

RCM User Group:

A powerful community for lab professionals

TELCOR RCM evolves alongside the laboratories that use it. Through structured collaboration, ongoing feedback, and peer engagement, our customers directly influence product direction, enhancement priorities, and best practices.

TELCOR User Group

The TELCOR User Group brings billing and revenue cycle leaders together to exchange insights, address industry shifts, and influence product enhancements. Members engage in meaningful dialogue around reimbursement trends, workflow optimization, regulatory pressures, and real-world operational challenges.

Monthly Enhancement Engagement

Customers have direct input into product development through monthly enhancement reviews and voting opportunities. Proposed improvements are shared transparently, allowing users to evaluate requests, prioritize impact, and contribute feedback before approvals are finalized.

Best Practice Leadership Calls

Several times a year, revenue cycle leaders come together to discuss emerging challenges and proven strategies. Topics are often suggested by customers and may include regulatory changes, payer trends, documentation requirements, denial management strategies, or workflow optimization.

Annual User Conference

Each year, TELCOR hosts a focused event designed specifically for revenue cycle and billing professionals. The conference includes:

- Industry experts covering compliance and regulatory updates.
- Hands-on TELCOR education sessions to maximize system utilization.
- Peer networking with fellow billing and revenue cycle leaders.

Attendees leave with practical tools and clearer strategies to strengthen collections and operational performance.

Discussion Board and Ongoing Collaboration

Customers have access to an active discussion forum where peers share solutions, ask questions, and navigate industry changes together. It is a direct channel to real-world insight from other laboratories facing similar reimbursement pressures.

Customer Portal and Education Resources

The TELCOR Customer Portal centralizes the tools and information revenue cycle teams rely on:

- On-demand access to enhancement documentation and voting materials.
- A library of checklists, guides, and operational resources.
- Recorded and live training sessions for onboarding and refreshers.
- Version release documentation outlining upgrades and new functionality.

TELCOR RCM is strengthened by the laboratories that use it. Through consistent engagement, structured feedback, and peer collaboration, customers actively shape the solution that drives their collections.

This is more than software. It is a partnership designed to continuously improve your revenue cycle performance.

