



Arizona Community Health Organization

# Automates Claim Management

with OpenBots Agentic AI

eClinicalWorks  
"Improving Healthcare Together"

## 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

These automations prevented the need to hire 5.3 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.

“

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