

**RCM PARTNERSHIP BRIEF**

An IDR operating partner for your RCM team

Add provider-side payment-dispute support through a referral, co-branded, or white-label relationship. Agree on responsibilities before the first file changes hands.

Choose how the relationship works

REFERRAL

Introduce a client to a specialist. Define the introduction, consent to share business contact details, and the updates your team should receive.

CO-BRANDED

Coordinate a shared client experience. Agree on shared communications, named contacts, and who answers each kind of client question.

WHITE-LABEL

Add IDR execution behind your brand. Define client-facing ownership, branding, escalation contacts, and the information PRP needs to do the work.

Before the first matter

01 DISCUSS THE OPPORTUNITY

Start with specialty mix, states, approximate volume, current systems, and preferred delivery model. Business-level information is enough for the first conversation.

02 AGREE ON THE SCOPE

Confirm responsibilities, operating minimums, economics, permissions, reporting, and payment follow-up in the applicable agreements.

03 SET UP SECURE INTAKE

After onboarding, use the separate secure application PRP provides. Identify a records contact, a client-communication contact, and an escalation owner.

04 REVIEW THE FIRST FILES TOGETHER

Confirm pathway, documentation, timing, and commercial fit for each matter. Resolve missing information and agree on the next action before proceeding.

Potentially eligible federal matters nationwide; supported state pathways in New York, New Jersey, Florida, and Texas. Route and fit require claim-specific review.

**DEFINE THE HANDOFF**

Make responsibilities explicit.

Use this starting framework to agree on records, communications, decisions, and payment follow-up.

Work	RCM partner / client	PRP
Client relationship	Identify the client contact and preferred communication model.	Align updates and escalation with the agreed delivery model.
Records and authority	Arrange authorized access to complete source records and identify who can resolve gaps.	Organize received records and identify missing information through the secure workflow.
Pathway and timing	Provide plan, payment, notice, and prior-action records promptly.	Review the available route and controlling dates before accepting or initiating work.
Dispute execution	Provide requested clarifications and decisions through the agreed contacts.	Manage the agreed negotiation, filing, evidence, tracking, and communication stages.
Payment and reporting	Provide remittance and receipt information needed for reconciliation.	Keep outcomes, cash received, unpaid balances, and next actions distinct under the agreed reporting scope.

This is a discussion framework, not a fixed allocation of contractual duties. Scope, access, reporting frequency, fees, expenses, and payment-follow-up responsibilities are confirmed in the written agreement. PRP does not guarantee eligibility, a favorable determination, or collection.

Agree on a report you can reconcile

- Pathway, stage, next action, owner, and controlling date
- Missing records and unresolved questions
- Original payment, determination or settlement, and subsequent receipts
- Outstanding balance, agreed fees and costs, and reconciled incremental recovery

Start with business context

Bring your client and specialty mix, states, approximate monthly opportunity, current workflow, and preferred partnership model. Do not send patient information or claim documents through public forms, email, or scheduling.

Schedule a partnership conversation | Request an email follow-up

PRP supports provider-side IDR operations. It is not a certified IDR entity and does not provide legal advice.