

BPO vs. RCM in DME Billing:

What’s the Difference?

Why it Matters

- DME billing is complex — insurance verifications, authorizations, documentation, denials, compliance.
- The wrong partner adds hidden costs, delays, and missed revenue.
- The right approach helps you ship more orders up front, increase resupply, protect referrals, and keep patients satisfied through engagement.

BPO vs. RCM: Side-by-Side

BPO Vendors	RCM Partners
Success = calls made, orders entered, records processed	Success = compliant orders shipped, consistent reorder/resupply orders, claims paid, dollars collected
Handles pieces of the process	Manages the whole cycle from intake to payment to resupply
Lowers admin burden, but gaps remain	Improves cash flow, compliance, and profitability
Limited insight into payer rules & DME requirements	Specialized product, process and requirement knowledgeand compliance expertise
Focus on productivity	Focus on financial outcomes that drive growth

From Backlog to Breakthrough: A DME Provider’s Story

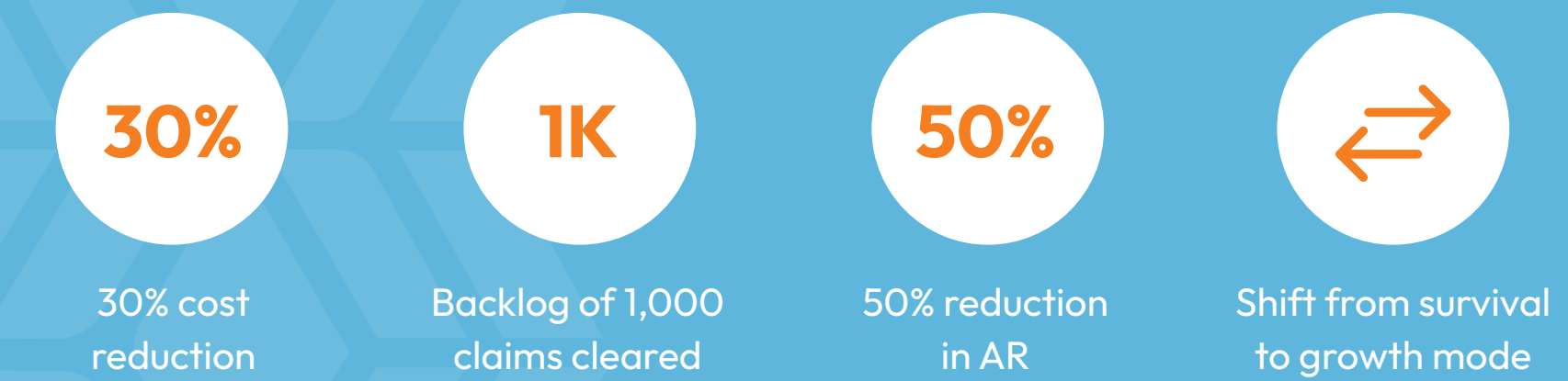
The Challenge

- Recruiting + retaining staff was unsustainable
- 1,000+ claims backlogged
- Overwhelmed by verifications + authorizations
- Delays in product delivery + referral risk

The Knack Solution

- + Immediate onboarding across all billing functions
- + Claims billed as soon as delivery is made
- + Orders verified on arrival

The Results



Choosing the right partner isn’t about outsourcing tasks. It’s about outsourcing outcomes.