



# Revenue Cycle Mentorship Program

Our Revenue Cycle Mentorship Program provides comprehensive revenue cycle education with personalized mentorship. This is an opportunity to gain knowledge and tools necessary to develop a top performing revenue cycle, **ensuring long term financial stability.**

Work directly with highly-skilled and experienced revenue cycle leaders that know the path to excellence. They will create a customized growth plan that covers foundational elements and provide guidance for turn-key implementation with your team.

## Who is Our Program Built For?

This program is designed for facilities that are eager to invest into their current or emerging revenue cycle leaders. We understand that many revenue cycle leaders have gained knowledge and experience as they worked their way into their leadership positions.

Sadly, we all have faced a situation where we “don’t know what we don’t know”. This program is designed for the revenue cycle leaders who gained their “hands-on” knowledge and experience with their boots on the ground, are committed to their organization, looking to elevate their knowledge base, and are eager to answer the question **“What don’t I know?”**



Ready to be guided on the path to finding the answers and reach heights you never knew were possible?

**Contact us to learn more!**

[solutions@ruralmed.net](mailto:solutions@ruralmed.net)



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**Your Revenue Cycle Experts**

# Our Revenue Cycle Mentorship Program Includes:



## 12 Months of Mentorship

The mentoring program provides participants with everything necessary to learn, develop skills, discuss issues, and have support to thrive in building a revenue cycle foundation of excellence.



## One-on-One Sessions

4-8 hours of monthly individualized mentorship, education, and open discussions to walk through scenarios, ask questions, and receive ad-hoc assistance for potential and real situations.



## Support Network

Development of strong relationships with other industry leaders to build a peer network to last a lifetime.



## Group Educational Discussions

Interactive group educational sessions will provide important education for current revenue cycle trends and navigate up and coming changes within the industry.



## KPI Benchmark Spotlight Report

With guidance, build and develop a living and breathing comprehensive tool that is nimble enough to serve your organization for generations to come. It will effectively benchmark current revenue cycle performance to industry standards and provide a road map to excellence.



## Revenue Cycle Toolkit

Gain access to an extensive resource toolkit full of templates, best practices, guides, policies, workflows, and more.



## Revenue Cycle Team Kick-Off

Once the organizational team is ready, a mentor will guide or facilitate a kick-off event with your team and/or facility, ensuring a strong foundation and launching pad for your revitalized revenue cycle program.



## Program Objectives - at the end of this program, participants will:

Be equipped with the tools and knowledge to lead an elite revenue cycle team, strengthening the financial health of your organization.	Have a comprehensive knowledge of both the big picture and finite details of the revenue cycle.
Have the ability to implement revenue cycle best practices and inspire teams to elevated performance.	Understand fundamental elements within the revenue cycle and steps to drive top performance results.
Master complex payor and regulatory compliance items to keep their organization safe.	Have a customized Revenue Cycle KPI benchmarking report with top performance targets.
Have greater awareness of current technology, and its ability to increase efficiencies within the Revenue Cycle.	Be equipped with a robust toolkit of information with turnkey implementation.
Understand best practice workflows and current trends in reimbursement, denials, and claims management.	Know how to measure staff productivity and steps to positively impact staff confidence and engagement.

## Toolkit:

Access to a library of robust resources to guide your team to achieving revenue cycle excellence including templates, best practices, guides, policies, and workflows like:

- Revenue Cycle Stoplight Report
- Payor Matrix Template
- Healthshares Process Template
- Tip Sheets
- POS Collection Scripts
- Collection Policy Templates
- Compliance Audit Grid for Revenue Cycle Related Items
- 501 R Internal Audit Guide
- MSP Internal Audit Guide
- NSA Template & Toolkit
- Job Description Templates
- Educational PowerPoint Presentation Templates
- Access to Recorded Insurance 101 and Revenue Cycle 101 Presentations
- Biller Quality Review Template
- Registration Quality Review Template
- Credentialing Template
- **And More...**





## Your Leadership Mentors:



**Shelly Cassidy**

*"We developed this program to fill a huge gap within our industry. It is impossible to find a comprehensive revenue cycle education with the real-life, practical knowledge that revenue cycle leaders need. I have been blessed with opportunities that have led to a career full of wildly successful revenue cycles. I am excited to share my knowledge (and all the secrets to success) that I have gained during my career to help organizations and their leaders experience a level of revenue cycle excellence that is unparalleled."*

Shelly is the Vice President of Revenue Cycle Services. She brings a remarkable level of experience and energy to the Revenue Cycle arena. She found success in elevating revenue cycle performance early in her career, and now has a deep desire to help others achieve the highest level of excellence. Her insight and vast experience support organizations to maximize cash flow by sharing best practices, guiding teams, and finding efficiencies within the revenue cycle process. Shelly has a passion for mentoring, training, and coaching for both Revenue Cycle and overall leadership development.



**Hayley Prosser**

*"This program is exactly what I searched for early in my career! It is a great opportunity to gain advanced education and mentorship for revenue cycle leaders to accelerate their personal and team performance."*

*I am excited to share my success within rural healthcare and offer this comprehensive program to revenue cycle leaders!"*

Hayley is the Revenue Cycle Director, overseeing operations of our Revenue Cycle service line. She has an extensive background in critical access hospital and rural health clinic revenue cycle management. Her experience and passion for rural healthcare has allowed her to become an expert in navigating the complexities and challenges that rural facilities face! She has lead numerous successful revenue cycles by leveraging her ability to quickly identify areas of opportunity, implement efficiencies, and unify teams. Hayley has a passion for partnering with revenue cycle leaders to optimize their individual, team, and revenue cycle performance.

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## Revenue Cycle Mentorship Program Testimonial

"Before embarking on my leadership journey in January of 2017, I had been in the healthcare realm for 16 years and felt I had a pretty good grasp on healthcare at that time. Little did I know, in 2019 when I would meet Shelly, **my life was going to change drastically, for the BETTER!**

Shelly has been instrumental in my growth, not only in my role as Director of Revenue Cycle but as a whole person. She has been a constant resource who has given me tools and resources that have allowed me to make a huge impact on my growth and development, and has made a **HUGE impact on our facility's success!**

Being able to have a customized approach was a game changer. It completely transformed our revenue cycle and boosted our organization's financial performance. We went from average to the **highest level of excellence.** I am so proud of our team who are currently benchmarking in "top performance" in all industry revenue cycle KPIs.



ruralMED 's team of experts has extraordinary knowledge and is able to answer any questions we have. They are my phone-a-friend, which are vital to have within this complex industry.

I feel this program will make an impact on many organizations as well as on people's lives. We are in desperate need of opportunities to stay relevant and successful at a time when critical access hospitals are facing serious challenges. Being part of **this mentorship program would be a huge advantage** to anyone open to new ideas, new tools, and resources. After all, you don't know what you don't know!"

**Rachel Dallmann,**  
**Vice President of Clinical Operations**  
*Phelps Memorial Health Center*