



Revealing the Hidden Potential of Healthcare RCM: **Optimizing Patient Refunds**



INTRODUCTION

What is Healthcare Revenue Cycle Management (RCM)?

Traditionally, Healthcare Revenue Cycle Management (RCM) refers to the process of managing the financial aspects of healthcare services, from patient intake to the final payment for services rendered. RCM ensures that healthcare providers receive proper payment for their services and that the organization operates efficiently in terms of billing, coding, and collections.

Today, the responsibility of sending post-adjudication refund payments to patients is often either shifted back to the provider or paid with paper checks.

But what if Healthcare RCM organizations had the opportunity to offer even MORE to providers?

More value. More secure payments. More patient satisfaction. More operational efficiency.

Opportunity in Healthcare Revenue Cycle Management

Throughout this eBook, we will explore the untapped aspects of Healthcare RCM with a focus on patient refunds and reimbursements.

We will explore:

- The ways patients may be refunded today and by whom
- Technology and change within healthcare payments
- Compliance and security factors related to patient payments
- The future of Healthcare Revenue Cycle Management



HOW IS YOUR HEALTHCARE RCM ORGANIZATION HANDLING B2C PAYMENTS AND PATIENT REFUNDS TODAY?

Most Healthcare Revenue Cycle Management organizations are calculating reconciliation and passing the ledger back to healthcare providers to handle reimbursements and refunds, however, some are handling refunds for their providers by sending paper checks to patients. Both processes come with their own set of potential downfalls and can be modernized to not only provide more value to an RCM organization but ensure optimum security.

Sending the ledger back to the provider to handle payments?

Ledger reconciliation already involves comparing the payments received with the expected amounts to ensure accuracy, helping to identify any discrepancies, such as underpayments or overpayments. Specifically, when overpayments occur, Healthcare RCM organizations generate a detailed ledger that includes all transactions, payments, and adjustments. This ledger is then sent back to the provider for final reconciliation and payment processing. This means the provider is responsible for returning any overpayments to patients in a timely fashion.

What if Healthcare RCM organizations could seamlessly handle the delivery of patient refund payments FOR the provider, offering even more end-to-end value?



Sending paper checks to patients?

Paper checks may seem simple when it comes to returning overpaid funds to patients, but they come with many hidden costs and issues such as delays, risk of fraud, lost payments, theft, and overall inefficiencies². Additionally, escheatment processes are time consuming and yet another administrative burden on an organization.

With real-time digital payment solutions, patients can receive their returned funds quickly, clearly, securely, and with choice - all things paper checks do not offer. This not only increases patient satisfaction, but it gives Healthcare RCM organizations even more security and value to offer providers.

Check Processing Fees	\$0.50 to \$1.50 per check
Postage and Handling	\$0.75 to \$0.90 per check
Administrative Overhead	\$4.76 to \$9.33 per check
Reconciling Lost or Stolen Checks	\$0.50 to \$1.00 per check
Fraud Prevention	\$0.25 to \$0.50 per check

TOTAL up to **\$13.23** per check

<https://dashsolutions.com/modernizing-payments-the-hidden-payment-toll-of-paper-checks/>



CONFIDENCE IN TECHNOLOGY IS KEY

Change is Hard

As an organization, it is never easy to adopt new technologies, especially when original processes have been used for years. Change is never simple, but it can be extremely beneficial to both Healthcare RCM organizations and to providers and patients they work with.

However, with the proper payments technology partner, change can be a simple and positive experience. Four main things to look for when making big technology changes is **trust**, **support**, **expertise**, and **security**.



Trust:

A trustworthy technology partner should offer high-quality, reliable payment solutions that are thoroughly field-tested and compliant. A partner that can help mitigate risk when it comes to payments is crucial.



Support:

Your payment partner's team should have deep experience in integrating payment solutions with Healthcare RCM organizations' current processes and overcoming any potential challenges. This ensures that they can provide the necessary support to implement and maintain the patient payment delivery solutions seamlessly and effectively.



