

# Missouri-based Behavioral Healthcare Provider



## Background

A Missouri-based behavioral healthcare provider, a leading provider of behavioral health services, leverages the Netsmart EMR to manage patient information and billing processes. Ensuring guarantors are listed in the correct order is essential for claims accuracy and timely reimbursements. Historically, guarantor reordering was a manual process, consuming staff time and delaying workflows.

## Solution



The Missouri-based behavioral healthcare provider deployed an AI-powered automation agent integrated with the Netsmart EMR to streamline guarantor reordering and CEFE (Coordination of Eligibility & Financial Eligibility) maintenance.

The solution continuously identifies guarantor records needing reordering and applies business-rule driven corrections instantly.



## Conclusion

Through automation of CEFE maintenance and guarantor reordering with the AI agent, the Missouri-based behavioral healthcare provider achieved significant cost savings, improved accuracy, and optimized use of human resources.

This case study highlights how AI in healthcare administration can deliver measurable efficiency gains while supporting better outcomes for patients.

## Challenges

- ❏ **High Volume:** ~140-150 client guarantor records needing fixes daily.
- ❏ **Time Intensive:** Each correction took ~3 minutes.
- ❏ **Manual Burden:** Staff spent ~7.5 hours/day on guarantor reordering
- ❏ **Resource Allocation:** Staff previously required 4 FTEs to maintain eligibility verification and guarantor ordering and now requires only 0.25 FTEs eliminating 3.75 FTEs.
- ❏ **Risk of Delays/Errors:** Manual processes introduced variability and billing bottlenecks.

## Business Impact

By leveraging the Eligibility Verification AI Agent, the Missouri-based behavioral healthcare provider transformed a highly manual, repetitive task into a fully automated process.

Staffing requirements were reduced from 4 FTEs to just 0.25 FTE, eliminating 3.75 FTEs.

Automation saves 7.5 staff hours per day, ensuring consistent accuracy.

Freed resources now focus on higher-value patient care and operational tasks.

We automated Insurance Eligibility and Guarantor Addition inside Netsmart for Burrell Behavioral Health (Missouri): AR reduced 40% from \$10M to \$6M Denials reduced 87% from 400 to 50 per month FTE effort from 8 to 0.25. 90 FTEs dropped to 23. 85% conversations taken over by AI.

## Key Capabilities

- 1 Automated Detection**  
Identifies records requiring guarantor reordering.
- 2 Continuous Processing**  
Operates daily, removing staff intervention.
- 3 AI-Powered Action**  
Reorders guarantors instantly with accuracy
- 4 Scalable**  
Supports fluctuating client volumes without requiring additional staff.

