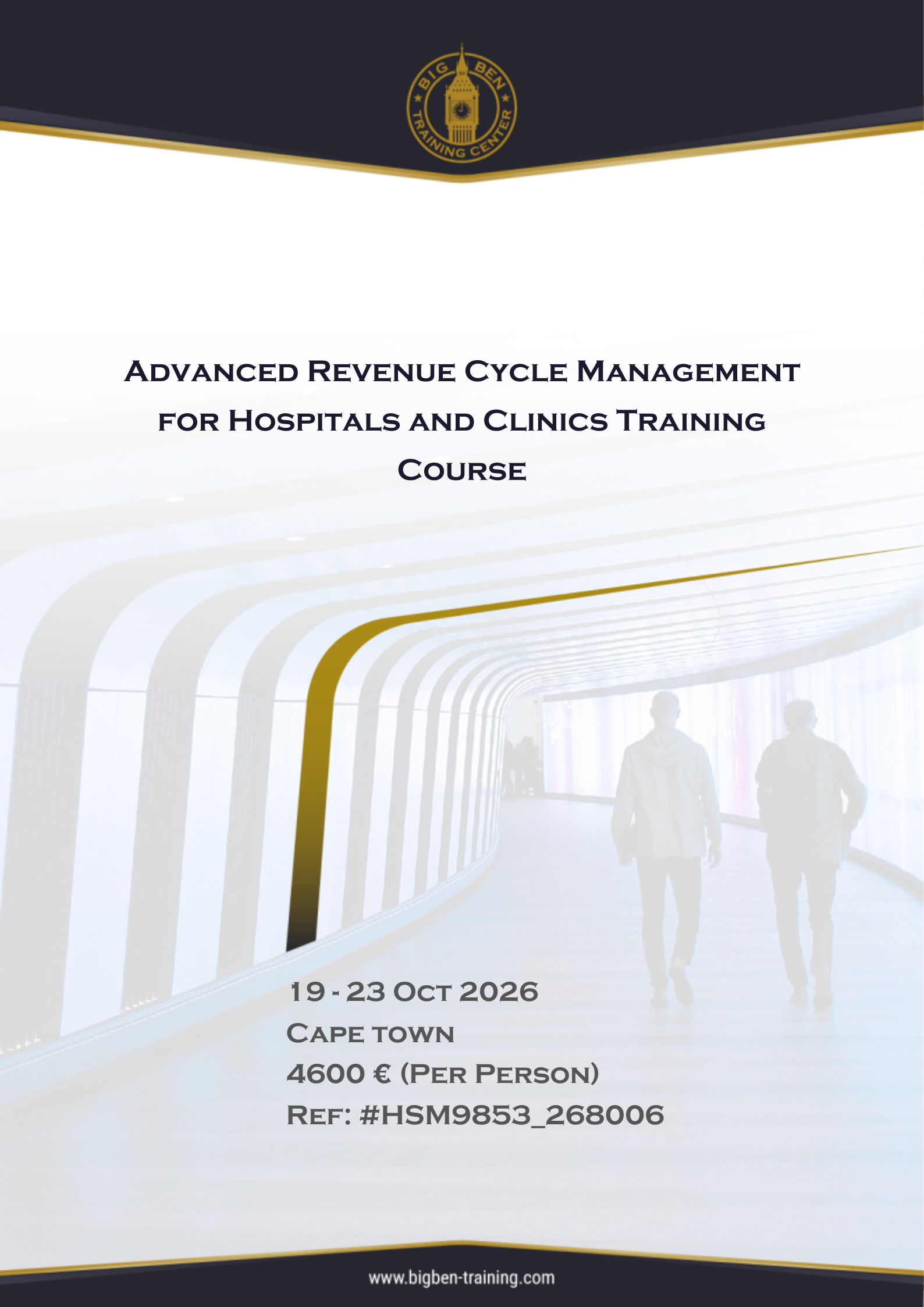
Advanced Revenue Cycle Management for Hospitals and Clinics Training Course



19 - 23 Oct 2026

Cape town

4600 € (Per Person)

Ref: #HSM9853_268006

Course Introduction / Overview:

The financial health of any hospital or clinic depends on an efficient revenue cycle. This training course is designed to equip healthcare finance professionals and administrators with the strategic knowledge and practical skills needed to optimize their revenue cycle management. Participants will explore everything from patient registration and medical coding to claims processing and denial management. The curriculum addresses the critical need to increase collections, reduce errors, and ensure compliance with complex billing regulations. As noted by academic author Dr. Michael Nowicki in his book "Introduction to the Financial Management of Healthcare Organizations," effective revenue cycle management is a key driver of profitability and sustainability. BIG BEN Training Center is proud to offer a program that moves beyond basic billing practices to focus on a strategic, end-to-end approach to the revenue cycle. You will learn how to identify bottlenecks, streamline workflows, and use data to improve financial performance. This course empowers you to be a key driver of financial success, ensuring your organization can continue to provide high-quality patient care.