Expertise:

Look for a partner who has been in the industry for a long time with a strong reputation and a high client-retention rate. This indicates their ability to provide reliable and effective payment solutions that meet the needs of their clients. A high Net Promoter Score (NPS) and positive client testimonials can also be good indicators of their trustworthiness and the quality of their services³. A payments partner who works with both Visa® and Mastercard® and are backed by a trustworthy bank partner shows credibility within the industry as well.



Security:

Assuring a technology partner is secure and compliant is extremely important as well, especially in the healthcare industry. Always check for HIPAA and SOC 2 compliance standards when deciding to make a change to modernize payments.

NAVIGATING SECURITY AND COMPLIANCE

Assuring any technology used in healthcare is compliant is crucial to organizations, and maintaining the security, privacy, and integrity of sensitive patient data is pertinent. When it comes to patient refunds and reconciliations, compliance and security is key.



Paper Check Security Issues

Paper checks pose significant security risks due to their susceptibility to fraud and theft. Each check sent to a patient contains sensitive information such as the bank routing number, account number, and account holder's name, which can be easily exploited by bad actors to forge checks and empty accounts⁴. Additionally, the physical nature of paper checks makes them vulnerable to being lost or stolen, particularly through mail theft, which has seen a dramatic rise⁵. The lack of standardization in check appearance further exacerbates the risk, as criminals can easily create counterfeit checks⁶. To mitigate these risks, experts recommend transitioning to digital payment methods, which offer enhanced security features such as validation and multi-factor authentication⁷.



SOC 2

SOC 2 compliance is essential for healthcare organizations as it ensures the security, availability, processing integrity, confidentiality, and privacy of sensitive patient data⁸. Given the unique challenges of handling healthcare data, including strict regulatory requirements like HIPAA, SOC 2 compliance helps organizations implement robust security measures to protect against unauthorized access and cyber threats. This compliance not only enhances data security but also ensures the availability and integrity of patient information, maintaining trust and compliance with legal standards⁹.



HIPAA (Health Insurance Portability and Accountability Act)

HIPAA compliance within healthcare is crucial when it comes to the protection of patients' personal health data. HIPAA compliance is regulated by the Department of Health and Human Services (HHS) and enforced by the Office for Civil Rights (OCR)¹⁰. Keep in mind, non-compliance with HIPAA regulations can lead to various penalties and consequences for healthcare organizations such as financial penalties, reputational damage, legal consequences, and operational disruptions. Thus, assuring any payments partner or technology partner a Healthcare RCM organization works with is HIPAA compliant is of utmost importance.

THE FUTURE OF HEALTHCARE RCM

Continuous improvements and innovations in the healthcare industry, particularly in Healthcare Revenue Cycle Management (RCM), have led to significant technological advancements aimed at enhancing efficiency and patient satisfaction. The integration of modern technology has revolutionized RCM by streamlining processes, reducing errors, and enabling data-driven decision-making. However, despite these advancements, the need for modernizing patient refunds and reimbursements remains critical. Traditional methods, such as paper checks and manual reconciliation processes, are not only slow and costly but also prone to errors and fraud.

Patients now expect the same seamless digital experiences in healthcare refund payments that they encounter when paying for healthcare expenses. Modernizing these processes with real-time digital payment solutions can significantly reduce administrative burdens, improve cash flow, and enhance patient trust and satisfaction.

Benefits of using technology for RCM patient refund processes



Streamlined Processes – Real-time patient payments allow for less administrative burden, offloading of escheatment processes, and a more efficient refund and reconciliation process overall.



Cost Efficiencies – There are two possibilities when it comes to cost, depending on the healthcare RCM organization's current process: reduction or gains.

1. When an RCM organization expands its services to include managing patient refund payments for providers, it has the potential to generate capital gains.
2. On the flip side, if a Healthcare RCM organization is currently cutting paper checks, switching to using real-time payments alongside a payments technology partner will allow for cost savings in places such as administration costs, printing, postage, and more.



Enhanced Security and Compliance – When working with a payments provider to streamline B2C payments, the payments are protected with enhanced security protocols and compliance standards. Additionally, the risk that comes alongside paper checks is much higher due to mail fraud and more. Real-time digital delivery of payments is a secure way to guarantee patients receive their owed funds in a quick and safe manner.



