

99%+ clean claims and a team as consistent as the care

How Ascend Behavior Partners built one of the highest clean claim rates in ABA on Boost



PRACTICE OFFICES
Colorado & Arizona

STAFF HEADCOUNT
150+ Staff



99%+

Clean claims 2025-2026

Many weeks hitting 100%.

92%+

First-pass yield rate

Paid the first time they're submitted.

98%+

Collected within 90 days

Three months running.

Building the organization they always wanted to be part of.

Jonathan Mueller has spent more than 15 years in ABA. In 2017 he and two co-founders set out to build the organization they always wanted to be part of, and that became Ascend Behavior Partners: an early-intervention provider serving children ages 0 to 6, headquartered in Colorado with services in Phoenix and Tucson. Ascend delivers in-home and center-based care, has a team of nine psychologists for comprehensive diagnostic testing, and pairs every family with a bilingual family mental health program.

Roughly 80% of the families Ascend serves have Medicaid as primary or secondary. Their mission to support the underserved has kept them focused: “We don't want to be the biggest, but we do want to be the best.”

THE CHALLENGE - CONSISTENT COLLECTIONS TO SUPPORT ASCEND'S MISSION

Before Boost, Ascend used a billing partner, achieving a 93+% collection rate. Not bad compared to typical industry performance, but not high enough for stable financial results. Jonathan wanted to find an antecedent measure for successful collections. He identified a metric few ABA providers consistently track – the clean claim rate. In his view it is the single most important leading metric a provider has, because it is influenceable and predicts the cash you ultimately collect.

“It's the most important metric that is both predictive and influenceable of your ultimate cash collection, and it's kind of crazy that no one in the industry regularly reports on it.”

WHY ASCEND CHOSE BOOST

Ascend utilizes Hi Rasmus to manage clinical data. When the team looked at changing practice management systems to improve compliance and cash collections, keeping Hi Rasmus was never in question; what had to change was everything upstream and downstream of it. Ascend switched from another ABA practice management vendor to Boost, pairing Hi Rasmus on the clinical side with Boost for practice management and revenue cycle management.



The technology

Boost runs services through what Jonathan describes as an “industry-leading claim-scrubbing engine”, built in part on integrated payer contract and compliance architecture, which maps well-documented care into the data points that produce a clean claim. He is not aware of another platform that does this.

The people

Behind the platform is a Boost team Jonathan trusts, led by a CEO with 18+ years operating ABA companies and a Head of RCM he calls one of the best in the field, heading an RCM team with extensive provider experience. Around them sits deep experience across payer contracting, compliance, clinical operations, and practice finance, all specialists who work in tight feedback loops with Ascend's own staff. That combination of technology and seasoned people is what turns the software into results like a clean claim rate above 99%.

The pairing

Boost streamlines eligibility, authorizations, credentialing and scheduling; Hi Rasmus captures what happens in session, and Boost turns that well-documented care into a clean claim.

THE RESULTS

Boost RCM services since January 2025 · Boost Practice Management since July 2025

99%+

Clean claim rate, with many weeks hitting 100%.

92%+

First-pass yield: most claims paid the first time they're submitted.

98%+

Collected on claims within 90 days, three months running.



“Boost is the first one I'm aware of that has built the technology first from the perspective of: we need you to get paid for the services you provide. That's foundational to why we've had the success we've had.”

Jonathan Mueller

CO-FOUNDER, ASCEND BEHAVIOR PARTNERS

BEYOND THE NUMBERS

Before Boost, Ascend managed its upstream steps across a patchwork of different systems, including a separate EMR. Boost and Ascend jointly built belt-and-suspender workflows that keep people, process, and systems in sync. The RCM team can spot denial patterns early and act on them, and the partnership works together to escalate straight to a payer, up to the CEO when necessary, rather than settle for administrative barriers and reprocessing queues. With the OIG and managed medicaid programs increasing scrutiny on ABA, Jonathan sees a system that ensures claims are generated and submitted compliantly as make-or-break.

WHAT'S NEXT

New scheduling intelligence for field supervisors, a built-in CRM that brings intake tracking directly into Boost, intelligent billing for diagnostic evaluations, and increasingly sophisticated reporting built on agentic tools are already in motion. For a provider whose core conviction is that families deserve the highest-quality care regardless of how they pay for it, getting paid cleanly and fully is what keeps that mission running.