

The evolving role of AI in healthcare RCM

How providers are adopting AI in revenue cycle management (RCM) and what's holding them back

Artificial intelligence (AI) adoption in healthcare is accelerating, but do providers fully trust it? What are the barriers to adoption and where do providers see value? See the results from our survey:

TRUST LEVELS

Trust in healthcare AI is moderate; few completely trust it.



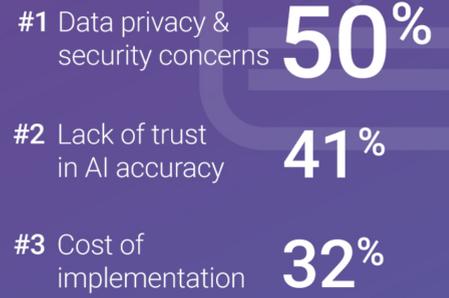
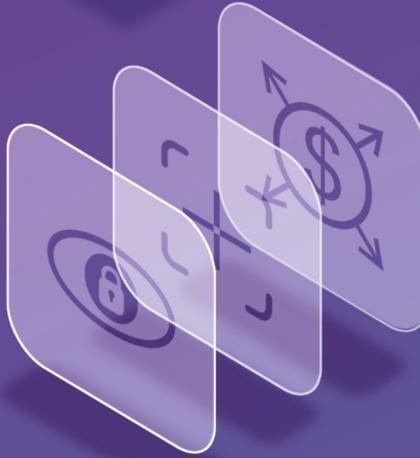
Despite barriers and limited trust, AI in healthcare is expected to see broad adoption within 3–5 years, with continued human oversight.

Providers say AI will be...



TOP BARRIERS TO ADOPTION

Privacy, security, and accuracy are key barriers to AI adoption.



TOP USE CASES

Eligibility verification and patient access are areas where providers believe AI can offer the most benefit.



AI USAGE TODAY

2 in 3 healthcare organizations use AI in RCM, with most others evaluating it.



Source: Experian Health – AI 2025 Research. Quantitative survey of 200 healthcare professionals responsible for financial, billing, and RCM decisions. This survey was conducted in October 2025.