Patient Satisfaction – Speaking of patients and getting them repaid...fast, efficient, digital delivery of payments offering ease-of-use and choice tends to overpower long waiting periods for reconciliation to occur. Patient satisfaction is important to both Healthcare RCMs and the providers they work with. Modernizing the delivery of B2C payments, in the end, offers more overall value for everyone!

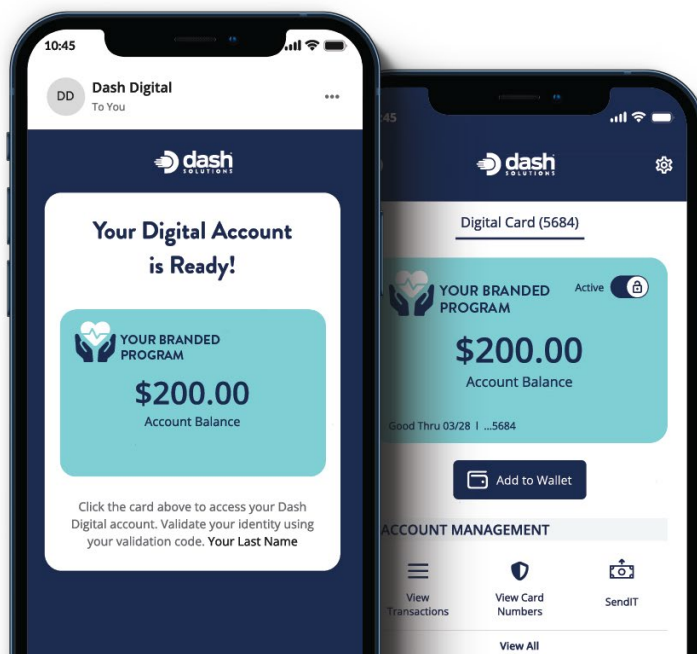
ENHANCING PATIENT REFUNDS

Digital Payment Methods

With real-time, digital payment solutions like Dash Digital with SpendIT SendIT™,

RCM vendors can:

- Send real-time refunds with choice
- Increase payment success rates
- Reduce costs & manual work
- Improve patient satisfaction
- Boost provider compliance



For Healthcare RCM Organizations:

Increases value to RCM organizations, key differentiator for services offered.



For Patients:

Allows for fast, digital refund with choice that can be spent immediately or send to other personal, financial accounts.



For Providers:

Opportunity to offload compliance risk and cost that comes with sending B2C payments and patient refunds.

CONCLUSION

Healthcare Revenue Cycle Management (RCM) is a critical process that ensures healthcare providers receive proper payment for their services, maintaining efficiency in billing, coding, and collections. Traditionally, Healthcare RCM organizations' processes involved managing financial aspects from patient intake to final payment, often relying on outdated methods like paper checks or sending the ledger back to the provider for patient reimbursements.

However, the landscape of Healthcare RCM is evolving, presenting opportunities for organizations to offer more value, secure payments, increase patient satisfaction, and streamline operational efficiency. This eBook has explored the untapped potential within Healthcare RCM, particularly focusing on patient refunds and refunds.

Current Refund Methods:

Many Healthcare RCM organizations either pass the ledger back to providers for handling refunds or send paper checks to patients. Both methods have inherent inefficiencies and risks and there is a better option with digital patient refund payments.

Challenges with Traditional Methods:

Sending the ledger back to providers involves detailed, and often manual, reconciliation, which can be time-consuming and prone to errors. Paper checks pose significant security risks, including fraud, theft, and delays, and add administrative burdens due to escheatment processes.

