Streamline operations and enhance productivity in revenue cycle tasks.
3. Ensure compliance and mitigate financial risks in revenue cycle management.
4. Master accurate coding and documentation practices for optimal reimbursement.
5. Implement effective denial management and collections strategies.
6. Leverage technology and software for efficient revenue cycle operations.
7. Analyze data and improve performance through KPI monitoring.
8. Foster collaboration and communication among revenue cycle teams.
9. Uphold regulatory and ethical standards in revenue cycle management.
10. Enhance professional growth and career opportunities in the field.

Who should attend this training program?

1. Healthcare Administrators and Managers: Enhance financial oversight skills through RCM training.
2. Billing and Coding Specialists: Improve coding and reimbursement knowledge.
3. Front Desk Staff: Learn RCM practices for patient financial interactions.
4. Financial Analysts: Gain insights into revenue cycle metrics and KPIs.
6. Healthcare Consultants: Enhance expertise in optimizing financial operations.
7. Healthcare Providers: Recognize the impact of documentation on RCM.
8. Healthcare IT Professionals: Deepen understanding of technology integration in RCM.
9. Career Seekers in Healthcare Administration: Build skills for revenue cycle management roles.

The Revenue Cycle Management training program is suitable for professionals across various job roles and levels within the healthcare industry who are involved in or have an interest in revenue cycle management, financial operations, and healthcare administration.





Program's Outline

Module 1: Introduction to RCM and Health Insurance in KSA

In this module, participants will be introduced to the concept of Revenue Cycle Management (RCM) and its definitions. They will learn about the fundamental principles and key concepts of RCM. The module also provides an overview of the health insurance landscape in the Kingdom of Saudi Arabia (KSA), including the policies and regulations governing health insurance. Additionally, participants will gain an understanding of the various parties involved in the insurance relation and their roles.

Introduction to RCM and Health Insurance in KSA

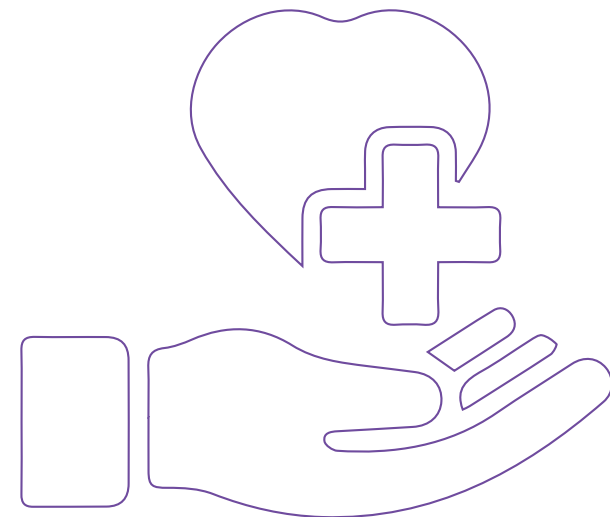
RCM Definitions

RCM Principles

Introduction to Health Insurance in KSA

Health insurance policies and regulation

Definition of the Parties in the Insurance Relation



Module 2 : The Basic Components of Revenue Cycle Management

This module focuses on the core components of the revenue cycle management process. Participants will learn about patient registration, which involves gathering patient demographic and insurance information. They will also explore patient pre-authorization, which entails obtaining approval for medical services from insurance providers. The module covers eligibility and benefits verification, a crucial step in determining patient coverage and financial responsibility. Participants will understand the claims submission process, including coding and documentation requirements. They will also learn about payment posting, denial management, and financial reporting, which are essential for tracking and managing revenue.

