



Customized Revenue Cycle Mentorship Program

Our Revenue Cycle Mentorship Program provides comprehensive revenue cycle education with personalized mentorship. This is an opportunity to gain the 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 who know the path to excellence. They will create a customized growth plan that covers foundational elements and provides guidance for turn-key implementation with your team.



Our Program is Built For:

Facilities eager to invest in their current or emerging revenue cycle leaders who:

- Gained their knowledge and experience as they worked their way into their leadership role.
- Are committed to their organization's success.
- Seek to elevate their knowledge base.
- Desire to answer the question: **"What don't I know?"**



*"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



Ready to reach new heights?
Contact us to learn more!
ruralrevcycle.com / solutions@ruralmed.net



*"This mentorship program was just what I needed. I now have the knowledge, structure, and tools to **lead my department with confidence.**"*

*Jennifer Lammers, Revenue Cycle Manager
Brown County Hospital*



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 elevate performance.
- Master complex payor and regulatory compliance items, **mitigating compliance risk.**
- Understand fundamental elements within the revenue cycle and steps to drive top performance results.
- 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.**
- Know how to measure staff productivity and utilize steps to positively impact staff confidence and engagement.
- Understand best practice workflows and current trends in reimbursement, denials, and claims management.



The Inner Circle Toolkit:

Access to a **robust library of turnkey 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
- Library of Turnkey Compliance Education Audit Tools
- NSA Template & Toolkit
- Job Description Templates
- Educational PowerPoint Presentation Templates
- Access to Recorded Insurance 101 & Revenue Cycle 101 Presentations
- Biller Quality Review Template
- Registration Quality Review Template
- Compliance Audit Grid for Revenue Cycle Related Items
- Credentialing Template

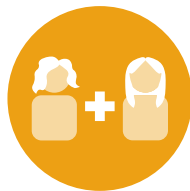
Plus More!

Our Customized Revenue Cycle Mentorship Program Includes:



Customized Mentorship

This program is tailored to provide each participant with everything necessary for them to learn, develop skills, discuss issues, and support to thrive.



One-on-One Mentorships

Individualized mentorship, education, and open discussions to walk through scenarios, ask questions, and receive ad-hoc assistance for potential and real situations.



Interactive Group Q&A Sessions

Provide important knowledge and insight on current revenue cycle trends and navigation for up and coming changes within the industry.



Support Network

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



Turn-Key Tools

With guidance, build and develop living and breathing comprehensive tools: Benchmark Report, Payer Matrix, Compliance Grid, and more!



Inner Circle Access

Gain access to the Inner Circle and its extensive resource toolkit full of templates, best practices, guides, policies, workflows, and more.



Free Webinar Registration

While enrolled in the program, participants receive free registration to ruralMED's educational webinars.



Revenue Cycle Team Kick-Off

Mentor guided and facilitated kick-off event with your team, ensuring a strong foundation and launching pad for your revitalized revenue cycle program.



Meet Your Program Mentors:



Shelly Cassidy

"We developed this program to address a significant gap within our industry. Comprehensive revenue cycle education that provides the real-life, practical knowledge needed by revenue cycle leaders is virtually non-existent.

I have been fortunate to have opportunities that shaped my successful career in revenue cycle management. I am excited to share the insights and secrets to success I have gained throughout my journey, helping organizations and their leaders achieve unparalleled levels of revenue cycle excellence."

Shelly, the Vice President of Revenue Cycle Services, brings a remarkable level of experience and energy to the revenue cycle field. She achieved success in enhancing revenue cycle performance early in her career and now has a strong desire to help others reach the highest level of excellence.

Her insights and extensive experience enable organizations to maximize cash flow by sharing best practices, guiding teams, and identifying efficiencies within the revenue cycle process. Shelly has a passion for mentoring, training, and coaching, focusing on both revenue cycle management 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 Executive Director of Revenue Cycle services, 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.

Contact us to learn more!
solutions@ruralmed.net



Your *Go-To* Revenue Cycle Experts
www.ruralrevcycle.com / solutions@ruralmed.net