



## Acclaim Autism: Delivering Quality Care, Faster with Appian AI

Imagine that your child or one you care about needs medical care, and you hear they will have to wait up to 6 months. For families seeking support with Autism Spectrum Disorder (ASD), timely and effective care can be life-changing.

Acclaim Autism, a trusted partner for these families, saw an opportunity to make that care more accessible than ever with AI. By reimagining their patient onboarding process, they set out to enhance patient experiences, empower their teams, and build a stronger, more sustainable future for their organization.

### The Challenge

In the behavioral health field, the process of getting care to patients can be slow and frustrating. This includes ensuring compliance with regulations, communicating with patients and families, verifying insurance, manually processing intake forms, and more. Acclaim Autism experienced this firsthand, with their patients and families waiting up to six months for care. Such delays can significantly harm a child's development or even cause families to give up on the process altogether.

In an industry that is also notorious for slow, clunky employee onboarding processes and high staff turnover, Acclaim Autism was determined to make a change.

*"For families seeking care for their children, time is of the essence. Long delays not only affect children's development and early intervention but also add stress for parents waiting for much-needed services."*

- Ryan Cox, VP and Founder, Acclaim Autism

### The Solution

The Acclaim Autism team sought better technology to help give their patients the care they deserve. No off-the-shelf solution met their unique requirements, so they chose to build custom onboarding solutions on the Appian Platform. They built their staff onboarding and training solution first, and then built on that success with their patient onboarding solution.

Acclaim then worked with the Appian Customer Success (CS) team to incorporate AI-powered document processing into their patient onboarding solution for processing medical documents. Just three weeks later, they were up and running with AI in their existing document processing workflow.



**Industry:**  
Healthcare

**Headquarters:**  
Philadelphia, PA, USA

**Appian customer since:**  
2023

**Website:**  
[acclaimautism.com](https://acclaimautism.com)

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**Ryan Cox**  
Vice President,  
Acclaim Autism

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## The Results

Since implementing Appian for their patient and staff onboarding processes, Acclaim Autism has achieved significant improvements for both their staff and the families they serve:

- **15x more patients onboarded per month.** Patients onboarded went from 3 a month to 47 a month with AI.
- **Patients now wait a matter of days for care—not months.** With their AI solution, Acclaim onboards patients in under a week, down from their previous average of 3–6 months. In some cases, services can even begin in under a week, enabling young patients to receive critical early intervention.
- **Staff attrition is down by more than 50%.** Automating onboarding tasks has allowed staff to get up-to-speed faster and focus on higher-value, more fulfilling work..
- **Patient onboarding is now automatically HIPAA compliant.** Appian AI ensures stringent HIPAA compliance, safeguarding all patient information.
- **Data is extracted from medical documents with near 100% accuracy.** AI pulls essential information like diagnosis details and medical notes from intake files, virtually eliminating errors.

Acclaim Autism’s guiding principle is to provide the best quality care to children and families navigating Autism. By taking advantage of the opportunity they saw in AI, Acclaim is delivering that care to more patients sooner. Not only that, they’ve also reduced staff turnover and significantly boosted job satisfaction.

And these results are just the beginning. Acclaim Autism is committed to expanding its services and moving every part of its operations onto Appian’s scalable platform. This will give their entire organization the technology they need to continue delivering exceptional care sustainably into the future.



**“This is a groundbreaking solution that will significantly improve the accuracy of our data extractions while ensuring that our intake staff and clinicians remain integral to the process. It’s a perfect blend of cutting-edge technology and human expertise, allowing us to deliver even more precise and personalized care and treatment planning to our clients.”**

### **Ryan Cox**

Vice President,  
Acclaim Autism