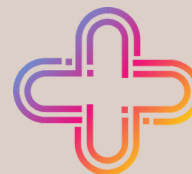


WELCOME TO OUR
Monthly Newsletter

**Becker
Private Equity
& Business**
PODCAST

SPECIAL GUEST

**Lindsay
Gross**
Founder & CEO,
Claims Theory

SPONSORED WEBINAR AND PODCAST CAMPAIGNS
PLEASE CONTACT 773.766.5322

Spotlight on Leadership & the Journey So Far

This month, we're doing something a little different. I recently had the chance to sit down with Scott Becker, someone I've long admired for the thoughtful conversations he brings to the healthcare space, for a candid discussion on the Claims Theory story so far, the leadership lessons I've learned, and the challenges (and joys) of building something from the ground up.

It was a conversation that pulled back the curtain a bit. We talked about what it really takes to lead with intention, how to grow something that reflects your values, and why people, process, and technology will always be the pillars of great revenue cycle performance.

If you're curious about the heart behind Claims Theory, or just looking for real-world leadership insights from someone still in the trenches, this episode is a great place to start.



In this newsletter you will find:

Latest blog, our services and other insights

Claims Theory Podcast!



EPISODE 5 - BUILDING A SCALABLE TRAINING PLATFORM FOR A GROWING ORGANIZATION

In this episode of the Claims Theory podcast, I sat down with Adena Dorsey, Director of Change and Organizational Development at Intellivo, to talk about what it really takes to build a scalable training platform as your organization grows. From starting with the right foundation to avoiding the pitfalls that cause training to break down, Adena shares practical strategies that every healthcare leader should hear.

Whether you're building from scratch or refining what you already have, this episode is packed with insight.

Episode out now on Spotify, YouTube, and Apple!



Want to Find the Holes in Your Revenue Cycle?

Every healthcare organization wants cleaner claims, faster payments, and fewer write-offs, but too many treat Accounts Receivable like a catch-all department rather than a strategic function.

The truth is simple:

If you want to uncover what's broken in your revenue cycle, start with AR.

LINK TO BLOG:

[WANT TO FIND THE HOLES IN YOUR REVENUE CYCLE?](#)

Main Highlights

- **AR Reveals Systemic Issues in the Revenue Cycle:** A well functioning AR team exposes deeper problems like eligibility errors, charge entry mistakes, and payer policy gaps, making it a diagnostic hub for revenue cycle health.
- **Strategic Investment in AR Improves Performance and Cash Flow:** Investing in skilled AR staff, effective processes, and the right technology shortens the cash cycle, reduces claim aging, and boosts revenue by accelerating issue resolution.
- **AR Provides Leverage for Organizational Change:** A strong AR team generates the data and insight needed to justify improvements across the organization, from workflow redesign to vendor accountability, turning AR into a catalyst for broader financial success.

Quick Tips for May:

1. Empower your AR team to flag trends, not just chase claims.
2. Invest in tools that streamline AR workflows to boost cash flow.
3. Retain experienced AR staff to build payer insight and reduce denials.



What's Happening in the Industry:

NEW MOUNTAIN CAPITAL LAUNCHES NEW
AI-ENABLED RCM COMPANY

UNITEDHEALTH CEO STEPS DOWN AS COMPANY PULLS 2025
FINANCIAL FORECAST

REPORT: PRIVATE EQUITY GROUP
PREPARES TO SELL ENSEMBLE HEALTH
FOR UP TO \$12 BILLION

INFINX BUYS HEALTHCARE RCM BIZ OF
US FIRM 13 VERTICALS

AMAZON AND NVIDIA ARE GOING ALL IN ON
HEALTHCARE AI. HERE'S WHY.

HEALTH INSURANCE GIANT CONFIRMS LARGEST
DATA BREACH OF 2025

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

About Us



Lindsay Gross
Founder, CEO, Claims Theory

Advisory Team



Matthew Litzelfelner
CPA, CFO



Chris Blackerby
EPIC Consultant



Kelly J Vallar
MD, Surgeon



Suki Shah
Founder, Investor/Tech



Jason Stinson
AWS Solutions, Architect



Ian Barkin
Automation Expert

Lindsay's Perspective:

May has been a full month. I had the opportunity to join Scott Becker on his podcast and reflect on this journey, what it's taken to build something from the ground up, and what still drives me forward.

We also wrapped up a handful of coding and billing audits, which served as a great reminder of why these deep dives matter. Audits aren't just about finding what's wrong, they're about strengthening what's working, identifying small issues before they snowball, and keeping communication sharp across every part of the revenue cycle.

And a special shoutout to Lexi Miller, our amazing marketing coordinator, who graduated from Purdue University on May 16. Watching her balance school and work with so much drive and creativity has been incredible. We're so proud of her and can't wait to see what she brings next.

To everyone who continues to support Claims Theory, whether by sending us work, referring a friend, or simply cheering us on, thank you. We don't take a minute of it for granted.

Until next month,
Lindsay Gross
Founder, CEO of Claims Theory