The Basic Components of Revenue Cycle Management

Patient Registration

Patient Pre-Authorization

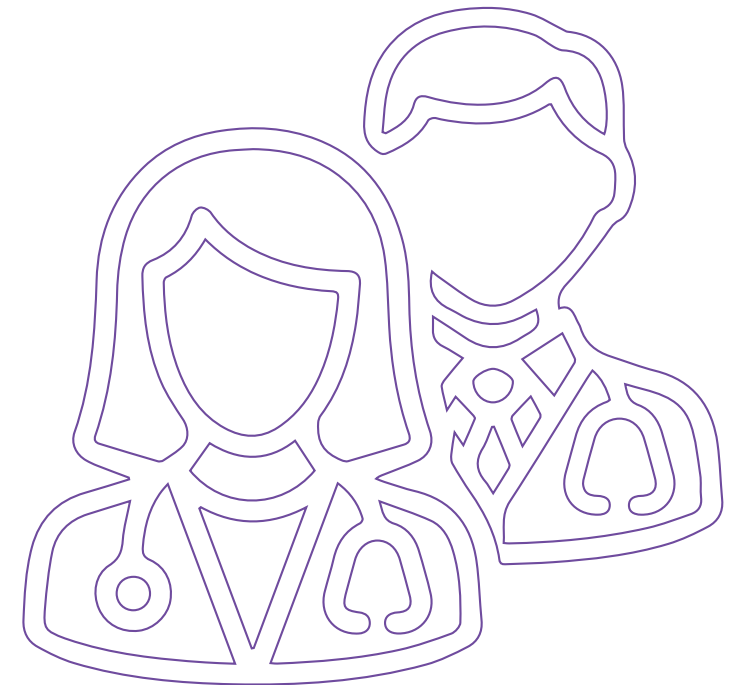
Eligibility & Benefits Verification

Claims Submission

Payment Posting

Denial Management

Financial Reporting



Module 3 : RCM Ecosystem Challenges and Solutions

This module delves into the challenges that may arise within the RCM ecosystem. Participants will learn about key performance indicators (KPIs) used to measure and monitor the performance of revenue cycle operations. They will explore actionable reporting techniques to help identify areas for improvement and make data-driven decisions. The module also addresses the role of technology in RCM, including the use of software solutions and electronic health records (EHR) systems. Participants will be introduced to the Nafhies Platform, a technology platform relevant to RCM in KSA.

RCM Ecosystem

Definition and Scope of the RCM Ecosystem

RCM ecosystem Challenges and solutions

Technology and Software Integration



Module 4 : Segmentation Analysis and Market Study

This module focuses on the importance of segmenting patient populations for effective revenue cycle management. Participants will learn about different methods and techniques for analyzing patient segments. They will explore the significance of conducting market studies to understand the demographics, needs, and preferences of the patient population. This knowledge can inform strategies for optimizing revenue cycle management practices and improving financial outcomes.

Segmenting Patient Populations

Introduction to Patient Population Segmentation

Segmentation Analysis and Market Study

Insurance Classification Market Study

Segmentation Strategy

Methods and techniques for analyzing patient segments



Module 5 : RCM in the Context of KSA Health Transformation

Participants will gain insights into the evolving healthcare landscape in KSA and its impact on revenue cycle management. The module covers the assessment of revenue cycles and the identification of best practices. Participants will explore ways to align RCM processes with the changing healthcare environment, taking into account new regulations, policies, and healthcare delivery models.

Participants will learn about patient engagement and its significance in revenue cycle management. They will explore strategies to improve patient engagement, communication, and financial interactions. The module also addresses challenges within the revenue cycle ecosystem and methods for overcoming them.

RCM in the Context of KSA Health Transformation

Align RCM processes with the changing healthcare environment

Current State of RCM Operations and Patient Engagement

Revenue Cycle Assessment and Best practices



Module 6 : Coding systems within Value Based Healthcare

In this module, participants will delve into the coding systems employed in value-based healthcare. By mastering these coding systems, participants will acquire the essential knowledge and skills to ensure precise documentation, proper reimbursement, and efficient resource utilization.

Coding systems within Value Based Healthcare

Clinical Documentation Improvement

Diagnosis-Related Group (DRG)

Saudi billing system (SBS)

Value Based Healthcare (VBHC)



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We are delighted to have the opportunity
to work with you toward your learning goals.

