RCM Service Provider Sourcing Strategy and Performance Management

Maximize the Value of Your Revenue Cycle Operating Model

Healthcare organizations increasingly rely on third-party service providers to support critical revenue cycle functions, from targeted point solutions to fully outsourced end-to-end operations. An incomplete business case or a poorly structured RFP can lead to implementation delays, unexpected costs, lost revenue and increased risk for the health system. Leveraging FTI's experience and independent guidance helps health systems navigate these complex hurdles and mitigate risks.

We Meet Healthcare Organizations Wherever They Are in the Outsourcing Lifecycle

1. Considering Outsourcing

Navigate the outsourcing process from developing a strategic roadmap through negotiations, whether it is part of a sole-source engagement or a competitive RFP process.

— Which revenue cycle management (RCM) functions should be outsourced, retained internally, or supported through point solutions?

— What financial, operational, and strategic objectives should guide the future-state model?

— Should the organization pursue a sole-source engagement or a competitive RFP process?

2. Optimizing an Existing Relationship

Evaluate whether the relationship is delivering the financial, operational, and technology outcomes originally expected.

— Is the service provider achieving the lift that was originally projected?

— Are expenses (cost to collect) meeting original expectations, or have unforeseen fees or expenses negatively impacted performance?

— Does the governance model provide sufficient accountability, transparency, and performance oversight?

3. Approaching Renewal or Termination

Define the future-state strategy before deciding whether to renew, renegotiate, rebid, or transition the current agreement.

— Are there performance gaps with the current relationship?

— Should the organization renew, renegotiate, conduct a competitive RFP, or pursue a hybrid insourced / outsourced model?

— What financial and operational baselines should be established to measure future performance?

4. Troubled Provider Relationship

Assess performance gaps, contractual obligations, and the practical options to exit or restructure.

— What are the financial and operational consequences of the underperformance?

— Is the service provider meeting its contractual obligations?

— Should the relationship be remediated, restructured, or terminated?

Our Approach

Sustainable net revenue management requires the entire model to work together.

We align interrelated revenue cycle activities, maximize technology and automation, optimize resources, and establish accountability to enhance financial and operational outcomes.

Improved net revenue	Reduced cost to collect	Stronger accountability	Greater contract value

From Diagnosis to Execution

Sample Deliverables

- Current-state RCM assessment
- Responsibility matrix
- Governance structure
- Outsourcing ROI study
- Technology and automation roadmap
- Competitive RFP strategy
- Future-state operating model design
- Contract negotiation strategy
- Transition and implementation support



Desired Outcomes

- Improved financial and operational performance
- Clearly documented contract requirements that provide enhanced client protections
- Optimized technology utilization
- Sustainable operating model
- Defensible, objective vendor selection
- Stronger accountability and SLAs

Why FTI Consulting

Deep operational and RCM expertise. Independent advice. Sustainable results.

FTI Consulting brings outsourcing advisory experience across provider types, with a focus on long-term operating model optimization, not simply service provider selection. Our structured methodologies are designed to reduce implementation risk, strengthen provider accountability, and maximize revenue cycle performance.

Whether an organization is considering outsourcing, managing an existing relationship, approaching contract renewal, or rethinking its entire revenue cycle model, we provide the independent expertise and structured approach needed to make informed decisions and achieve sustainable financial performance.

Optimize the relationship. Strengthen the operating model. Protect net revenue.

Let's start the conversation. See FTI contact information below.

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