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## Healthcare Industry Faces Increasing Demand, Smaller Talent Pool for Revenue Cycle Resources

**Tampa, September 24, 2015:** According to the U.S. Bureau of Labor Statistics (BLS), the healthcare industry is projected to add more jobs-over four million-than any other industry between 2012 and 2022. Key drivers, including the Affordable Care Act, increasing co-payments for services and consumer-based health plans have all delivered significant operational impacts to healthcare providers. These trends can create a critical imbalance between the supply of talent resources available, with the potential to produce a costly talent gap and impede the successful execution of revenue cycle initiatives.

Based on recent industry research conducted by professional staffing services firm Kforce, demand over the last year for revenue cycle positions such as patient access, customer service and medical billers has risen by an average of 40 percent, while the pool for highly qualified candidates continues to shrink.

With specialties that include staffing and services for finance and accounting and technology, Kforce's healthcare market serves as the organization's third largest customer segment. As a Healthcare Financial Management Association (HFMA) member, Kforce exhibited at the association's national institute in Orlando, Fl., June 22-25, and took the opportunity to discuss these trends with customers.

"The demand for revenue cycle talent is rising across patient access and patient financial services," said Client Development Director Mark Coronella. Coronella, a Kforce subject matter expert for revenue cycle, has observed increases in requests for roles such as commercial and government schedulers, billers, collectors, customer service and other key positions. Coronella shared his perspective on revenue cycle impacts in the HIMSS' Business Edge, "[Tracking Critical Revenue Cycle Trends, Challenges for 2015](#)".

"Providers are seeking a true staffing partnership in gaining experienced revenue cycle resources," said Coronella. "They're focused on acquiring the talent needed to strengthen cash flow and reduce the volume of claims denials and A/R days outstanding."

Recently, a California-based healthcare provider leveraging Kforce talent identified more than \$1 million in unrealized revenue. Kforce also worked with a Midwestern-based provider to increase revenue cycle efficiencies by boosting the capacity of their medical billing team. Kforce helped create a flexible workforce of over 100 experienced revenue cycle professionals, including patient access and admissions specialists.

### About Kforce

Kforce (Nasdaq:KFRC) is a professional staffing and solutions firm providing flexible and permanent staffing solutions in the skill areas of technology and finance & accounting. Backed by more than 2,700 associates and more than 11,200 consultants on assignment, Kforce is committed to "Great People = Great Results" for our valued clients and candidates. Kforce operates with 63 offices located throughout the United States and one office in the Philippines. For more information, please visit our Web site at <http://www.kforce.com>.

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