



Automated ABA Eligibility Verification & Data Correction with OpenBots Agentic Automation



Description

A leading, Midwest-based behavioral health organization specializing in ABA therapy leverages OpenBots' agentic automation platform to streamline eligibility verification and data correction across its payer network.

The organization processes weekly treatment schedules and must verify active eligibility for each ABA patient across multiple payers. Insurance eligibility is often difficult to interpret due to carve-outs and benefit limitations.

Previously, these checks were handled manually by billing teams — often taking hours per week. The data was reviewed, corrected, and routed back to clinical teams and schedulers to ensure services could be rendered without disruption.

Solution

- 💡 Automate the extraction of weekly treatment schedules and patient rosters using OpenBots agentic automation.
- 💡 Automatically check ABA benefit eligibility across payer portals (e.g. Optum, Aetna, BCBS).
- 💡 Use payer-specific logic to interpret behavioral health carve-outs and determine coverage accurately.
- 💡 Correct mismatches in eligibility fields and generate reports for the billing and scheduling teams.

Transform your ABA workflows with OpenBots. Automate eligibility, reduce denials, and simplify coordination between billing and clinical teams.

Challenges

- Staff manually checked ABA eligibility across 3–5 insurance portals for every patient.
- They downloaded usage data from portals and validated eligibility by interpreting detailed behavioral health benefits.
- After eligibility, staff created summaries and updated patient records.
- ABA billing team spent 5–6 hours daily verifying and correcting eligibility and plan data.

Results

Time Saved

600 hrs

Automated processes saved ~600 hours/year, equivalent to 5–6 FTEs.

Accuracy Improvement

90%

Achieved 90%+ accuracy in benefit validation, reducing billing errors.

Cost Savings

Realized substantial efficiency gains and cost reductions through automation.