



Arizona Community Health Organization

eClinicalWorks  
"Improving Healthcare Together"

# Automates Claim Management

with OpenBots Agentic AI

## Challenge

One of Arizona's largest community health organizations faced growing complexity in managing claims within eClinicalWorks and other systems.

Tasks such as adding or removing T codes, updating fee schedules, and adjusting bad debt required significant manual effort, driving up administrative costs and slowing operations.

### Solution

The organization partnered with OpenBots to implement automations across their claims management workflows.

#### ⚡ Adding T Codes for Medicaid Claims.

The bot reviews Medicaid claims and automatically adds missing T codes.

#### ⚡ Removing T Codes for Non-Medicaid or Self-Pay Claims.

The bot identifies and removes T codes when they are not applicable.

#### ⚡ Updating Self-Pay Fee Schedules.

Claims are reviewed daily to match the correct fee schedule based on patient demographics, and any necessary updates are applied.

#### ⚡ Adjusting Emerald Patient Bad Debt.

A list of returned accounts is processed by the bot, which adjusts off balances as needed.

### Results

They have implemented eight new processes to date, resulting in a reduction of over 1,300 hours in manual work effort every month. These automations prevented the need to hire 8 full-time employees, allowing the organization to handle high claim volumes efficiently. Key benefits include.

#### ⚡ Increased Accuracy.

Claims are consistently processed without errors.

#### ⚡ Faster Turnaround.

Daily tasks that once took hours are now completed in minutes.

#### ⚡ Significant Cost Savings.

Operational expenses were reduced without sacrificing scalability.

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OpenBots transformed our claims processes. Their automation ensures accuracy, saves time, and helps us focus on delivering care to our patients.

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Revenue Cycle Billing Manager —