

RCM Software Buyer's Guide

A practical guide to revenue cycle management software features, use cases, and questions to ask before you build a shortlist.

Use this guide to compare fit - not just feature counts.

Revenue cycle management (RCM) software supports administrative and financial work around care. Products range from full revenue-cycle suites to focused tools for claims, eligibility, coding, payments, patient billing, and denials. No single feature list defines every product, and features may be packaged as software, services, or integrations.

01	02	03	04
Patient access	Coding + charges	Claims + payment	Follow-up

Core feature areas

PATIENT REGISTRATION + ELIGIBILITY

Capture the right information up front

Record patient demographics and insurance, support appointment scheduling, verify coverage and benefits, and estimate financial responsibility.

CODING + CHARGE CAPTURE

Connect care delivered to billable services

Capture services and charges, and support accurate coding with standard code sets such as ICD-10 and CPT. Check how coding review and documentation workflows are handled.

CLAIMS + PAYMENT PROCESSING

Submit, track, and reconcile

Prepare electronic or paper claims, monitor them through payer adjudication, process remittances, and reconcile or post payments.

A product's core can vary by market and contract. Ask for a workflow demonstration using your real system landscape and claim scenarios.

Additional modules to evaluate

Patient billing + collections	Create statements, manage patient balances and collections, and reconcile accounts receivable.
Prior authorization	Check payer approval requirements and coordinate requests before a covered service is delivered.
Reporting + analytics	Review financial, transactional, and operational measures to identify delays, denials, and trends.

Ask whether each feature is included, an add-on, connected through a partner, or delivered by a services team.

Vendor starting points by use case

The labels below are editorial use-case suggestions based on published product descriptions, not an independently tested ranking. Performance figures are vendor-reported where noted. Confirm current scope, pricing, references, and implementation details directly.

CLAIMS + FULL-CYCLE AUTOMATION

Waystar

Waystar describes claim submission and monitoring, payer connectivity, denial prevention, payment workflows, and patient payments. It reports a 98.5%+ average first-pass clean-claim rate; the linked product page attributes the figure to Waystar data from 2023. Treat it as a vendor-reported result, not a promised outcome. Anecdotal forum comments mention cost and setup concerns, so request a quote and a rollout plan.

[Claim management](#) | [User discussion \(anecdotal\)](#)

INTEGRATED CLOUD EHR + RCM

athenahealth

Consider athenahealth when comparing clinical, practice-management, and billing workflows in one cloud platform. athenahealth describes a continuously updated payer-rules engine. A published vendor article reports 30,000+ billing rules and 4,500+ annual rule changes; ask what is current and included in your plan.

[athenaOne practice management](#) | [Billing rules engine article](#)

LARGE HEALTH SYSTEMS

Epic

Consider Epic for organizations coordinating financial and clinical work across hospitals, clinics, and other care settings. Epic describes health-system access and revenue-cycle tools and a single patient record for coordinated inpatient care. Evaluate existing architecture, migration needs, and operating model.

[Health systems + clinics](#) | [Acute + inpatient care](#)

MULTI-SPECIALTY BILLING + AI

ImagineSoftware + OmniMD

ImagineSoftware says ImagineOne supports 47+ specialties and describes AI-assisted denial prediction, resolution, and appeals. OmniMD describes specialty-specific AI RCM workflows, including denial prediction. Confirm which functions are generally available, included in your quote, and demonstrated for your specialties.

[ImagineSoftware specialties](#) | [ImagineApex workflows](#) | [OmniMD AI RCM](#)

SMALL-TO-MIDSIZE + OUTSOURCED BILLING

CureMD

CureMD describes AI-assisted billing software and managed billing services covering claims, A/R follow-up, payment posting, denials, and appeals. Ask for references and before-and-after results from practices with a similar size and specialty, including any claimed impact on A/R days.

[Medical billing services](#) | [AI billing overview](#)

Build a shortlist around your operation

Answer these questions before scheduling product demonstrations:

01	How large is your practice?	Record provider and staff counts, number of locations, specialty mix, and monthly claim volume.
02	Keep your current EHR or switch?	Ask each vendor to confirm specific integrations, data migration work, ownership, and what changes for staff.
03	What is the biggest bottleneck?	Choose the priority workflow: registration, eligibility, prior authorization, coding, claims, payment posting, denials, appeals, or patient collections.

Compare products by category

Enterprise RCM	Waystar, Experian Health, FinThrive, Optum
Ambulatory practice systems	athenahealth, NextGen Healthcare, eClinicalWorks, CureMD, OmniMD
RCM platforms + automation	ImagineSoftware, Infinx, GenHealth, and focused automation vendors
DME / HME	Brightree, NikoHealth, DMEWorks, and related home medical equipment systems
Patient payments	Cedar, Flywire, RevSpring, Inbox Health, and other patient financial tools

Questions for a vendor demo

Integration	Show the exact data exchange with our current EHR, practice-management system, clearinghouse, and payer portals. What still requires staff work?
Performance	Which baseline and outcome measures will you report for our workflows, and how are those figures calculated?
Exceptions	Walk through a claim or authorization that fails. How is the issue routed, documented, and returned to our team?
Delivery	Which work is performed by software, our staff, or your services team? What are the implementation and ongoing support responsibilities?

How to use the online directory

Use the searchable directory to filter by organization type, product category, RCM workflow, AI in public materials, and managed RCM services. A workflow check means that stage is named in reviewed material; an unchecked box is not proof that a product lacks the capability. Scores are editorial comparisons, not vendor-reported ratings.

[Open the full RCM software directory](#)

Prepared October 2026. Product details, availability, integrations, and pricing can change. Verify current terms and functionality directly with each vendor before making a purchase decision.