

WELCOME TO OUR
Monthly Newsletter



Built on Trust, Transparency, and a Whole Lot of Heart

At Claims Theory, we're not just building a company - we're building something that lasts. From day one, our mission has been clear: deliver real value, spark real conversations, and bring transparency to RCM.

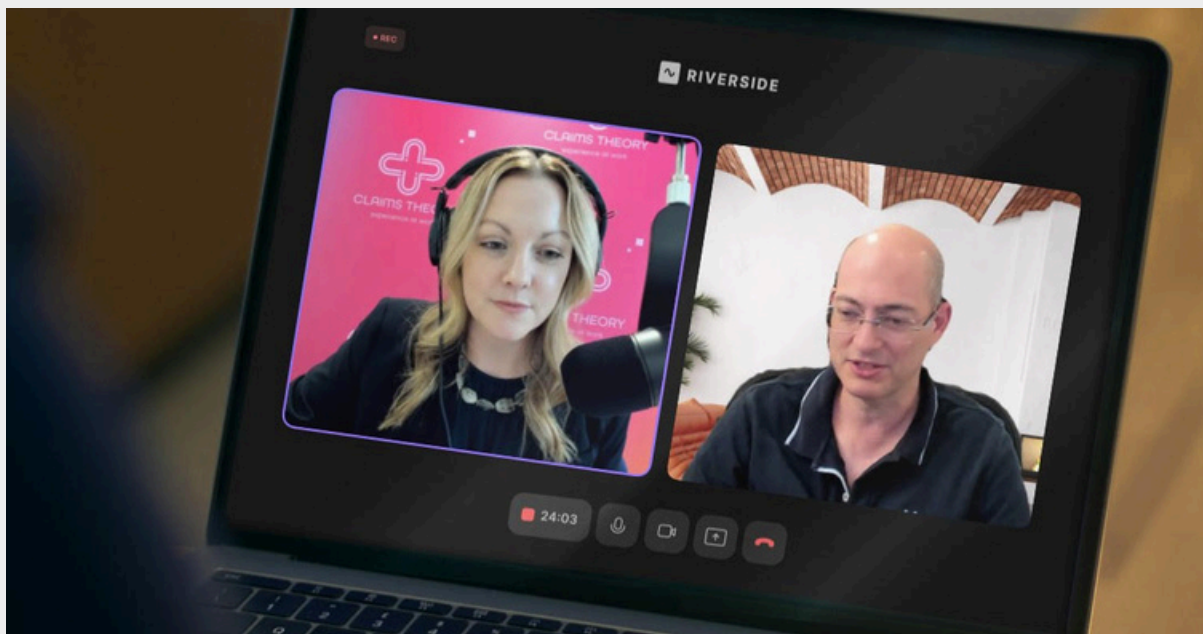
This month's edition is especially meaningful. The featured photo captures a behind-the-scenes moment of me and my daughter working on this very newsletter - a symbol of both legacy and fresh perspective. She represents the next generation of professionals entering healthcare, and I'm so proud to be sharing this journey (and these stories) with her. As Claims Theory continues to grow, our commitment remains unchanged: lead with integrity, share knowledge generously, and stay grounded in the "why" behind it all - helping healthcare organizations thrive through smarter, cleaner revenue cycle practices. Thank you for being part of this journey. We're just getting started, and we can't wait to keep building with you.



In this newsletter you will find:

Latest blog, our services and other insights

Claims Theory Podcast!



Episode 3 - Navigating Challenges in Healthcare RCM with Mark Dorner CEO & CO-FOUNDER AT PRECISEMDX

Mark Dorner is a distinguished leader in healthcare technology, bringing over 30 years of experience in driving digital transformation across a spectrum of organizations, from innovative startups to Fortune 500 companies. As the Co-Founder and CEO of PreciseMDX, he leads a company that delivers a comprehensive, interoperable platform connecting laboratories, providers, and patients, thereby enhancing the efficiency and accuracy of diagnostic testing processes.

Before establishing PreciseMDX, Mark served as the Chief Architect at RelayHealth, a division acquired by McKesson. In this role, he and his team developed software that became the foundation for a physician revenue services platform, which now processes over \$12 billion in financial and clinical transactions annually. His career also includes founding and operating a national diagnostics company that serviced over 2,000 physician practices nationwide.

Episode out now on Spotify, YouTube, and Apple!

Links on last page

Building the Ultimate RCM Machine

As March winds down, we're wrapping up this month's theme - Talent & Tech in Revenue Cycle Management, with a powerful realization: RCM excellence isn't about fixing one part of the cycle. It's about building a machine. A system. One that's high-performing, future-proof, and built on a rock-solid foundation. Over the past few weeks we've unpacked the value of aligning talent and technology, explored innovation with Mark Dorner, and took a closer look at how to recruit the right people to thrive in this fast-evolving space.

[LINK TO BLOG;](#)

[BUILDING THE ULTIMATE RCM MACHINE: POWERED BY PEOPLE, FUELED BY TECH,
GROUNDED IN PROCESS](#)

Main Highlights

- RCM Excellence Requires a Holistic Approach - Success in revenue cycle management isn't about fixing one piece, it's about building a high-performing system where people, technology, and processes work together.
- The Three Pillars of an RCM Machine - People are the power source, technology is the accelerator, and process is the foundation. Each element must be strong and aligned for optimal performance.
- The Claims Theory Way - RCM Success is driven by clarity in leadership, intentional system-building, data-driven measurement, and continuous evolution to stay ahead in a fast changing industry.

Quick Tips for March:



1. Align Talent and Tech: Combine skilled teams with smart automation for better RCM outcomes.
2. Adopt Innovation wisely: Implement new tech strategically to enhance, not disrupt, workflows.
3. Prioritize Top Talent: Attract and retain skilled professionals to strengthen your RCM team.



Our Services

RCM Leadership Staff Recruitment

End-to-End RCM Audits

Workflow Assessment and Process Improvement

Training and Education

Financial and Denials Analysis

Technology Assessment



Featured Job Posting



Certified Coder - Team Lead

We are seeking an experienced individual with a CPC (certified professional coder through AAPC) with Team lead experience. Salary range is \$75,000-\$85,000 based on experience and credentials. This is a remote position.

Preferred experience with NJ/NY MVA and Workers Comp cases/fee schedules. This is an auditing position, working with an insurance company.

[Apply Here](#)

Lindsay's Perspective:

As we wrap up another month at Claims Theory, I find myself feeling both energized and deeply grateful. This season of growth has been full - full of billing audits, process improvement initiatives, and partnering with organizations to help them find and recruit top-tier RCM talent. Every project reminds me why I started this company: to bring clarity, strategy, and trustworthy support to an industry that often feels overwhelming.

We've been having so much fun with the podcast. It's quickly become one of my favorite parts of the work we do - getting to learn from some of the best minds in revenue cycle and share those insights with all of you. Each conversation adds something new to how we think, lead, and serve our clients.

At Claims Theory, we understand the real demands of working in RCM - the pressure to perform, the constant regulatory changes, and the fires that flare up daily. We are there. And that's why it means so much when our clients and partners trust us to walk alongside them through the tough stuff.

We're building something meaningful here. A company grounded in trust, transparency, and real results - and I couldn't be more proud of where we are or more excited about where we're headed. Thank you for being part of this journey. I'm truly loving every minute.

Until next month,
Lindsay Gross