Target Audience / This Training Course is Suitable for:

- Revenue cycle managers.
- Hospital and clinic administrators.
- Medical billing and coding specialists.
- Finance and accounting professionals.
- Patient access and registration staff.
- Compliance officers.
- Healthcare business office managers.

Target Sectors and Industries:

- Hospitals and health systems.
- Outpatient clinics and specialist practices.
- Ambulatory surgery centers.
- Health insurance companies.
- Government agencies and health departments.
- Long-term care facilities.
- Medical billing and coding companies.

Target Organizations Departments:

- Revenue cycle management.
- Medical billing and coding.
- Patient access and registration.
- Finance and accounting.
- Compliance and legal affairs.
- Information technology.
- Business office management.

Course Offerings:

By the end of this course, the participants will have able to:

- Master the end-to-end healthcare revenue cycle.
- Optimize patient registration and intake processes.
- Improve medical coding and documentation accuracy.
- Streamline claims submission and processing.
- Effectively manage and appeal claim denials.
- Implement strategies for reducing accounts receivable.
- Ensure compliance with billing regulations.

Course Methodology:

This training course uses a blend of case studies and practical workshops. Participants will work in groups to analyze a real-world revenue cycle, identifying key challenges and developing a strategic improvement plan. The curriculum includes hands-on workshops on medical coding review, denial management, and using financial dashboards. Our instructors are seasoned revenue cycle professionals with extensive experience who will provide practical insights and guidance. BIG BEN Training Center is committed to a collaborative and interactive environment where you can learn from your peers and practice new skills. The course is designed to be highly practical, ensuring that you leave with the confidence and tools to improve your organization's financial performance.

Course Agenda (Course Units):

Unit One: The Foundations of Revenue Cycle Management.

- Defining the healthcare revenue cycle.
- The link between patient care and financial performance.
- Key stages of the revenue cycle.
- The role of technology in revenue cycle management.
- Understanding the patient financial journey.
- Common pain points and challenges.
- Case study: a clinic's revenue cycle from start to finish.

Unit Two: Patient Access and Claims Submission.

- Optimizing patient registration and scheduling.
- Insurance verification and prior authorization.
- Accurate data captured at the point of care.
- The importance of medical coding and documentation.
- Effective claims submission and scrubbing.
- Reducing errors and rejections.
- Workshop: a mock patient registration session.

Unit Three: Claims and Denial Management.

- Understanding the claims adjudication process.
- Analyzing and tracking claims.
- The importance of denial management.
- Common reasons for claim denials.
- Developing a robust denial appeal strategy.
- Using data to prevent future denials.
- Role-playing: a denial management scenario.

Unit Four: Accounts Receivable and Financial Reporting.

- Managing accounts receivable (A/R).
- Strategies for effective patient collections.
- The role of financial reporting and analytics.
- Using dashboards to monitor key metrics.
- Financial forecasting and budgeting.
- The impact of regulation on cash flow.
- Group project: an A/R aging analysis.

Unit Five: Revenue Integrity and Compliance.

- Defining revenue integrity.
- Auditing and monitoring for compliance.
- Preventing fraud, waste, and abuse.
- Navigating changing regulations.
- The role of leadership in revenue cycle optimization.
- The future of revenue cycle management.
- Final presentation: a comprehensive revenue cycle improvement plan.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can healthcare organizations balance the need for efficient and aggressive revenue collection with the ethical imperative to provide accessible and affordable care to all patients?

What unique qualities does this course offer compared to other courses?

This training course is unique because it is exclusively focused on advanced revenue cycle management for hospitals and clinics. Unlike a general financial management course, it provides a comprehensive, end-to-end framework for optimizing the entire revenue cycle. Our program emphasizes denial management, accounts receivable strategies, and regulatory compliance with real-world applications. We use hands-on workshops and case studies based on actual financial data to give you the skills needed to effectively improve your organization's financial health. This course is designed for professionals who want to move beyond basic billing and become key drivers of financial excellence and sustainability.