

Eligibility Verification AI Agent

for Missouri-Based Behavioral Health Organization

Description

Managing eligibility verifications in behavioral health practices can be highly manual and error-prone, particularly when it comes to correctly ordering guarantors for client accounts. Inaccurate guarantor orders can delay claims processing, increase denials, and burden staff with tedious corrections.

To address this, we deployed an AI-powered Eligibility Verification Agent designed to automate guarantor reordering and eligibility validation processes, improving operational efficiency and accuracy.

Challenges

- ▶ Manual guarantor ordering was time-consuming, taking approximately 3 minutes per client.
- ▶ Frequent errors in guarantor sequencing led to billing delays and additional administrative overhead.
- ▶ Staff had to divert valuable hours from patient-facing and revenue-generating activities to handle repetitive account corrections.
- ▶ Operational inefficiencies made it difficult to scale without increasing headcount.

Solution

- 💡 Implemented an AI-driven Eligibility Verification Agent capable of reviewing and correcting guarantor orders in real-time.
- 💡 Automated integration with existing practice management and billing systems for seamless data handling.
- 💡 Designed exception handling workflows for complex cases, ensuring human intervention is only needed when necessary.
- 💡 Continuous monitoring and reporting to track the bot's performance and efficiency gains.

Results

140 (Approx) Clients Per Day

The AI agent now automatically reorders guarantors for approximately 140 clients per day

Eliminated 1.7 Hours of Manual Work

This automation has eliminated 7.5 hours of manual work daily, equivalent to nearly 1 full-time employee (FTE).

Reduce Human Error

Reduced human error and improved billing turnaround times, leading to faster reimbursements and increased staff capacity for higher-value tasks.