Benefits of Modernizing RCM:

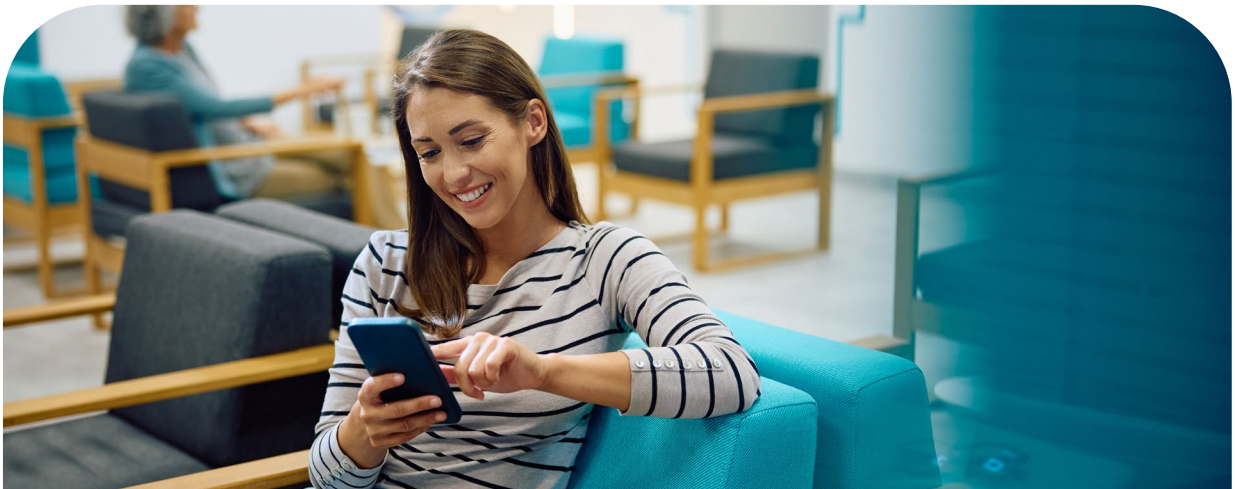
- + **Real-Time Digital Payments:** These solutions offer quick, secure, and clear refunds, enhancing patient satisfaction and reducing administrative burdens.
- + **Enhanced Security and Compliance:** Digital payments come with robust security protocols and compliance standards, mitigating risks associated with paper checks.
- + **Cost Efficiencies:** Transitioning to digital payments can lead to cost savings in administration, printing, and postage, or even generate capital gains by expanding services.
- + **Patient Satisfaction:** Fast and efficient digital refunds improve patient trust and satisfaction, providing a seamless experience similar to other digital transactions.

■ Navigating Change:

Adopting new technologies can be challenging, but with the right payments technology partner, the transition can be smooth and beneficial. Key factors to consider include trust, support, expertise, and security.

■ Future of Healthcare RCM:

Continuous improvement and innovation are essential. Modernizing patient refunds and reimbursements with real-time digital solutions can significantly enhance efficiency, reduce errors, and improve cash flow – not to mention increase patient and provider satisfaction.



By embracing these advancements, Healthcare RCM organizations can offer more comprehensive and secure services, ultimately benefiting providers, patients, and the organizations themselves.

Contact Dash Solutions Today to Learn More About Tapping into the Untapped Side of Healthcare RCM For Patient Refunds and Reimbursements

² <https://ingenico.com/us-en/newsroom/blogs/look-for-these-5-things-while-searching-for-a-payments-technology-partner>

³ https://dashesolutions.com/modernizing-payments-the-hidden-payment-toll-of-paper-checks#utm_source=ebook&utm_medium=healthcare+ebook&utm_campaign=Healthcare+rcm+2025

⁴ <https://cyber-center.org/writing-paper-checks-is-not-safe-cyber-security-goes-well-beyond-your-computer-or-phone/>

⁵ https://dashesolutions.com/check-and-payment-fraud-why-digital-is-the-answer#utm_source=ebook&utm_medium=healthcare+ebook&utm_campaign=healthcare+rcm+2025

⁶ <https://capsicumgroup.com/checks-and-balances-risks-of-paper-check-fraud-in-the-cyber-age/>

⁷ https://dashesolutions.com/spendit-sendit#utm_source=ebook&utm_medium=healthcare+ebook&utm_campaign=Healthcare+rcm+2025

⁸ <https://medicalitg.com/healthcare-it-services/the-importance-of-soc-2-compliance-for-healthcare-organizations/>

⁹ <https://www.hipaajournal.com/what-is-soc-2-in-healthcare/>

¹⁰ <https://www.hhs.gov/hipaa/for-professionals/compliance-enforcement/index.html>