MatrixCare® *by ResMed*

Why your AR
isn't just a back-office issue

Aging AR might show up in billing, but its impact goes far beyond your back office. From admissions to clinical teams, everyone plays a role in keeping revenue moving. Try these quick, actionable tips to make AR a shared success.

5 tips to help you strengthen your AR as a team

1 Make the connection.
Uncollected AR means fewer dollars for other departments. Train staff on the impact of accurate and timely documentation and how collections affect staffing, supplies, and resident programs.

2 Keep census clean.
Timely and accurate admissions and census data entries support faster billing. A weekly census and authorization audit between RCM and admissions teams can help.

3 Stay ahead on authorizations.
Missed or outdated authorizations are a leading cause of denials. Encourage your admissions, social work, and RCM teams to coordinate, and celebrate clean claim submissions and fast turnarounds on authorizations.

4 Talk about payor changes.
Without real-time communication, claims can fall through the cracks. Clinical and financial teams need regular check-ins to stay aligned with Medicare Advantage and Managed Medicaid rules.

5 Keep survey readiness top of mind.
Unpaid balances or billing complaints can trigger state scrutiny and impact clinical surveys. Share AR trends with department heads through visual reports to help improve financial stability across your entire organization.

AR success is a team effort, and it starts with small, everyday actions.

Need extra RCM support? Our outsourced RCM services can work alongside your team to streamline processes, offer insight, and help improve financial performance. Contact our experts at **866.469.3766** or visit **matrixcare.com** to learn more.