

The Economic Challenges of a Central Billing Office (CBO)

Why an RCM partnership is key to improving financial results

High staffing and turnover costs, as well as inadequate RCM processes are causing practices that utilize CBOs to underperform

\$2M average yearly CBO staffing cost for a large physician group ¹

65% of claims are never reworked ³

20 weeks time needed to replace a worker and train replacement ²

3% of net revenue is lost when denials aren't reworked ⁴



¹R1 industry findings

To succeed, practices need an RCM partner that can deliver expertise, reduced costs and overall resilience



Specialization to Improve Performance

Access to a larger staff with the technology and skills needed to drive high performance in every revenue cycle process and collect every dollar due.



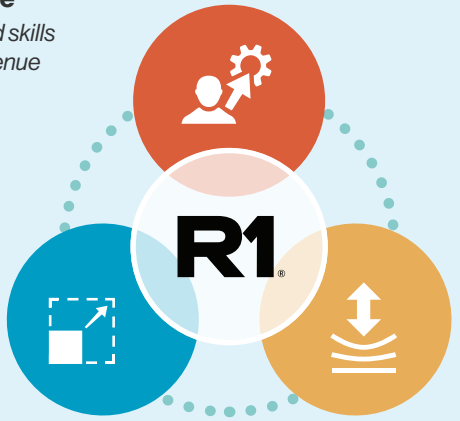
Elasticity in Business Operations

Transition to a cost structure that is variable rather than fixed to navigate sudden changes in patient volume, minimize operational costs and protect your bottom line.



Scale and Bench Strength

Acquire the scale needed to create bench strength operationally and support your practice during times of growth or contraction.



Our RCM relationship is absolutely critical. It's our most significant vendor relationship.

— Steve Kearney, CFO for Concord Medical Group

R1 delivers proven financial results at any scale through risk-based partnerships and active performance management

✓ Up to **20%** improvement in patient collections*

✓ Up to **20%** reduction in cost to collect*

✓ Up to **4%** average revenue lift*



*Client results achieved using R1 solutions.

It's time to move away from the CBO structure and start seeing results

R1, ranked #1 by KLAS in ambulatory RCM services, enables practices to take advantage of its technology investments, knowledge base and well-honed best practices. As a result, practices can focus more on patient care and achieve long-term financial success.



Read our whitepaper, [Positioning Your Physician Organization for Success in Times of Change](#), or [contact us](#) to learn more.

KLAS Research provides honest and impartial healthcare IT research needed to help healthcare leaders make the best decisions. For more information, visit [klasresearch.com](https://www.klasresearch.com).



R1 RCM is a leading provider of technology-enabled RCM services which transform and solve revenue cycle performance challenges across hospitals, health systems and group physician practices. R1's proven and scalable operating models seamlessly complement a healthcare organization's infrastructure, quickly driving sustainable improvements to net patient revenue and cash flows while reducing operating costs and enhancing the patient experience.

Learn more at r1rcm.com or contact us contact@r1rcm.com.

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