

Operational AI Solution Areas

Solution Area	What These Solutions Do	Potential Capability	Potential Value
Patient Access, Intake & Navigation	Help organizations move people from initial inquiry or referral into the appropriate service more efficiently.	- Referral intake & routing - Digital intake - Scheduling - Eligibility & benefits verification - Waitlist management - Appointment matching - Call center support	- Shorter wait times - Fewer dropped referrals - Reduced front desk burden - Improved conversion from referral to appointment
Clinical Documentation & Records	Support the creation, review, organization, and retrieval of clinical documentation while maintaining clinician oversight.	- Ambient documentation - Draft progress notes - Treatment plan support - Chart summarization - Record abstraction - Document search - Identification of missing documentation - Information extraction from outside records	- Less documentation burden - More complete records - Reduced after hours work - Faster access to relevant clinical information
Revenue Cycle Management	Improve the accuracy, speed, and efficiency of the processes required to obtain payment for services.	- Accurate coding & billing support - Claim scrubbing - Documentation-to-code review - Prior authorization preparation & tracking - Denial prediction & management - Eligibility verification - Payment posting - Payer rule monitoring	- Fewer preventable denials - Improved coding and revenue capture - Faster reimbursement - Improved cash flow - Reduced manual work for billing teams
Quality, Compliance & Accreditation	Help organizations monitor whether services, records, and processes meet internal standards, payer requirements, regulations, and accreditation expectations.	- Automated chart review - Documentation audits - Quality assurance monitoring - Policy & procedure review - Regulatory monitoring - Audit preparation - Accreditation readiness - Corrective action tracking - Compliance risk identification	- Broader and more consistent oversight vs. sample sizes - Earlier identification of risks - Trend analysis of risks - Reduced manual review - Stronger audit readiness
Workforce Management & Development	Support the recruitment, onboarding, deployment, development, and retention of the behavioral health workforce.	- Candidate screening support - Credentialing workflows - Onboarding - Staff scheduling - Training content development - Competency tracking - Supervision support - Workforce forecasting - Employee knowledge assistants	- Faster hiring & onboarding - Reduced credentialing delays - More efficient staffing - Improved training & workforce support

Operational AI Solution Areas (cont.)

Solution Area	What These Solutions Do	Potential Capability	Potential Value
<i>Performance, Analytics & Reporting</i>	Turn operational and program data into reports, insights, forecasts, and management information.	- Operational dashboards - CCBHC reporting - Grant & funder reporting - Quality measure reporting - Outcomes reporting - Productivity analysis - Forecasting - Trend identification - Natural language queries of organizational data	- Less time spent assembling reports - Stronger performance visibility - Earlier identification of problems - Better operational decision-making
<i>Knowledge Management & Productivity</i>	Help staff create, summarize, find, and use organizational knowledge across clinical and administrative functions.	- Meeting summaries - Grant & proposal drafting - Board materials - Internal communications - Presentation development - Document summarization - Enterprise search - Document Q&A tools - Internal knowledge assistants	- Reduced time spent writing & researching - Faster access to institutional knowledge - Greater consistency - More leadership & staff capacity
<i>Patient Engagement & Communication</i>	Support communication with current and prospective patients before, during, and after care.	- Outreach - Reengagement campaigns - Follow-up messaging - Multilingual communication - Care navigation messaging - Patient education - Routine service updates - Communication personalization	- Fewer no-shows - Stronger engagement - Improved continuity of care - More consistent outreach without adding staff workload
<i>Workflow Automation & Enterprise Operations</i>	Coordinate tasks, information, and actions across systems and departments rather than supporting only one isolated function.	- Cross-functional workflow automation - Organizational search - Automated handoffs - Exception management - Operational command centers - Coordination across intake, documentation, billing & reporting	- Fewer manual handoffs - Less duplication - More connected workflows - Faster resolution of operational issues - Organization-wide efficiency